

**Code Subsidiary Document**

**No. 0002:**

**Market Performance Framework**

## Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
V2.0	3 <sup>rd</sup> March 2018	Extending the New Connections Suspension Period	CPW031	Section 4.1.3
V3.0	29 <sup>th</sup> March 2018	Market Performance Standards Review Updates	CPW030	Sections: 1.2.1 (b),1.3.2,1.3.4 (c),1.3.5 1.7.2, 3.2.1, 3.2.4, 3.3.2, 3.3.4, 3.3.5, 3.3.6, 3.3.7, 3.3.8, 3.3.9, 3.3.10, 3.3.11 4.1.3, 4.1.4, 4.2.1, 4.3.1, 5.3.1, 5.3.4, 5.3.6, 7.1.1, 7.3.1, 7.4.1
V4.0	18 <sup>th</sup> May 2018	Requesting a new connection SPID or entry change of use SPID where the retailer is unknown	CPW022	3.4: Table 1: Market Performance Standard Charges: MPS3 MPS4 MPS5
V5.0	1 April 2019	Operational Performance Standards Review Updates	CPW049	Definitions Section 1.4 Section 4 Table 2 Section 4 Section 5.3
V6.0	26th July 2019	Removing Processes A1-A5 (new connections)	CPW058	1.4.1, 4.1.6,

				Table 2: Operational Performance Standards
V7.0	1 <sup>st</sup> November 2019	Setting MPS15 Charges to Zero	CPW072	Table 1: Market Performance Standard Charges
V8.0	23 <sup>rd</sup> March 2020	Suspension of Performance Standard Charges	CPM023 / CPM090	2.6
V9.0	1 <sup>st</sup> April 2020	Introducing a Retailer Measure of Experience (R-MeX)	CPW084,	Definitions Sections: 5 5.1.1 5.4
		Priority Performance Regime Changes for April	CPW078	Sections 3.3.5 3.3.7 3.3.8 3.3.9 3.3.10 Table 1: Market Performance Charges 3.4.2 3.5.2 5.2.1 5.3.1 5.3.5
V10.0	1 <sup>st</sup> June 2020	Extending Suspension of Performance Standard Charges	CPW098	2.6
V11.0	1 <sup>st</sup> July 2020	Suspension of Performance Standard Charges following an Interim Supply event	CPW097	2.7 3.5.5

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## Definitions

Unless expressly stated otherwise, for the purposes of this CSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply; and
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue) shall have the meaning attributed therein.

For the purposes of this CSD only, the following capitalised terms shall have the following meaning:

Definitions	
Term	Definition
"Annual Market Performance Report"	a report prepared and published by the Market Operator which sets out the results of the implementation of the Market Performance Framework in the Year to which the report relates;
"Completed Task"	Any task in respect of which the OPS End Date has occurred.
"Deferral Event"	An event which occurs or circumstances which arise of the type referred to in the General Introduction (Part E) of the Operational Terms
"Deferred Task"	Any task which is subject to a Permitted Deferral
"Initial Suspension Period"	the period of twelve (12) Months commencing on the Go Live Date, during which time Market Performance Standard Charges shall be calculated and notified by the Market Operator but during which Trading Parties shall not be required to pay these charges;
"KPI"	The performance indicator(s) applicable to a particular Operational Performance Standard as detailed in the "KPI" column in Table 2 of this CSD
"Market Performance Standard Charge"	the charge that a Trading Party must pay to the Market Operator in the event of a failure to meet a Market Performance Standard as calculated and invoiced by the Market Operator;

<b>Definitions</b>	
“Market Performance Standards Peer Comparison Report”	The document of the same name produced by the Market Operator in accordance with this CSD;
“Market Step”	An action or event set out in the Schedule 1 Annex process diagrams
“Materially Complete Form”	A Form on which all applicable mandatory information (as identified on the Form) has been completed.
“Notification”	Shall have the same meaning as set out the General Introduction (paragraph P) of the Operational Terms]
“Operational Performance Standard Charge”	the charge that a Trading Party must pay to the Market Operator in the event of a failure to meet an Operational Performance Standard as calculated and invoiced by the Market Operator;
“Operational Performance Standards Peer Comparison Report”	The document of the same name produced by the Market Operator in accordance with this CSD; and
“OPS Data Submission”	The monthly data on Operational Performance Standards that a Wholesaler is required to submit to the Market Operator
“OPS End Date”	The end date applicable to a particular Operational Performance Standard
“OPS Start Date”	The start date applicable to a particular Operational Performance Standard
“Outstanding Task”	A Started Task that is neither a Completed Task nor a Rejected Task
“Peer Comparison”	an assurance method under which information is published to enable comparison of the performance of Trading Parties against the relevant performance standards.
Permitted Deferral	The suspension of a timescale applicable to a particular Operational Performance Standard by a Wholesaler as a consequence of the occurrence of a Deferral Event
“Rejected Task”	Any task, that would otherwise be included under the Operational Performance Standards, that is rejected by a Wholesaler whether or not the task is a Started Task

Definitions	
"R-Mex"	The Retailer measure of experience as detailed in Section 5.4 of this CSD
"Started Task"	Any task in respect of which the OPS Start Date has occurred
"Task"	An individual request, falling under an Operational Performance Standard

## 1. Purpose and scope

### 1.1 Overview and objectives of the Market Performance Framework

- 1.1.1 The orderly operation of the market requires participants to perform their roles in line with common system, process, data and service standards. To mitigate and manage the risk of non-compliance (and any resulting disbenefits) it is appropriate to define mechanisms to govern, incentivise, monitor and enforce these standards. Such a "performance framework" provides confidence to Trading Parties and the Market Operator that they and their peers are complying with their obligations; that risks to the Central Systems are being managed; and that the performance of the market is being continually improved to ensure its orderly operation.
- 1.1.2 This document describes the Market Performance Framework – a collection of processes, methods and incentives to promote the continued performance by Trading Parties and the Market Operator in compliance with their obligations under the Wholesale-Retail Code and to enable appropriate action to be taken to resolve performance failures.
- 1.1.3 The Market Performance Framework is designed to be flexible and risk-based. This is so that it can be focused on those areas judged to be of greatest market impact at any point in time, and evolved to reflect the changing risk profile as the market matures and new or different performance issues emerge. This CSD therefore includes appropriate governance, oversight and change processes (see Section 2 of this CSD). These include relevant roles and responsibilities of the Market Operator and the Panel. It also provides for the establishment of a Market



Performance Committee and an annual Market Performance Operating Plan to ensure ongoing focus on the development and implementation of the Market Performance Framework.

## **1.2 High level description of the Market Performance Framework processes**

1.2.1 The processes and methods that comprise the Market Performance Framework and which are described in this CSD are:

- (a) Market Performance Standards in respect of certain processes set out in the Market Terms and Market Performance Standard Charges applied where a Trading Party fails to meet these standards;
- (b) Operational Performance Standards in respect of certain processes set out in the Operational Terms and Operational Performance Standard Charges applied where a Trading Party fails to meet these standards;
- (c) Peer Comparison, being the publication of comparative data on the performance of Trading Parties against the Market Performance Standards and Operational Performance Standards;
- (d) Market Operator performance reporting to provide assurance that the Market Operator is meeting its obligations and service standards;
- (e) Trading Party Performance Resolution, which is a process to ensure that any Trading Party with a sub-optimal level of performance takes appropriate remedial action; and
- (f) Performance guidance to be provided to Trading Parties by the Market Operator in order to facilitate improved performance.

1.2.2 The purpose and scope of each of these methods and processes is summarised below.

## 1.3 Market Performance Standards and Market Performance Standard Charges

- 1.3.1 Trading Parties are required to comply with all their obligations in respect of the market processes set out in the Market Terms and CSDs, including obligations to submit data in accordance with specified timescales.
- 1.3.2 Market Performance Standards define varying levels of underperformance in relation to a number of market processes, where any such underperformance is likely to have an adverse impact on the orderly operation of the market and/or the accuracy of the Settlement Process. These standards enable the Market Operator to monitor the performance of Trading Parties; trigger the Performance Resolution process in the event of a persistent failure to meet the standards; and provide the basis for the calculation of the Market Performance Standard Charges (“Charges”).
- 1.3.3 Market Performance Standard Charges are defined monetary charges levied against Trading Parties by the Market Operator for underperformance against the Market Performance Standards.
- 1.3.4 Section 3 of this CSD:
- (a) details the relevant Market Performance Standards against which Market Performance Standard Charges are to be calculated;
  - (b) specifies the level of charge that shall be applied in each instance of a performance failure (as defined by the relevant Market Performance Standard); and
  - (c) describes the rules and process by which the Market Operator shall calculate Market Performance Standard Charges. In addition the invoicing arrangements are set out in Section 9 of the Market Arrangements Code.
- 1.3.5 For a period of twelve (12) Months from the Go Live Date, Market Performance Standard Charges shall be calculated by the Market Operator and notified to Trading Parties but shall not result in any actual payments from Trading Parties. Section 3 of this CSD describes a process to be followed to review the scope and levels of the Market Performance Standard Charges prior to these coming into

effect at the end of the Initial Suspension Period (or at such other date as agreed as part of the review process).

## 1.4 Operational Performance Standards

1.4.1 Operational Performance Standards represent the defined levels of performance expected of Wholesalers in respect of the obligations and services provided under the Operational Terms. Typically these relate to the timescales to complete processes and steps set out in the Operational Terms, for example in respect of the completion of meter replacement and other relevant service requests.

1.4.2 These Operational Performance Standards set clear expectations of acceptable performance and are used to provide a basis for Peer Comparison of Wholesaler performance.

1.4.3 The Operational Performance Standard Charges are defined monetary charges levied against Wholesalers by the Market Operator for underperformance against the Operational Performance Standards.

1.4.4 Section 4 of this CSD:

- (a) sets out the relevant Operational Performance Standards against which Operational Performance Standard Charges are to be calculated and the reporting principles that must be adhered to when calculating and reporting performance for each individual Operational Performance Standard;
- (b) details the Operational Performance Standards reporting principles that are applicable to all standards;
- (c) specifies the level of charge that shall be applied in each instance of a performance failure (as defined by the relevant Operational Performance Standard);
- (d) details the metrics to be reported to the Market Operator for Operational Performance Standards; and
- (e) describes the rules and process by which the Market Operator shall calculate Operational Performance Standard Charges.

1.4.5 The invoicing arrangements for the Operational Performance Standard Charges are set out in Section 9 of the Market Arrangements Code.

1.4.6 Section 4 of this CSD also describes a process to be followed to review the scope and application of the Operational Performance Standards within twelve (12) Months of the Go Live Date. The matters to be considered as part of the review may include, for example, whether any financial charges should be introduced in relation to these Operational Performance Standards.

## 1.5 Peer Comparison

1.5.1 The Peer Comparison process enables the regular periodic publication of comparative data on the performance of Trading Parties. The objective of this is to provide transparency which enables market participants and other stakeholders to view the relative performance of Retailers and Wholesalers and to encourage continuous improvement in data quality, operational services and other aspects of performance that may affect the overall operation of the market.

1.5.2 Section 5 of this CSD sets out the processes for:

- (a) the generation, approval and publication of monthly Market Performance Standards Peer Comparison Reports by the Market Operator, based on the Market Performance Standards;
- (b) the provision of standardised self-reporting by Wholesalers against the Operational Performance Standards on a monthly basis; and
- (c) the generation, approval and publication of monthly Operational Performance Standards Peer Comparison Reports by the Market Operator based on the performance data provided to it by Wholesalers.

## 1.6 Market Operator performance reporting and rectification

1.6.1 The Market Operator shall monitor its compliance with its obligations set out in the Market Terms and provide regular reports to the Panel detailing the extent to which it is meeting, or failing to meet, those obligations.

1.6.2 Section 6 of this CSD details:

- (a) the matters upon which the Market Operator should report to the Panel;  
and
- (b) a process for the Market Operator to confirm any remedial steps that it shall take in the event of an identified performance failure.

## 1.7 Trading Party Performance Resolution

1.7.1 The Performance Resolution process ensures that an individual Trading Party with identified performance issues has robust plans in place to address these performance issues in a timely manner. The Performance Resolution process also offers an opportunity for the Trading Party to be provided with advice and guidance to help resolve any performance issues and reduce the likelihood of their recurrence.

1.7.2 Section 7 of this CSD sets out a process for the Market Operator to monitor and make available information on the performance of each Trading Party against the Market Performance Standards, the Operational Performance Standards and a number of Additional Performance Indicators. This information is used by the Market Operator to identify any underlying performance issues which should be addressed.

1.7.3 A Trading Party with an identified performance issue is required to agree an Initial Performance Rectification Plan with the Market Operator to resolve the issue. Where performance issues are not resolved satisfactorily in line with an agreed Initial Performance Rectification Plan, the matter can be escalated by the Market Operator to the Market Performance Committee and the Panel. During this escalation process, the participant may be required to take further remedial steps to resolve the issue.

## 1.8 Performance guidance

1.8.1 Section 8 of this CSD provides for the Market Operator to make available appropriate information, guidance and/or training on market processes to ensure that Trading Parties can maintain a common and up to date base level of

knowledge to help them to improve performance against the Market Performance Standards and Additional Performance Indicators.

## **2. Governance of the Market Performance Framework**

### **2.1 Overview**

2.1.1 Appropriate governance arrangements, processes and resources are required for oversight and administration of the Market Performance Framework. While different areas of risk within the market may require different individual performance approaches, it is appropriate to have an overarching governance framework to coordinate, prioritise and review the Market Performance Framework activities as a whole. This will also ensure that the overall framework remains responsive to evolving risks and issues, and the needs of all relevant stakeholders. This CSD describes the roles and responsibilities of the Market Operator, the Panel and Market Performance Committee in this respect.

### **2.2 Role of the Panel**

2.2.1 The Panel has the following functions in order to give effect to the Market Performance Framework described in this CSD (a number of which it may elect to delegate to the Market Performance Committee):

- (a) providing input to the Market Operator on the Market Performance Operating Plan;
- (b) reviewing the scope and level of Market Performance Standard Charges prior to these coming into effect following the conclusion of the Initial Suspension Period;
- (c) reviewing the scope and level of the Market Performance Standards and Operational Performance Standards by no later than nine (9) Months after the Go Live Date and recommending a Change Proposal in respect of changes identified pursuant to such review;
- (d) agreeing the appropriate format for the Market Performance Standards Peer Comparison Report and the Operational Performance Standards Peer Comparison Report;

- (e) agreeing a Performance Rectification Plan for a Trading Party to remedy any performance issue escalated to the Panel by the Market Performance Committee and monitoring the Trading Party's progress against such plan;
- (f) receiving reports from the Market Operator regarding its compliance with the Market Operator's obligations as set out in the Market Terms and monitoring any remediation plan or other steps to be undertaken by the Market Operator to rectify its underperformance; and
- (g) establishing the Market Performance Committee in accordance with the Market Arrangements Code.

## **2.3 Market Performance Operating Plan**

2.3.1 Each Year the Market Operator shall develop an annual Market Performance Operating Plan with input from the Panel and the Market Performance Committee, and following consultation with the Trading Parties. This Market Performance Operating Plan shall set the market performance-related focus, priorities and activities of the Market Operator, the Panel and the Market Performance Committee for the following Year.

2.3.2 The purpose of the Market Performance Operating Plan is to give visibility of the proposed market performance workplan (and associated costs) to Trading Parties and also to ensure that the relevant priorities and activities are subject to regular review. This provides assurance that the priorities and activities remain relevant and efficient as the risk profile of the market and participants evolves over time.

2.3.3 The Market Performance Operating Plan shall identify the key market performance risks, assess their materiality and identify how any relevant processes and methods within the Market Performance Framework should be applied to address each such risk.

## **2.4 Annual Market Performance Report**

2.4.1 By the end of April each Year, the Market Operator shall prepare and publish an Annual Market Performance Report which sets out the results of the



implementation of the Market Performance Framework in the preceding Year. The Annual Market Performance Report shall include:

- (a) a review of the extent to which the application of the Market Performance Framework mitigated the risks identified in the Market Performance Operating Plan for the relevant Year;
- (b) details of the costs incurred by the Market Operator in implementing the Market Performance Framework in the relevant Year;
- (c) a report on the financial administration of the Market Performance Standard Charges during the relevant Year, and confirmation of the redistribution of any resulting surplus at the end of the Year in accordance with the Market Arrangements Code;
- (d) recommendations to modify existing, or introduce new, processes, methods or incentives in the Market Performance Framework; and
- (e) the potential benefits of any proposed modifications to the Market Performance Framework, including any cost-saving benefits.

2.4.2 For the avoidance of doubt, the Annual Market Performance Report is entirely separate from, and additional to, Market Audit Reports.

## **2.5 Market Operator role and functions**

2.5.1 The Market Operator shall be obliged to perform the market performance functions assigned to it in this CSD and the agreed Market Performance Operating Plan.

2.5.2 In exercising its functions under this CSD, the Market Operator shall:

- (a) act impartially with respect to all Trading Parties; and
- (b) provide transparency of its work in implementing these processes through regular reporting to the Panel and to the Market Performance Committee.

## **2.6 Emergency Suspension of Market Performance Standard Charges and Operational Performance Standard Charges due to Covid-19**

2.6.1 Market Performance Standard Charges for the Months of March 2020, April 2020, May 2020, June 2020 and July 2020, or such other period as the Authority may notify to the Market Operator in writing, shall be calculated and notified by the Market Operator in accordance with the rules and values set out in Section 3.3 of this CSD 0002 (Market Performance Framework) but Trading Parties shall not be required to pay these charges.

2.6.2 Operational Performance Standard Charges for the Months of March 2020, April 2020, May 2020, June 2020 and July 2020, or such other period as the Authority may notify to the Market Operator in writing, shall be calculated and notified by the Market Operator in accordance with the rules and values set out in Section 4.2 of this CSD 0002 (Market Performance Framework) but Trading Parties shall not be required to pay these charges.

## **2.7 Suspension of Market Performance Standard Charges following the Registration of Interim Duty Supply Points to an Interim Supplier**

2.7.1 Market Performance Standard Charges shall be calculated and notified for Interim Duty Supply Points by the Market Operator in accordance with the rules and values set out in Section 3.3 of this CSD 0002 for three (3) Months commencing on the Designated Date, or such other period as the Authority may notify to the Market Operator in writing, but the Interim Supplier shall not be required to pay these charges.

## **3. Market Performance Standards and Market Performance Standard Charges**

### **3.1 Overview**

3.1.1 Table 1 in Section 3.3 of this CSD details the Market Performance Standards.

3.1.2 The Market Performance Standards shall be used to:

- (a) provide a basis for the Market Performance Standard Charges to be calculated and administered;
- (b) provide a basis for the production and publication of Peer Comparison reports;
- (c) enable the Market Operator to monitor the performance of Trading Parties; and
- (d) trigger the Performance Resolution process under which a Trading Party can be required to take appropriate remedial action in the event of a persistent failure to meet the Market Performance Standards.

3.1.3 Sections 3.3 to 3.5 of this CSD:

- (a) specify the level of charge that shall be applied in each instance of a performance failure (as defined by the relevant Market Performance Standard); and
- (b) describe the rules and process by which the Market Operator shall calculate the Market Performance Standard Charges.

### **3.2 Initial Suspension Period**

#### **Initial suspension**

3.2.1 During the Initial Suspension Period (being the period of twelve (12) Months commencing on the Go Live Date), Market Performance Standard Charges shall be calculated and notified by the Market Operator but Trading Parties shall not be

required to pay these Charges. The subsequent provisions of this Section 3 of this CSD should be read accordingly.

#### **Basis of calculation during Initial Suspension Period**

3.2.2 During the Initial Suspension Period, the Market Operator shall calculate the Market Performance Standard Charges in accordance with the rules and values set out in Section 3.3 of this CSD.

#### **Review during Initial Suspension Period**

3.2.3 This Section 3.2 of this CSD describes a process for the Panel to review the scope and levels of the Market Performance Standard Charges prior to these coming into effect, following the conclusion of the Initial Suspension Period.

3.2.4 The scope of the review shall include, but need not be limited to, the following matters:

- (a) whether Trading Parties should be required to commence payment of Market Performance Standard Charges immediately upon the conclusion of the Initial Suspension Period or at some alternative date;
- (b) whether any additional Market Performance Standards should be introduced and/or whether any of the existing Market Performance Standards should be amended or removed;
- (c) whether the levels of Market Performance Standard Charges should remain as set out in this CSD or be amended, and whether the level at which the Market Performance Standard Charges are capped for each Trading Party is appropriate; and
- (d) whether any Market Performance Standard Charge payable by one Trading Party should be credited to another Trading Party.

3.2.5 The Panel shall establish the scope, terms of reference, approach and timetable for conducting the review by no later than six (6) Months from the Go Live Date. In so doing the Panel shall have due regard to the views of the Market Operator, including as to the level of resources required and available to support the review.

- 3.2.6 The Panel shall ensure that the review is concluded by no later than the date nine (9) Months after the Go Live Date.
- 3.2.7 The Market Operator shall provide or procure resources as the Panel may reasonably require to facilitate the review.
- 3.2.8 The Panel shall ensure that the review process includes an appropriate level of consultation with the Trading Parties. The Panel shall also ensure that the Authority is invited to participate in the review process.
- 3.2.9 Any proposed change to the existing Market Performance Standard Charges or the date at which these are to be introduced resulting from the review shall require to be progressed as a Change Proposal pursuant to the change process set out in the Market Arrangements Code.

### **3.3 Market Performance Standard Charges – general provisions**

- 3.3.1 Market Performance Standard Charges shall be applied in accordance with the relevant provisions of the Market Terms and the Market Arrangements Code.
- 3.3.2 A Trading Party shall be regarded as having failed a Market Performance Standard where it has failed to meet the obligation specified under the Market Terms and Code Subsidiary Documents for the relevant activity and which are identified as the success criteria specified in Table 1 of this Code Subsidiary Document. Additional Charges may be applied, as specified in Table 1 of this Code Subsidiary Document, at subsequent time parameters.
- 3.3.3 For the avoidance of doubt, where a success criterion relates to the timeliness of completing a relevant Data Transaction, only those Data Transactions which have passed Market Operator validation shall be considered. The Market Operator shall not take into account any messages which either fail validation or are otherwise rejected, in the measurement of performance.
- 3.3.4 Where a success criterion relates to the timeliness of completing a relevant Data Transaction (Method A as stated in 3.3.6), only those Data Transactions which are received or sent by the Market Operator after 01 April 2017 shall be considered.

Where the success criterion relates to the timeliness of supplying a Data Item (Method B and C as stated in 3.3.6), only Data Items with an effective date after 01 April 2017 shall be considered.

3.3.5 The Market Performance Standards MPS1 to MPS19 shall be calculated monthly, on or after the eleventh (11<sup>th</sup>) Business Day of a Month, for the preceding Month.

3.3.6 Market Performance Standards and associated Charges shall be calculated using one of the following methods as specified in Table 1 of this CSD:

- (a) Method A -The time delay, measured in Business Days, between the Business Day that the Data Transaction is received by the Market Operator and the Business Day provided within the transaction will be calculated, as specified in Table 1. The calculation and associated Charges for the success criterion and any additional Time Parameters shall be completed and reported for the Period when the Data Transaction occurs.
- (b) Method B - The time delay, measured in Business Days, between the first sequential event and the second sequential event will be calculated, as specified in Table 1. If the second sequential event has not be completed by the end of the period, the time delay between the first sequential event and the last Business Day of the month shall be calculated. The calculation and associated Charges shall be completed and reported for the Period when the success criterion will be breached if the Trading Party fails the Market Performance Standard. The calculation and associated Charges for any additional Time Parameters shall also be completed and reported for the Period when the task would fail the relevant Time Parameter.
- (c) Method C - The time delay, measured in Business Days, between the first sequential event and the second sequential event will be calculated, as specified in Table 1. If the second sequential event has not be completed by the end of the period, the time delay between the first sequential event and the last Business Day of the month shall be calculated. If the Trading Party meets the success criteria, then the calculation shall be completed and reported for the Period when the relevant Data Transaction occurs. If the Trading Party fails to meet the success criteria, then the calculation

and associated Charges shall be completed and reported for the Period when the success criterion will be breached if the Trading Party fails the Market Performance Standard. The calculation and associated Charges for any additional Time Parameters shall also be completed and reported for the Period when the task would fail the relevant Time Parameter.

3.3.7 In the case of Market Performance Standard Charges relating to missed Meter Reads, the charge may be incurred when the meter was read on time but the relevant Data Transaction was not submitted within the relevant submission deadline specified in CSD 0202 (Meter Read Submission: Process). However, the requirement in Section 3.3.5 of this CSD that the Market Performance Standards shall be calculated on or after the eleventh (11<sup>th</sup>) Business Day of a Month ensures that all Meter Reads taken in the preceding Month and which are submitted within ten (10) Business Days shall be taken into account in the calculations.

3.3.8 Market Performance Standard Charges shall be applied generally at four levels for Wholesalers, as specified in Table 1 (unless Table 1 specifies that, in any particular case, a different charge shall apply to the ones listed below):

- (a) level 0 £0
- (b) level 1 £10
- (c) level 2 £25
- (d) level 3 £40

3.3.9 Market Performance Standard Charges shall be applied generally at four levels for Retailers, as specified in Table 1 (unless Table 1 specifies that, in any particular case, a different charge shall apply to the ones listed below):

- (a) level 0 £0
- (b) level 1 £5
- (c) level 2 £10
- (d) level 3 £20

- 3.3.10 The Market Performance Standard Charges shall be designated as either “Market Operator Credited” or “Retailer Credited” in accordance with Table 1 of this CSD. The significance of this designation is that:
- (a) “Market Operator Credited” Market Performance Standard Charges shall be paid to the Market Operator and shall be capped each Month in accordance with the formula set out in this CSD section 3.4.2 and 3.5.2;
  - (b) “Retailer Credited” Market Performance Standard Charges shall be uncapped and shall be paid to the Market Operator and shall then be paid to the relevant Retailer by the Market Operator (in accordance with Section 3.5 of this CSD).
- 3.3.11 The calculations and Charges for MPS 10 and MPS 11 shall be calculated and reported under MPS 10 while there is no way of indicating whether an Accredited Entity or Wholesaler carried out a task through a T105.W transaction. For clarity, this shall not affect overall performance statistics or overall MPS charges as the Time Parameters and Charges are equal for MPS 10 and MPS 11.



**Table 1: Market Performance Standard Charges**

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS1	Partial Registration	Receipt by the Market Operator from the Retailer of a T103.R (Submit Partial Registration Application / Rejection) within five (5) BD of the Market Operator sending a T102.M (Notify New SPID) to the Retailer.	Method B	Retailer	5 BD	Level 0 £0	10 BD	Level 2 £10	15 BD	Level 3 minus Level 2 £10	55 BD and Every 40 BD reoccurring thereafter	Level 2 £10	MO Credited	The reoccurring Time Parameter 4 Charge is applied 40 BD after the previous Time Parameter 4 Charge is incurred

MPS2	Partial Registration	Receipt by the Market Operator from the Retailer of a T132.R (Submit Core Customer Data) within ten (10) BD of the Market Operator sending a T107.M (Notify Connection Complete) to the Retailer, unless the Customer Name Data Item is already populated.	Method B	Retailer	10 BD	Level 2  £10	15 BD	Level 3 minus Level 2  £10	The later of: 55 BD and Every 40 BD reoccurring thereafter; or Every 40 BD after the Designated Date if the Supply Point has been allocated as an Interim Duty Supply Point.	Level 2  £10			MO Credited	The reoccurring Time Parameter 3 Charge is applied 40 BD after the previous Time Parameter 3 Charge is incurred
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No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS3	New Connection Notifications	<p>Receipt by the Market Operator of a T107.W (Submit Notification of Connection Complete) within ten (10) BD of the Effective From Date contained within the transaction, for activities undertaken by the Wholesaler.</p> <p>This applies to the "New" and "New - No Retailer specified" connection type only, and not to "Gap Site", "Gap Site - No Retailer specified", "Entry Change of Use" or "Entry Change of Use - No Retailer specified".</p>	Method A	Wholesaler	10 BD	Level 2  £25	15 BD	Level 3  minus Level 2  £15					MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS4	New Connection Notifications	<p>Receipt by the Market Operator of a T107.W (Submit Notification of Connection Complete) within ten (10) BD of the Effective From Date contained within the transaction, for activities undertaken by an Accredited Entity.</p> <p>This applies to the "New" and "New - No Retailer specified" connection type only, and not to "Gap Site", "Gap Site - No Retailer specified", "Entry Change of Use" or "Entry Change of Use - No Retailer specified".</p>	Method A	Wholesaler	10 BD	Level 2  £25	15 BD	Level 3  minus Level 2  £15					MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS5	Connection Notifications for Gap Site, Gap Site - No Retailer specified, Entry Change of Use or Entry Change of Use - No Retailer specified	<p>Receipt by the Market Operator from the Wholesaler of a T107.W (Submit Notification of Connection Complete) within ten (10) BD of the Market Operator sending a T102.M (Notify New SPID) to the Wholesaler.</p> <p>This applies only to T102.M transactions with "Gap Site", "Gap Site - No Retailer specified", "entry Change of Use" or "Entry Change of Use - No Retailer specified" connection type, but not the "New" or "New - No Retailer specified" Connection type.</p>	Method B	Wholesaler	10 BD	Level 0  £0	15 BD	Level 3  £40					MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS6	Disconnection / Reconnection	<p>The T115.W (Declare Disconnection/Reconnection/Deregistration) is received by the Market Operator within two (2) BD of the Effective From Date contained within the transaction.</p> <p>This standard only applies in the case of a Temporary Disconnection or Reconnection.</p> <p>This standard does not apply in the case of a Permanent Disconnection or Deregistration.</p>	Method A	Wholesaler	2 BD	Level 0  £0	5 BD	Level 2  £25	10 BD	Level 3  minus Level 2  £15			MO Credited	T115.W does not apply in the case of a Permanent Disconnection or a Deregistration

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS7	Late Meter Read submission	The T104.W (Submit Meter Details) or T105.W (Submit Meter Read) or T117.W (Submit Meter Exchange) is received by the Market Operator within five (5) BD of the Meter Read Date contained within the transaction in respect of I and F reads, for activities undertaken by the Wholesaler. This standard applies for meters with a Meter Treatment type of Potable, Non-Potable or Sewerage.	Method A	Wholesaler	5 BD	Level 2  £25	13 BD	Level 3  minus Level 2  £15					MO Credited	Where an I or F read has been submitted via a T105.W, it shall be assumed that the activity was carried out by the Wholesaler and reported under this MPS 7.

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS8	Late Meter Read submission	The T104.W (Submit Meter Details) or T105.W (Submit Meter Read) or T117.W (Submit Meter Exchange) is received by the Market Operator within eight (8) BD of the Meter Read Date contained within the transaction in respect of I and F reads, for activities undertaken by an Accredited Entity. This standard applies for meters with a Meter Treatment type of Potable, Non-Potable or Sewerage.	Method A	Wholesaler	8 BD	Level 2  £25	16 BD	Level 3  minus Level 2  £15					MO Credited	Where an I or F read has been submitted via a T105.W, it shall be assumed that the activity was carried out by the Wholesaler and reported under MPS 7.



No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS9	Late Meter Read submission	The T104.W (Submit Meter Details) or T105.W (Submit Meter Read) or T117.W (Submit Meter Exchange) is received by the Market Operator within ten (10) BD of the Meter Read Date contained within the transaction in respect of I and F reads for a meter with a Meter Treatment type of Private water or Private Trade Effluent.	Method A	Wholesaler	10 BD	Level 0  £0	15 BD	Level 2  £25	23 BD	Level 3  minus Level 2  £15			MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS10	Late Meter Read submission	The T105.W (Submit Meter Read) is received by the Market Operator within two (2) BD of the Meter Read Date contained within the transaction in respect of X and Y reads, for activities undertaken by a Wholesaler. This standard applies for meters with a Meter Treatment type of Potable, Non-Potable, Sewerage, Private Water or Private Trade Effluent.	Method A	Wholesaler	2 BD	Level 0  £0	5 BD	Level 2  £25	13 BD	Level 3  minus Level 2  £15			MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS11	Late Meter Read submission	The T105.W (Submit Meter Read) is received by the Market Operator within two (2) BD of the Meter Read Date contained within the transaction in respect of X and Y reads, for activities undertaken by an Accredited Entity. This standard applies for meters with a Meter Treatment type of Potable, Non-Potable, Sewerage, Private Water or Private Trade Effluent.	Method A	Wholesaler	2 BD	Level 0  £0	5 BD	Level 2  £25	13 BD	Level 3  minus Level 2  £15			MO Credited	

No	Context	Success criteria	Calculation Method	Trading Party	Time Parameter 1 (Time Parameter in Code)		Time Parameter 2		Time Parameter 3		Time Parameter 4		Type	Notes
					Applies after	Charge	Applies after	Charge	Applies after	Charge	Applies after	Charge		
MPS12	Late Meter Read submission	The T105.W (Submit Meter Read) is received by the Market Operator within ten (10) BD of the Meter Read Date contained within the transaction in respect of Cyclic reads for Non-Market Meters. This standard applies for meters with a Meter Treatment type of Potable or Non-Potable.	Method A	Wholesaler	10 BD	Level 0  £0	15 BD	Level 1  £10	60 BD	Level 2  minus Level 1  £15			MO Credited	

MPS13	Missed Meter Read	<p>In respect of Regular Cyclic Reads, a Twice-Yearly Read Meter is read within one hundred and forty (140) BD of the later of:</p> <ul style="list-style-type: none"> <li>- the Go Live Date; or</li> <li>- the last Meter Read Date for that meter; or</li> <li>- the date of submission of an Initial Read; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 1 for Time Parameter 1 calculations; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 2 for Time Parameter 2 calculations</li> </ul> <p>This standard applies for Non-Market meters with a Meter Treatment type of Potable or Non-Potable.</p>	Method C	Wholesaler	140 BD	Level 0	160 BD	Level 3					MO Credited	Regular Cyclic Reads in respect of Twice-yearly Read Meters
						£0		£40						

MPS14	Missed Meter Read	<p>In respect of Regular Cyclic Reads, a monthly Read Meter is read within twenty-five (25) BD of the later of:</p> <ul style="list-style-type: none"> <li>- the Go Live Date; or</li> <li>- the last Meter Read Date for that meter; or</li> <li>- the date of submission of an Initial Read; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 1 for Time Parameter 1 calculations; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 2 for Time Parameter 2 calculations</li> </ul> <p>This standard applies for Non-Market meters with a Meter Treatment type of Potable or Non-Potable.</p>	Method C	Wholesaler	25 BD	Level 0	40 BD	Level 3					MO Credited	Regular Cyclic Reads in respect of Monthly Read Meters
						£0		£40						

MPS15	Late Meter Read submission	The T105.R (Submit Meter Read) is received by the Market Operator within ten (10) BD of the Meter Read Date contained within the transaction in respect of a Regular Cyclic Read. This standard applies for all Meter Treatment types except Cross-Border Meters.	Method A	Retailer	10 BD	Level 0 £0	Level 1 15 BD	£0	60 BD	Level 2 minus Level 1  £0			MO Credited	
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MPS16	Late Meter Read submission	<p>The T105.R (Submit Meter Read) is received by the Market Operator within eight (8) BD of the Meter Read Date contained within the transaction in respect of a Transfer Read. This standard applies for all Meter Treatment types except Cross-Border Meters.</p> <p>For Supply Points allocated under an Interim Supply Allocation Process these charges shall apply unless the Market Operator agrees an alternative timetable with the Retailer. Where this is no the case, this charge applies i.e.: T105.R is not received by the Market Operator by the agreed dates</p>	Method A	Retailer	8 BD	Level 0 £0	15 BD	Level 1 £5	60 BD	Level 2 minus Level 1  £5			MO Credited	
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MPS17	Missed Meter Read	The Meter Read Date within the T105.R is (Submit Meter Read) received by the Market Operator is within two (2) BD before the latest Registration Start Date up until seven (7) BD after the latest Registration Start Date submitted via a T108.R (Transfer Registration Application) transaction for the associated Supply Point in respect of Transfer Reads. This standard applies for all Meter Treatment types except Cross-Border Meters.	Method B	Retailer	7 BD	Level 0 £0	15 BD	Level 2 £10	20 BD	Level 3 minus Level 2  £10			MO Credited	<p>If the premise is metered and the sewerage SPID does not have an associated meter, the water SPID meter(s) should be used to submit Transfer read.</p> <p>When both water and sewerage services switch and they are both metered services, the incoming retailer should submit a meter read for all meters. If the Retailer fails to submit the reads, one failure should be counted for the water SPID and one failure for the</p>
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															sewerage SPID.
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MPS18	Missed Meter Read	<p>From Go Live Date until 31<sup>st</sup> March 2020:</p> <p>In respect of Regular Cyclic Reads, a Twice-Yearly Read Meter is read within one hundred and forty (140) BD (excluding periods of vacancy) of the later of:</p> <ul style="list-style-type: none"> <li>- the Go Live Date; or</li> <li>- the last Meter Read Date for that meter; or</li> <li>- the date of submission of an Initial Read; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 1 for Time Parameter 1 calculations; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 2 for Time Parameter 2 calculations; or</li> <li>- the last Registration Start Date for the relevant Supply Point (except</li> </ul>	Method C	Retailer	<p>Prior to 1<sup>st</sup> April 2020:</p> <p>140 BD</p> <p>From 1<sup>st</sup> April 2020 onwards:</p> <p>200 BD</p>	<p>Prior to 1<sup>st</sup> April 2020;</p> <p>Level 0</p> <p>£0</p> <p>From 1<sup>st</sup> April 2020 onwards:</p> <p>£10</p>	<p>Prior to 1<sup>st</sup> April 2020;</p> <p>160 BD</p> <p>From 1<sup>st</sup> April 2020 onwards:</p> <p>Time Parameter 2 not applicable</p>	<p>Prior to 1<sup>st</sup> April 2020;</p> <p>Level 3</p> <p>£20</p> <p>From 1<sup>st</sup> April 2020 onwards:</p> <p>Not applicable</p>					MO Credited	<p>Regular Cyclic Reads in respect of Twice-yearly Read Meters</p> <p>Five (5) percent of the total number of expected tasks in any period, rounded up to the nearest task, may breach the success criteria or any other time parameter and not incur the relevant performance charge. For clarity, this means that if ninety-five (95) percent of the total tasks, equal to successes plus failures against the relevant Time Parameter, meet the</p>
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	<p>where the Supply Point was last registered by way of a Volume Transfer)</p> <p>From 1<sup>st</sup> April 2020:</p> <p>In respect of Regular Cyclic Reads, a Twice-Yearly Read Meter is read within two hundred (200) BD (excluding periods of vacancy) of the later of:</p> <ul style="list-style-type: none"> <li>- the Go Live Date; or</li> <li>- the last Meter Read Date for that meter; or</li> <li>- the date of submission of an Initial Read; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against either a Time Parameter 1 for Time Parameter 1 calculations based on 140 BD; or Time Parameter 2 for Time Parameter 2 calculations based on 160 BD prior to 1<sup>st</sup> April 2020</li> <li>- the date upon which the last Market Performance</li> </ul>												<p>success criteria, zero Charges will be incurred.</p> <p>Successes shall continue to be reported while a property is vacant.</p> <p>Meters where the last meter read date is the same or earlier than the Go Live Date will be excluded, on a one-time basis, from the calculation of MPS 18 charges for performance in July 2020.</p>
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		<p>Charge (if any) was applied in respect of this measure for this meter against Time Parameter 1 for Time Parameter 1 calculations based on 200 BD with effect from 1<sup>st</sup> April 2020</p> <p>- the last Registration Start Date for the relevant Supply Point (except where the Supply Point was last registered by way of a Volume Transfer)</p>													
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MPS19	Missed Meter Read	<p>In respect of Regular Cyclic Reads, a monthly Read Meter is read within twenty-five (25) BD (excluding periods of vacancy) of the later of:</p> <ul style="list-style-type: none"> <li>- the Go Live Date; or</li> <li>- the last Meter Read Date for that meter; or</li> <li>- the date of submission of an Initial Read; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 1 for Time Parameter 1 calculations; or</li> <li>- the date upon which the last Market Performance Charge (if any) was applied in respect of this measure for this meter against Time Parameter 2 for Time Parameter 2 calculations; or</li> <li>- the last Registration Start Date for the relevant Supply Point (except where the Supply Point was last registered by</li> </ul>	Method C	Retailer	25 BD	£0	40 BD	Level 3						MO Credited	<p>Regular Cyclic Reads in respect of Monthly Read Meters</p> <p>Five (5) percent of the total number of expected tasks in any period, rounded up to the nearest task, may breach the success criteria or any other time parameter and not incur the relevant performance charge. For clarity, this means that if ninety-five (95) percent of the total tasks, equal to successes plus failures against the relevant Time Parameter, meet the success criteria, zero Charges will be incurred.</p>
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		way of a Volume Transfer)													Successes shall continue to be reported while a property is vacant
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## 3.4 Market Performance Standard Charges – Wholesalers

3.4.1 The Market Operator shall invoice a Wholesaler each Month in respect of the Market Performance Standard Charges in accordance with the Market Arrangements Code. The amount of Market Performance Standard Charges payable by a Wholesaler is:

$$PSC = PSC_{MO} + PSC_{RC}$$

where

$PSC$  are the Market Performance Standard Charges payable in respect of the Month;

$PSC_{MO}$  are the Market Operator Credited Market Performance Standard Charges payable in respect of the Month; and

$PSC_{RC}$  are the Retailer Credited Market Performance Standard Charges payable in respect of the Month

3.4.2 In the above expression, with respect to performance from 1<sup>st</sup> April 2020:

$$PSC_{MO} = \min (PSC_{MO}^u, 0.25\% \times R)$$

where

$PSC_{MO}^u$  are the uncapped Market Operator Credited Market Performance Standard Charges payable in respect of the Month; and

$R$  is the sum of the R1 Primary Charges payable to the Wholesaler for the Month as determined at the date of the invoice for the Market Performance Standard Charges for that Month.



3.4.3 For the avoidance of doubt, once a value of R is established for the invoice of Market Operator Credited Market Performance Standard Charges for the Month, it will not be changed, even if the Primary Charges are changed for any reason, including the settlement of a Dispute.

3.4.4 Retailer Credited Market Performance Standard Charges shall only be calculated for a Supply Point or meter that can be associated to a Retailer. Such association shall be that the Retailer is responsible for the Supply Point, or meter, as the case may be. If a meter is a Non-Market Meter, the responsible Retailer shall be the Retailer responsible for the Main Meter in the relevant Meter Network. Where no such association can be made, no Retailer Credited Market Performance Standard Charges shall be calculated. Where a Supply Point has been Deregistered or Disconnected, the responsible Retailer shall be the last Retailer to which the Supply Point was Registered.

## 3.5 Market Performance Standard Charges - Retailers

3.5.1 The Market Operator shall invoice a Retailer each Month in respect of the Market Performance Standard Charges in accordance with the process in the Market Arrangements Code. In particular, the Market Operator shall invoice each Retailer in respect of the Market Operator Credited Market Performance Standard Charges payable by the Retailer to the Market Operator, and pay to each Retailer the Retailer Credited Market Performance Standard Charges payable to the Retailer.

### Charges payable by a Retailer

3.5.2 The amount of Market Performance Standard Charges payable by each Retailer for the Month is

$$PSC_{MO}$$

where , with respect to performance from 1<sup>st</sup> April 2020:

$$PSC_{MO} = \min(PSC_{MO}^U, 0.25\% \times R)$$

3.5.3 In the above expression,

$PSC_{MO}^u$  are the uncapped Market Operator Credited Market Performance Standard Charges payable in respect of the Month; and

$R$  is the sum of the R1 Primary Charges payable by the Retailer for the Month as determined at the date of the invoice for the Market Performance Standard Charges for that Month.

3.5.4 For the avoidance of doubt, once a value of  $R$  is established for the invoice of Market Performance Standard Charges for any Retailer for the Month it shall not be changed, even if the Primary Charges are changed for any reason, including the settlement of a Dispute.

3.5.5 Interim Duty Supply Points shall be excluded from the value of  $R$  for the purposes of calculating the “Market Operator Credited” Market Performance Standard Charges cap (as described at section 3.3.10 of this CSD 0002 (Market Performance Framework) for three (3) Months commencing on the Designated Date, or such other period as the Authority may notify to the Market Operator in writing.

#### **Charges payable to a Retailer**

3.5.6 The amount of Market Performance Standard Charges payable to each Retailer for the Month is the sum of all the Retailer Credited Market Performance Standard Charges payable to the Retailer for the Month, as calculated in accordance with Section 1.1 of this CSD.

### **3.6 Ongoing review and amendment of Market Performance Standards and Market Performance Standard Charges**

3.6.1 The Market Performance Standards and rules in relation to the calculation and administration of Market Performance Standard Charges set out in this CSD shall only be amended by means of a Change Proposal pursuant to the change process set out in the Market Arrangements Code.

3.6.2 In developing and approving the annual Market Performance Operating Plan, the Market Operator, Panel and Market Performance Committee (as appropriate) shall review and may identify and recommend revisions to the Market Performance Standards provisions in this CSD, and in such an event the Panel shall raise an appropriate Change Proposal.

## 4. Operational Performance Standards and Operational Performance Standard Charges

### 4.1 Overview

4.1.1 Table 2 in this Section 4 of this CSD sets out the Operational Performance Standards.

4.1.2 The Operational Performance Standards shall be used to:

- (a) provide a basis for the Operational Performance Standard Charges to be calculated and administered;
- (b) provide a basis for the production and publication of Peer Comparison reports;
- (c) enable the Market Operator to monitor the performance of Trading Parties; and
- (d) trigger the Performance Resolution process under which a Trading Party can be required to take appropriate remedial action in the event of a persistent failure to meet the Operational Performance Standards.

4.1.3 Section 4.2 of this CSD:

- (a) specifies the level of charge that shall be applied in each instance of a performance failure (as defined by the relevant Operational Performance Standard); and
- (b) describes the rules and process by which the Market Operator shall calculate the Operational Performance Standard Charges.

4.1.4. These Operational Performance Standards are used to provide the basis for Peer Comparison of Wholesaler performance in accordance with Section 5 of this CSD.

4.1.5. Operational Performance Standard Charges shall be applied at two levels for Wholesalers:

- a) level 0      £0

- b) level 1      £40

## 4.2. General Reporting Methodology

4.2.1. An Operational Performance Standard shall be deemed to be a Started Task when the applicable OPS Start Date occurs. All Started Tasks shall be included in the OPS Data Submission.

4.2.2. In calculating the OPS Start Date:

- a) If, by virtue of an action carried out by a Trading Party, the OPS Start Date would fall during a Business Day, that day shall be counted as day zero. That is, if an OPS Start Date occurs between 08:00 and 18:00 then the immediate following Business Day shall be counted as day 1 for the purposes of the Operational Performance Standard. And;
- b) If, by virtue of an action carried out by a Trading Party, the OPS Start Date would fall outside of a Business Day, the following Business Day shall be counted as day zero. That is, if an OPS Start Date occurs after 18:00 and before 08:00 then the immediate following Business Day shall be counted as day 0 for the purposes of the Operational Performance Standard.

4.2.3. An Operational Performance Standard shall be deemed to be a Completed Task when the applicable OPS End Date occurs.

4.2.4. In calculating the OPS End Date:

- a) If an OPS End Date falls during a Business Day, that day should be counted as the OPS End Date of the Operational Performance Standard. That is, if an OPS End Date occurs between 08:00 and 18:00 then the current Business Day shall be counted as the final day for the purposes of the Operational Performance Standard. And;
- b) If an OPS End Date falls outside of a Business Day, the next Business Day should be counted as the OPS End Date of the Operational Performance Standard. That is, if an OPS End Date occurs after 18:00 and before 08:00 then the immediate following Business Day shall be counted the final day for the purposes of the Operational Performance Standard.

- 4.2.5. Any timescale referred to in the KPI applicable to a particular Operational Performance Standard may be subjected to a Permitted Deferral where a Wholesaler can demonstrate that they are unable to progress a Started Task due to a Deferral Event. Such timescales shall only recommence once the Permitted Deferral has been resolved and the timescale shall only be reset to the number of Business Days from the OPS Start Date to the date the Permitted Deferral was applied. A timescale shall not be reset to the OPS Start Date unless the Permitted Deferral was applied on the same Business Day. Further guidance on the calculation of Tasks with a Permitted Deferral shall be provided by the Market Operator.
- 4.2.6. Wholesalers shall record the reason for a Permitted Deferral, at a transactional level, where applicable. Guidance on standardised deferral codes shall be provided by the Market Operator.
- 4.2.7. Wholesalers shall report the number of Completed Tasks with a Permitted Deferral to the Market Operator as part of the OPS Data Submission.
- 4.2.8. Wholesalers shall record the reasons for Rejected Tasks, at a transactional level, where applicable. Guidance on standardised rejection codes shall be provided by the Market Operator.
- 4.2.9. Any Rejected Task subsequently resubmitted by a Retailer shall be treated as a new Task and not as a continuation of the original Task.
- 4.2.10. Where an Operational Performance Standard differentiates between standard and non-standard, the Market Steps for the OPS Start Date and OPS End Date is specified in Table 2. All Tasks (standard or non-standard) must be included in OPS Data Submission once the OPS Start date has occurred.
- 4.2.11. Any Started Task, that has not been completed or rejected by the expiry of the relevant reporting period as set out in Section 5.4 should be reported as an Outstanding Task as part of the OPS Data Submission to the Market Operator.
- 4.2.12. Any Started Task, that has not been completed or rejected by the expiry of the relevant reporting period as set out in Section 5.4 but is still within the applicable KPI of the Operational Performance Standard shall be reported as an Outstanding Task (within time).

- 4.2.13. Any Started Task, that has not been completed or rejected by the expiry of the relevant reporting period but has exceeded the applicable KPI of the Operational Performance Standard shall be reported as an Outstanding Task (outside time).
- 4.2.14. Any Started Task that has not been rejected or completed by the end of a reporting period should continue to be reported as an Outstanding Task in all subsequent reporting periods, including new financial years, until the measure becomes a Completed Task or Rejected Task.
- 4.2.15. Any Deferred Task, that has not been completed or rejected by the expiry of the relevant reporting period as set out in Section 5.4 but is still within the applicable KPI of the Operational Performance Standard shall be reported as an Outstanding Task (within time).
- 4.2.16. Any Deferred Task, that has not been completed or rejected by the expiry of the relevant reporting period but has exceeded the applicable KPI the Operational Performance Standard shall be reported as an Outstanding Task (outside time).

**Table 2: Operational Performance Standards**

In the table below, all references to “B1” etc., “Form B” etc. and “Step 1” etc. relate to the relevant Processes, Forms and Market Steps set out in the Operational Terms and Annex process diagrams.

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS B1a	B1	Meter Installation	<p><b>OPS Start Date</b></p> <p>Step 1a: The date the Wholesaler receives the applicable Materially Complete Form (Standard)</p> <p><i>or</i></p> <p>Step 4k: The date in which the Retailer accepts a quote (Non-Standard)</p> <p><b>OPS End Date</b></p> <p>Step 2d or Step 4l: The date the Wholesaler completes the installation.</p>	<p>≤ 22 Business Days from notification</p>	£40	<p>Meter installation requests that are awaiting quote acceptance should be reported as outstanding within SLA at the end of a reporting month.</p>



Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS B3a	B3	Meter Accuracy Test - Site Visit	<p><b>OPS Start Date</b></p> <p>Step 1b: The date the Wholesaler receives the applicable Materially Complete Form (Retailer initiated).</p> <p><i>or</i></p> <p>Step 1a: The date in which the request was received (Wholesaler, other Retailer or arbitration tribunal initiated).</p> <p><b>OPS End Date</b></p> <p>Step 4F: The date in which the Wholesaler completes an in situ test or removes and replaces the meter for a test at an approved test centre</p>	<p>≤ 22 Business</p> <p>Days from notification</p>	£40	

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS B3b	B3	Meter Accuracy Test - Completion	.  <b>OPS Start Date</b> Step 4f: The date in which the Wholesaler completes an in situ test or removes and replaces the meter for a test at an approved test centre.  <b>OPS End Date</b> Step 6h: The date in which the Wholesaler provides the Retailer with the test results.	≤ 20 Business Days	£40	

OPS B5a	B5	Repair or replacement of a faulty meter performed by the Wholesaler	<p><b>OPS Start Date</b></p> <p>Step 1b: The date the Wholesaler receives the applicable Materially Complete Form (Retailer initiated)</p> <p><i>or</i></p> <p>Step 1a: The date in which the wholesaler notifies the Retailer of a fault (Wholesaler initiated)</p> <p><b>OPS End Date</b></p> <p>Step 2f: The date in which the Wholesaler replaces or repairs the respective meter</p> <p><i>or</i></p> <p>Step 2e: The date in which the Wholesaler notifies the Retailer that the respective meter is working correctly</p>	≤ 22 Business Days	£40	<p>Faults shall include, but not be limited too;</p> <ul style="list-style-type: none"> <li>i) The meter has slowed</li> <li>ii) The meter is running backwards</li> <li>iii) There is a burst / leak at the meter</li> <li>iv) The meter is thought to be buried / tarred over but still in situ</li> <li>v)The meter cannot be read due to smashed dials</li> <li>vi) The meter cannot be read due to electrical/battery fault</li> </ul> <p>Meters replaced as part of cyclic replacement schedules where there is no fault should not be reported as B5 processes.</p>
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Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C1a	C1	Verification of meter details or meter supply arrangements (Retailer Requested)	. <b>OPS Start Date</b> Step 1a: The date the Wholesaler receives the applicable Materially Complete Form  <b>OPS End Date</b>  Step 3e: The date the Wholesaler notifies the Retailer of the outcome of the verification. This must include information to confirm whether any data corrections are needed or not and the detail of any market updates that are required, if applicable.	≤ 10 Business Days	£40	Verifications that do not need a site visit must be reported

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C1b	C1	Verification of meter details or meter supply arrangements (Wholesaler Initiated)	<p><b>OPS Start Date</b> Step 2c: The date the Wholesaler visits the site to confirm the meter supply arrangements</p> <p><b>OPS End Date:</b> Step 3e: The date the Wholesaler notifies the retailer of the outcome of the verification.</p>	≤ 5 Business Days	£40	Step 3e must include information to confirm of whether any data corrections are needed or not, and the detail of any market updates that are required if applicable.
OPS C2a	C2	Gap Sites identified by the Wholesaler - Visit	<p>OPS Start Date Step 1f: The date that the letter is sent to customer from the Wholesaler to inform them that their Eligible Premises/Service Category shall be registered and setting out the relevant options.</p> <p>OPS End Date Step 2j: The date the Wholesaler visits the Eligible Premises (or completes the activities of Step 2j without a site visit) to verify services, identify feasibility of installing meters and/or install meters or confirms supply point to be unmeasured.</p>	≤ 22 Business Days	£40	All applicable activities of Step 2j must be completed to complete the end date of OPS C2a.

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C3a	C3	Gap Sites identified by the Retailer – verification, visit and meter installation	<p><b>OPS Start Date</b> Step 1b: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b> Step 3g: The date the Wholesaler visits the Eligible Premises (or completes the activities of Step 3g without a site visit) to verify services, identify feasibility of installing meters and/or install meters or confirms supply point to be unmeasured.</p>	≤ 22 Business Days	£40	<p>Verifications that confirm that a site is not a Gap Site under the activities of Step 3g should be included in OPS reporting as a Completed Task.</p> <p>All applicable activities of Step 3g must be completed to satisfy the OPS End Date.</p>

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C4a	C4	Missing Service Components identified by the Wholesaler or the Retailer (Retailer Requested)	<p><b>OPS Start Date</b></p> <p>Step 1a: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 3e: The date the Wholesaler notifies the Retailer of the outcome of the verification. This must include information to confirm whether any data corrections are needed or not and the detail of any market updates that are required if applicable.</p>	≤ 10 Business Days	£40	Verifications that do not need a site visit must be reported.

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C4b	C4	Missing Service Components identified by the Wholesaler or the Retailer (Wholesaler Initiated)	<p><b>OPS Start Date</b> Step 1b: The date the Wholesaler visits the site to confirm the service components</p> <p><b>OPS End Date</b> Step 3e: The date the Wholesaler notifies the Retailer of the outcome of the verification. This must include information to confirm whether any data corrections are needed or not and the detail of any market updates that are required if applicable.</p>	<p>≤ 5 Business Days from visit</p>	£40	



Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C5a	C5	Deregistration of a Supply Point (including as a result of an Exit Change of Use) or removal of Service Components at the request of the Wholesaler - Notification	<p><b>OPS Start Date</b></p> <p>Step 3c: The date the Wholesaler notifies the Retailer and any Other Wholesaler or Other Retailer of the requirement to remove Service Component(s) or to Deregister the Supply Point(s)</p> <p><b>OPS End Date</b></p> <p>Step 6h: Where the Supply Point is to be Deregistered or a Service Component is to be removed, the date the Wholesaler shall notify the Market Operator within two (2) Business Days of confirming to the Retailer that the Deregistration or Service Component removal is to proceed</p>	<p>≥ 20 Business Days from notification the Retailer and any Other Wholesaler or Other Retailer</p>	£40	

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS C6a	C6	Deregistration of a Supply Point (including as a result of an incorrect or erroneous Registration or a change of circumstance) or removal of Service Component at the request of the Retailer	<p><b>OPS Start Date</b></p> <p>Step 2b: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 4d: The date the Wholesaler sends notification to the Retailer of the outcome of the verification. This must include whether the deregistration or removal is to proceed or not and any other applicable market updates required.</p>	≤ 20 Business Days from Retailer request	£40	

OPS F5a	F5	Non-Household Customer complaints - Response	. <b>OPS Start Date</b> Step 2e: The date the Wholesaler receives the applicable Materially Complete Form <b>OPS End Date</b> Step 3i: The date the Wholesaler issues a substantive response to the Retailer, which is clear as to the action (if any) to be taken, the timescale for such action and the estimated resolution date and any other relevant information proposed by the Wholesaler.	≤ 8 Business Days	£40	Complaints of an urgent nature under Operational Terms Part E should not be reported as an F5.  Responses to a complaint should include one or more of the following;  • An explanation of the company's relevant policy or procedure and indicates why, in the company's opinion, no further action on the customer's complaint is required;  • Inform the customer that action to resolve the complaint has been taken and identifies when the action occurred - for example, flushing of mains.  • Inform the customer of when action to resolve his/her complaint will be taken
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Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
						if action cannot be taken immediately;
OPS F5b	F5	Non-Household Customer complaints – Reasons for not responding	<p><b>OPS Start Date</b></p> <p>Step 2e: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 3h: If the Wholesaler is not able to issue such a response due to reasons cited as permitted reasons beyond its reasonable control in the applicable Guaranteed Service Standard (for example, in relation to vexatious or frivolous complaints) the Wholesaler shall confirm receipt of the complaint and the reasons why the complaint cannot be responded to within the applicable timescale</p>	<p>≤ 8 Business Days from complaint</p>	£40	Complaints of an urgent nature under Operational Terms part E should not be reported as part of OPS F5.

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS G2a	G2	Application for a Trade Effluent Consent	<p><b>OPS Start Date</b></p> <p>Step 1a/2b: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 7t: The date the Wholesaler sends notification of the rejection of an application, with reasons, to the requesting Retailer</p> <p><i>or</i></p> <p>Step 7u: The date the Wholesaler sends notification to requesting Retailer of the approval of the application</p>	Within 2 calendar months, beginning on the calendar day after the application was served	£40	<p>As well as the standard reasons for deferral, for this measure, the SLA can be deferred if the application needs to be referred to any appropriate third party agency, such as the Environmental Agency (Step 4J)</p> <p>Notification of both a conditional and unconditional approval of application under step 7u will satisfy the OPS End Date</p>

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS G4a	G4	Trade Effluent Monitoring – routine sampling visits	<p>OPS Start Date: Step 3c - The date the full sample results have been analysed and are available.</p> <p>OPS End Date: Step 3c - The date the full sample results are sent to the Retailer and NHH Customer.</p>	<p>≤ 1 Business Day of the full sample results being available</p>	£0	
OPS G4b	G4	Trade Effluent Monitoring - non-routine sampling visits	<p><b>OPS Start Date</b> Step 2b: The date the full sample results have been analysed and are available</p> <p><b>OPS End Date</b> Step 2b: The date the full sample results are sent to the Retailer and NHH Customer</p>	<p>≤ 1 Business Day of the full sample results being available</p>	£0	

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS H1a	H1	Application for an allowance	<p><b>OPS Start Date</b></p> <p>Step 1a: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 4i: The date the Wholesaler provides a response. If the response is negative (i.e. no allowance due) then this should be reported as a Completed OPS Task, either on time or late. It should not be rejected or cancelled.</p>	<p>≤ 20 Business Days from application</p>	£40	

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS I1a	I1	Temporary Disconnection requested by the Retailer and performed by the Wholesaler in relation to Non-Household Customer non-payment (standard)	<p><b>OPS Start Date</b></p> <p>Step 1a: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 2c: The date the Wholesaler completes the disconnection or informs the Retailer why a disconnection cannot take place. If the response is negative (e.g. no disconnection can take place) then the request should be reported as a Completed Task, either on time or late. It should not be rejected or cancelled.</p>	≤ 12 Business Days	£40	Where it is not yet established that a disconnection is standard or non-standard (ie. before the site visit), the task should be reported as outstanding within or outside KPI at the end of the month under I1a.



Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS I1b	I1	Temporary Disconnection requested by the Retailer and performed by the Wholesaler in relation to Non-Household Customer non-payment (non-standard)	<p><b>OPS Start Date</b> Step 3e: The date the Retailer accepts the quotation.</p> <p><b>OPS End Date</b> Step 5j: The date the Wholesaler completes the disconnection.</p>	≤ 12 Business Days	£40	Where it is not yet established that a disconnection is standard or non-standard (ie. before the site visit), the task should be reported as outstanding within or outside KPI at the end of the month under I1a.

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS I8a	I8	Reconnection requested by the Retailer and performed by the Wholesaler (before 3pm)	<p><b>OPS Start Date</b> Step 1a: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b> Step 2c: The date the Wholesaler completes the reconnection.</p>	Completion of the reconnection within the same Business Day of the request if the request is received before 3pm.	£40	

Ref	Process	Title	Operational Terms Requirement	KPI	Standard Charge	Notes
OPS I8b	I8	Reconnection requested by the Retailer and performed by the Wholesaler (after 3pm)	<p><b>OPS Start Date</b></p> <p>Step 1a: The date the Wholesaler receives the applicable Materially Complete Form</p> <p><b>OPS End Date</b></p> <p>Step 2c: The date the Wholesaler completes the reconnection.</p>	Completion of the reconnection within the next Business Day of the request if the request is received after 3pm.	£40	

## 4.3 Operational Performance Standard Charges – Wholesalers

4.3.1 The Market Operator shall invoice a Wholesaler each Month in respect of the Operational Performance Standard Charges in accordance with the Market Arrangements Code. The amount of Operational Performance Standard Charges payable by a Wholesaler is:

$$OPSC = \sum (OPSC_L)L_n$$

where

$OPSC$  are the Operational Performance Standard Charges payable in respect of the Month;

$OPSC_L$  are the number of Completed Late Tasks in respect of the Month; and

$L_n$  is the charge associated with the Operational Performance Standard Task completed late in respect of the Month

## 4.4 Initial review of Operational Performance Standards

4.4.1 This Section 4.3 describes a process for the Panel to review the scope and levels of the Operational Performance Standards.

4.4.2 The scope of the review may include, but need not be limited to, the following matters:

- (a) whether any additional Operational Performance Standards should be introduced and/or whether any of the existing Operational Performance Standards should be amended or removed;

- (b) whether persistent underperformance against the Operational Performance Standards should trigger the Performance Resolution process;
- (c) whether performance charges should be introduced and be applied in relation to any failure to meet the Operational Performance Standards; and
- (d) whether in any circumstances any charge relating to a failure to meet an Operational Performance Standard payable by one Trading Party should be credited to another Trading Party.

4.4.3 The Panel shall establish the scope, terms of reference, approach and timetable for conducting the review by no later than six (6) Months from the Go Live Date.

4.4.4 The Panel shall ensure that the review is concluded by no later than the date nine (9) Months after the Go Live Date.

4.4.5 The Market Operator shall provide or procure all resources as the Panel may reasonably require to facilitate the review.

4.4.6 The Panel shall ensure that the review process includes an appropriate level of consultation with the Trading Parties. The Panel shall also ensure that the Authority is invited to participate in the review process.

4.4.7 Any proposed change to the existing Operational Performance Standards, or related provisions, resulting from the review shall require to be progressed as a Change Proposal pursuant to the change process set out in the Market Arrangements Code.

## **5. Peer Comparison including R-Mex**

### **5.1 Peer Comparison: overview**

5.1.1 The Peer Comparison process enables the periodic publication of comparative and qualitative Trading Party performance data by the Market Operator, including, in the case of Wholesalers, through the R-MeX. The objective of this process is to provide transparency in order to enable market participants and other stakeholders to view the relative performance of Retailers and Wholesalers and to encourage continuous improvement in data quality, operational services and other aspects of performance that may affect the overall operation of the market.

### **5.2 Peer Comparison: Market Performance Standards**

5.2.1 Within sixteen (16) Business Days of the end of each Month, the Market Operator shall compile and publish on its website a report (the “Market Performance Standards Peer Comparison Report”) which:

- (a) allows comparison of the performance of all Trading Parties against the relevant Market Performance Standards in respect of the most recent Month; and
- (b) illustrates any trend or change in the level of each Trading Party’s performance against each relevant Market Performance Standard over the preceding twelve (12) Months (or such period in respect of which data is available during the first twelve (12) Months following the Go Live Date).

5.2.2 The Market Performance Standards to be used as the basis for the Peer Comparison report shall be those set out in Table 1 in Section 3.3 of this CSD.

5.2.3 The Market Operator shall, from time to time, agree the format of the Market Performance Standards Peer Comparison Report with the Panel (or Market Performance Committee if this function has been delegated by the Panel).

## 5.3 Peer Comparison: Operational Performance Standards

### Provision of performance data by Wholesalers

- 5.3.1 Within eight (8) Business Days of the end of each month, each Wholesaler shall submit a report to the Market Operator detailing its performance against the Operational Performance Standards set out in Table 2 in Section 4 of this CSD. The Market Operator shall provide a timetable to Wholesalers setting out the dates by which they should submit such reports such that all Wholesalers report on a consistent reporting period.
- 5.3.2 The Wholesaler shall submit this performance data in a standard format to be determined by the Market Operator. The Market Operator shall make available a template for the submission of performance data to the Wholesalers and maintain this under appropriate change control. The Market Operator shall also make available guidance as to how Wholesalers should measure and report their performance, e.g. measurement of lapsed time, in order to ensure 'like for like' comparative reporting of Wholesaler performance data.
- 5.3.3 Each Wholesaler shall report the following data in respect of each of the Operational Performance Standards:
- (a) the number of new Started Tasks within a reporting period;
  - (b) the number of tasks completed within the reporting period;
  - (c) the number of tasks completed within the time permitted;
  - (d) the number of Deferred Tasks completed with the reporting period;
  - (e) the number of tasks completed extremely late (which means the number of days taken to reach a Completed Task is greater than, or equal to, twice the days set out in the KPI of the relevant Operational Performance Standard);

- (f) the percentage of Completed within time Tasks with respect to the total number of Completed Tasks;
- (g) the number of Rejected Tasks rejected within the reporting period;
- (h) the number of tasks outstanding at the end of the reporting period;
- (i) the number of tasks outstanding at the end of the reporting period that are within the time permitted;
- (j) the number of tasks outstanding at the end of the reporting period that are outside the time permitted; and
- (k) the number of tasks outstanding at the end of the reporting period that are extremely outside the time permitted (which means the number of days outstanding is greater than, or equal to, twice the days set out in the KPI of the relevant Operational Performance Standard).

5.3.4 The Market Operator shall not be responsible for checking or ensuring the accuracy of the performance data submitted by a Wholesaler.

#### **Publication of Operational Performance Standards Peer Comparison Report**

5.3.5 Within sixteen (16) Business Days of the end of each month, the Market Operator shall compile and publish on its website a report (the “Operational Performance Standards Peer Comparison Report”) which:

- (a) allows comparison of the performance of Wholesalers against the relevant Operational Performance Standards in respect of the most relevant month; and
- (b) illustrates any change in the level of each Wholesaler’s performance against each relevant Operational Performance Standard over the preceding twelve (12) Months (or such period in respect of which data is available during the first twelve (12) Months following the Go Live Date).



5.3.6 The Market Operator shall, from time to time, agree the format of the Operational Performance Standards Peer Comparison Report with the Panel (or Market Performance Committee if this function has been delegated by the Panel).

## 5.4 Retailer Measure of Experience (R-Mex)

5.4.1 The R-Mex shall be used to:

- (a) provide Retailers with an opportunity to give qualitative feedback on the performance of Wholesalers;
- (b) provide Wholesalers with feedback on how to improve the services delivered to Retailers; and
- (c) enable the Market Operator to compare and report upon the performance of Wholesalers.

5.4.2 The R-MeX shall be designed with regard to the following design principles:

- (a) Encourages companies to improve customer experience and innovate;
- (b) Simple and meaningful;
- (c) Proportionate;
- (d) Practical to implement; and
- (e) Measures performance consistently, reliably and fairly.

5.4.3 The R-MeX shall be designed within the following parameters:

- (a) The R-MeX shall take the form of a survey completed by Retailers;
- (b) The survey should cover key areas of service to Retailers, and should not duplicate Operational Performance Standards and Market Performance Standards;

- (c) The R-MeX shall not result in the application of any performance standard charges;
- (d) The R-MeX survey shall be the same for all participants to allow comparison and ease of use;
- (e) The R-MeX responses from each Retailer shall have equal weighting and shall not take account of the number of supply points in any Wholesaler area;
- (f) The R-MeX should allow each Retailer to provide feedback on each Wholesaler with which it has active SPIDs;
- (g) The timetable for R-MeX surveys to be conducted should be transparent to allow Retailer preparation and surveys should be carried out twice annually and, where possible to do so, in April and October of each year; and
- (h) The survey should be kept short (around 10 questions) with a simple quantitative rating scale (0-10) and qualitative free text comment field for each question.

5.4.4 The Contract Manager for each Retailer shall receive an R-MeX survey for each Wholesaler for which they have both a signed Wholesale Contract and have active SPIDs at the time that the survey is issued. Retailers may, but are not obligated to, complete an R-MeX survey for each Wholesaler.

5.4.5 The Market Performance Committee shall, from time to time, agree the format and questions included in the R-MeX survey.

5.4.6 The Market Operator shall:

- (a) Administer the R-MeX survey;

- (b) Publish R-MeX survey document, detailing the agreed format and questions on its website and update this as and when the Market Performance Committee updates the document;
- (c) Report to each Wholesaler on its specific results, including all free text comments. Specific free text comments, shall remain confidential to each individual Wholesaler to which the survey relates and shall not be shared more widely;
- (d) Compile a table of results that will allow comparison of wholesaler performance over time, through calculating mean average scores for each Wholesaler;
- (e) Report the table of results from Section 5.4.6(d) to all Trading Parties; and
- (f) Make publicly available the table of results from Section 5.4.6(d), including through its website, following each survey.

## 6. Market Operator Performance Reporting

- 6.1.1 The Market Operator shall monitor its compliance with its obligations set out in the Wholesale-Retail Code, CSDs and any other relevant legal requirements or policies and shall provide a report to the Panel, at such frequency and in such format as agreed by the Panel from time to time, setting out the extent to which it is meeting or failing to meet such obligations, evidenced with appropriate metrics. These reports shall be non-confidential and shall therefore be available to all Trading Parties.
- 6.1.2 The report to the Panel may include (and need not be limited to) the Market Operator's performance in relation to the following matters:
- (a) the performance of the Market Operator's functions and obligations under the Wholesale-Retail Code and Market Arrangements Code;
  - (b) the operational performance of the Central Systems;
  - (c) the publication of documents and other information as required under the terms of the Wholesale-Retail Code and Market Arrangements Code;
  - (d) the availability of the Market Operator Systems and services during Business Days and Extended Hours (as appropriate);
  - (e) the performance of Settlement Runs;
  - (f) the number of Trading Disputes or other Disputes involving the Market Operator;
  - (g) service management (including query response times);
  - (h) security incidents;
  - (i) business continuity incidents;
  - (j) administration of the change process and implementation of Approved Changes (time/cost/quality);

- (k) implementation of the Market Performance Framework;
- (l) implementation of the Market Entry Assurance and Market Reassurance processes; and
- (m) provision of performance guidance and training to Trading Parties

6.1.3 If the Market Operator identifies that it has failed to meet any relevant obligation, the Market Operator shall provide a written report to the Panel confirming the remedial steps that it shall take (or has already taken) to rectify this and the steps that it shall take to avoid any such failure reoccurring.

## **7. Performance monitoring and reporting and Performance Resolution**

### **7.1 Overview**

7.1.1 The Market Operator shall use the data available to it from the Central Systems to monitor and report on the performance of each Trading Party against its obligations in the Market Terms, Operational Terms and CSDs, and to identify any issues which should be addressed using the Performance Resolution process.

### **7.2 Performance reporting and availability of performance data**

7.2.1 In addition to the publication of Peer Comparison reports, the Market Operator shall make available to each Trading Party appropriate data and reports to allow each Trading Party to understand its own current and historic performance. Such data and reports shall be provided in accordance with CSD 0302 (Standing Reports and Data Extracts).

7.2.2 The Market Operator shall also develop and present such reports on the performance of Trading Parties as may be required to:

- (a) facilitate the exercise of the functions of the Panel or Market Performance Committee; or
- (b) respond to a request for information on the performance of any Trading Party received from a Relevant Authority.

7.2.3 The Market Operator shall maintain and regularly publish a list of any Trading Parties that are currently subject to a Performance Rectification Plan, established in accordance with Section 7.6 of this CSD. This publication may, for example, be achieved by including the list in a regular progress report on the implementation of the Market Performance Framework provided by the Market Operator to the Panel.

## 7.3 Performance Resolution - monitoring of Market Performance Standards and Additional Performance Indicators

7.3.1 The performance data to be monitored by the Market Operator for the purposes of identifying performance issues that should be addressed using the Performance Resolution process shall include:

- (a) the performance of each Trading Party against the Market Performance Standards and Operational Performance Standards set out in Table 1 in Section 3.3 of this CSD; and
- (b) the performance of each Trading Party against a number of Additional Performance Indicators that shall not attract Market Performance Standard Charges in the event of failure, but which may indicate an underlying performance issue. These Additional Performance Indicators may include (and shall not be limited to) indicators of whether a Trading Party:
  - (i) is the Data Owner for a significant number of meters where no valid Meter Read has been submitted for an extended period;
  - (ii) has been responsible for a disproportionate number of Erroneous Transfers;
  - (iii) has submitted a disproportionate number of Transfer Cancellation Requests in accordance with Section 4.7 of the Market Terms and CSD 0103 (Registration: Cancellations and Erroneous Transfers);
  - (iv) has submitted a disproportionate number of requests for market data to be amended in accordance with CSD 0105 (Error Rectification and Retrospective Amendments);
  - (v) has been found to be responsible for a disproportionate number of Settlement Errors resolved by means of the Trading Disputes process;

- (vi) has been found to be responsible for a disproportionate number of settlement exceptions which require resolution by the Trading Party;
- (vii) has made a disproportionately high level of use of the interface described in CSD 0406 (Service Management Interface); or
- (viii) has failed to maintain the non-transactional data sets for which it is responsible in accordance with the requirements of CSD 0006 (Trading Party Administration and Notification Processes).

7.3.2 In assessing the performance of a Trading Party for these purposes, the Market Operator shall have regard to the volume of relevant transactions undertaken by that Trading Party relative to its size, and to the relative performance the Trading Party as compared to other Trading Parties.

7.3.3 The annual Market Performance Operating Plan established in accordance with Section 2.3 of this CSD shall:

- (a) identify the Additional Performance Indicators against which the Market Operator shall monitor Trading Party performance in the Year to which the Market Performance Operating Plan relates; and
- (b) include guidance as to how the Additional Performance Indicators should be applied in order to identify underlying performance issues, and the Market Operator shall have due regard to any such guidance.

7.3.4 In order to enable effective monitoring against the Additional Performance Indicators, the Market Operator may require data or information that would not be available to the Market Operator from within the Market Operator Systems. Where this is the case, the Market Operator shall request the provision of this additional data from a Trading Party. Where a Trading Party receives such a request from the Market Operator it shall take all reasonable steps to provide the requested data or information in such a format and within such timescales as the Market Operator may reasonably specify.



## 7.4 Initial Performance Rectification Plan

7.4.1 Where a performance issue has been identified with reference to one or more Market Performance Standards, Operational Performance Standards or Additional Performance Indicators, the Market Operator shall ask the relevant Trading Party to provide an Initial Performance Rectification Plan detailing the steps it will take to resolve the issue and the timescales for the completion of those steps. The Initial Performance Rectification Plan must include milestones, i.e. points in the plan at which the Market Operator can check progress. As a general rule, milestones should not be more than three (3) Months apart and should include the date by which the Trading Party intends the issue to be resolved, or a date by which it will submit more milestones or a new Action Plan. The milestones should either be distinct points within the Initial Performance Rectification Plan (e.g. 'root cause analysis completed' or 'software fix implemented') or measurable targets backed up by the actions that will be taken to reach targets (e.g. 'the number of errors reduced to [x]').

7.4.2 The purpose of an Initial Performance Rectification Plan is to:

- (a) inform the Market Operator of the cause of the issue, its impact and the corrective action being taken;
- (b) assure the Market Operator that the issue is fully understood, that corrective action is appropriate and that the issue is under control;
- (c) allow the Market Operator to monitor the resolution of the issue; and
- (d) identify instances where it is necessary to escalate the resolution of the performance issue to the Market Performance Committee and/or Panel.

7.4.3 The Market Operator shall provide a report to each meeting of the Panel and Market Performance Committee on each Trading Party currently subject to an Initial Performance Rectification Plan and its specific progress against the relevant plan. These party-specific progress reports shall be treated as confidential.

7.4.4 A Trading Party shall provide an Initial Performance Rectification Plan to the Market Operator within twenty (20) Business Days of being requested to do so by the Market Operator. The Market Operator shall review the plan within five (5) Business Days of receiving it. The review process ensures that the proposed corrective action is appropriate, robust and timely. The Market Operator may have comments from the review which the Trading Party shall need to address by updating and resubmitting the Initial Performance Rectification Plan within five (5) Business Days of receipt of any such comments from the Market Operator. This process shall be repeated until the Initial Performance Rectification Plan is confirmed as satisfactory by the Market Operator.

## **7.5 Initial Performance Rectification Plan monitoring**

7.5.1 The Market Operator shall monitor each milestone on an Initial Performance Rectification Plan. Once the date of each milestone is reached, the Trading Party must inform the Market Operator as to whether the milestone has been achieved or not. If it has not been achieved, the Trading Party must give reasons and explain what steps will be taken in order to realign its progress with the milestones on the Initial Performance Rectification Plan. This information needs to be sent to the Market Operator within five (5) Business Days of the milestone date. In addition, the Market Operator shall check any other available monitoring information to confirm whether the milestone has been achieved (e.g. performance monitoring data). If the Trading Party wishes to amend the Action Plan, a new version shall be created and sent to the Market Operator for review and agreement as set out in Section 7.4.4 above.

7.5.2 When all actions on an Initial Performance Rectification Plan are complete, the Market Operator shall agree with the Trading Party that the Performance Resolution process can stop. If the issue was highlighted by another body (e.g. the Market Auditor) then the Market Operator shall also agree with that other body that the Performance Resolution process can stop.

## **7.6 Escalation to Market Performance Committee or Panel**

7.6.1 The Market Operator shall be entitled to escalate a performance issue in the following circumstances:

- (a) a Trading Party has failed to submit a satisfactory Initial Performance Rectification Plan to the Market Operator in an appropriate timescale;
- (b) a Trading Party has not completed the actions set out in an Initial Performance Rectification Plan or has failed to keep the Market Operator informed of its progress against the Action Plan;
- (c) a Trading Party has failed to fulfil the requirements of a previous escalation;  
or
- (d) the performance issues that the Trading Party is experiencing continue to have a significant effect on the calculation of Wholesale Charges, and/or a significant impact on other Trading Parties.

7.6.2 Escalation shall generally be first to the Market Performance Committee, followed by escalation to the Panel if no improvements are made whilst in Market Performance Committee escalation.

7.6.3 If a Trading Party's performance issue is escalated, evidence of the performance issue and details of what was or was not achieved through the Initial Performance Rectification Plan process shall be presented by the Market Operator to the Market Performance Committee or Panel (as appropriate). The Market Performance Committee or Panel may ask the Trading Party to present its proposals to resolve the issue to them and may also agree the actions to be taken.

### **Performance Rectification Plan**

7.6.4 After having considered the matter (and any submission from the relevant Trading Party) the Market Performance Committee or Panel (as appropriate) shall determine a Performance Rectification Plan setting out the remedial steps that the

Trading Party shall be required to take in order to address the escalated performance issue. Remedial steps may include (but need not be limited to):

- (a) further attendance at meetings of the Market Performance Committee or Panel to report on progress against the Performance Rectification Plan; and/or
- (b) a requirement for the Trading Party to undertake some level of Market Re-Assurance activity as described in CSD 0001: (Market Entry Assurance and Market Re-assurance (enduring requirements)).

#### **Performance Rectification Plan monitoring and de-escalation**

7.6.5 The Market Performance Committee or Panel (as appropriate) shall monitor progress in conjunction with the Market Operator to ensure that the agreed remedial steps are completed. The Trading Party shall stay within the escalation process with the Market Performance Committee or Panel until it is either escalated further or de-escalated. If performance improves, then de-escalation from the Panel to the Market Performance Committee or from the Market Performance Committee back into the normal Market Operator performance monitoring process can occur. If performance does not improve (in the case of Market Performance Committee escalation), then the Trading Party can be escalated to the Panel.

7.6.6 The Market Operator shall provide a report to each meeting of the Panel and Market Performance Committee on each Trading Party currently subject to a Performance Rectification Plan and its specific progress against the relevant plan. These party-specific progress reports shall be treated as confidential.

## **8. Performance guidance**

### **8.1 Market Operator performance guidance**

- 8.1.1 The annual Market Performance Operating Plan established in accordance with Section 2 of this CSD shall identify any topics in respect of which the Market Operator should make available ongoing training and/or publish guidance documents.
- 8.1.2 This training and/or guidance should focus in particular on any topics that would assist in addressing the market risks and/or areas of common non-compliance or underperformance identified in the Market Performance Operating Plan.
- 8.1.3 The provision of this training and/or guidance shall be delivered on either a non-chargeable or chargeable (Additional Service) basis, with this being determined as part of the process of establishing the Market Operator budget in accordance with the Market Arrangements Code.