

PERFORMANCE IMPROVEMENT REPORT

SUMMARY OF INFORMATION

MPS Measure: MPS 3 - New Connections

Associated Process: IMDS

Responsible Managers: [REDACTED]

Description of SLA: Meter Details sent 5BD after Meter Install

CURRENT/TARGET PERFORMANCE

	Actual	Target									
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Expected MPS Volume Failed	19	148	31	37	55	11		40	87	13	11
Expected Charge	£610	£5,350	£1,195	£1,405	£2,035	£395		£1,405	£3,240	£505	£365
Compliance %	75.32	48.43	77.37	73.57	75.98	93.04	77.18	75.27	63.14	94.49	91.54

SUMMARY OF PERFORMANCE ISSUES

New Connection MPS process for both Standard and Non Standard. Large volume of connections identified that have not gone to the Market.

Although some of the decrease in Nov was due to historical NAP's processing it is still recognised an improvement is required

ACTION PLAN

Agreed Actions	Owner	Deadlines	Status
Standard - Banzinga Report to be reviewed to ensure that all meter fits are included	[REDACTED]	18/12/2018	Closed
Non Standard - Op which has been created to be added on all existing jobs to remove the manual SS	[REDACTED]	18/12/2018	Closed
Weekly Audit created to check all connections have been issued to the market	[REDACTED]	16/12/2018	Continual
Workshop planned for 14.05.2018	[REDACTED]	14/05/2019	Closed
NHH New Connections Paper to be presented at Wholesale Board	[REDACTED]	25/07/2019	Closed