

## Performance Assurance Framework Key Performance Indicators - November 2011 -January 2012

<b>Overall Performance for November 2011 - January 2012 period</b>	<b>Green</b>
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### Area: Performance Assurance Framework (PAF)

Ref	KPI	PAB Reporting Frequency	Comment	RAG Rating	
Performance Assurance Framework Administration	Are all PAF products produced to ELEXON's Write for the Reader standards?	Quarterly		Green	
	Products (papers) and actions delivered on time as per the Annual Performance Assurance Timetable.	Monthly		Green	
	Number of responses to PAF matters (e.g. consultations/SVA Forum attendance).	Quarterly	No consultations issued in the past three months	Amber	
	Are RMPs kept up to date and agreed by the customer within a month of technique approval	Monthly		Green	<b>Rating for PAF</b>
	No unexpected Within Period Revisions	Ad-hoc		Green	Green
Performance Assurance Board	Final version of PAB documents issued on time	Monthly	In November 2 papers were issued late and in December the actions and minutes were issued late. In January all papers, minutes, actions and related information were issued on time.	Amber	
	Has ELEXON spent time looking at the biggest risks to Settlement via the PAB strategy?	Quarterly		Green	
	Support provided by ELEXON to customers attending the PAB is sufficient	Quarterly	A Supplier Escalated to the PAB in the past quarter indicated that all necessary support was provided and nothing additional was required.	Green	
	Number of hits on open session papers	Quarterly	Over the past quarter there has been an increase in the amount of interest in open session papers , from 130 hits between Augustst and October to 155 between November and January.	Green	
	PAB Chair ensures that the ToRs are updated following any changes (i.e. Panel directed, BSC or CSD related changes).	Ad-hoc		Green	<b>Rating for PAB</b>
	PAB reaches decision on all recommendations made (i.e. no deferrals due to insufficient information)	Monthly	In the quarter the PAB was presented with 56 recommendations. The PAB reached a decision on 55 recommendations, one decision was deferred.	Amber	Green
			Overall Rating for PAF	Green	

### Area: Performance Assurance Techniques (PAT)

Ref	KPI	Frequency	Comment	RAG Rating	
Qualification	No issues identified in newly qualified entities during first year of live operation from first appointment	Ad-hoc		Green	<b>Rating for Qualification</b>
	Qualification Applications find the process easy to use	Quarterly	In the past quarter we have received no negative feedback on the process. Some suggestions have been received to make the process more efficient, which will be considered as part of the Qualification service and process review which is being progressed as a PAB Strategy wok stream.	Green	Green
Error and Failure Resolution	Number of baselined 97% EFR action plans updated before completion	Quarterly	In the past quarter none of the 97% EFR action Plans have been re-baselined.	Green	
	EFR applied in a consistent manner	Quarterly	No examples of inconsitnecy identified. Variations are supported with justifications	Green	
	EFR plans helped reduce the impact of Audit Issues	Annual		Green	
	EFR action plans are completed according to original planned timescales.	Quarterly	80% of outstanding actions were not completed within planned timescales. We are looking at how to better track and make sure parties subject to EFR complete due milstones and inform their OSM accordingly.	Red	
	All information provided in relation to the escalated Party or agent (PAB is able to reach a decision).	Ad-hoc	During the past quarter the PAB defered a decision on a Supplier's escalation update, due to insufficient information.	Red	<b>Rating for EFR</b>
	Positive feedback from escalated Party and PAB on ELEXON's support	Ad-hoc		Green	Amber
BSC Audit	Number of material errors uncovered during Audit decreased	Annual		Green	
	Improvement in entity performance	Annual		Green	
	All audit activities performed on time and to schedule, to meet PAB, Panel and final customer deliverable deadlines	Quarterly		Green	
	Have audited entities been treated consistently	Annual		Green	
	All Audit issues agreed by Audited Entities	Annual	2 of 188 Audit Issues were not fully agreed (disputed Impact ratings).	Amber	<b>Rating for BSC Audit</b>

	Feedback on the Audit experience from Audited Entities	Annual		Green	Green
Technical Assurance of Metering	Number of Settlement impacting non-compliances identified	Annual		Green	
	Users understand the Technical Assurance Agent Management Tool (TAAMT)	Annual (Service Review)		Green	
	The TAAMT provides the data that is required to ELEXON and customers	Annual (Service Review)		Green	
	Positive feedback received on clarity and accuracy of the TAA reporting	Annual	Feedback was overall positive. Respondents requested more information about non-compliances and support in how to resolve them. Resolution guidance to be updated.	Amber	
	Feedback form customers shows that that the TAM technique is easy to work with	Annual		Green	Rating for TAM
	No access and delayed site visits are reducing	Quarterly	In the past quarter no access has improved overall.	Green	Green
Technical Assurance of Parties	All TAPAP milestones are met	Quarterly		Green	
	Positive feedback received from customers on TAPAP process	Ad-hoc	Trading Dispute TA checks were completed in the past quarter. The findings and feedback from the TA check will be reported to the March PAB and captured in the next quarter's updates.	no rating	
	All TAPAP scope recommendations approved	Annual	In the past quarter the PAB agreed yo update the TAPAP scope to include a TA Check on Fault Investigations	Green	Rating for TAP
	All TAPAP finding recommendations approved	Ad-hoc		Green	Green
Supplier Charges	All Supplier Charges reports are produced on time to quality and standard	Monthly	In January, the Supplier Charge reports for the October 2011 period were issued 2 days late. The fault that prompted this has been rectified and additional checks put in place to prevent it from happening again.	Amber	Rating for Supplier Charges
	Supplier Charges are correct and valid	Monthly		Green	Green
Peer Comparison	All Peer comparison reports are produced on time to quality and standard	Monthly		Green	Green
PARMS	All non-top risk performance is reported on time, to quality and consistent manner	Quarterly		Green	Green
Material Error Monitoring	% performance standard achieved	Annual /quarterly	Performance standard not yet set	no rating	
	Data requests correct?	Quarterly		Green	
	ELEXON received accurate data returns	Quarterly		Green	Rating for MEM
	All MEM reporting is produced on time, to quality and standard	Monthly		Green	Green
Bulk Change of Agent	BCoA Applications completed successfully	Ad-hoc	In the past quarter 2 BCoA applications have been completed successfully in line with the party's planned timescales	Green	Rating for BCoA
	Positive feedback from customers using the BCoA process	Annual		Green	n/a
				Overall Rating for PAT	Green

### Area: PAF Projects

Ref	KPI	Frequency	Comment	RAG Rating	
Meter Technical Details	MTD errors reduced in the quarter	Quarterly	We will report following the conclusion of the MTD project	no rating	
	Project progressed and completed in line with planned timescales	Monthly	The findings of the MTD project were delayed by two months, with the final findings presented at the January meeting.	Amber	
	Positive feedback from customers (e.g. PAB, SAF, MTD expert group) on their involvement in the project	End of project	We will report following the conclusion of the MTD project	no rating	Rating for MTD Project
	All project recommendations are upheld by the PAB	End of project	We will report following the conclusion of the MTD project	no rating	Amber
Smart	The PAB has identified and discussed the potential impacts of SMART and considered all necessary potential changes	Quarterly		Green	Green
EAC/AA	The EAC/AA error reduced in the quarter	Quarterly	In the quarter the EAC/AA error has overall remained the same.	Amber	
	Project progressed and completed in line with planned timescales	Monthly		Green	
	Positive feedback from customers (PAB, TDC, SAF) on their involvement in the project	End of Project	We will report following the conclusion of the EAC/AA project	no rating	Rating for EAC/AA project
	All project recommendations are upheld by the PAB	End of Project	We will report following the conclusion of the EAC/AA project	no rating	Green
New PARMS	All PAF related milestones achieved for new PARMS serials project	Monthly		Green	Green
				Overall Rating for Projects	Green