DISTRIBUTION PERFORMANCE REPORT

2006

Prepared by:

Distribution System Operator

ESB Networks.

Document No: DOC-210103-AEE

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 2006.

Criteria

The report covers the performance of the Distribution Business for the year ending December 2006 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 2006
8.0 Service Level Agreements

1.0 Customer Service

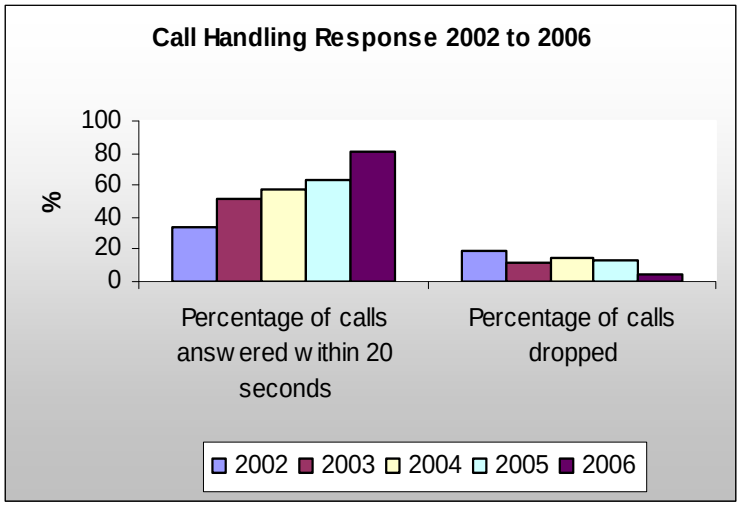
Critical indicators of customer service performance include service delivery by the Customer Contact Centres (located in Dublin and Cork) and the treatment of complaints by staff of the DSO. Table 1 summarises the performance of some of the key indicators of customer service.

TABLE 1

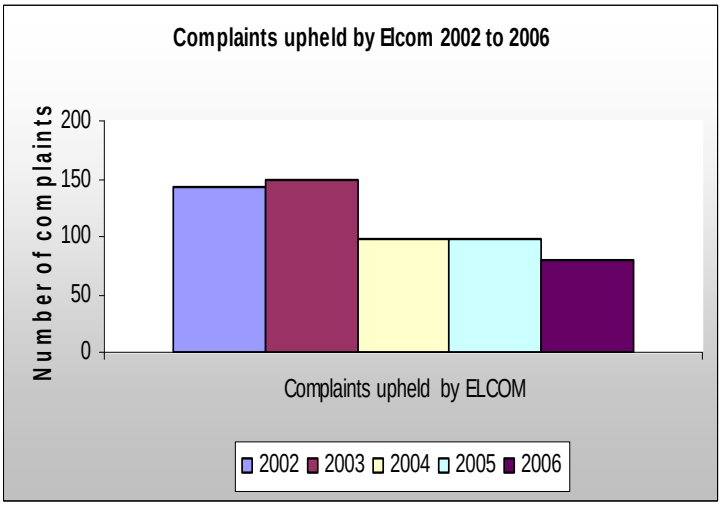
No.	Description of criteria	Value
1.1	**Call Handling Response**[1]	
1.1.1	Percentage of calls answered within 20 seconds	81%
1.1.2	Percentage of calls dropped[2]	4%
1.2.1	Complaints upheld by ELCOM[3]	80[4]

The number of calls answered within 20 seconds shows a significant improvement on 2005, despite an increase in the customer base and the number of ESB Networks calls to the Call Centre (up 6%). There has also been a significant decrease in the number of calls dropped. Trends in these figures for the past five years are shown in graphs 1 and 2.

[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 complainants were referred to a complaints arbitrator. Since 8th April 1998, this role has been undertaken by ELCOM. However it should be noted that during 2007 the Commission for Energy Regulation will take over this duty from ELCOM.
[4] This figure was detailed in the 2006 ELCOM Annual Report and is a decrease on previous years.



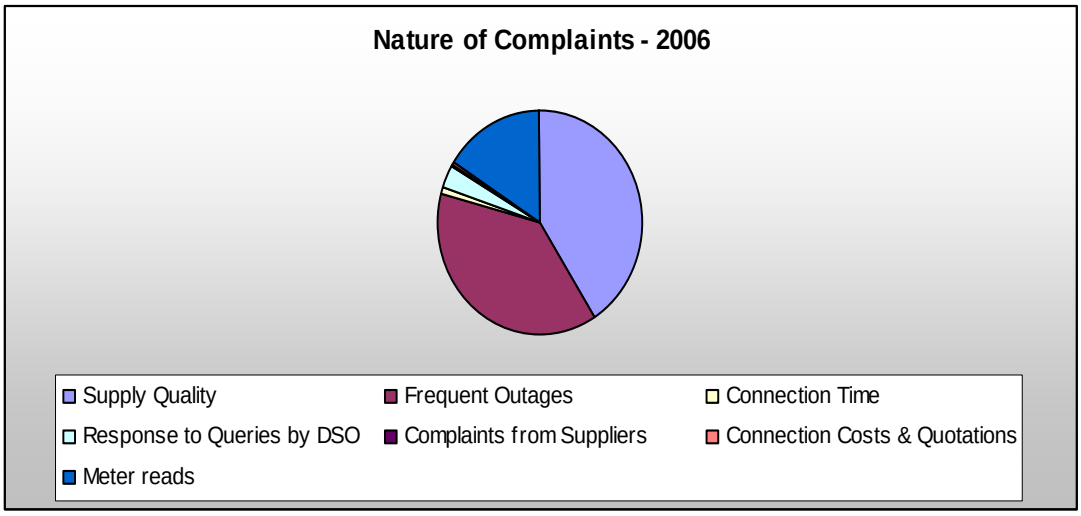
Graph 1



Graph 2

TABLE 2

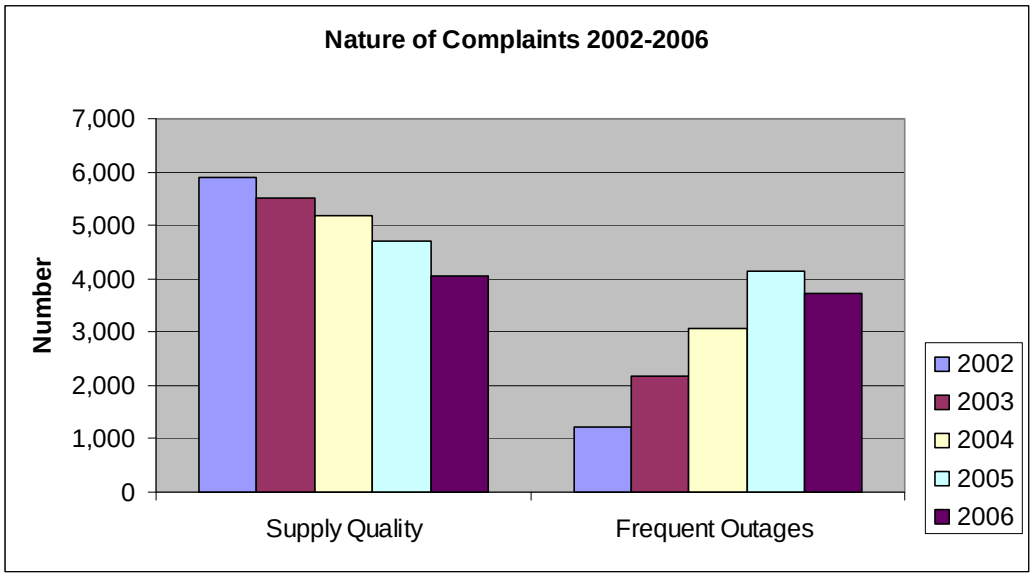
1.3	**Complaints received**	**Number**
1.3.1	Relating to supply quality	4,062
1.3.2	For frequent outages	3,731
1.3.3	Time to connect customers	103
1.3.4	Other distribution services e.g. fault repairs, response to queries by DSO	333
1.3.5	From Suppliers	5[5]
1.3.6	On connection costs and budget quotations	90
1.3.7	On Meter reading and Estimated reads	1,551
1.4	**Connection points terminated[6]**	22,144
1.5	**Connection points de-energised[7]**	11,411[8]
1.6	**Networks customer calls to the call centre**	1,578,379[9]



Graph 3

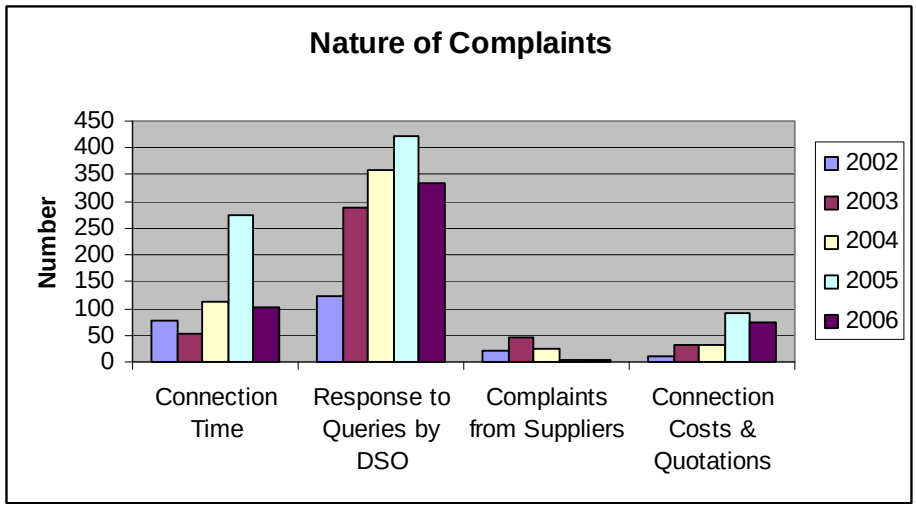
Graphs 4 and 5 indicate the trends in numbers of complaints received over the period 2002 – 2006..

[5] Four of these complaints have been resolved
[6] These are connection points that have been terminated following previous de-energisation and de-registration.
[7] De-energisation for non-payment.
[8] 11,411 de-energisations carried out on 9,771 MPRNs.
[9] The number of ESB Networks calls as a proportion of the total calls is estimated at 40%. From January 2007 call records will be assigned between Networks and Supply calls and therefore reports will be based on actual numbers.



Graph 4

The number of complaints on supply quality has continued to reduce since 2002. While the complaints on frequency of outages remains greater than in 2002-2004, there has been a decrease in the number of complaints compared with 2005. This is despite the fact that there was a record number of new connections in 2006, and the MV overhead line refurbishment programme was still ongoing.



Graph 5

The implementation of the Customer Service Improvement Programme in late 2005 has led to a reduction in the time taken to connect customers and a corresponding reduction in the number of complaints received on this issue.

The number of complaints relating to other distribution services – including fault repairs and response to queries – remains high but shows a decrease on 2004 and 2005. With the refocus on Customer Service DSO would hope that this number will continue to decrease in future years.

Complaints on connection costs and quotations remain high – primarily as a result of an increase in these costs in 2005 – but 2006 shows a decrease compared with 2005.

Complaints from suppliers continue to be low.

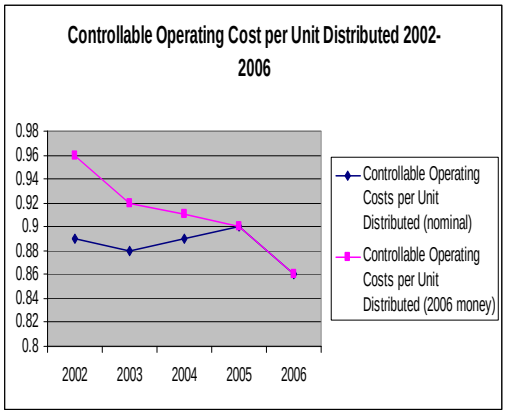
2.0 Cost Performance

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.

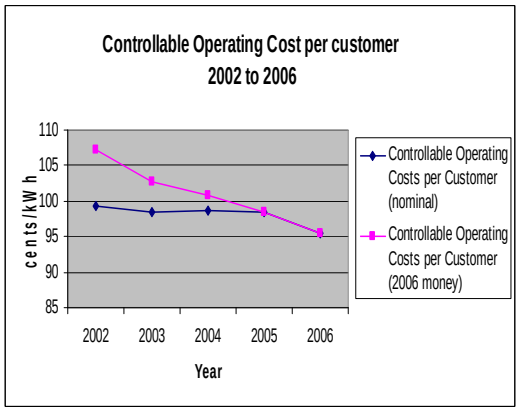
TABLE 2

No.	Description of criteria	Value
2.1	**Controllable Costs**	
2.1.1	Controllable Operating Cost per unit distributed	0.86cent/kWh
2.1.2	Controllable Operating Cost per customer	€95.40/customer

As can be seen from graphs 6 and 7 over the period 2002-2006 there continues to be a reduction in operating costs per kWh (real cost down approx. 12% from 2002)and operating cost per customer (real cost down approx. 12% from 2002).



Graph 6



Graph 7

3.0 Achievement of capital programme

The DSO agreed an extensive capital programme with the Commission for Energy Regulation for completion over the period 2006-1010. This program included:

- LV refurbishment Programme (commenced in 2006).
- Replacement of HV cables in Dublin City.
- New 110kV and 38kV stations to be constructed
- Completion of the MV Overhead Line Refurbishment Programme.
- Re-Building 50's copper 38kV lines.
- Replacement of obsolete MV switchgear.

Some key indicators of the DSO's performance in relation to its overall capital programme are summarised in Table 3.

TABLE 3

No.	Description of criteria	Value
3.1	**Total Capital Investment Programme**	
3.1.1	% Capital Investment Programme (2006-2010) achieved (i.e. percentage of allowed capital spent)	20%
3.2	**MV Overhead Line Refurbishment Programme**	
3.2.1	Target coverage for 2006	[10]7930km
3.2.2	Actual length renewed	7930
3.2.3	% of target achieved	100%
3.3	**LV Refurbishment Programme**	
3.3.1	No of Groups completed in 2006	2002[11]

[10] 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.

[11] An LV Rural Renewal Programme has been approved by CER for the period from 2006 to 2010 . The number of

3.4	**Cable Programme**	
3.4.1	Km's of 38kV cable replaced	7.5
	% of PR2 target	23%
3.4.2	Km's of 110kV gas filled cable replaced	1.8
	% of PR2 target	19%
3.5	**New stations Constructed**	
3.5.1	Number of 110kV stations	4
3.5.2	Number of 38kV stations	1

LV Groups nationally is in excess of 200,000. It is planned to renew approximately 40% (81,000) of these LV Groups by end of 2010. The introductory phase of this program commenced in September 2006

4.0 Supply Quality and Reliability

Supply quality is an essential aspect of distribution system performance. Tables 4, 5 and 6 detail the DSO's performance for 2006 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 2006-2010 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 excluded[12]. Total planned outages on these networks show a continuing decrease from 2005 to 2006. The targets with respect to CML for the year 2006 were set by CER at 379CML.

TABLE 4

No.	Description of criterion					Value
4.1	Number of Outages [13]					
	Voltage	Urban customers[14]		Rural customers		Total
		Fault[12]	Planned[15]	Fault[13]	Planned	
	LV	2,675	100	15851	1555	20,181
	10kV	729	817	6,795	13,852	22,193
	20kV	173	181	1681	2342	4,377
	38kV	11		162		173
	> 38 kV					
	N_A	0	0	3496	369[16]	3,865
	Total	**3,588**	**1098**	**24,489**	**18,118**	**47,293**
	Total Outages excluding MV OH Renewal					
	Total	**3,588**	**942**	**24,489**	**11,345**	**40,364**

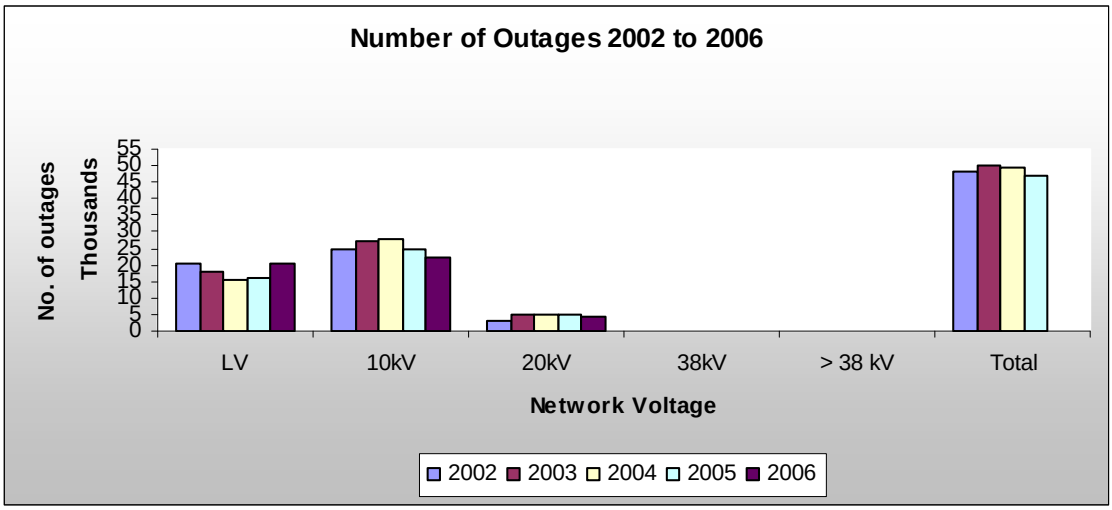
[12] 61,570 customer hours represents the average of two standard deviations from the mean of the daily fault data for the 3 years 1999, 2000 and 2001. Fault data for days for which the reported customer hours lost due to faults is greater than 61,570 are excluded as these are deemed to be storm days. 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.

[16] Unassigned outages arise where faults entered in the IT system have not been complete with regard to voltage, and/or rural/urban. With the introduction of a new IT systems countrywide over the next 12 months, this issue should not arise in the future. For the purposes of presentation in this report all unassigned outages they have been included with rural outages

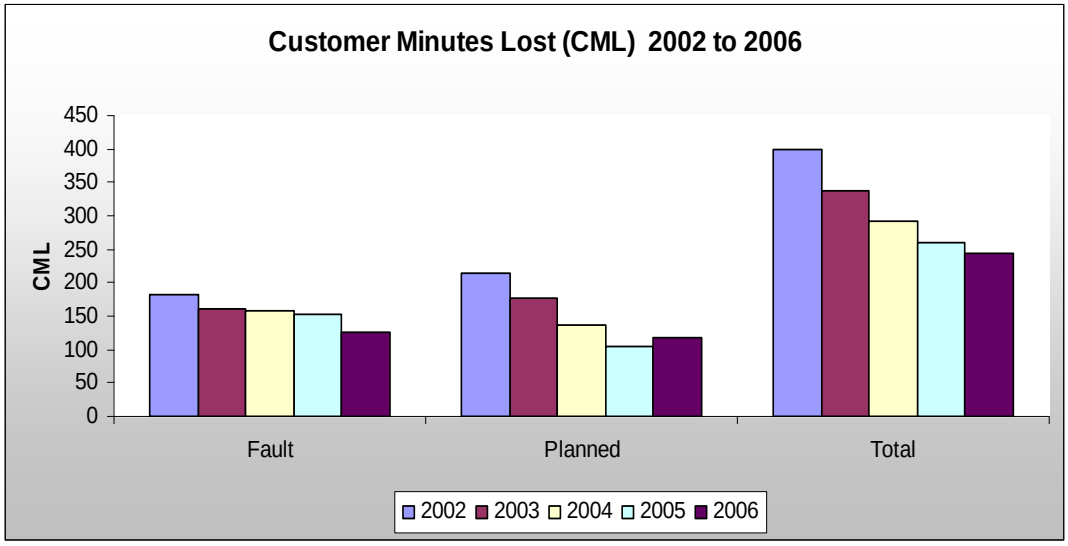


Graph 8

TABLE 5

No.	Description of criteria	Value		
4.2	**Customer Minutes Lost**			
		Fault[12]	**Planned**	**Total**
	Total (including Major Renewal Programmes)	**124**	**269**	**393**
	Major Renewal Programmes		150	
	Total (excluding Major Renewal Programmes)	**124**	**119**	**243**

Having adjusted for the major renewal programmes, graph 9 shows that the CML weighted average for 2006 continues to show a downward trend.

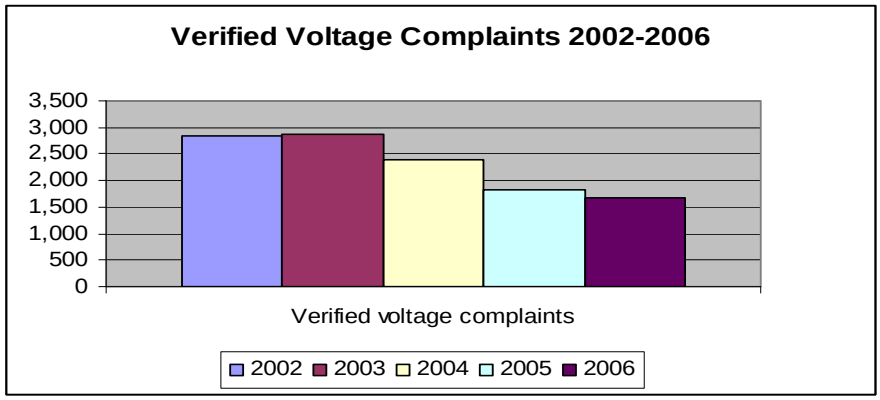


Graph 9

TABLE 6

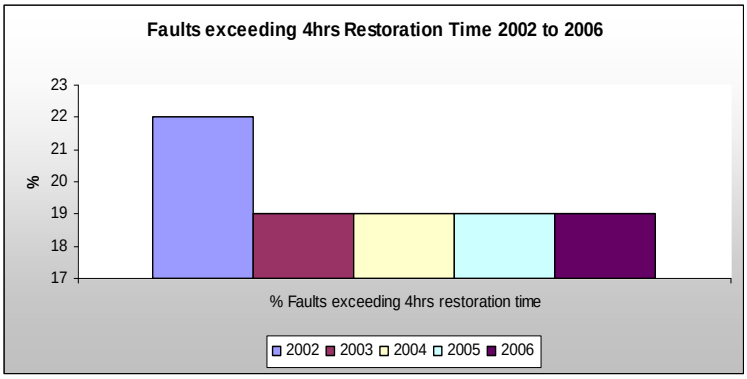
No.	Description of criteria	Value
4.3	**Additional items**	
4.3.1	Percentage of faults exceeding 4 hours restoration time[17]	19%
4.3.2	Verified voltage complaints	1,665

The number of verified voltage complaints (Graph 10) recorded in 2006 has decreased by almost 9% compared with 2005.



Graph 10

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


Faults exceeding 4hrs Restoration Time 2002 to 2006
23
22
21
20
19
18
17
%
% Faults exceeding 4hrs restoration time
2002 2003 2004 2005 2006

Graph 11

Table 7 shows the number of storm days and details of the weather on those days. There were five such days in 2006.

TABLE 7

No.	Description of criteria	Value
4.4	**Storms and exceptional events**	
4.4.1	Number of storm days	**5**
4.4.2	**Description of storm days**[18] **21st September 2006** Strong winds and rain. Former hurricane Gordon moved across country. Gusts of up to 131km/hr. 104,109 customers affected **22nd September 2006** Strong winds and rain. Former hurricane Gordon moved across country. Gusts of up to 131km/hr. 51,648 customers affected **3rd December 2006** Hail, thunder and high winds. 79,388 customers affected **7th December 2006** Heavy rain, hail, thunder and high winds. 52,072 customers affected **31st December 2006** Heavy rain, hail, and thunder. Winds gusting up to 146km/hr 117,519 customers affected	

[18] As per previous footnote 12 a storm day is defined as a day in which the reported customer hours lost due to fault exceeds 61,570.

5.0 Safety

DSO is pleased to report that for the first time since 1934, there were no electrical fatalities on either the Networks' side or the customer's side of the meter during 2006. The completion of the NRP programme, as well as the increased focus on our public safety campaigns has played a large part in this excellent outcome.

Public safety is a critical factor for ESB Networks. We continue to work very closely with the Health and Safety Authority (HSA) through our Public Safety Alliance to further people's awareness of the dangers of electricity. The more significant achievements to date of the alliance are:

- Development of a co-branded suite of public safety advertisements by ESB Networks and HSA which have been in use for the last year.
- A new Code of Practice for Safe Working near Overhead Lines has been jointly developed and is now approaching final draft stage. It is expected to go to the Board of HSA for approval by April 2007.
- A joint Construction Seminar hosted by ESB Networks and HSA was held in the Springfield Hotel, Leixlip with an invited audience involving major construction companies and Local Authorities at the end of 2005 which was deemed to have been very successful in conveying the public safety message to a much focussed audience.
- Local briefings/meetings were arranged and delivered by local ESB Networks Safety Managers to all of the HSA Divisional Inspector Groups during 2006 and early 2007.
- A group comprising ESB and HSA representatives visited Northern Ireland Electricity in January 2007 to review and compare respective public safety policies.
- The formulation of an operations policy document in relation to the process for handling of "Stop Work Notices" was developed through the alliance in 2005/2006. .
- ESB Networks and HSA together with Teagasc participated in presenting a collaborated FARM Safety Village at the National/World Ploughing Championships in Tullow in October 2006 focussed at increasing awareness of electrical and other farm safety hazards.

- Joint briefings were given by ESB Networks and HSA during 2006 to the Professional Agricultural Contractors Association (PAC) and to FBD and also the Department of Agriculture.

Table 8 reports on the number of non-3rd party dangerous occurrences notifiable to the HSA,. Table 8 also reports on damage caused by 3rd parties.[19] These figures are broken down as third party, damage due to dig-in and damage due to non dig-in, and non-third party.

There has been a significant (38%) decrease in non-3rd party dangerous occurrences. However, the figures indicate a large increase in incidents due to 3rd party damage. It should be noted that this increase is primarily due to a different reporting mechanism. Reports are now derived from a 3rd party damage database which was specifically established to:

1. Track the occurrence of 3rd party damage and record responsible parties
2. Recover the cost of the repairs from the responsible party
3. Maintain a record of repeat offenders.

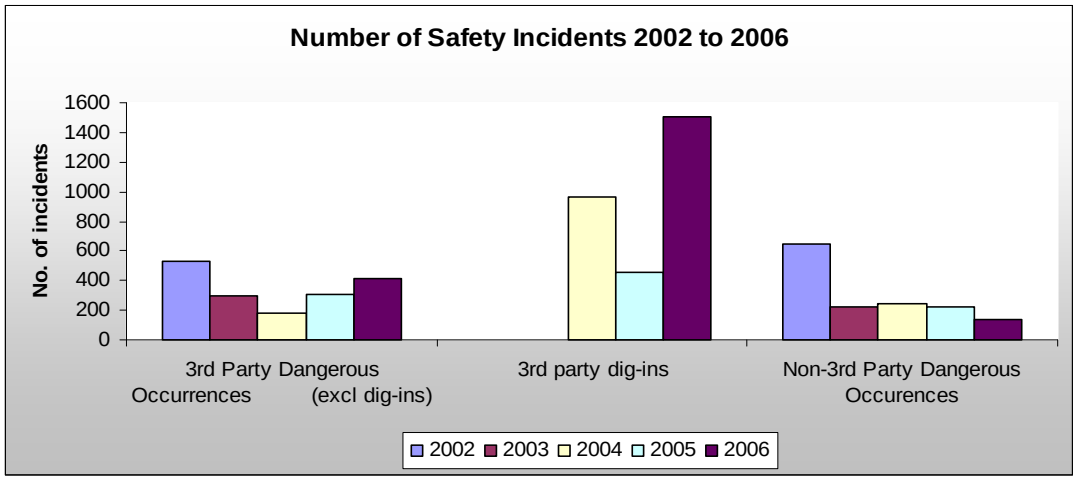
The figures for third party damage reported below, therefore, are a more accurate representation of the figure than would have been the case previously.[20]

TABLE 8

No.	Description of criteria	Value
5.1	**Number of safety incidents**	
5.1.1	3rd Party Damage (excluding dig-ins)	408
5.1.2	3rd Party Damage caused by Dig-ins	1504
5.1.3	Non-3rd Party Dangerous Occurrences	138

[19] It should be noted that ESBN are no longer required to report safety incidents caused by 3rd parties to the HSA. This is to avoid a situation where an incident is reported twice

[20] Note that – as per 3rd party database the number of 3rd party dig-ins for 2005 was actually 1523. The number of 3rd party damage non dig-in was 388.



Graph 12

Finally, a recent Safety Audit undertaken by an independent Consultant verifies that significant improvements have been achieved in relation to the Networks public safety interface since the initial audit of 2003.

In addition the auditor was generally satisfied that ESB Networks continues to develop a culture of risk assessment, hazard elimination / control and the promotion of public safety, and recognises the duties placed on ESB by relevant statutory provisions.

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 2006.

7.0 Improvements in 2006

Initiatives were undertaken in a number of areas during 2006.

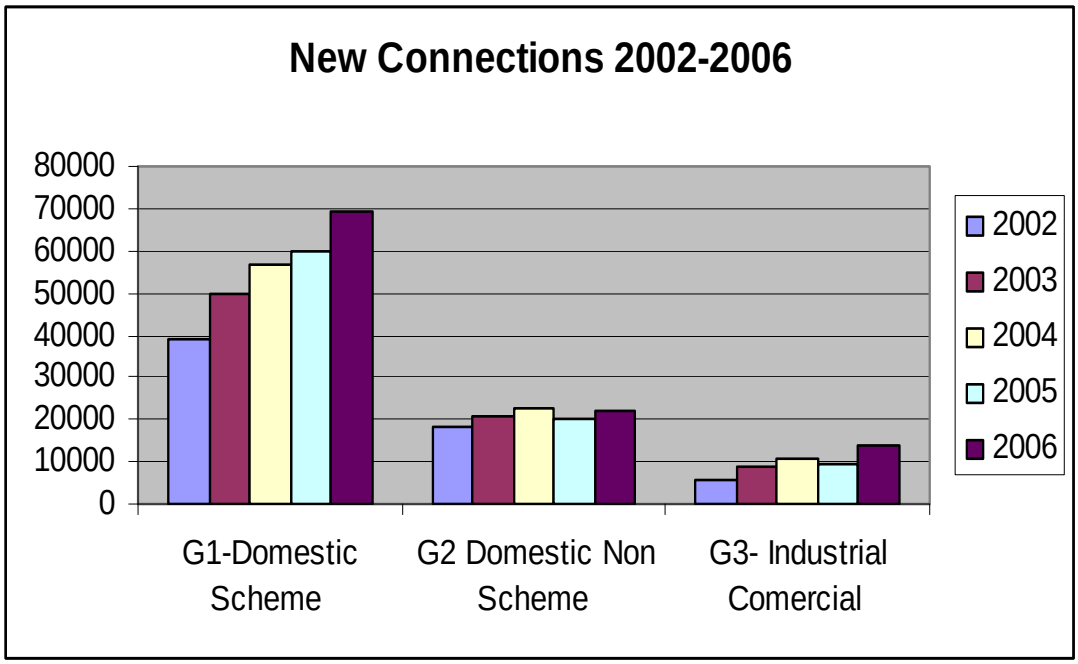
CUSTOMER SERVICE

A number of initiatives to improve our service to all our customers were launched in 2006. These included:

- The Customer Service Improvement Plan 2006-2010 was launched (see below).
- 4,080 distribution network alterations were carried out using live techniques, saving a total of 6.4 million customer hours.
- A major upgrade of the Operations Management System (OMS) took place in 2006. Following on this the final rollout to our remaining customers will be enabled in 2007. OMS improves customer service in a number of areas including fault identification and outage notification leading to quicker restoration of supply.

NEW CONNECTIONS

In 2006 a total of 105,127 new connections were completed by ESB Networks. This represents the highest annual number of new connections ever in the country, and reflects the continuing robust state of the construction industry and the Irish economy in general.



Graph 13

During 2006 a major focus was put on addressing the backlogs which had accumulated in the new connection business, mostly arising from market opening. Design and construction resources were redeployed from planned work such as network renewal to ensure that, by year end, connections were being made within the customer charter timeframes in the vast majority of cases.

CUSTOMER SERVICE IMPROVEMENT

A major initiative in 2006 was the development and launch of the Networks Customer Service Improvement Plan. This document sets out a series of actions to be delivered between 2006 and 2010 which will ensure that we achieve excellence in terms of customer service in all aspects of dealing with our customers. Many of the early actions/targets were successfully achieved during the year.

PERFORMANCE IMPROVEMENT AND OPERATIONS

- Further progress was made in relation to the updating 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 2006 a further five 110kV stations and twenty-five 38kV stations were

equipped with SCADA installation. SCADA coverage is now at 94% for 110kV stations and 88% for 38kV stations. 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.

- The upgrade of the SCADA system was successfully completed in December 2006. The upgrade allowed the linking of the two Distribution Control Centres (DCCs) in Leopardstown Rd and Wilton to create a single virtual DCC.
- Further rollout of the Distribution Automation Project continued with a further 247 automatic network switches. There are now 330 Distribution Automation devices controlled by SCADA on the system, most of which are now using GSM communications.
- New Safety Rules for network operators and contractors were issued in early 2006.

MARKET OPENING

While the major work associated with market opening took place in 2005, there is ongoing work in this area. Some of the 2006 achievements were:

- The Retail Market Design Service website went live. This allows on-line interactive access to the retail market design; on-line change requests; publishing of assurance policies, meetings and news.
- February 2006 saw the release of version 11 of the MPCC messaging software. This was released to all market participants. Receipt acknowledgements are now received for all messages.

RENEWABLE GENERATION

A significant amount of work was undertaken by DSO in inputting to the criteria to be established for inclusion in Gate 2 of the Group Procesing Approach, and applying these criteria to determine which applications should be included in the Gate. Ultimately a total of 1,321MW are being processed under Gate 2.

ASSET REGISTER AND MAINTENANCE MANAGEMENT PROJECT

The Asset Register and Maintenance Management (ARM) project was a major IT project which was completed in 2006. The ARM solution provides a single repository holding complete and accurate data on all our network assets. This in turn will aid ESB Networks in planning, executing, tracking and reporting on asset maintenance work.

ARM should allow maintenance plans to move toward condition based maintenance as the asset history is accumulated. In time this should lead to a more efficient and cost-effective system for undertaking maintenance. In addition as work is completed the progress against the maintenance plan will be reported for each work centre and the respective maintenance programme.

MV NETWORK RENEWAL PROGRAMME

A significant milestone reached in 2006 was the completion of the Medium Voltage Network Renewal Programme (NRP). The programme, which saw the refurbishment of almost 75,000km of MV network, was the largest single infrastructure project undertaken on ESB's networks since Rural Electrification.

MDM - THE MOBILE DATA MANAGEMENT PROJECT

The launch of the Mobile Data Management (MDM) project took place in September 2006. MDM focuses on creating a mobile electronic solution for the scheduling and completion of all SAP ISU generated service orders on a mobile device, thereby reducing the dependency on paper based work instructions. Following the introduction of the mobile device, it will still be possible to issue a paper based work instruction when and if required.

8.0 Service Level Agreements

There are three market roles that ESB Networks performs 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 are detailed in a suite of documents referred to as the Market Process Documents (MPD).

Service Level Agreements (SLA) set out the target service levels the DSO will operate to in providing market roles to all market participants. The format of the SLAs, in general terms, outline 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 processes approved by CER. Full details of the SLAs can be found in the CER document cer/04/345.

The Service Level Agreements (SLAs) reported overleaf are the complete set of reports available for 2006.

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

REPORT ON SERVICE LEVEL AGREEMENTS

SLA		Agreed Measures	Performance Targets		Actual performance		Comments	Actions identified where targets are not met
No.	Description		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	**Complete Change of Supplier(NQH)**							
	Using Customer Read	Complete within 3 days	95%	5%	98%	1%		
	Using Special Read	Complete within 10 days	95%	5%	96%			
	Using Scheduled Read	Complete within 3 days	95%	5%	97%	2%		
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 New Connection to NQH customer**	Within 7 working days where no site visit required. Within 15 working days where site visit required	95%	5%	89%		Calculations for this SLA were based on records for quotations issued within customer charter guidelines	
5B	**Complete connection on receipt of ETCI certificate**	Within 10 working days of receipt of certificate.	95%	5%	97%			
5C	**Data Processing NQH New Connection**	Issue details to Supplier within 10 Days	95%	5%	74%	19%	Following handover of work from ESB Customer Supply, there were some teething issues in relation to data processing. The organisation has since been re-organised with a view to improving performance in 2007.	
6	**New Connection for Quarter Hour (QH) customer and registration with supplier**							
6A	**Prepare Quote for New Connection to QH customer**	Within 7 working days where no site visit required. Within 15 working days where site visit required	95%	5%	89%		Performance was below target for 2006 largely due to the record levels of connections. Lower volume and process improvements are expected to lead to an improvement in 2007.	
6B	**Complete connection on receipt of ETCI certificate**	Within 10 working days of receipt of certificate.	95%	5%	97%		Calculations for this SLA were based on records for connections completed within customer charter guidelines	
6C	**Data Processing QH New Connection**	Issue details to Supplier within 10 Days	95%	5%	68%	20%	Following handover of work from ESB Customer Supply, there were some teething issues in relation to data processing. The organisation has since been re-organised with a view to improving performance in 2007.	
8	**Change to meter point characteristics (covers a range of criteria including changes to connection agreement**							
8A	**Prepare quote for change in meter point characteristics**	Within 7 working days where no site visit required. Within 15 working days where site visit required	95%	5%	89%			
8B	**Complete change on receipt of ETCI certificate**	Within 10 working days of receipt of certificate.	95%	5%	97%			
8C	**Process Change of Meter Point Characteristics**	Issue details to Supplier within 10 Days	95%	5%	51%	23%	This area has been re-organised with a view to improving performance in 2007. Further process improvement is planned for 2007.	

	SLA	Agreed Measures	Performance Targets		Actual performance		Comments	
No.	Description		Within SLA timeline	Within twice SLA timeline	Within SLA timeline	Within twice SLA timeline		
9	**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	**De-energisation of Meter Point**	De-energise within 5 days	95%	5%	60%	12%	An improvement plan has been put in place for this process in 2007	
9B	**De-energisation of Meter Point**	Issue Meter details to Supplier within 10 Days	95%	5%	70%	20%	Following the advent of the MOIP systems, there were some teething problems in this area.	
10	**Re-energisation of Meter Point (delays can be caused due to customer interdependencies e.g. delivery of wiring certificate)**							
10A	**Re-energisation of Meter Point**	Re-energise within 5 days	95%	5%	92%	5%		
10B	**Re-energisation of Meter Point**	Issue Meter details to Supplier within 10 Days	95%	5%	65%	23%	This area has been re-organised with a view to improving performance in 2007. Further process improvement is planned for 2007.	
11	**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%	Some confusion relating to the software used to process MIC increase (where there is sometimes, but not always an associated meter change) caused a reduction in performane. However this issue is being investigated with a view to improved outcome for 2007 and beyond	
11B	**Processing of data**	Process Data within 10 Days	95%	5%	65%	24%	Following handover of work from ESB Customer Supply, there were some teething issues in relation to data processing. The organisation has since been re-organised with a view to improving performance in 2007.	
12	**Meter Problems and Reports of damage**							
12A	**Repair or Replace faulty meter**	Complete Physical work within 5 days	95%	5%	53%	14%	The Revenue Protection unit has been re-organised (late 2006), with a view to improving performance in 2007. Some further work may be required in 2007.	
12B	**Repair or Replace faulty meter**	Process Meter Data within 5 days	95%	5%	37%	24%	The Revenue Protection unit has been re-organised (late 2006), with a view to improving performance in 2007. Some further work may be required in 2007.	
14	**NQH Meter Reading**							
14A	**Scheduled Read**	Distribution of Reads to Suppliers within 7 days (Includes Block Estimates)	95%	5%	95%	5%		
		2 Scheduled reading visits per annum	100%		99%			
		4 Scheduled reading visits per annum	97%		85%		Improvement projected in 2007	
		Actual reads for scheduled meter reading visits	80%		84%		Improvement projected in 2007	
		Actual reads for scheduled MD meter reads	98%		98%			
		One actual read per annum	98%		98%			
14B	**Block Estimates**	No Consecutive Block Estimations	99%		91%		Improvement projected in 2007	
		No Consecutive MD Block Estimations	100%		100%			
14C	**Out of Cycle Customer Read**	Readings processed within 3 days	95%	5%	98%	1%		
15	**QH Data Collection**							
15	**QH Data Collection**	Issue of validated data to Suppliers within 5 days	95%	5%	99%	1%		

	SLA		Performance Targets		Actual performance			
No.	Description	Agreed Measures	Within SLA timeline	Within twice SLA timeline	Within SLA timeline	Within twice SLA timeline	Comments	
16	Data Aggregation							
16	Data Aggregation	Issue of aggregated data to SSA/TSO/Suppliers and Generators within 10 days	95%	5%	98%	2%	The performance figure is adjusted to account for the industry-agreed Christmas arrangements. Performance in Q4/06 was 100% after this adjustment.	
18	Request for Special Read							
18A	Request for Special Read	Site visit by 7 days	95%	5%	5%	53%	The Revenue Protection unit has been re-organised (late 2006), with a view to improving performance in 2007. Some further work may be required in 2007.	
18B	Request for Special Read	Issue of Meter details within 3 Days	95%	5%	34%	12%	The Revenue Protection unit has been re-organised (late 2006), with a view to improving performance in 2007. Some further work may be required in 2007.	
20	Change of SSAC							
20	Change of SSAC	Complete process in 3 days	95%	5%	100%			
21	De-registration							
21	De-registration	Auto Completion within 5 days	95%	5%	100%			
		Manual Completion within 10 days	95%	5%	100%			
24	Change Customer Details							
24	Change Customer Details	Complete within 5 days	95%	5%	100%			
25	Change of Legal Entity							
25	Change of Legal Entity	Complete within 5 days	95%	5%	98%			

Terminology used within SLA Report

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

Special Read – In some cases a supplier may request ESB Networks 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