

Market Code Schedule 7

Code Subsidiary Document No. 0002

Performance Standards

Version: 1.0a

Date: 09/09/2009

Document Ref: CSD0002

Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.0	31/8/2007	Reissue		
1.0a	09/09/2009	Standardise the layout of first two pages		Pages 1 and 2

Table of Contents

1. Purpose and Scope	4
2. Performance Standards and Performance Standard Changes	4
3. Performance Indicators	4
Table 1 - Performance Standards	5
Table 2 - Performance Indicators	6

1. Purpose and Scope

This document sets out Performance Standards to be applied to the performance of Trading Parties with effect from the Go Live Date in accordance with Part 6 of the Market Code.

It also sets out Performance Indicators to be monitored by the CMA from the Go Live Date to the Review Date.

2. Performance Standards and Performance Standard Changes

- 1.1 The Performance Standards listed in Table 1 below have been designed to target performance in relation to high-priority tasks where a failure to carry out the task is likely to have a direct impact on the accuracy of Wholesale Charges calculations by the CMA.
- 1.2 For the purposes of the Market Code a Trading Party will be regarded as having failed a Performance Standard where it has failed to submit the relevant data on time or where its data submission fails validation or is otherwise rejected by the CMA in accordance with the Market Code.
- 1.3 Performance Standard Charges shall apply in accordance with Section 6.2 of the Market Code.

3. Performance Indicators

The CMA shall monitor performance of Trading Parties against the Performance Indicators listed in Table 2 below in accordance with Part 6 of the Market Code and will provide market level reports breaking the results down as indicated in the "breakdown" column in Table 2.

Table 1 - Performance Standards

No.	Context	Responsible party	Task	Deadline
A1	New connection	LP	Submit partial registration application	5BD after SPID notified
A2	New connection	SW	Confirm completed connection (WS SPID)	2BD after connection date
A3	New connection	LP	Confirm completed connection (SS SPID)	2BD after connection date
A4	Disconnection	SW	Submit disconnection notice to CMA	2BD after disconnection
A5	Meter readings	SW or LP, depending on read type	Submit meter reading to CMA	Depends on read type and configuration (see CSD 0202 for timetable)
A6	New meter	SW	Submit details to CMA	2BD after installation
A7	Meter removal	SW	Submit details to CMA	2BD after removal
A8	Change of meter	SW	Submit details to CMA	2BD after change of meter

Table 2 - Performance Indicators

No.	Context	Responsible party	Task	Deadline	Measurement	Breakdown
B1	New connection	SW	Notify to CMA of pending new connection	One month before connection date	% submitted within time	None
B2	New connection	CMA	Notify SW and LP of new SPID	1BD after notification from SW	% sent to the wrong LP	LP, whether really error
B3	New connection	CMA	Request missing data from data owner	n/a	Frequency	Data owner
B4	Transfer of registration	Incoming LP	Submit registration application	Application window	% submitted within time	LP
B5	Transfer of registration	Incoming LP	Submit registration application	n/a	% with errors	Participant, error type
B6	Transfer of registration	Incoming LP	Request historical consumption data (optional)	n/a	Frequency	LP
B7	Cancellation of transfer	Incoming LP	Request cancellation of transfer	5BD after registration confirmed	Frequency	Reason, LP
B8	Cancellation of transfer	Outgoing LP	Raise objection to transfer	5BD after registration confirmed	Frequency	Reason, LP
B9	Meter readings	SW/LP	Submit meter reading to CMA	n/a	% with errors	Error type, participant
B10	Meter faults	SW/LP	Report meter fault to CMA	n/a	Frequency	Participant
B11	Update SPID data	SW	Declare SP unmeasurable	n/a	Frequency	None
B12	Error rectification	SW/LP	Inform CMA of data error (where retrospective amendment not required)	n/a	Frequency	Participant raising the error

No.	Context	Responsible party	Task	Deadline	Measurement	Breakdown
B13	Retrospective amendments	SW/LP	Request retrospective amendment	n/a	Frequency	Participant requesting the amendment
B14	Temporary disconnection	SW	Notify CMA of temporary disconnection	2BD after disconnection	% submitted within time	None
B15	Temporary disconnection	SW	Notify CMA of reconnection	2BD after reconnection	% submitted within time	None
B16	Entry Change of Use	SW	Notify CMA of new SP	n/a	Frequency	None
B17	Exit Change of Use	SW	Notify CMA of exit	n/a	Frequency	None