

KPI – Priority 1

		Item	Target	Lead	Dec-16	Jan-17	Feb-17
PRIORITY 1	1	Availability of Gemini	99% within scheduled service hours	Operations	100.0%	100.0%	99.9%
	2	Scheduled Invoices (Commodity, Capacity, Reconciliation and Energy Balancing) submitted on time	100% on the invoice date	Operations	100.0%	100.0%	100.0%
	3	Valid invoice queries	≤ 2% in relevant Billing period of invoice submission	Operations	100.0%	100.0%	100.0%
	4	Ad-hoc invoice	98% by due date	Operations	100.0%	100.0%	100.0%
	5	Ad-hoc invoices	100% by due date plus 5 days	Operations	100.0%	100.0%	100.0%
	6	Adjustment invoices submitted	100% by month+2 following query resolution	Operations	100.0%	100.0%	100.0%
	7	Notify Networks of invoice information	100% within D+1 of submission	Operations	100.0%	100.0%	100.0%

xserve



respect > commitment > teamwork

KPI – Priority 2 (part 1)

		Item	Target	Lead	Dec-16	Jan-17	Feb-17
PRIORITY 2	8	Query Standards - Resolve User Standards of Service queries for GT small	80% within 4 GT days for 90% of users	Operations	93.5%	100.0%	100.0%
	9		80% within 4 GT days	Operations	176.2%	193.9%	489.5%
	10		95% within 10 GT days for 95% of users	Operations	100.0%	100.0%	100.0%
	11		95% within 10 GT days	Operations	185.9%	201.7%	173.3%
	12		98% within 20 GT days for 100% of users	Operations	100.0%	100.0%	100.0%
	13		98% within 20 GT days	Operations	189.5%	202.8%	173.7%
	14	Query Standards - Resolve User Standards of Service queries for GT large	80% within 4 GT days for 90% of users	Operations	95.5%	97.4%	100.0%
	15		80% within 4 GT days	Operations	325.0%	237.4%	527.2%
	16		95% within 10 GT days for 95% of users	Operations	100.0%	100.0%	100.0%
	17		95% within 10 GT days	Operations	343.8%	246.8%	536.7%
	18		98% within 20 GT days for 100% of users	Operations	100.0%	100.0%	100.0%
	19		98% within 20 GT days	Operations	356.1%	251.2%	543.6%
	20	Valid submitted queries (PSQs) from the User	≤ 1% within the calendar month	Operations	0.3%	0.2%	0.2%
	21	Resolve, adjust & invoice valid GRE queries	100% in accordance with timescales	Operations	100.0%	100.0%	100.0%
	22	Resolve Suppressed Reconciliation Values	NDM - 98% within two months following its suppression	Operations	100.0%	100.0%	100.0%
	23		DM- 98% within two months following its suppression	Operations	100.0%	100.0%	100.0%

KPI – Priority 2 (part 2)

		Item	Target	Lead	Dec-16	Jan-17	Feb-17
PRIORITY 2	24	Submit Class 2 & Class 3 modification notifications to UKLink Systems to Users	100% within the specified periods	Industry Engagement	100.0%	100.0%	100.0%
	25	Submit files (excluding transfer of ownership) in accordance with UK Link manual to Users	100% within 2 Business days of receipt	Operations	100.0%	100.0%	Reported one month in arrears
	26	Submit effective transfer of Ownership meter asset notification files in accordance with the UK Link Manual to Users.	100% no later than 5th day before proposed Supply Point Registration date.	Operations	100.0%	100.0%	Reported one month in arrears
	27	Submit estimated opening read files in accordance with UK Link Manual to Users.	98% no, later than 15 Business days after Supply Point registration date.	Operations	100.0%	100.0%	Reported one month in arrears
	28	Record valid data on Supply Point Register via files submitted in accordance with UK Link Manual	100% within 2 Business Days of receipt.	Operations	100.0%	100.0%	Reported one month in arrears
	29	Submit responses to Unique Sites to users.	95% within 2 Business Days of receipt.	Operations	100.0%	100.0%	100.0%
	30	Submit responses to NDM CSEP notifications including to Connected System Operator	95% within 2 Business Days of receipt.	Operations	100.0%	100.0%	100.0%
	31	Notify users and Network operators of Derived Factors	Initial Proposal by 30th June	Operations			
	32		Final Proposal by 14th August	Operations			
	33		Published notification for next gas year by 15th September	Operations			
	34	Notify registered user of provisional Annual Quantity	Smaller Supply Points by 31st May	Operations			
	35		Larger Supply Points 30th June	Operations			
	36		Annual Quantity and End User Category for next gas year by 14th September.	Operations			
	37	Notify registered User of revised bottom stop supply point capacity for each DM Supply Meter Point for the relevant gas year	By 14th September	Operations			
	38	Provide valid Daily Meter Readings to Users	97.5% by 11.00 hours on the following day to which the reading relates	Operations	99.4%	99.4%	Reported one month in arrears