October KPM Update 2020 (Version 2)

Key Performance Measures October 2020 – Right First Time / Quality (Version 2)

Journey / Process	Frequency	Measure Detail	Target Description	Aug-20	Sep-20	Oct-20	Comments
Customer Contacts	Monthly	% of Escalations raised against total query responses'	Less than 5%	1.49%	0.40%	2.36%	Pega gives us greater insight into reopened tickets that was possible with SD+, so we expect performance to decrease initially but we now have the information needed to identify where we need to improve the customer experience.
Customer Contacts (technical)	Monthly	% of tickets **not** re-opened within period	95%	97.80%	98.90%	98.80%	Even though we have encountered some incidents and an ITSM tool migration in October, the trend in Right First Time (RFT) remains high. Now we have new tooling in place and with our continued commitment to the CX (Customer Experience) improvements underway.
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Shippers	100%	100%	No Joiners	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Non Shippers	100%	100%	No Joiners	No Joiners	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	100%	No Leavers	No Leavers	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	100%	No Leavers	No Leavers	100%	
Customer Relationship Management	Quarterly	KVI relationship survey	95% starting to trust/ trust	Next Survey-Sept Next Report-Oct	90.91%	Next Survey-Dec Next Report-Jan	
Customer Reporting (all forms)	Monthly	% of RFT against all reports dispatched	99%	100%	100%	100%	
Demand Estimation obligations	Bi Annually	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	75% Met or Exceeded	Next Survey-Dec Next Report-Jan	Next Survey-Dec Next Report-Jan	Next Survey-Dec Next Report-Jan	
Energy Balancing (Credit Risk Management)	Monthly	Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%	100%	100%	
Invoicing customers	Monthly	% of invoices not requiring adjustment post original invoice dispatch	98%	100%	100%	100%	
Invoicing customers	Monthly	% of customers that have been invoiced without issues/ exceptions (exc. AMS)	100%	100%	100%	100%	
Invoicing customers	Monthly	% customers with less than 1% of MPRNs which have an AMS Invoice exception	97%	In Development	In Development	In Development	
Manage Shipper Transfers	Monthly	% of successful shipper transfers processed	100%	100%	100%	100%	
Manage updates to customer portfolio	Monthly	% of valid CMS challenges received (PSCs)	Less than 1%	0.17%	0.09%	0.14%	A slight decrease on the performance of last month but still an excellent percentage to have achieved. The slight dip can be attributed to experienced team members moving from the core BAU to join the Query Hub their activities being taken up by less experienced team members
Management of Customer Issues	Monthly	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	100%	100%	100%	100%	Issue updates provided at October CoMC. Communications issued to customers as per the agreed Issue Management Framework. No negative comments received.
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	Zero P1 or P2 valid defects	0	1	0	
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=four valid P3 defects	0	2	0	
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=five valid P4 defects	1	1	0	
Meter Read / Asset processing	Monthly	% of meter reads successfully processed	99.5%	99.96%	99.94%	99.97%	
Meter Read / Asset processing	Monthly	% of asset updates successfully processed	99.5%	100%	99.77%	99.68%	
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.97%	99.95%	99.98%	Performance is below 100% as a small number of exceptions were created during this process. Those exceptions either pause the process or require manual rework, but as further intervention is required to complete the transaction, that transaction is not 'Right First Time'. A small number of records (c. 2,000) were also issued twice on the NRL file to customers - the AQ communication "End User Category and AQ Notification File Update" has been sent to impacted customers with more details.
Monthly AQ processes	Monthly	% of AQs at risk/ have defects	0.75%	0.67%	1.30%	1.34%	1.34% of LDZ AQ is currently known to be at risk due to defects. 0.24% of MPRNs are known to be currently impacted by an AQ related defect. Data based on AQs Calculated up to the end of October 2020, Effective from 01/11/2020.

Key Performance Measures October 2020 – Cycle Time / Delivery (Version 2)

Journey / Process	Frequency	Measure Detail	Target Description	Annual Target Description	Aug-20	Sep-20	Oct-20	Comments
Customer Contacts	Monthly	% P5 queries responded to within SLA/ OLA	90%	Cumulative in excess of 90%	94.68%	95.80%	88.80%	SLA missed due to ticket closures in SD+ as we migrate customer queries to PEGA system. Pega SLA performance is 92.2% for October.
Customer Contacts	Monthly	% responded to within SLA	90%	Cumulative in excess of 90%	95.39%	95.38%	94.45%	The performance decrease in October is an expected outcome from the ITSM (IT Service Management) tool migration (- SD+ to ServiceNow) as teams get used to the new tool set. No impacts to customers have been reported. During the coming months we will be working to utilise the greater breadth of capability in the new tool to provide more focused and deeper insight analysis to further drive quality and performance increases.
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Shipper	100%	100% of customers who enter market during the year	100%	No Joiners	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Non Shipper	100%	100% of customers who enter market during the year	100%	No Joiners	No Joiners	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% closure/termination notices issued in line with Service Lines (leave) Shipper	100%	100% of customers who leave market during the year	No Leavers	No Leavers	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	100%	100% of customers who leave market during the year	No Leavers	No Leavers	100%	
Customer Relationship Management	Quarterly	Survey results delivered to CoMC in Month +1	100%	For 100% of all surveys taken	Next Report-Oct	Next Report-Oct	100%	Results shared at Oct CoMC
Customer Reporting (all forms)	Monthly	% of reports dispatched on due date against total reports expected	100%	12/12 Months	100%	100%	100%	
Demand Estimation obligations	Monthly	DESC / CDSP DE obligations delivered on time	100%	100%	On Track	On Track	On Track	
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	98% avg rolling 12 mth period	99.48%	99.99%	99.72%	6 customers did not pay their Energy invoice on the payment due date however did settle in full by payment due date +2.
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	12/12 Months	100%	100%	100%	
Invoicing customers	Monthly	% of invoices sent on due date	100%	12/12 Months	100%	100%	100%	
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	12/12 Months	99.95%	99.07%		Data available on 13th November
Manage Shipper Transfers	Monthly	% processed within SLA	100%	12/12 Months	100%	100%	100%	99.6% notifications issued to shippers within the D-2 08:00 Deadline.
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	80% in D+4	Cumulative in excess of 80%	92.61%	93.81%	95.87%	For the same reasons as last month, we have managed to improve our performance across these three measures even further.
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	95% in D+10	Cumulative in excess of 95%	95.20%	95.41%	96.68%	This is perhaps more impressive than last month as the profile of the Contacts received would have made it more difficult to achieve these levels i.e. the number of high volume/quicker win Contacts reduced while those that take longer and are reliant on third parties increased
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	Cumulative in excess of 98%	96.60%	98.23%	98.88%	
Management of Customer Issues	Monthly	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	90%	90%	100%	100%	100%	AQ Taskforce: progress updates including outcome of the analysis published & discussed at October CoMC and update on financial adjustments. Adjustment Methodology & Principles document issued to customers, on target to meet plan. Issue Management summary slide published providing updates for all 'Gold' issues.
Managing Change	Monthly	% level 1 milestones met	95%	12/12 Months	100%	100%	100%	
Meter Read/Asset processing	Monthly	% requests processed within SLA	100%	12/12 Months	99.99%	99.72%	99.99%	120,939 Reads and 39 Asset Updates failed to respond in 2 days as they had Exceptions created.
Monthly AQ processes	Monthly	% Notifications sent by due date	100%	12/12 Months	100%	100%	99.99%	Defect detected in October 20, due to this a small number of AQs have not been notified in the outgoing files