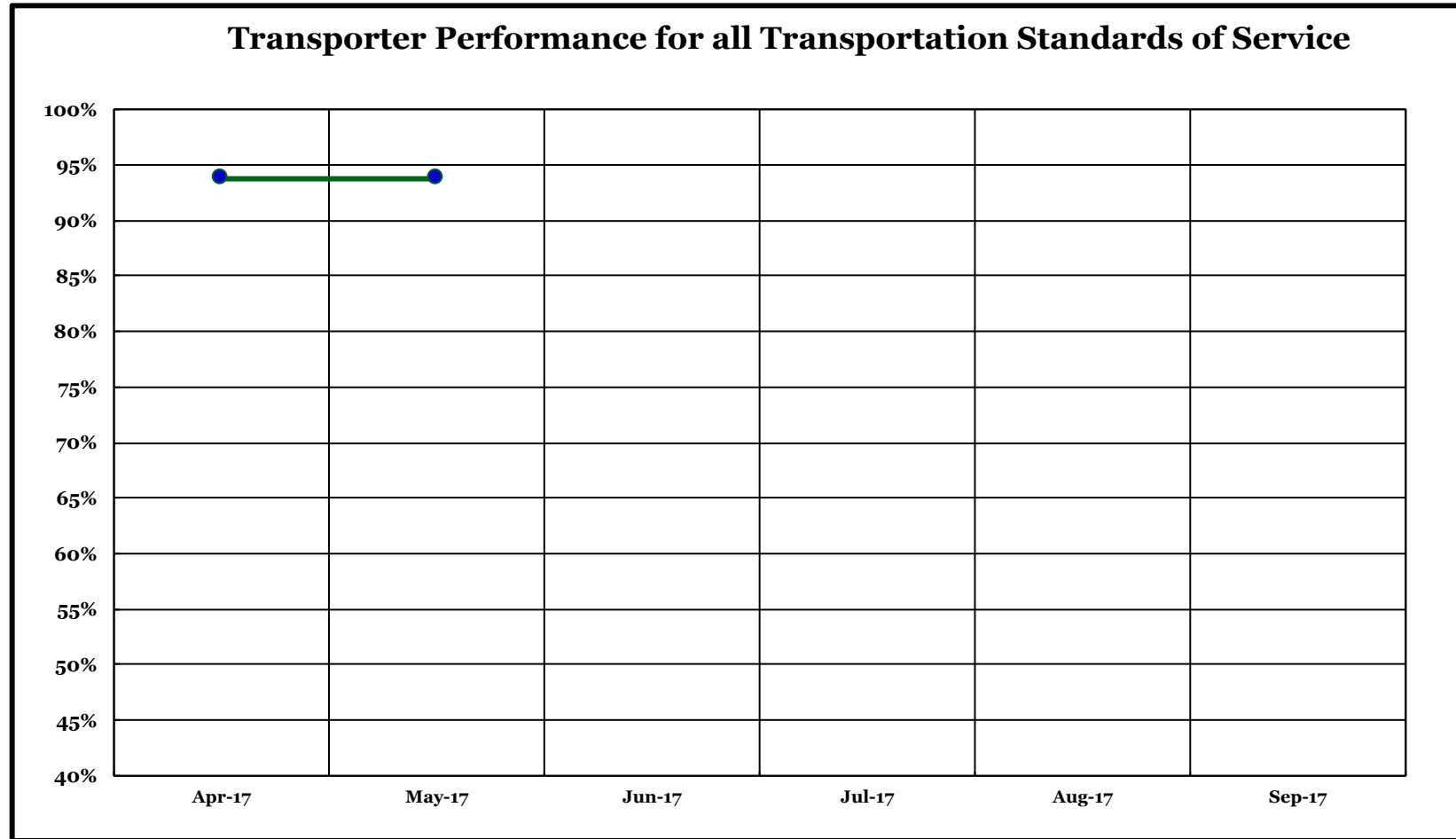


Standards of Service Liabilities

Performance Summary

May-17



	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Standards Achieved	15	15				
Standards Monitored	16	16				
Performance	93.75%	93.75%				

Standards of Service

Standard Code	Standard Name	PPL	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Year to Date
TSL1	Daily Metered Reads	100%	99.42%	99.39%	99.11%	99.50%	99.65%	99.66%	99.65%
TSL3	Suppressed Invoices - DM	98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL4	Suppressed Invoices - NDM	98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL8a	Nominations Referred - Large	97%	37.50%	46.15%	52.94%	86.67%	66.95%	80.00%	67.04%
TSL8b	Nominations Referred - Small	97%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%
TSL12a	Systems Failure	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL13a	Query Resolution GT (I&C) <=4 days	80%	325.00%	237.44%	527.16%	270.25%	262.58%	266.93%	264.57%
TSL13b	Query Resolution GT (I&C) <=10 days	95%	343.84%	246.75%	536.68%	277.62%	272.97%	275.30%	274.04%
TSL13c	Query Resolution GT (I&C) <=20 days	98%	356.09%	251.22%	543.61%	278.81%	281.03%	278.71%	279.96%
TSL14a	Query Resolution GT (Dom) <=4 days	80%	176.22%	127.97%	169.48%	170.41%	158.79%	176.50%	166.63%
TSL14b	Query Resolution GT (Dom) <=10 days	95%	185.93%	201.70%	173.32%	175.76%	165.82%	183.41%	173.61%
TSL14c	Query Resolution GT (Dom) <=20 days	98%	189.53%	202.76%	173.73%	177.02%	166.63%	184.53%	174.55%
TSL18a	Special SP Amendment Large >5 days	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL18b	Special SP Amendment Large >20 days	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL19a	Special SP Amendment Small >5 days	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TSL19b	Special SP Amendment Small >20 days	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Key

X	No jobs recorded
	Out of Standard

NB: Transportation Standards are reported 2 months in arrears

*** Year to Date period - 1st April 2017 to 31st March 2018**

Populations & Failures

Standards of Service

Standard Code	Standard Name	Population / Failures	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
TSL1	Daily Metered Reads	Population	35730.00	35639.00	32085.00	35374.00	34153.00	35318.00
		Failures	208.00	216.00	287.00	177.00	120.00	120.00
TSL3	Suppressed Invoices - DM	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL4	Suppressed Invoices - NDM	Population	16.00	28.00	35.00	31.00	13.00	8.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL8a	Nominations Referred - Large	Population	8.00	13.00	17.00	15.00	717.00	5.00
		Failures	4.82	6.73	7.55	1.67	215.58	0.94
TSL8b	Nominations Referred - Small	Population	0.00	0.00	1.00	0.00	5.00	0.00
		Failures	0.00	0.00	0.97	0.00	0.00	0.00
TSL12a	Systems Failure	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL13a	Query Resolution GT (I&C) <=4 days	Population	516.00	605.00	702.00	855.00	505.00	441.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL13b	Query Resolution GT (I&C) <=10 days	Population	508.00	598.00	699.00	849.00	499.00	438.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL13c	Query Resolution GT (I&C) <=20 days	Population	503.00	593.00	697.00	849.00	493.00	436.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL14a	Query Resolution GT (Dom) <=4 days	Population	3402.00	4254.00	3833.00	4638.00	3209.00	2902.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL14b	Query Resolution GT (Dom) <=10 days	Population	3346.00	4205.00	3808.00	4595.00	3168.00	2871.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL14c	Query Resolution GT (Dom) <=20 days	Population	3325.00	4198.00	3804.00	4582.00	3161.00	2864.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL18a	Special SP Amendment Large >5 days	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL18b	Special SP Amendment Large >20 days	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL19a	Special SP Amendment Small >5 days	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00
TSL19b	Special SP Amendment Small >20 days	Population	0.00	0.00	0.00	0.00	0.00	0.00
		Failures	0.00	0.00	0.00	0.00	0.00	0.00

Network Code Compensation - Pay All Fails

Standard Code	Standard Name	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
TSL2a	Calorific Values	0	0	0	0	0	0
TSL2b	Calorific Values Revisions	0	0	0	0	0	0
TSL5	Invalid Offer - Large	0	0	0	0	0	0
TSL6	Invalid Offer - Small	0	0	0	0	0	0
TSL7	GRE Invoice Queries	0	0	0	0	0	0
TSL10a	File Formats - Consultation	0	0	0	0	0	0
TSL10c	File Formats - Failure to Implement	0	0	0	0	0	0
TSL11a	Gas Not Available >2,500 tpa (I&C)	0	0	0	0	0	0
		13	31	28	40	7	6
TSL12b	Non Systems Recovery	0	0	0	0	0	0
TSL13d	Query Resolution GT (I&C) >=40 days	0	0	0	0	0	0
TSL14d	Query Resolution GT (Dom) >=40 days	0	0	0	0	0	0

Liabilities

Standards of Service

Standard Code	Standard Name	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
TSL1	Daily Metered Reads	£3,774.00	£2,123.00	£1,231.00	£1,891.00	£1,095.00	£735.00
TSL3	Suppressed Invoices - DM	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL4	Suppressed Invoices - NDM	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL8a	Nominations Referred - Large	£344.60	£451.90	£526.50	£50.10	£11,167.40	£28.20
TSL8b	Nominations Referred - Small	£0.00	£0.00	£79.10	£0.00	£0.00	£0.00
TSL12a	Systems Failure	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL13a	Query Resolution GT (I&C) <=4 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL13b	Query Resolution GT (I&C) <=10 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL13c	Query Resolution GT (I&C) <=20 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL14a	Query Resolution GT (Dom) <=4 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL14b	Query Resolution GT (Dom) <=10 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL14c	Query Resolution GT (Dom) <=20 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL18a	Special SP Amendment Large >5 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL18b	Special SP Amendment Large >20 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL19a	Special SP Amendment Small >5 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL19b	Special SP Amendment Small >20 days	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Network Code Compensation

Standard Code	Standard Name	Unit Cost	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
TSL2a	Calorific Values	£50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL2b	Calorific Values Revisions	£250	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL5	Invalid Offer - Large	£50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL6	Invalid Offer - Small	£50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL7	GRE Invoice Queries	Variable	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL10a	File Formats - Consultation	£500	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL10c	File Formats - Failure to Implement	£1,000	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL11a	Gas Not Available >2,500 tpa (I&C)	Variable	£1,837.63	£2,635.29	£4,329.80	£4,702.30	£1,100.00	£962.40
TSL12b	Non Systems Recovery	£50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL13d	Query Resolution GT (I&C) >=40 days	£70	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
TSL14d	Query Resolution GT (Dom) >=40 days	£20	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Sub Cap Monitor

Month	Standards	Annual Cap	Monthly Cap	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Sub Cap A	TSL1	£5,000,000	£416,667	-£1,095.00	-£735.00										
		Remaining Cap		£415,571.67	£831,503.33	£1,248,170.00	£1,664,836.67	£2,081,503.33	£2,498,170.00	£2,914,836.67	£3,331,503.33	£3,748,170.00	£4,164,836.67	£4,581,503.33	£4,998,170.00
Sub Cap B	TSL 2a, 2b	£5,000,000	£416,667	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Sub Cap C	TSL3	£5,000,000	£416,667	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Sub Cap D	TSL4	£5,000,000	£416,667			£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Sub Cap E	TSL5	£2,500,000	£208,333	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£208,333.33	£416,666.67	£625,000.00	£833,333.33	£1,041,666.67	£1,250,000.00	£1,458,333.33	£1,666,666.67	£1,875,000.00	£2,083,333.33	£2,291,666.67	£2,500,000.00
	TSL6	£2,500,000	£208,333	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£208,333.33	£416,666.67	£625,000.00	£833,333.33	£1,041,666.67	£1,250,000.00	£1,458,333.33	£1,666,666.67	£1,875,000.00	£2,083,333.33	£2,291,666.67	£2,500,000.00
Sub Cap F	TSL7	£5,000,000	£416,667	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Sub Cap G	TSL8a	£4,000,000	£333,333	-£11,167.40	-£28.20										
		Remaining Cap		£322,165.93	£655,471.07	£988,804.40	£1,322,137.73	£1,655,471.07	£1,988,804.40	£2,322,137.73	£2,655,471.07	£2,988,804.40	£3,322,137.73	£3,655,471.07	£3,988,804.40
	TSL8b	£1,000,000	£83,333												
		Remaining Cap		£83,333.33	£166,666.67	£250,000.00	£333,333.33	£416,666.67	£500,000.00	£583,333.33	£666,666.67	£750,000.00	£833,333.33	£916,666.67	£1,000,000.00
Sub Cap H	TSL9a	£1,000,000	£83,333	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£83,333.33	£166,666.67	£250,000.00	£333,333.33	£416,666.67	£500,000.00	£583,333.33	£666,666.67	£750,000.00	£833,333.33	£916,666.67	£1,000,000.00
	TSL9b	£1,000,000	£83,333	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£83,333.33	£166,666.67	£250,000.00	£333,333.33	£416,666.67	£500,000.00	£583,333.33	£666,666.67	£750,000.00	£833,333.33	£916,666.67	£1,000,000.00
Sub Cap I	TSL 10a, 10c	£3,000,000	£250,000	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£250,000.00	£500,000.00	£750,000.00	£1,000,000.00	£1,250,000.00	£1,500,000.00	£1,750,000.00	£2,000,000.00	£2,250,000.00	£2,500,000.00	£2,750,000.00	£3,000,000.00
Sub Cap J	TSL11a	£2,500,000	£208,333	-£1,100.00	-£962.40										
		Remaining Cap		£207,233.33	£414,604.27	£622,937.60	£831,270.93	£1,039,604.27	£1,247,937.60	£1,456,270.93	£1,664,604.27	£1,872,937.60	£2,081,270.93	£2,289,604.27	£2,497,937.60
Sub Cap K	TSL 12a, 12b	£5,000,000	£416,667												
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Sub Cap L	TSL 13a, 13b, 13c, 13d, 18a, 18b	£5,000,000	£416,667	£0.00	£0.00										
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
	TSL 14a, 14b, 14c, 14d, 19a, 19b	£5,000,000	£416,667												
		Remaining Cap		£416,666.67	£833,333.33	£1,250,000.00	£1,666,666.67	£2,083,333.33	£2,500,000.00	£2,916,666.67	£3,333,333.33	£3,750,000.00	£4,166,666.67	£4,583,333.33	£5,000,000.00
Absolute Cap		£50,000,000	£4,166,667	-£13,362.40	-£1,725.60	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
		Remaining Cap		£4,153,304.27	£8,318,245.33	£12,484,912.00	£16,651,578.67	£20,818,245.33	£24,984,912.00	£29,151,578.67	£33,318,245.33	£37,484,912.00	£41,651,578.67	£45,818,245.33	£49,984,912.00