



DISTRIBUTION PERFORMANCE REPORT
2005

Prepared by:
Distribution System Operator
ESB Networks.
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Introduction

Condition 13 of the Distribution System Operator (DSO) licence requires the DSO to report annually on the performance of the Distribution Business. The criteria to be reported upon have been approved by the Commission for Energy Regulation (CER) in accordance with Condition 13 of the DSO licence. This report has been prepared by the DSO for the year ending December 2005. There has been some delay in its publication for IT reasons, specifically in relation to the collation of data with respect to Service Level Agreements.

Criteria

The report covers the performance of the Distribution Business for the year ending December 2005 under the following headings:

- 1.0 Customer Service
- 2.0 Cost Performance
- 3.0 Achievement of capital programme
- 4.0 Supply Quality
- 5.0 Safety
- 6.0 Compliance with licence requirements
- 7.0 Improvements in 2005
- 8.0 Service Level Agreements

1.0 Customer Service

Critical indicators of customer service performance include service delivery by the customer contact centres (located in Dublin and Cork) and the treatment of complaints by staff of the DSO. Table 1 (below) summarises the performance of some of the key indicators of customer service.

TABLE 1

No.	Description of criteria	Value
1.1	Call Handling Response¹	
1.1.1	Percentage of calls answered within 20 seconds	63%
1.1.2	Percentage of calls dropped ²	13%
1.2.1	Complaints upheld by ELCOM³	97 ⁴

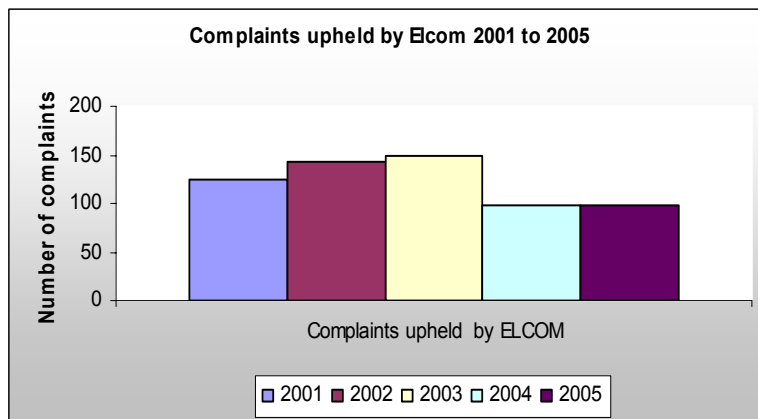
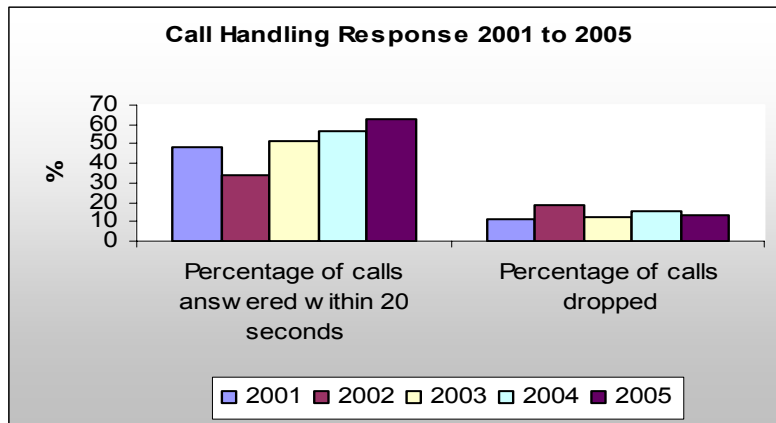
¹ Note both sets of figures are inclusive of storms, which has the effect of reducing the percentage of calls handled and increasing the percentage of calls dropped.

² Where the customer has hung up without waiting for a response.

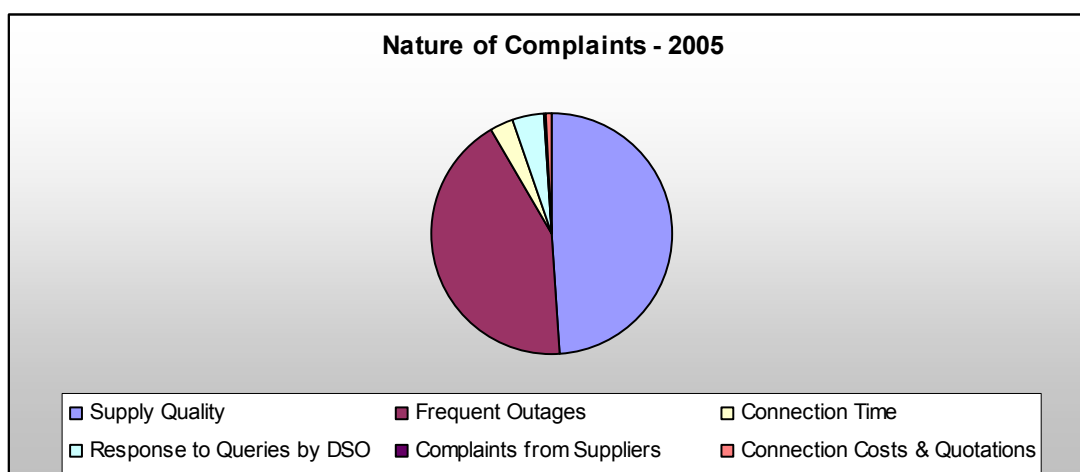
³ Complaints not resolved between ESB Networks and the complainant are referred to ELCOM, the complaints arbitrator. This figure is detailed in the 2005 ELCOM Annual Report.

⁴ This figure is the same as 2004.

The number of calls answered within 20 seconds has continued to improve, despite a significant increase in the customer base and the number of ESB networks calls to the Call Centre (up 25%). There has also been a decrease in the number of calls dropped. Trends in these figures for the past five years are shown in the graphs below.



		Number
1.3	Nature of complaints received:	
1.3.1	Relating to supply quality	4,707
1.3.2	For frequent outages	4,154
1.3.3	On the time to connect customers	274
1.3.4	On other distribution services such as fault repairs, response to queries by the DSO	421
1.3.5	From Suppliers	5 ⁷
1.3.6	On connection costs and budget quotations	90
1.4	Number of connection points terminated ⁵	8,763
1.5	Number of connection points de-energised ⁶	8,516
1.6	Number of Networks customer calls to the call centre	1,680,954 ⁸

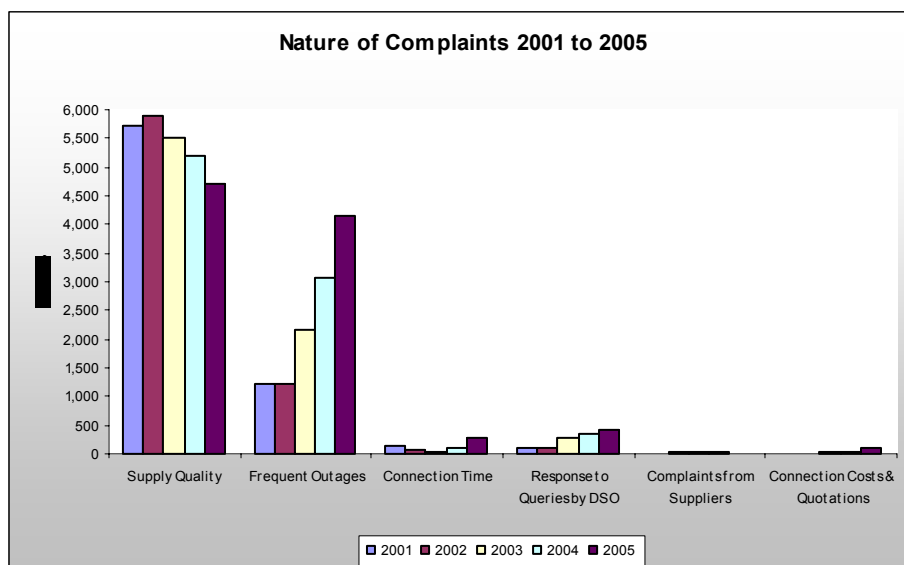


⁵ These are connection points that have been terminated following previous de-energisation and de-registration. Typically termination happens 2 years after de-energisation. The DSO have no commitment re capacity six months after de-registration.

⁶ De-energisation for Non Payment of Account.

⁷ All of these complaints have been resolved.

⁸ The number of ESB Networks calls as a proportion of the total calls offered to the call centre is estimated to be 40% of all calls. From June 2006, call records will be assigned between Networks and Supply calls.



The number of complaints on supply quality has continued to reduce since 2002⁹. However, there was a significant increase in the number of complaints received for frequent outages primarily due to the increased network activity required for the MV Overhead Line Refurbishment Programme and also the high volume of work associated with new connections.¹⁰ It is envisaged that these will reduce on completion of the MV Overhead Line Refurbishment Programme.

Given the ongoing high level of new customer connections in 2005 (over 89,000), the time taken to connect new customers in 2005 has been higher than previous years. This has led to an increase in complaints compared with previous years. However for 2006 and onwards an initiative has been put in place to reduce lead times to acceptable levels.

Following the introduction of the upgraded interim Meter Registration System Operator (MRSO) IT system in November 2003, which has helped improve the validation of meter readings, there has been a further reduction in the number of complaints from Suppliers to the MRSO.

2.0 Cost Performance

Cost performance is a critical area in evaluating the performance of the distribution business. The Commission for Energy Regulation has set very stretching targets for operating expenditure and the DSO will aim to achieve these and, where possible, improve on them. Table 2 (below) summarises the DSO's performance in relation to two key cost criteria.

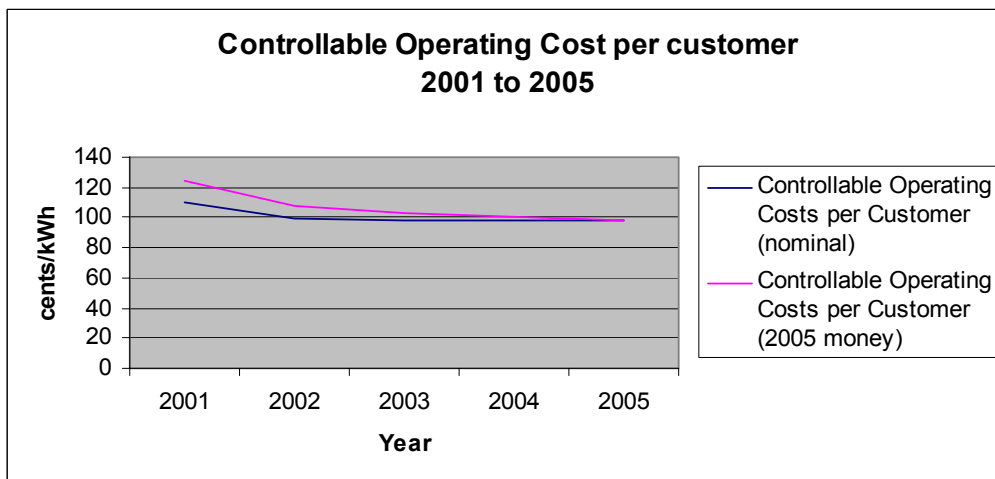
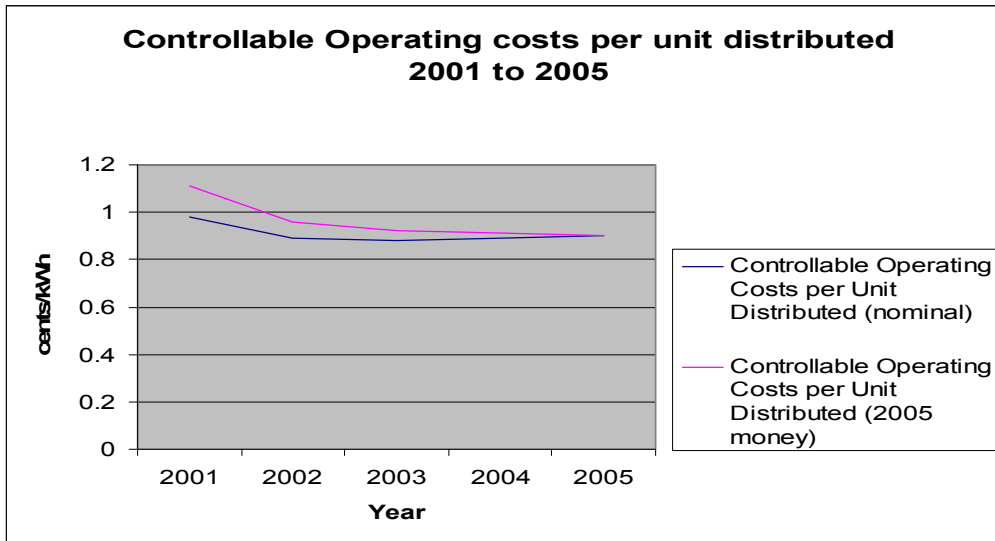
TABLE 2

No.	Description of criteria	Value
2.1	Controllable Costs	
2.1.1	Controllable Operating Cost per unit distributed	0.90c/kWh
2.1.2	Controllable Operating Cost per customer	98.5€/customer

⁹ In addition, the overall trend from 2001 is downwards.

¹⁰ It is worth noting that the number of complaints versus the number of interactions for the MV Overhead Line Refurbishment Programme and new connections is very low.

As can be seen from the graphs below over the period 2001-2005 there has been a real reduction of approx. 23% in operating costs per kWh and approx 25% decrease in operating costs per customer.

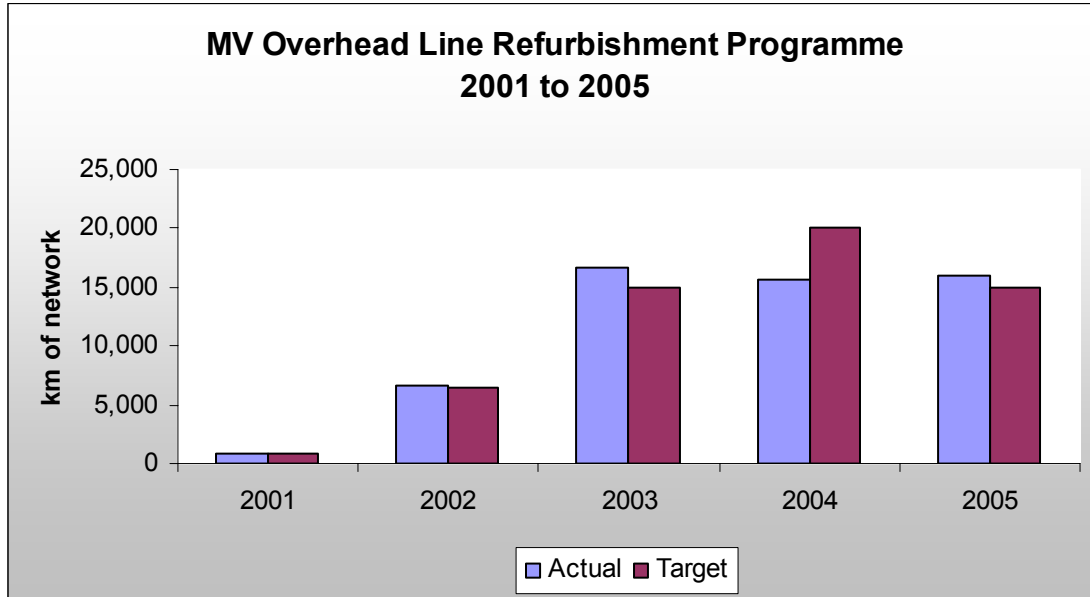


3.0 Achievement of capital programme

The DSO agreed an extensive capital programme with the Commission for Energy Regulation for completion over the period 2001-2005. An important part of this is the MV Overhead Line Refurbishment Programme. Some key indicators of the DSO's performance in relation to its overall capital programme and in particular the Network Renewal Programme are summarised in Table 3.

TABLE 3

No.	Description of criteria	Value
3.1	Total Capital Investment Programme	
3.1.1	% 2005 Capital Investment Programme achieved (i.e. percentage of allowed capital spent)	114%
3.2	MV Overhead Line Refurbishment Programme	
3.2.1	Target coverage for 2005	¹¹ 15,000km
3.2.2	Actual length renewed	15,918km
3.2.3	% of target achieved	106%



¹¹ Revised target to reflect change from a five-year to a six-year programme to ensure best return from contractor management and highest quality work achieved.

4.0 Supply Quality

Supply quality is an essential aspect of distribution system performance. Tables 4, 5 and 6 detail the DSO's performance for 2005 in relation to the key indicators of supply quality. In addition, the Commission for Energy Regulation has included an incentive/penalty in relation to customer minutes lost (CML) in the 2001-2005 price determination for the distribution business. As the effects of severe weather can cause wide variations in these measures, days for which the reported customer minutes lost are more than two standard deviations from the mean are excluded¹². Total planned outages on these networks show a decrease from 2004 to 2005. The targets with respect to CML for the year 2005 were set by the Commission at:

- Urban CML = 50 minutes
- Rural CML = 350 minutes
- Overall CML = 275 minutes

TABLE 4

No.	Description of criterion				Value	
4.1	Number of Outages¹³					
		Urban customers¹⁴		Rural customers		
	Voltage	Fault¹²	Planned¹⁵	Fault¹³	Planned¹²	Total
	N_A	0	13	0	303	316
	LV	2,457	41	13,756	672	16,926
	10kV	642	722	7,440	16,115	24,919
	20kV	149	75	1,793	2,666	4,683
	38kV	117		82		199
	> 38 kV					
	Total	3,365	851	23,071	19,756	47,043
	Total Outages excluding MV OH Renewal					
	Total	3,365	433	23,071	9,183	36,052

¹²61,570 customer hours represents the average of two standard deviations from the mean of the daily fault data for the 3 years 1999, 2000 and 2001. Fault data for days for which the reported customer hours lost due to faults is greater than 61,570 are excluded as these are deemed to be storm days. The fault statistics are then annualised to 365 days. For example if 12 days are excluded because CML exceeded 61,570, the remaining data is annualised by applying the factor $365 / (365 - 12) = 1.034$.

¹³ The figures do not include customer outages which resulted from under-frequency as such outages are due to problems on the Transmission System.

¹⁴ For continuity monitoring purposes, ESB defines the cities of Dublin, Cork, Limerick, Galway and Waterford as urban areas. Other areas including provincial towns are classified as rural for continuity purposes.

¹⁵ Includes MV Overhead Line Refurbishment Work Programme.

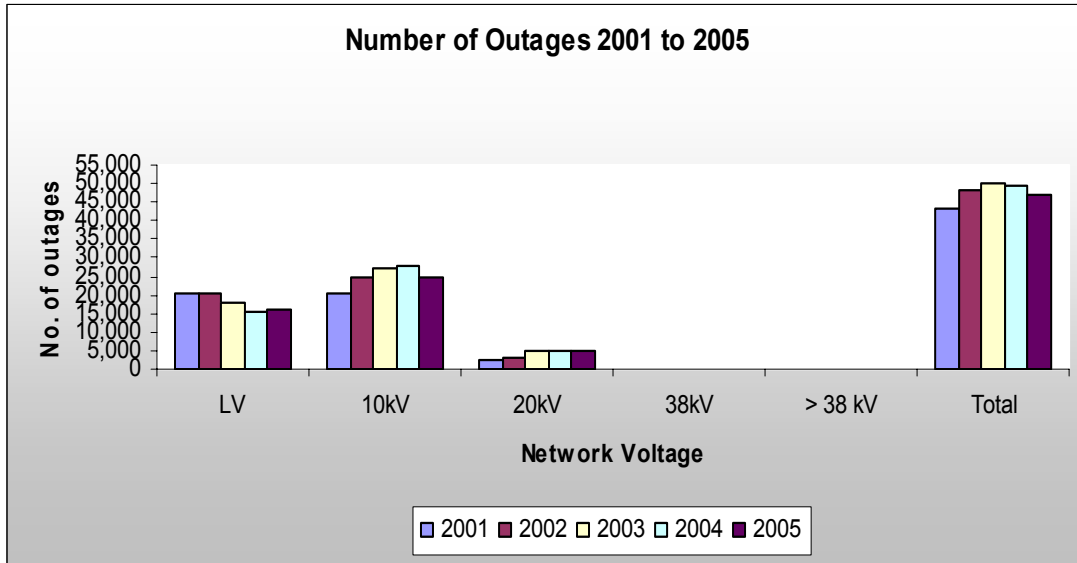
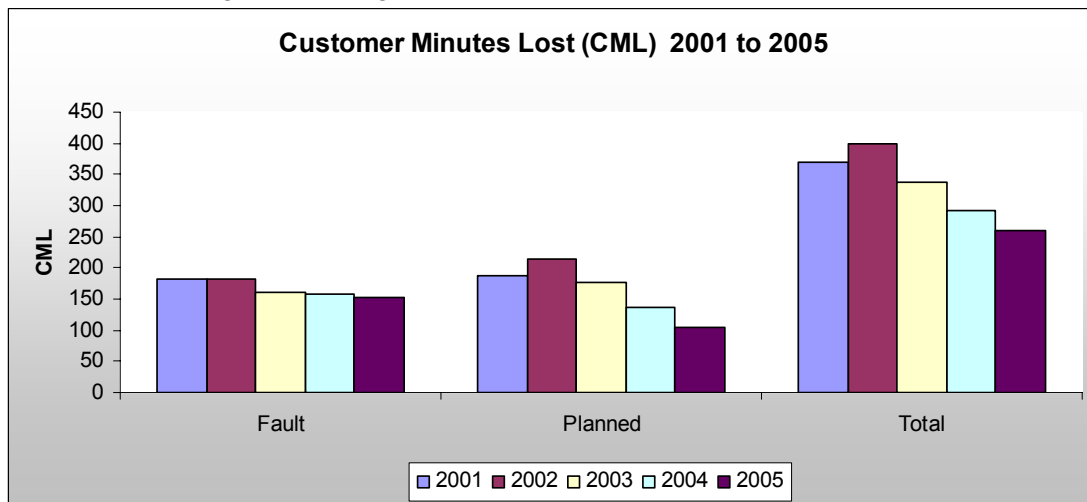


TABLE 5

No.	Description of criteria	Value		
4.2	Customer Minutes Lost			
		Fault¹²	Planned	Total
	Urban Customers	105	67	172
	Rural Customers	171	480	651
	Weighted average¹⁶	154	375	529
	Associated with MV Refurbishment		271	
	Post adjustment for MV Refurbishment	154	105	259

Having adjusted for the MV Refurbishment Programme, the following graph shows that the CML weighted average for 2005 continues to show a downward trend.



¹⁶ Calculated by the number of customers involved in the outage, multiplied by the duration of the outage for all outages during the year, divided by the total number of customers connected.

TABLE 6

No.	Description of criteria	Value
4.3	Additional items	
4.3.1	Percentage of faults exceeding 4 hours restoration time ¹⁷	19%
4.3.2	Verified voltage complaints	1,830

The number of verified voltage complaints recorded in 2005 has decreased by over 23% compared with 2004.

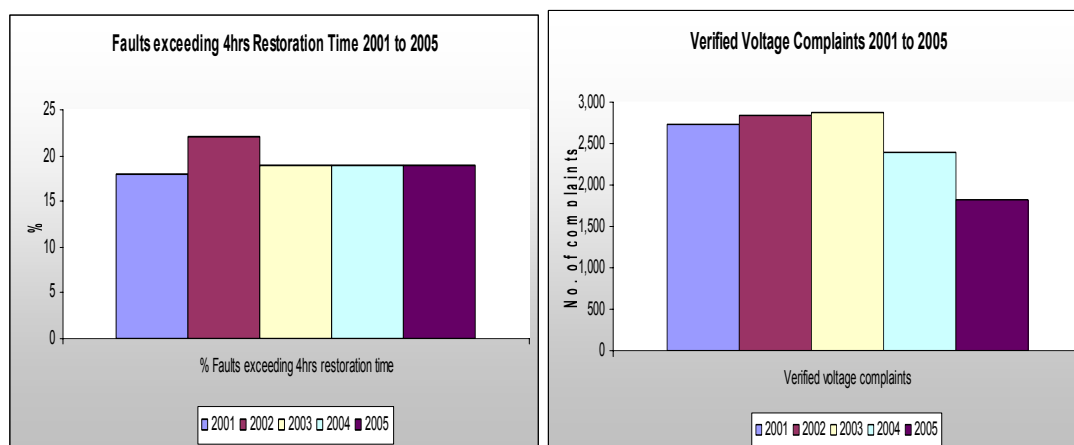


Table 7 shows the number of storm days and details of the weather on those days. There were two such days in 2005.

TABLE 7

No.	Description of criteria	Value
4.4	Storms and exceptional events	
4.4.1	Number of storm days	2
4.4.2	Description of storm days <u>8th January 2005</u> Cold and very windy. Mixture of rain, hail and snow. Thunder storms and severe gusts up to 67 knots. There were 24,447 customers affected. <u>11th January 2005</u> Strong gale force winds and gusts of up to 80 knots in the North West. There were 18,235 customers affected	

¹⁷ As with previous Outage statistics, this figure does not include outages due to storms.

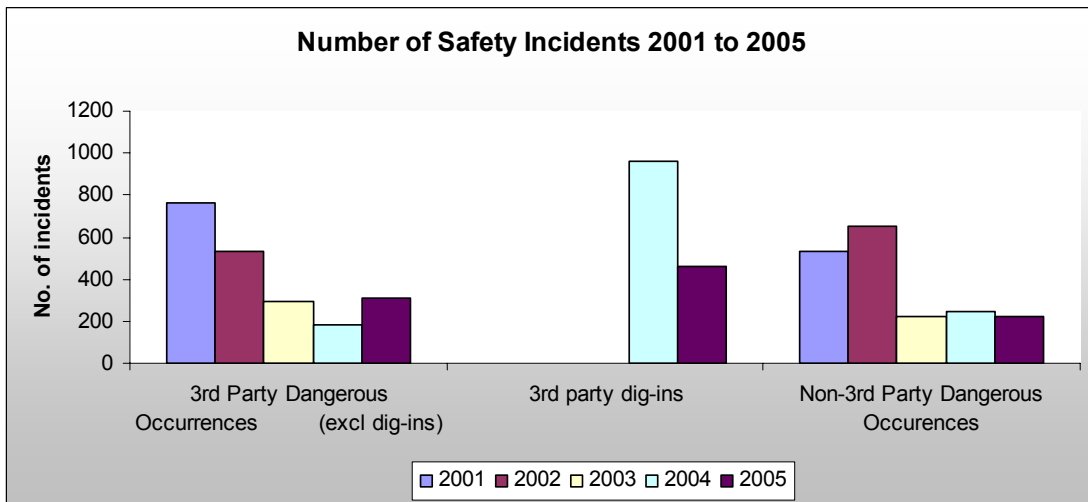
5.0 Safety

Public safety is a critical factor for ESB Networks. Table 8 reports on the number of dangerous occurrences notifiable to the Health and Safety Authority (HSA). These are broken down by third party and non-third party. While there has been an increase in the number of 3rd party dangerous occurrences (excluding dig-ins), due to the large reduction in 3rd party dig-ins, there has been an overall reduction in the number of dangerous occurrences due to 3rd parties.

It should be noted that from 2006 ESB will no longer report 3rd party incidences to the HSA.¹⁸ From 2006, therefore, the data for this section will be derived from an alternative source.

TABLE 8

No.	Description of criteria	Value
5.1	No. of safety incidents	
5.1.1	3 rd Party Dangerous Occurrences (excluding dig-ins)	312
5.1.2	3 rd Party Dig-ins	457
5.1.3	Non-3 rd Party Dangerous Occurrences	221



¹⁸ As per HSA these incidences will only be reported by the 3rd party contractor.

6.0 Compliance with licence requirements

A key factor for the DSO, as the entity appointed to carry out the functions set out in the DSO licence, is to comply with all aspects of the licence. In order to monitor this, a compliance log is maintained in which reported breaches of compliance are noted and reports on the subsequent investigations are filed. There were no compliance issues logged for 2005

7.0 Improvements in 2005

Initiatives were undertaken in a number of areas during 2005.

CUSTOMER SERVICE

A number of initiatives to improve our service to all our customers were launched in 2005. These included:

- A new connection agreement, and application form were developed for the unmetered market to fulfil the needs of market opening for this sector
- The rollout of the Operations Management System (OMS) has continued in 2005, and OMS now serves almost one million customers. OMS improves customer service in a number of areas including fault identification and outage notification leading to quicker restoration of supply
- A Customer Service Improvement Manager was appointed and a Customer Service Improvement Plan developed for 2006-2010.

Other highlights for the year include:

- Successful introduction of a new IT system (SAP IT), which supports the market and impacted on many areas of the business
- 3,800 distribution network alterations were carried out using live techniques, saving a total of 7.9 million customer hours
- Three new 110kV stations, and ten new 38kV stations were constructed

PERFORMANCE IMPROVEMENT AND OPERATIONS

- Further progress was made in relation to the installation of the supervisory and data acquisition system (SCADA). This provides automated control down to distribution station level and provides the basis for extending automation out on the MV distribution networks. During 2005 a further twenty-three 110kV stations and forty-seven 38kV stations completed with SCADA installation. SCADA coverage is now at 93% for 110kV stations and 85% for 38kV stations. In addition SCADA was installed in three 220kV stations during 2005. SCADA provides powerful centralised facilities for remote monitoring and operation of substations. Its benefits include significantly improved operating performance, supply reliability, safety and customer service.

- Further rollout of the Distribution Automation Project continued with a further 197 automatic network switches and reclosers installed. There are now 240 Distribution Automation devices controlled by SCADA on the system, most of which are now using GSM communications.
- A new 'Digidialler' Project was initiated in 2005. Under this new system the back-up station alarm communications now come via a GSM mobile network.¹⁹ The system replaces the older systems which operated on expensive land-line private wires from the Distribution and Transmission stations
- Internal policy documents were prepared including the following:
 - Connection and Operation of mobile MV Generation (revision)
 - Training requirements driven by introduction of new equipment
 - Operation of 10kV equipment under normal conditions

SAFETY INITIATIVES

- Under the aegis of our strategic alliance with the Health and Safety Authority (HSA), a suite of co-branded safety ads was developed and used extensively in national, local and technical press to complement ongoing national and local radio safety advertising.
- ESB Networks and the HSA co-hosted a seminar entitled 'Working together to improve construction safety near ESB power lines and cables' in October 2005, during European Safety Week. Attendance at the seminar included construction and contracting companies, Local Authorities, engineering and architectural bodies and utilities.
- Following a number of fatalities and near misses in 2004, a focussed direct mail campaign was undertaken early in 2005. This campaign targeted risk groups in the agriculture, construction and leisure sectors.
- A safety art competition was run in association with Agri-aware. The purpose of the competition - which targeted primary schools - was to encourage teachers to discuss electrical safety with their pupils. Almost 10,000 entries were received.
- New Safety Rules for network operators and contractors were developed in 2005, and will be issued in early 2006.

MARKET OPENING

In February 2005, the electricity market was opened to all customers. To accommodate this market opening ESB Networks introduced a new SAP based IT system, which necessitated changes to many of our business processes. Consequently early 2005 saw significant changes in the way ESB Networks interact

¹⁹ Primary station alarm still comes via SCADA. For SCADA failure, the Digidialler provides alarm information, but no remote control facilities.

with our customers which had, and indeed continues to have, an impact on customer service. The successful implementation of these changes was a major achievement for all staff involved.

The most obvious way in which the customer has been affected by market opening has been in the process of new connections. To reduce the confusion being experienced by many customers, Customer Education initiatives were put in place with the aim of clarifying to customers how new connections are processed under the new systems. Initiatives included briefing building industry representative groups, electrical contractor groups and local authorities, as well as producing information leaflets explaining all stages of the new connection scenarios and metering work processes. These leaflets have been distributed to various bodies, included with correspondence to customers involved in new connections and have also been published on the ESB website

Since February 2005, ESB Networks have continued to support competition in the Irish retail electricity market. As part of this a number of key milestones were achieved in 2005 :

- Successful opening of the Supply to Unmetered Connections Market
- A number of successful updates to the Central Market systems including deferred work programme and upgrades to the Market Participant Communication Component.
- ESB Networks were appointed by the Commission, in its Decision on Procedures for the Liberalised Retail Electricity Market (CER/05/081), as the Design Administrator for the retail electricity market. A condition of this appointment was that ESB Networks' team undertaking this responsibility would be established as a separate group within ESB Networks. The Design Administrator is responsible for all aspects of the retail market design and replaces the ESB MOIP team. A key role is the support and co-ordination of assurance and implementation for market wide changes to the retail market design. The Retail Market Design includes the business processes, procedures and market messages operating in the retail market.
- Appointment of ESB Networks as the Retail Market Design Administrator on behalf of CER

These developments have resulted in an improvement in systems and processes facilitating Supplier involvement in the competitive market. 2005 saw:

- 35,000 completed Change of supplier requests
- 47,000 Supplier-initiated Meter works requests
- 75,000 Supplier-initiated Energisation status changes ²⁰

²⁰ These are indicative figures only. Where a request is cancelled and re-submitted this will be counted as two requests.

RENEWABLE GENERATION

Following the lifting of the moratorium on issuing new offers for connection of renewable generation the DSO issued (in 2005)

- 188MW of offers to a total of 27 applicants under the Group Processing Approach (GPA).
- 18MW of offers to exempt generators outside of the GPA, (these were typically for small generators who did not interact with other generators awaiting connection offers.)

In addition a list of standard prices was developed and published in order to introduce some certainty with regard to likely connection costs. The availability of standard prices had the added benefit of reducing the time required to produce a connection quotation.

COMPLETION OF 'URD' REPLACEMENT PROGRAMME IN DUBLIN

2005 marked the completion of a major programme for replacement of all Underground Residential Distribution (URD) systems in Dublin. The programme was completed over a total of 8 years, with an expenditure of €15M.

The URD system was introduced in the 1970s and installed in many housing estates in Dublin. The scheme was also introduced – to a lesser extent – in other parts of the country.

The scheme worked well for about 25 years. However in the mid 1990's a defect in the MV feeding cable manifested itself²¹, and the cable became very fault-prone.²² These cable faults also highlighted the operational inflexibility of the system as follows:

- It was not possible to isolate a single section of cable. Instead whole estates might have to be switched out for fault repair to a single section of cable
- Supply could not be restored to the estate until such time as the cable was repaired. This led to extensive outages of 18-24hours in places

1995, following major multiple faults, marked the first time the system had to be fully replaced in an estate. Further incidents in 1996 prompted a review of the entire system, and the programmed replacement began in 1997. In total, over the last eight years or so, 100 new transformers, 30km of ducting and 1,500 new minipillars were installed at a cost of €15M.

In branches where URD has been replaced, the number of faults on MV underground networks has significantly reduced.

²¹ The insulation level had deteriorated significantly resulting in repeated failures.

²² In some estates, up to 30 faults per month were recorded.

8.0 Service Level Agreements

There are three market roles that ESB Networks perform which are central to supporting a fully open market; these roles are the Meter Registration System Operator, Data Collector and Meter Operator. These functions involve daily processes to support the market. The processes, to come into effect with full market opening in 2005, are detailed in a suite of documents referred to as the Market Process Documents (MPDs).

Service Level Agreements (SLA's) set out the target service levels the DSO will operate to in providing market roles to all market participants. The format of the SLA's, in general terms, outlines the time frames within which suppliers can expect the required transactions to have been completed in response to the supplier message. These market messages and related SLA's are based on the agreed MPD's approved by the CER. Full details of the SLA's can be found in the CER document cer/04/345.

The Service Level Agreements (SLA's) reported overleaf are the complete set of reports available for 2005. For IT reasons, reports for SLA's 5(a and b) (New Connection for Non Quarter Hour customer), 6(a and b) (New Connection for Quarter Hour Customer), and 8(a and b) (Change to Meter Point Characteristics) are not available for 2005, but will be available from 2006 onwards.

The document ESB Networks Service Level Agreement – published 2/11/2004 – provides more detail on all SLA's. This document can be referenced on the CER website CER\04\344, or ESB Networks' website (<http://www.esb.ie/esbnetworks/mrso/sla.jsp>).

REPORT ON SERVICE LEVEL AGREEMENTS

No.	SLA Description	Agreed Measures	Performance Targets		Actual performance		Comments	Actions identified where targets are not met
			Within SLA timeline	Within twice SLA timeline	Within SLA timeline	Within twice SLA timeline		
1	Change of Supplier requests for Non Quarter Hour (NQH) customers							
1A	Validate Change of Supplier(NQH)	Validate within 5 days	95%	5%	100%			
1B ¹	Complete Change of Supplier(NQH) Using Customer Read	Complete within 3 days	95%	5%	98%	1%		
	Using Special Read requested by supplier	Complete within 10 days	95%	5%	92%	8%		
	Using Scheduled Read	Complete within 3 days	95%	5%	82%	8%	Non conformance due to "brething problems" in 2005 Outside SLA figure reduced to 3% approx for the first quarter 2006	All instances outside twice SLA in 2005 are being investigated by MRSO, main issue is clearance of billing blocks
2	Change of Supplier requests for Quarter Hour (QH) customers							
2A	Validate Change of Supplier(QH)	Validate within 5 days	95%	5%	100%			
2B	Complete Change of Supplier(QH)	Complete within 3 days	95%	5%	100%			
3	Change of Supplier Cancellation							
3A	Validate Change of Supplier Cancellation	Validate cancellation within 5 days	95%	5%	100%			
3B	Complete Change of Supplier Cancellation	Complete cancellation within 5 days	95%	5%	100%			
5	New connection for Non Quarter Hour (NQH) customer and registration with supplier							
5A	Prepare Quote for NQH new Connection	Within 7 working days where no site visit required Within 15 working days where visit required	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
5B	Complete connection on receipt of ETCI cert NQH	Within 10 working days of receipt of certificate	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
5C	Data Processing NQH New Connection	Issue details to Supplier within 10 Days	95%	5%	83%	13%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Updating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
6	New connection for Quarter Hour (QH) customer and registration with supplier							
6A	Prepare Quote for QH new Connection	Within 7 working days where no site visit required Within 15 working days where visit required	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
6B	Complete connection on receipt of ETCI cert QH	Within 10 working days of receipt of certificate	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
6C	Data Processing QH New Connection	Issue details to Supplier within 10 Days	95%	5%	70%	20%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Updating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
8	Change to Meter Point characteristics (covers a range of criteria including changes to connection agreements)							
8A	Prepare Quote for Change in Meter Point Characteristic	Within 7 working days where no site visit required Within 15 working days where visit required	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
8B	Complete change on receipt of ETCI cert QH	Within 10 working days of receipt of certificate	95%	5%			Reports not available in 2005 for IT reasons Reports will be available from 2006 onwards	
8C	Process Change of Meter Point Characteristics	Issue details to Supplier within 10 Days	95%	5%	61%	23%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Updating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
1. Please note the 3 different read types outlined in 1B reference 3 different cases e.g. where supplier provides customer read, target is 3 days, but where special read is required target is 10 days								

No.	SLA Description	Agreed Measures	Performance Targets		Actual performance		Comments	Actions identified where targets are not met
			Within SLA timeline	Within twice SLA timeline	Within SLA timeline	Within twice SLA timeline		
	De-Energisation of Meter Point (this can be at request of supplier, e.g. for non-payment of account, or at request of customer, e.g. when moving house)							
9A	Validation of Supplier request and carrying out of work	De-energise within 5 days	95%	5%	65%	12%		
9B	Processing of Meter Data	Issue Meter details to Supplier within 10 Days	95%	5%	73%	20%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Up-dating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
	Re-energisation of Meter Point (delays can be caused due to customer interdependencies e.g. delivery of wiring certificate)							
10A	Re-energisation Meter Point	Re-energise within 5 days	95%	5%	94%	4%		
10B	Re-energisation Meter Point	Issue Meter details to Supplier within 10 Days	95%	5%	65%	24%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Up-dating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
	Change of Meter Configuration (delays can be caused due to customer interdependencies e.g. delivery of wiring certificate)							
11A	Receipt and validation of request and completion of physical work	Reconfigure within 5 days	95%	5%	83%	7%		
11B	Processing of data	Process Data within 10 Days	95%	5%	76%	18%	The introduction of major new systems and procedures in 2005 heavily impacted on the Data Processing and Database Up-dating. Resulting in delays in same	Initiatives have been taken to address delays and clearance of backlogs which will be reflected in 2006 performance
	Meter Problems and Reports of damage							
12A	Receipt and validation of request and completion of physical work	Complete Physical work within 5 days	95%	5%	58%	16%		
12B	Processing of data	Process Meter Data within 5 days	95%	5%	46%	26%		
	14 NQH Meter Reading							
14A	Scheduled Read	Distribution of Reads to Suppliers within 7 days (Includes Block Estimates)	95%	5%	90%	10%	Non-conformance is mainly technical related to readings automatically estimated at end of billing period which runs at 1am on 5th day	A number of batch re-scheduling options are being examined to overcome this problem.
		2 Scheduled reading visits per annum	100%		99%		Approaching limits of full conformance.	
		4 Scheduled reading visits per annum	97%		83%		Resourcing issue relating to 100% retention of meter readers not possible due to attractiveness of the contracts. Also priority being given to the elimination of consecutive Block Estimation	14 new readers taken on in 2005 with further readers to be recruited in 2006
		Actual reads for scheduled meter reading visits	80%		83%		This measures yield from actual meter reading visits only and excludes any unplanned estimation in maintaining schedule	
		Actual reads for scheduled MD meter reads	98%		99%			
		One actual read per annum	98%		96%		Concentration on "bedding down" new systems and procedures in 2005 limited attention to constant no access	Number of initiatives in 2006 to reduce the number of no reads with 74,000 customers not read in 2005 now reduced to 44,000
14B	Block Estimates	No Consecutive Block Estimations	95%		92%		Non-conformance due to difficulties in meter recruiting readers in a small number of locations in 2005	
		No Consecutive MD Block Estimations	100%		100%		With increasing familiarity with the system we expect this figure to improve considerably.	
14C	Out of Cycle Customer Read	Readings processed within 3 days	95%	5%	98%		Non conformance arising mainly during initial implementation	
15	QH Data Collection and Processing	Issue of validated data to Suppliers within 5 days	95%	5%	99%	1%		

No.	Description	SLA	Agreed Measures	Performance Targets		Actual performance		Comments	Actions identified where targets are not met
				Within SLA timeline	Within twice SLA timeline	Within SLA timeline	Within twice SLA timeline		
16	QH Data Aggregation		Issue of aggregated data to SSA/TSO/Suppliers and Generators within 10 days	95%	5%	85%	15%	Minor delays at start of implementation, due to the complexity of the system distorted the overall 2005 figures. Achieving SLA standard by last quarter in 2005	
18	Request for Special Read								
18A	Gaining access to site for read		Site visit by 7 days	95%	5%	34%	17%	Non Conformance due to concentration on initial implementation of new systems,improved performance in second half of year	Steps taken in 2006 to improve overall performance
18B	Processing of data and issue to supplier		Issue of Meter details within 3 Days	95%	5%	50%	15%		
20	Change of SSAC		Complete process in 3 days	95%	5%	100%			
21	De-registration		Auto Completion within 5 days	95%	5%	100%			
			Manual Completion within 10 days	95%	5%	99%	1%		
24	Change Customer Details		Complete within 5 days	95%	5%	100%			
25	Change of Legal Entity		Complete within 5 days	95%	5%	99%		Non conformance mainly due to initial implementation problems	

Terminology used within SLA Report

Scheduled Read – A scheduled read is the meter read taken by the meter reader (working on behalf of MRSO) on a 2 monthly cycle.

Special Read – In some cases a supplier may request MRSO to take a special read additional to the normal scheduled read cycle. Typically this will be taken where a Change of Supplier is required.

Customer Read – In the event that a meter reader cannot gain access to read a meter, a card will be left at the customer site, suggesting that the customer read the meter themselves, in which case a bill will be based on the customer read. In addition customers can take a meter read at any time, and a bill will be issued based on this read. This is termed an **Out of cycle customer read**

Block Estimates – As per SLA, each customer will be visited 4 times per annum, and bills should be based on actual meter reads on these occasions. The remaining two bills will be based on estimates. These are planned or block estimates.

De-Registration – where an account is no longer registered to a supplier. Typically this will be where an account is de-energised.

Energisation – is the actions taken to allow the flow of electricity to a premises

