

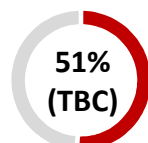
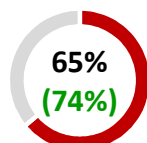
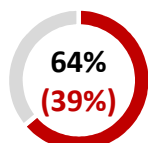
# NHH MPS Performance – Apr 19

Key 0%-74% 75%-89% 90-100%

\*MO: Market Operator Credited (capped at £53,000)

Overall	Feb 19	Mar 19	Apr 19	Fines	Performance commentary
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MPS Performance (MOSL actuals)



MO\*: £37,194  
MO Invoice: TBC

Volume (MOSL actuals)  
Charges (MOSL actuals)

2,807  
(2,480)  
£43,722  
(£49,782)

2,650  
(2,240)  
£41,040  
(£30,730)

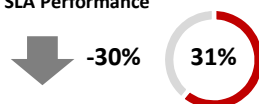
2,225  
(TBC)  
£37,194  
(TBC)

- MPS activity decreased in April, falling for a second consecutive month as a result of reduced 'Data Cleanse'.
- Overall SLA performance recued significantly during the month, as a result of higher failures against MPS3 and MSP7. Both measures are currently under IPRP from MOSL or have ongoing analysis requests from MOSL.
- A working group has been set up to deliver root cause analysis for MPS3, which has identified BAU process failures being responsible for 72% of all MPS3 failures.
- Forecasted charges fell by c.£4,000 in large due to the reduced volume of transactions sent to the market.
- Position in Market** 15<sup>th</sup> out of 18 (in Mar-19 Peer Report)

## MPS Breakdown

### MPS 3 – New Connection

SLA Performance

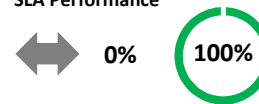


Volume Sent 381  
Charges £9,565

- The volume of transactions sent increased by 19. Performance decreased by 30%, which drove a increase of c. £3,000 in charges.

### MPS 5 – Gap Site

SLA Performance



Volume Sent 449  
Charges £0

- The volume of transactions sent reduced by 96, and continues to fluctuate monthly.
- Optimal performance recorded, resulting in no charges.
- Change outstanding to align MPS5 report with MOSL's.

### MPS 6 – Temporary Disconnection/Reconnection

SLA Performance

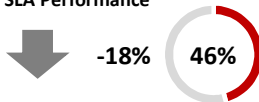
N/A

Volume Sent 0  
Charges £0

- No transactions relating to this standard were sent in April 2019.

### MPS 7 – Late I&F Potable/Non-Potable Meters Reads

SLA Performance

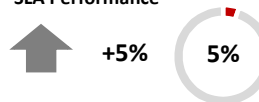


Volume Sent 940  
Charges £17,485

- The volume of transactions sent decreased by 140, down for the second consecutive month.
- Despite the decrease in volumes, performance dropped by 18%, which in addition to reduced activity drove a decrease of £5,265 in charges.

### MPS 9 – Late I&F Private/TE Meter Reads

SLA Performance



Volume Sent 19  
Charges £665

- Activity and performance remains low for this standard.
- All but 1 transactions fell within the latest time parameter and incurred the maximum £40 charge.
- Charges have increased by £225.

### MPS 10 – Late X&Y Meter Reads

SLA Performance

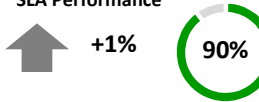
N/A

Volume Sent 0  
Charges £0

- No transactions relating to this standard were sent in April 2019.

### MPS 12 – Late Cyclic Non-Market Meter Reads

SLA Performance

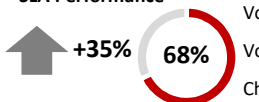


Volume Sent 70  
Charges £40

- The volume of transactions sent decreased by 54.
- Performance rose by 1%, which in saw a reduction in charges to just £40.

### MPS 13 – Missed Bi-Annual Expected Reads

SLA Performance

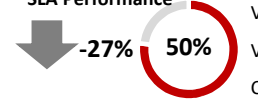


Volume Expected 340  
Volume of expected reads within SLA 231  
Charges £340

- Performance rose by 35%, and charges reduced significantly.
- Volumes and performance will continue to be monitored for changes.

### MPS 14 – Missed Monthly Expected Reads

SLA Performance



Volume Expected 26  
Volume of expected reads within SLA 13  
Charges £520

- Performance reduced by 27%, which 13 reads being sent within SLA than February.
- Charges increased to £520, with all 13 failures incurring a £40 charge.