

Market Code Schedule 7

Code Subsidiary Document No. 0002

Performance Standards

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## 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
2.0	21/07/2011	Revised Performance Standards		All
2.1	2011-12-01	Revised performance standards, and typographical fixes	MCCP090	Table 1
2.2	2012-03-30	Clarification that Deregistration is out of scope	MCCP052 and MCCP079	Table 1
3	2013-04-12	Accredited Entities	MCCP 111	Table 1
4	2014-03-21	Private Meters	MCCP130	Table 1
5	2014-07-??	SWLP Charges clarification	MCCP150	Section 3
6	2014-09-21	Typos	MCCP149	Table 1
7	2015-09-24	Revisions for Transfers	MCCP165	Table 1

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# 1. Purpose and Scope

This document sets out Performance Standards to be applied to the performance of Trading Parties with effect from 1st April 2011 in accordance with Part 6 of the Market Code.

## 2. Performance Standards and Performance Standard Charges

- 2.1 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.
- 2.2 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. For the avoidance of doubt, only transactions which pass CMA validation will be considered as to whether they contain relevant data or not. The CMA will not take into account any messages, which either fail validation or are otherwise rejected, in the measurement of Performance Standards.
- 2.3 The Performance Standards R1 to R10 will be calculated monthly for the preceding calendar month. The Performance Standard R11 will be calculated annually in July for the preceding Year.
- 2.4 Performance Standard Charges shall apply in accordance with Section 6.2 of the Market Code.
- 2.5 Performance Standard Charges will be applied at three levels. From 1st April 2011, the charges will be:
  - Level 1 Charge £10
  - Level 2 Charge £25
  - Level 3 Charge £40
- 2.6 The Performance Standard Charges will be designated as CMA Performance Standard Charges or SWLP Performance Standard Charges in accordance with Table 1.

## 3. Performance Standards Charges - SW

- 3.1 The CMA will invoice SW quarterly in respect of the Performance Standard Charges to ensure that following the final quarter, the total amount invoiced in respect of the Year will be in accordance with the Market Code Section 6.2.6(a).
- 3.2 The aggregate amount of Performance Standard Charges payable by Scottish Water in accordance with the Market Code Section 6.2.6(a) is

$$PSC^Y = PSC_{CMA}^Y + PSC_{SWLP}^Y$$

where

$PSC^Y$  are the Performance Standard Charges payable in respect of the Year;

$PSC_{CMA}^Y$  are the CMA Performance Standard Charges payable in respect of the Year; and

$PSC_{SWLP}^Y$  are the SWLP Performance Standard Charges payable in respect of the Year

In the above expression,

$$PSC_{CMA}^Y = \min \left( \sum_{q=1}^4 PSC_{CMA}^q, 0.15\% \times \sum_{q=1}^4 QR^q \right)$$

$$PSC_{SWLP}^Y = \sum_{q=1}^4 PSC_{SWLP}^q$$

where

$PSC_{CMA}^q$  are the CMA Performance Standard Charges payable in respect of quarter  $q$  and

$PSC_{SWLP}^q$  are the SWLP Performance Standard Charges payable in respect of quarter  $q$ ; and

$QR^q$  is the sum of the R1 Settlement charges for the quarter  $q$  payable to SW as determined at the date of the invoice for the Performance Standard Charges for that quarter.

3.3 In respect of the first quarter, the CMA will invoice SW for the following reconciled CMA and SWLP Performance Standard Charges

(i).  $RPSC_{CMA}^{q=1} = \min(PSC_{CMA}^{q=1}, 0.15\% \times QR^{q=1})$ ; and

(ii).  $RPSC_{SWLP}^{q=1} = PSC_{SWLP}^{q=1}$  ;

3.4 In respect of subsequent quarters Q, the CMA will invoice SW for the following reconciled CMA and SWLP Performance Standard Charges:

(i).  $RPSC_{CMA}^Q = \min(\sum_{q=1}^Q PSC_{CMA}^q, 0.15\% \times \sum_{q=1}^Q QR^q) - \sum_{q=1}^{Q-1} RPSC_{CMA}^q$

(ii).  $RPSC_{SWLP}^Q = PSC_{SWLP}^Q$

- 3.5 For the avoidance of doubt, once a value of  $QR^q$  is established for the invoice of CMA Performance Standard Charges for quarter  $q$  it will be used unchanged in the calculation for all subsequent quarters of the Year.
- 3.6 SWLP Charges will only be calculated for a Supply Point or meter that can be associated to a particular LP. Such association will be that the LP is responsible for the Supply Point, or meter, as the case may be. If a meter is a domestic meter, the responsible LP will be the LP responsible for the Main Meter in a Meter Network for which the domestic meter is the Sub Meter. Where no such association can be made, no SWLP Charges will be calculated.

## 4. Performance Standards Charges - LPs

- 4.1 The CMA will invoice each Licensed Provider quarterly in respect of the Performance Standard Charges to ensure that following the final quarter, the total amount invoiced in respect of the Year will be in accordance with the Market Code Section 6.2.6(b). In particular, the CMA will invoice each Licensed Provider in respect of the CMA Performance Standard Charges payable by the Licensed Provider to the CMA and credit each Licensed Provider with the SWLP Performance Standard Charges payable to the Licensed Provider
- 4.2 The aggregate amount of Performance Standard Charges payable by each Licensed Provider in accordance with the Market Code Section 6.2.6(a) is

$$PSC^Y = PSC_{CMA}^Y - PSC_{SWLP}^Y \text{ where}$$

$PSC^Y$  are the Performance Standard Charges payable by the Licensed Provider in respect of the Year;

$PSC_{CMA}^Y$  are the CMA Performance Standard Charges payable by the Licensed Provider for the Year; and

$PSC_{SWLP}^Y$  are the SWLP Performance Standard Charges payable to the Licensed Provider for the Year; and where

$$PSC_{CMA}^Y = \min \left( \sum_{q=1}^4 PSC_{CMA}^q, 0.15\% \times \sum_{q=1}^4 QR^q \right)$$

$$PSC_{SWLP}^Y = \min \left( \sum_{q=1}^4 PSC_{SWLP}^q, PSC_{CMA}^Y \right)$$

In the above expression,:

$PSC_{CMA}^q$  are the CMA Performance Standard Charges payable in respect of quarter  $q$  and

$PSC_{SWLP}^q$  are the SWLP Performance Standard Charges payable in respect of quarter  $q$ ; and

$QR^q$  is the sum of the R1 Settlement charges for the quarter  $q$  payable to SW as determined at the date of the invoice for the Performance Standard Charges for that quarter.

4.3 In respect of the first quarter, the CMA will invoice the Licensed Provider for the following reconciled CMA Performance Standard Charges

$$(i). \quad RSPC_{CMA}^{q=1} = \min(PSC_{CMA}^{q=1}, 0.15\% \times QR^{q=1});$$

and credit the Licensed Provider with the following reconciled SWLP Performance Standard Charges:

$$(ii). \quad RPSC_{SWLP}^{q=1} = \min(PSC_{SWLP}^{q=1}, PSC_{CMA}^{q=1});$$

4.3 In respect of subsequent quarters  $Q$ , the CMA will invoice the Licensed Provider for the following reconciled CMA Performance Standard Charges:

$$(i). \quad RSPC_{CMA}^Q = \min(\sum_{q=1}^Q PSC_{CMA}^q, 0.15\% \times \sum_{q=1}^Q QR^q) - \sum_{q=1}^{Q-1} RSPC_{CMA}^q$$

and credit the Licensed Provider with the following reconciled SWLP Performance Standard Charges:

$$(ii). \quad RPSC_{SWLP}^Q = \min(\sum_{q=1}^Q PSC_{SWLP}^q, \sum_{q=1}^Q PSC_{CMA}^q) - \sum_{q=1}^{Q-1} RPSC_{SWLP}^q$$

4.5 For the avoidance of doubt, once a value of  $QR^q$  is established for the invoice of CMA Performance Standard Charges for any LP for quarter  $q$  it will be used unchanged in the calculations for the same LP for all subsequent quarters of the Year.

## 5. Table 1 - Performance Standards

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
R1A	Partial Registration	LP	Receipt by the CMA from the LP of a T003.0 (Partial Registration Application) or T009.2 (Error / Notification) within 5BDs of the CMA sending a T002.0 (Notify New SPID) to the LP.	Level 2	CMA	
R1B	Partial Registration	LP	Receipt by the CMA from the LP of a T003.0 (Partial Registration Application) or T009.2 (Error / Notification) within 10BDs of the CMA sending a T002.0 (Notify New SPID) to the LP.	Level 3 – Level 2	CMA	Cumulative on R1A; the net effect being a Level 3 Charge
R2A	New Connection Notifications	SW	Receipt by the CMA of a T007.0 (Notify Connection Complete) within 5 BDs, for activities undertaken by Scottish Water and 8 BDs for activities undertaken by an Accredited Entity, of the effective date contained within the transaction.  This applies to the “New” connection type only, and not to “Gap Site” or “Connection Change of Use”	Level 2	CMA	
R2B	New Connection Notifications	SW	Receipt by the CMA of a T007.0 (Notify Connection Complete) within 9 BDs, for activities undertaken by Scottish Water and 12 BDs for activities undertaken by an Accredited Entity, of the effective date contained within the transaction.  This applies to the “New” connection type only, and not to “Gap Site” or “Connection Change of Use”	Level 3 – Level 2	CMA	Cumulative on R2A; the net effect being a Level 3 Charge
R3A	Connection Notifications for Gap Site or	SW	Receipt by the CMA from SW of a T007.0 (Notify Connection Complete) within 15 BDs of the CMA	Level 3	CMA	



No	Context	Party	Success Criteria	Performance Charge	Type	Notes
	Connection Change of Use		sending a T002.1 (Notify New SPID) to SW, This applies only to T002.1 transactions with “Gap Site” or “Connection Change of Use” connection type, but not the “New” connection type”			
R4A	New Connection Notifications	LP	Receipt by the CMA of a T007.1 (Notify Connection Complete) within 5 BDs, of the effective date contained within the transaction.  This applies to the “New” connection type only, and not to “Gap Site” or “Connection Change of Use”	Level 2	CMA	
R4B	New Connection Notifications	LP	Receipt by the CMA from the LP of a T007.1 (Notify Connection Complete) within 9 BDs of the effective date contained within the transaction.  This applies to the “New” connection type only, and not to “Gap Site” or “Connection Change of Use”	Level 3 – Level 2	CMA	Cumulative on R4A; the net effect being a Level 3 Charge
R5A	Connection Notifications for Gap Site or Connection Change of Use	LP	Following the T002.0 (Notify New SPID) to the LP, the LP responds with a T007.1 (Notify Connection Complete) or a T009.2 (Error / Notification) within 15 BDs.  This applies only to T002.0 transactions with “Gap Site” or “Connection Change of Use” connection type, but not the “New” connection type”. This measure is only applicable to Sewerage SPIDs for which there is not a related Water SPID.	Level 3	CMA	
R6A	Disconnection / Reconnection	SW	The T015.0 (Declare Disconnection/ Reconnection) is received by the CMA within the	Level 2	CMA	T015.0 (Deregistration) is not taken account of.

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
			2BDs of the effective date contained within the transaction.			
R6B	Disconnection / Reconnection	SW	The T015.0 (Declare Disconnection/ Reconnection) is received by the CMA within the 6BDs of the effective date contained within the transaction.	Level 3 – Level 2	CMA	T015.0 (Deregistration) is not taken account of. Cumulative on R6A; the net effect being a Level 3 Charge
R7A	Late Meter Reads	SW	For a meter with a Meter Treatment type of 'SWWater', the T005.0 (Meter Read) or T017 (Notify Swap Meter) is received by the CMA within 5 BDs, for activities undertaken by Scottish Water and 8 BDs for activities undertaken by an Accredited Entity, of the effective date contained within the transaction in respect of I, F, E, O, X, Y reads.  For a meter with a Meter Treatment type of 'Private Water' or 'Private Effluent' the T005.0 (Meter Read) or T017 (Notify Swap Meter) is received by the CMA within 13 BDs of the effective date contained within the transaction in respect of I, F, E, O, X, Y reads.	Level 2	CMA	
R7B	Late Meter Reads	SW	For a meter with a Meter Treatment type of 'SWWater', the T005.0 (Meter Read) or T017 (Notify Swap Meter) is received by the CMA within 13 BDs, for activities undertaken by Scottish Water and 16 BDs for activities undertaken by an Accredited Entity, of the effective date contained within the transaction in respect of I, F, E, O, X, Y reads.	Level 3 – Level 2	CMA	Cumulative on R7A; the net effect being a Level 3 Charge

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
			For a meter with a Meter Treatment type of 'Private Water' or 'Private Effluent' the T005.0 (Meter Read) or T017 (Notify Swap Meter) is received by the CMA within 21 BDs of the effective date contained within the transaction in respect of I, F, E, O, X, Y reads.			
R7C	Late Meter Reads	SW	The T005.0 (Meter Read) for a meter with a Meter treatment type of 'SWWater' is received within 13 BDs of the effective date contained within the transaction in respect of C reads,	Level 1	CMA	Domestic meters
R7D	Late Meter Reads	SW	The T005.0 (Meter Read) for a meter with a Meter Treatment type of 'SWWater' is received within 60 BDs of the effective date contained within the transaction in respect of C reads,	Level 2 – Level 1	CMA	Cumulative on R7C; the net effect being a Level 2 Charge
R8A	Extremely Late Meter Reads	SW	For bi-annually readmeters with a Meter Treatment of SWWater, PrivateWater or PrivateEffluent, success if the T005.0 (Meter Read) is received within 160 BDs of the effective date contained within the transaction (for all meter read types) or if the T017.0 (Notify Swap Meter) is received by the CMA within 160 BDs of the effective date contained within the transaction in respect of E and O reads.	NC * Level 3 , where  NC = (Business Days Late /160), rounded up to the nearest whole number	CMA  SWLP	NC * Level 2 forms CMA Performance Charges  NC * (Level 3 - Level 2) forms SWLP Performance Charges
R8B	Extremely Late Meter Reads	SW	For monthly readmeters with a Meter Treatment of SWWater, PrivateWater, or PrivateEffluent, success if the T005.0 (Meter Read) is received within 40BDs of the effective date contained within the transaction (for all meter read types) or if the T017.0 (Notify Swap Meter) is received by the	NC * Level 3 , where  NC = (Business Days Late /40), rounded up to the nearest whole	CMA  SWL	NC * Level 2 forms CMA Performance Charges  NC * (Level 3 - Level 2) forms SWLP Performance

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
			CMA within 40 BDs of the effective date contained within the transaction in respect of E and O reads.	number.	P	Charges
R9A	Late Meter Reads	LP	The T005.1 (Meter Read) is received by the CMA within 10 BDs of the effective date contained within the transaction in respect of C and R reads.	Level 1	CMA	
R9B	Late Meter Reads	LP	The T005.1 (Meter Read) is received by the CMA within 15 BDs of the effective date contained within the transaction in respect of U reads.	Level 1	CMA	
R9C	Late Meter Reads	LP	The T005.1 (Meter Read) is received by the CMA within 60 BDs of the effective date contained within the transaction in respect of C, U and R reads.	Level 2	CMA	Cumulative on R9A and R9B; the net effect being a Level 2 Charge
R9D	Late Meter Reads	LP	The T005.1 (Meter Read) is received by the CMA within 5 BDs of the latest Registration Start Date submitted via a T003.1 transaction for the associated Supply Point, in respect of T and S reads.	Level 2	CMA	
R9E	Late Meter Reads	LP	The T005.1 (Meter Read) is received by the CMA within 10BDs of the latest Registration Start Date submitted via a T003.1 transaction for the associated Supply Point, in respect of T and S reads.	Level 3 – Level 2	CMA	Cumulative on R9D; the net effect being a Level 3 Charge
R10 A	Missed Meter Reads	LP	Success if a bi-annually read meter is read within 160 BDs(excluding periods of vacancy) of the later of: <ul style="list-style-type: none"> <li>31st December 2010</li> </ul>	Level 3	CMA LP	

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
			<ul style="list-style-type: none"> <li>The last meter read for that meter</li> <li>The date of submission of an I or O read</li> <li>The date the last Performance Charge (if any) was applied in respect of measure R10A for this meter.</li> <li>The last Registration Start Date for the associated Supply Point.</li> </ul>			
R10 B	Missed Meter Reads	LP	<p>Success if a monthly read meter is read within 40 BDs(excluding periods of vacancy) of the later of:</p> <ul style="list-style-type: none"> <li>31st March 2011</li> <li>The last meter read for that meter</li> <li>The date of submission of an I or O read</li> <li>The date the last Performance Charge (if any) was applied in respect of measure R10B for this meter.</li> <li>The last Registration Start Date for the associated Supply Point.</li> </ul>	Level 3	CMA  LP	
R11	Inappropriate £0 RV	LP	<p>The measure shall be run once annually in the calendar month of July.</p> <p>The measure will separately consider</p> <ol style="list-style-type: none"> <li>Water SPIDs (which, may or may not have an associated Sewerage SPID); and</li> <li>Sewerage SPIDs for which there is not an associated Water SPID in the database</li> </ol> <p>The measure will consider SPIDs which were tradable or Temporarily Disconnected during the previous Year. The measure will specifically test both:</p>	Level 3	CMA LP	<p>Where the SPID is registered to the same LP on both Test Days, failure on either one or both Test Days will be deemed a single Performance Standard failure against the LP.</p> <p>Where the SPID is registered to different LPs on the two Test Days, failure on either Test Day will be deemed a</p>

No	Context	Party	Success Criteria	Performance Charge	Type	Notes
			<ul style="list-style-type: none"> <li>• Test Day A: The first day the SPID was connected during the previous Year; and</li> <li>• Test Day B: The last day the SPID was connected (including temporary disconnection) during the previous Year.</li> </ul> <p>For Water SPIDs, the test for success on Test Day X (=A or B) is that either:</p> <ul style="list-style-type: none"> <li>• On Day X, the rateable value for the Water SPID is greater than £0; or</li> <li>• Both of the following hold true <ul style="list-style-type: none"> <li>○ On Day X, the Water SPID did not have any Unmeasurable Service Elements and was not on the meter transition programme; and</li> <li>○ On Day X, any associated Sewerage SPID which was connected on Day X did not have any Unmeasurable Service Elements; did not have either property or roads drainage; and was not on the metering transition programme.</li> </ul> </li> </ul> <p>For Sewerage only SPIDs, the test for success on Test Day X is that either:</p> <ul style="list-style-type: none"> <li>• On Day X, the rateable value for the Sewerage SPID is greater than £0; or</li> <li>• On Day X, the Sewerage SPID did not have any Unmeasurable Service Elements; did not have either property or roads drainage; and was not on the metering transition programme.</li> </ul>			Performance Standard failure against the relevant LP.