



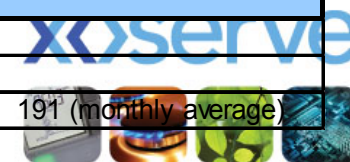
respect > commitment > teamwork

Performance Assurance Framework

Topic Matrix

July 2013

	Settlement	Allocation	Workgroup/Modification	Volume
AQ				
Incorrect AQ's	X	X	X	2,579 (AQ 1)
AQ's of 1	X	X		
Ilogical SOQ/SHQ Relationships				4
EUC 9's	X	X		17
AQ Warnings	X	X		
Meter Reads				
Reads not received within past 4yrs	X	X		70,000
Reads not received within read frequency	X	X		
Rejected Reads	X	X		29,638 (monthly average)
MUR Contacts	X			
RGMA				
Rejected RGMA Records	X	X		39,120 (monthly average)
RGMA flows not submitted				
Asset				
Correction Factors of 0	X			216
Meter Point Status of DE	X		X	5,747
Meter Status of RE	X	X		32
Meter Status of CA				14,963
Meter Status of CL				8,965
Incorrect Meter Attributes	X			2,200 (approx)
Incorrect Read Factor/Units	X			3,829
Blank MAM ID				302,315
Smart Meter Indicator				
Address				
Post Code to Exit Zone	X	X		11,500
Plot Addresses				62,000
Unregistered/Shipperless Sites	X	X	X	22,576
Process				
Theft of Gas			X	
M Number Creation	X	X		
Duplicate Sites	X	X		191 (monthly average)



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