

Section S: Annex S-1: Performance Levels and Supplier Charges

Annex S-1 defines Performance Levels or Serials required of Suppliers and their Supplier Agents, and also defines the Menu of Supplier Charges that specifies charges to apply should each Supplier or its Supplier Agents deviate from these Performance Levels. The arrangements for the payment of such charges are also defined.

Performance Levels

Non Half Hourly (NHH) performance is measured by the total energy settled on Annualised Advances, as a percentage of a Supplier's NHH total energy, with these performance levels being measurable in each GSP Group. A Supplier is responsible for achieving NHH Performance Levels in each GSP Group ranging from 30% to 97%. These performance levels apply to the relevant Supplier Volume Allocation runs (i.e. First Reconciliation Volume Allocation through to Final Reconciliation Volume Allocation).

The Half Hourly (HH) performance level (99%) is defined as the proportion of energy a Supplier settles based on actual, rather than estimated, data for its 100kW Metering Systems, at each Supplier Volume Allocation run. The remaining 1% may be settled using estimated data. For Half Hourly Non-100kW Metering Systems, 90% of energy must be settled on actual data by the First Reconciliation Volume Allocation Run. A performance level of 99% applies to all subsequent Supplier Volume Allocation Runs.

Various other Performance Levels apply to: the use of defaulted data (where neither AAs nor EAC data is provided); the rectification of faults by Meter Operators; installation of meters; and to the provision of Performance Monitoring data by Suppliers to the PAB.

Charges

A menu of charges, payable by Suppliers, is set out in the event that Suppliers or their Supplier Agents fail to meet the defined Performance Levels. The charges to each Supplier in respect of a given GSP Group in a given month are capped. A GSP Group cap is calculated by the Performance Assurance Board (PAB) annually. Each month the Supplier's cap is calculated for each GSP Group based on its proportion of energy attributable to that GSP Group.

Collection and Payment of Supplier Charges

The PAB decides whether a Supplier has failed to comply with the relevant Performance Levels. The PAB will make its determination on the basis of information supplied to it in the monthly Routine Performance Monitoring Report. The report is adjusted, if necessary, to reflect updates received that result in adjustments to earlier reporting periods. These adjustments alter the calculations in the Routine Performance Monitoring Reports previously issued within the time period specified in Serial SP01. If the PAB determines that Performance Levels have not been complied with and charges are payable, each relevant Supplier is notified of the amount of charges and required to pay them within 15 days after the date of the invoice.

Need more information?

For more information please contact the **BSC Service Desk** at bscservicedesk@cgi.com or call **0870 010 6950**.

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