

OPS Calendar Month	OPS Group	OPS	SLA Performance	SLA Id	SLA Type	SLA Status	Business Process Code	Business Process Name	Business Process Status Code	Business Process Number	SLA Cutoff Time	SLA Category	Market SPId	Address	PRN	User Name	Originator	SLA Type Code	SLA Duration in Hours	BO Id	RGN	Paused SLA Length in Days	SPId - Retailer	SLA Days Since Paused	WDays - Start Date	WDays - Due Date	SLA Start Date - Calc	SLA Due Date - Calc	SLA Close Date - Calc	SLA Cancel Date - Calc	SLA Log Start Date	SLA Log End Date	SLA Total Duration	VALIDATION START_GRT_CLOSE	SLA_CLOSE_MISMATCH_LOG_DT	DIFF_IN_HRS_CLOSE_DT_LOG_DT	VDIFF_IN_HRS_CLOSE_DT_LOG_DT	DIFF_IN_HRS_START_DT_LOG_DT	VDIFF_IN_HRS_START_DT_LOG_DT	SLA Start Date	SLA Close Date	SLA Due Date	SLA Cancel Date
2019-9	OPS	OPS B5a	Completed Within Time	7734234475	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	48			0	0	19	-2	26-09-2019 10:47:45	28-10-2019 18:00:00	30-09-2019 18:00:00		26-09-2019 10:47:44	02-10-2019 12:11:42	2	0	1	49.46	1	0	0	26-09-2019 10:47:45	30-09-2019 10:44:03	28-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	7787223166	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					RT	B5-SLA1	24			0	0	28	6	13-09-2019 12:42:48	15-10-2019 18:00:00	16-09-2019 18:00:00		13-09-2019 12:45:40	17-09-2019 10:44:11	1	0	1	24.91	1	-0.05	0	13-09-2019 12:42:48	16-09-2019 09:49:43	15-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Outside Time	7788001077	SLA #1 for the B5 Business Process	FAILED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					RT	B5-SLA1	1392			0	0	85	63	25-06-2019 11:42:17	25-07-2019 18:00:00	13-09-2019 18:00:00		25-06-2019 11:44:27	16-09-2019 10:45:24	58	0	1	69.1	1	-0.04	0	25-06-2019 11:42:17	13-09-2019 13:39:36	25-07-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	7842083333	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	0			0	0	36	14	03-09-2019 09:51:12	03-10-2019 18:00:00	03-09-2019 18:00:00		03-09-2019 10:02:21	03-09-2019 10:04:19	0	0	1	0	0	-0.19	0	03-09-2019 09:51:12	03-09-2019 10:04:20	03-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	7843749404	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					RT	B5-SLA1	24			0	0	35	13	04-09-2019 13:18:51	04-10-2019 18:00:00	05-09-2019 18:00:00		04-09-2019 13:20:54	03-10-2019 11:34:37	1	0	1	670.88	1	-0.03	0	04-09-2019 13:18:51	05-09-2019 12:42:04	04-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	7902775033	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	24			0	0	29	7	12-09-2019 11:10:17	14-10-2019 18:00:00	13-09-2019 18:00:00		12-09-2019 11:11:30	19-09-2019 11:24:34	1	0	1	143.11	1	-0.02	0	12-09-2019 11:10:17	13-09-2019 12:17:49	14-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	7934582174	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	120			0	0	27	6	14-09-2019 10:21:34	15-10-2019 18:00:00	23-09-2019 18:00:00		23-09-2019 10:24:13	23-09-2019 10:31:03	5	0	1	0	0	-216.04	1	14-09-2019 10:21:34	23-09-2019 10:31:04	15-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	8005484337	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	264			0	0	39	17	29-08-2019 10:42:29	30-09-2019 18:00:00	13-09-2019 18:00:00		29-08-2019 10:47:16	16-09-2019 11:50:44	11	0	1	67.57	1	-0.08	0	29-08-2019 10:42:29	13-09-2019 16:16:33	30-09-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	8198136088	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	0			0	0	24	2	19-09-2019 13:35:05	21-10-2019 18:00:00	19-09-2019 18:00:00		19-09-2019 13:38:17	19-09-2019 13:53:46	0	0	0	0	0	-0.05	0	19-09-2019 13:35:05	19-09-2019 13:53:46	21-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	8209612155	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	120			0	0	27	6	14-09-2019 12:44:38	15-10-2019 18:00:00	23-09-2019 18:00:00		23-09-2019 12:49:05	23-09-2019 12:54:29	5	0	0	0	0	-216.07	1	14-09-2019 12:44:38	23-09-2019 12:54:29	15-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	8220385047	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	0			0	0	22	1	22-09-2019 09:16:07	22-10-2019 18:00:00	22-09-2019 18:00:00		22-09-2019 09:22:47	22-09-2019 09:30:50	0	0	0	0	0	-0.11	0	22-09-2019 09:16:07	22-09-2019 09:30:50	22-10-2019 18:00:00		
2019-9	OPS	OPS B5a	Completed Within Time	8274489585	SLA #1 for the B5 Business Process	PASSED	CM_MOSL_B5	WS B05 Repair or replacement of a faulty meter Wholesaler	COMPLETE		18.00.00	MO					WS	B5-SLA1	0			0	0	17	-4	30-09-2019 10:59:29	30-10-2019 18:00:00	30-09-2019 18:00:00		30-09-2019 11:00:59	30-09-2019 11:12:40	0	0	0	0	0	-0.03	0	30-09-2019 10:59:29	30-09-2019 11:12:40	30-10-2019 18:00:00		