



DISTRIBUTION PERFORMANCE REPORT

2007

Prepared by:
**Distribution System Operator
ESB Networks.
Document No:DOC-210103-AEE**

Introduction

Condition 13 of the Distribution System Operator (DSO) licence requires the DSO to report annually on the performance of the Distribution Business. The criteria to be reported upon have been approved by the Commission for Energy Regulation (CER) in accordance with Condition 13 of the DSO licence.

http://www.esb.ie/esbnetworks/download_documents/reports_codes.jsp

This report has been prepared by the DSO for the year ending December 2007.

Criteria

The report covers the performance of the Distribution Business for the year ending December 2007 under the following headings:

- 1.0 Customer Service
- 2.0 Cost Performance
- 3.0 Achievement of capital programme
- 4.0 Supply Quality
- 5.0 Safety
- 6.0 Compliance with licence requirements
- 7.0 Improvements in 2007
- 8.0 Service Level Agreements

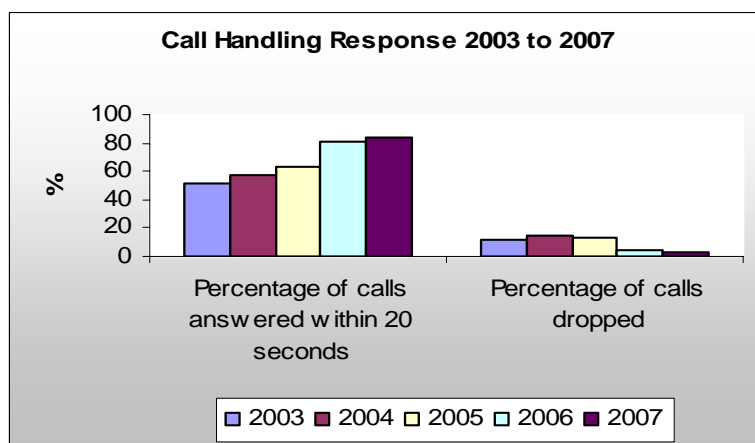
1. Customer Service

Critical indicators of customer service performance include service delivery by the Customer Contact Centres (located in Dublin and Cork) and the treatment of complaints by staff of the DSO. Table 1 summarises the performance of some of the key indicators of customer service in this area.

TABLE 1 CUSTOMER SERVICE KEY INDICATORS

| No. | Description of criteria | Value |
|------------|--|------------------------|
| 1.1 | Call Handling Response¹ | |
| 1.1.1 | Percentage of calls answered within 20 seconds | 84% |
| 1.1.2 | Percentage of calls dropped ² | 2.7% |
| 1.1.3 | Networks customer calls to the call centre | 1,545,818 ³ |

The number of calls answered within 20 seconds shows a significant improvement on 2006, despite an increase in the customer base. There has also been a significant decrease in the number of calls dropped. Trends in these figures for the past five years are shown in graph 1 below.



Graph 1

¹ Note both sets of figures are *inclusive of storms*, which has the effect of reducing the percentage of calls handled and increasing the percentage of calls dropped.

² Where the customer has hung up without waiting for a response.

³ The exact number of calls relating to ESB Networks issues are identified. In previous years calls relating to Networks issues were reported as a percentage of total calls to the Contact centre.

TABLE 2 COMPLAINTS⁴ AND NO. OF TERMINATIONS AND DE-ENERGISATIONS

| No. | Description of criteria | Value |
|------------|--|---------------|
| 1.3 | Complaints received | Number |
| 1.3.1 | Relating to supply quality | 3635 |
| 1.3.2 | For frequent outages | 1948 |
| 1.3.3 | Time to connect customers | 85 |
| 1.3.4 | Other distribution services e.g. fault repairs, response to queries by DSO | 159 |
| 1.3.5 | From Suppliers | 0 |
| 1.3.6 | On connection costs and budget quotations | 73 |
| 1.3.7 | On Meter reading and Estimated reads | 1,537 |
| 1.4 | Connection points terminated⁵ | 1,582 |
| 1.5 | Connection points de-energised⁶ | 10,737 |

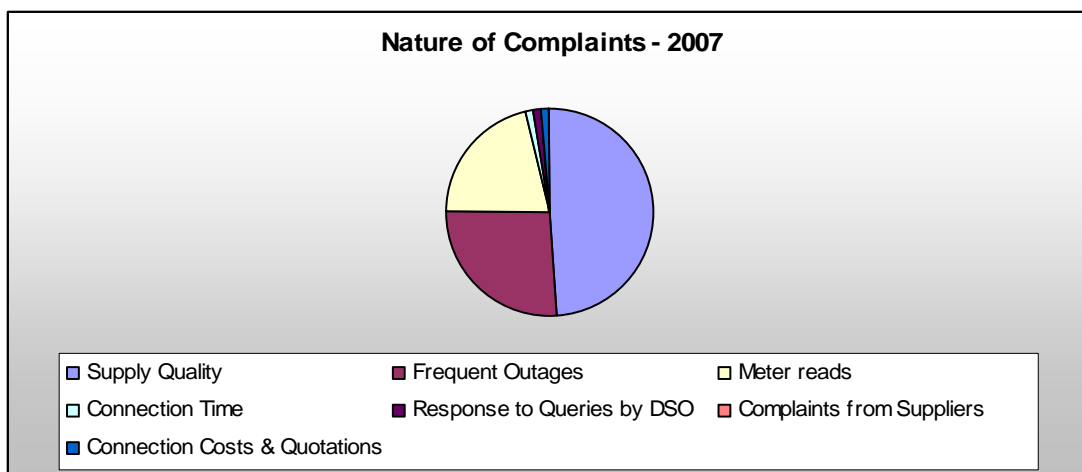
Graph 2 indicates the breakdown in complaints received over the year, with complaints on supply quality remaining the most common.

Graphs 3 and 4 indicate the trends in numbers of complaints received over the period 2003 to 2007.

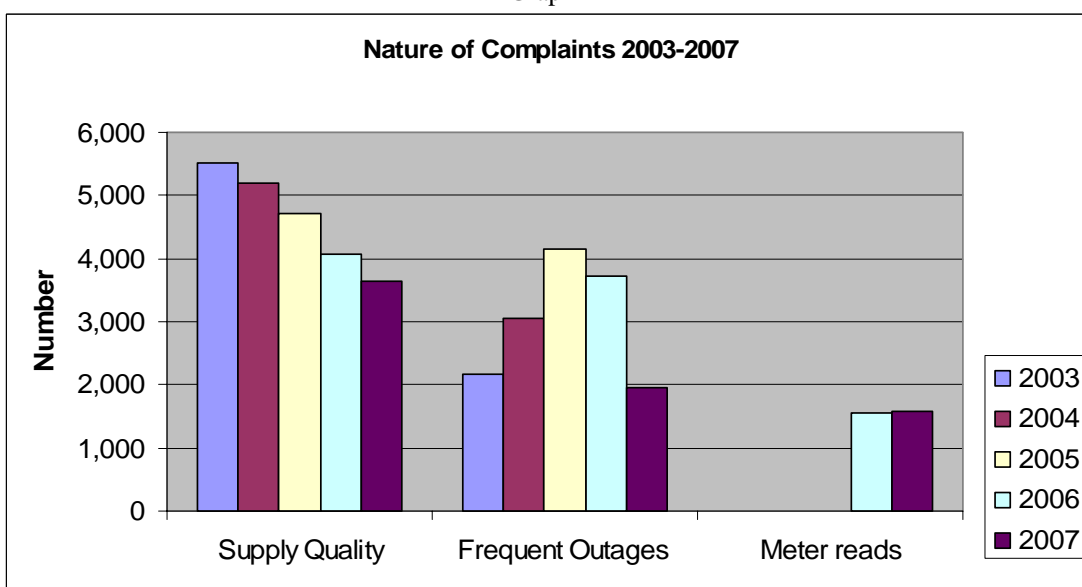
⁴ Please note, complaints specifically relate to queries which cannot be resolved in the area in which they have arisen, but instead have to be referred to another party – either within ESNB, or an outside party

⁵ These are connection points that have been terminated following previous de-energisation and de-registration.

⁶ De-energisation for non-payment.



Graph 2



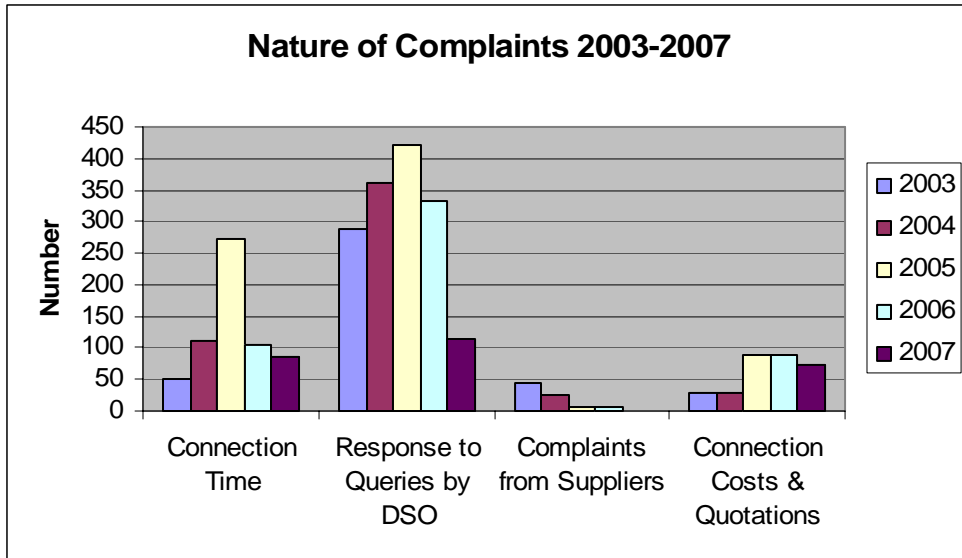
Graph 3

The number of complaints on supply quality has continued to reduce since 2002. In addition, 2007 shows a significant reduction in the number of complaints on frequency of outages. This is due to the fact that

- The Medium Voltage (MV) refurbishment programme was substantially completed in 2006, with very little MV refurbishment taking place in 2007
- There has been an increased emphasis on the use of live line work where possible.

The number of complaints relating to meter reads remains high in 2007.⁷ However various improvement programs were put in place in this area in 2007, which should lead to a reduction in such complaints in 2008 and onwards.

⁷ Please note meter reading complaints have only been separately reported since 2006



Graph 4

The implementation of the Customer Service Improvement Programme in late 2005 has led to a reduction in the time taken to connect customers and a corresponding reduction in the number of complaints received on this issue.

The refocus on customer services has also led to a significant reduction in the number of complaints relating to other distribution services – including fault repairs and response to queries.

Finally complaints on connection costs and quotations remain high, although there has been a more than 10% reduction in the number of complaints compared with 2006.

There were no complaints from suppliers in 2007.

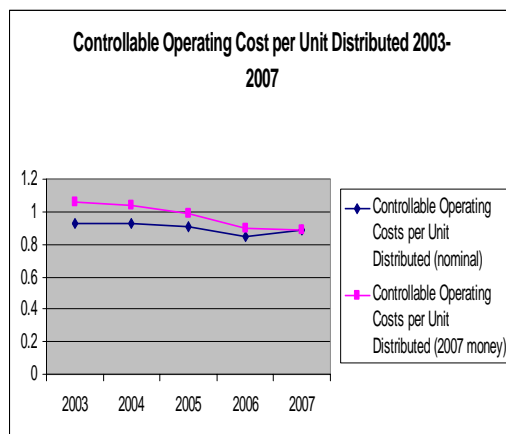
2.0 Cost Performance

Cost performance is a critical area in evaluating the performance of the Distribution business. The Commission for Energy Regulation has set stretching targets for operating expenditure and the DSO will aim to achieve these and, where possible, improve on them. Table 2 (below) summarises the DSO's performance in 2007 in relation to two key cost criteria.

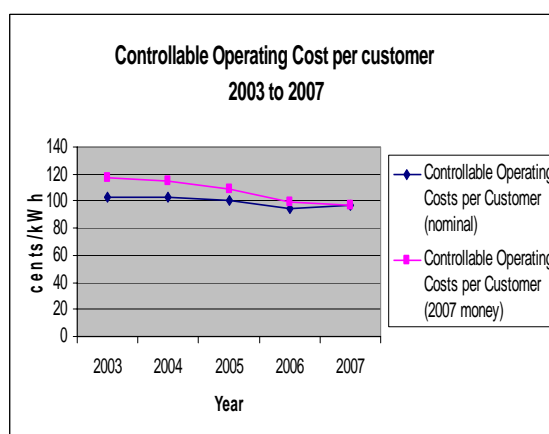
TABLE 3 COST PERFORMANCE

| No. | Description of criteria | 2007 Value |
|-------|--|-----------------|
| 2.1 | Controllable Costs | |
| 2.1.1 | Controllable Operating Cost per unit distributed | 89cent/kWh |
| 2.1.2 | Controllable Operating Cost per customer | €97.32/customer |

Although this shows a slight increase on 2006 – primarily due to increased planned maintenance costs and significant fault maintenance costs associated with storms early in the year – there is still a significant reduction in real cost from 2003 (as can be seen from graphs 5 and 6.)



Graph 5



Graph 6

3.0 Achievement of capital programme

The DSO agreed an extensive capital programme with the Commission for Energy Regulation for completion over the period 2006-2010. This program included:

- Low Voltage (LV) refurbishment Programme (commenced in 2006).
- Replacement of High Voltage (HV) cables in Dublin City.
- New 110kV and 38kV stations to be constructed and stations updated
- Completion of the MV Overhead Line Refurbishment Programme (completed in 2006).
- Re-Building 50's copper 38kV lines.

Some key indicators of the DSO's performance in 2007 in relation to its overall capital programme are summarised in Table 3.

TABLE 4 PROGRESS OF CAPITAL PROGRAMMES

| No. | Description of criteria | Value |
|------------|--|-------------------|
| 3.1 | Total Capital Investment Programme | |
| 3.1.1 | % Capital Investment Programme (2006-2010) achieved to date (i.e. percentage of allowed capital spent) | 33% ⁸ |
| 3.2 | LV Refurbishment Programme | |
| 3.3.1 | No of Groups completed in 2007 | 9902 ⁹ |
| 3.4 | Cable Programme | |
| 3.4.1 | Km's of 38kV cable replaced in 2007 | 0.8 |
| | % of PR2 target | 2% |
| 3.4.2 | Km's of 110kV gas filled cable replaced in 2007 | 8 |
| | % of PR2 target | 81% |
| 3.5 | New stations Constructed in 2007¹⁰ | |
| 3.5.1 | Number of 110kV stations | 2 |
| 3.5.2 | Number of 38kV stations | |
| | - new | 1 |
| | - expansion of existing 110kV station | 2 |
| | - rebuild of 38kV station | 4 |

⁸ By the of 2007, 33% of the 2006-10 DSO capital investment budget set by CER as part of the price control has been spent. There were a significant number of new refurbishment and replacement programmes approved by CER for this period. In some instances, it has taken some time to establish these programmes. The rate of expenditure on these new programmes will be higher in the remaining years of the price control period. Overall ESB are forecasting that total capital investment over the 2006-10 period will be close to the budget level.

⁹ An LV Rural Renewal Programme has been approved by CER for the period from 2006 to 2010 . The number of LV Groups nationally is in excess of 200,000. It is planned to renew approximately 40% (81,000) of these LV Groups by end of 2010.

¹⁰ These are stations constructed but not necessarily commissioned in 2007

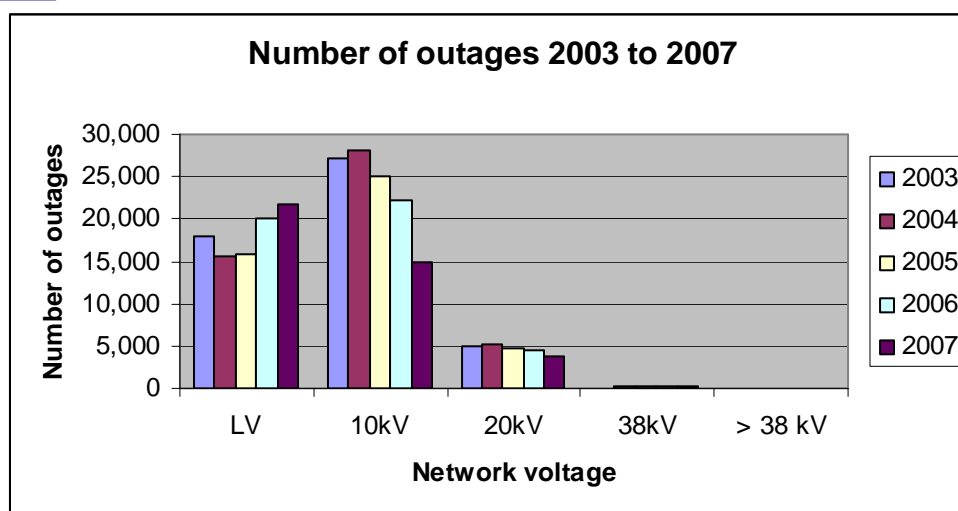
| | | |
|------------|---|------|
| 3.6 | Stations updated in 2007 | |
| 3.6.1 | 110kV stations updated | 1 |
| 3.6.2 | 38kV stations updated | 7 |
| 3.7 | Rebuilding 50's copper 38kV line | 90km |

4.0 Supply Quality and Reliability

Supply reliability is an essential aspect of distribution system performance. The total number of interruptions of supply is given in Table 4 and the trend over the past 5 years is shown in graph 7

TABLE 5 NUMBER OF OUTAGES BY CONNECTION VOLTAGE

| No. | Description of criterion | Value | | | | |
|-----|---------------------------------|-------------------------------|-----------------------|-----------------|--------------|---------------|
| 4.1 | Number of Outages ¹¹ | | | | | |
| | Voltage | Urban customers ¹² | | Rural customers | | Total |
| | | Fault ¹³ | Planned ¹⁴ | Fault | Planned | |
| | LV | 6,601 | 54 | 13,894 | 1,148 | 21,697 |
| | 10kV | 1,583 | 994 | 6,133 | 6,117 | 14,827 |
| | 20kV | 277 | 215 | 1,749 | 1,482 | 3,723 |
| | 38kV | 50 | 0 | 138 | 0 | 188 |
| | > 38 kV | | | | | |
| | N_A | 183 | 4 | 434 | 3 | 624 |
| | Total | 8,694 | 1,267 | 22,348 | 8,750 | 41,059 |



Graph 7

¹¹ Short interruptions lasting less than one minute are not included. In some fault situations, there can be a number of temporary supply restorations followed by an interruption before supply is permanently restored. One interruption per customer affected is recorded in these situations. The figures do not include customer outages which resulted from problems on the Transmission System, e.g. operation of under-frequency relays.

¹² For continuity monitoring purposes, ESB Networks defines the cities of Dublin, Cork, Limerick, Galway and Waterford as urban areas. Other areas including provincial towns are classified as rural for continuity purposes.

¹³ Fault data does not include outages on major storm days

¹⁴ Includes MV Overhead Line Refurbishment Work Programme.

Graph 7 indicates that the total number of outages is declining and in particular the number of MV outages has reduced substantially over the past 5 years. This improvement is due to the MV overhead line refurbishment programme and also a drive for increased use of live working techniques at MV

The impact of outages on customers across the entire distribution system is measured by two parameters; average number of interruptions per customer connected in the year (CI) and the average number of minutes without supply per customer connected in the year (CML).

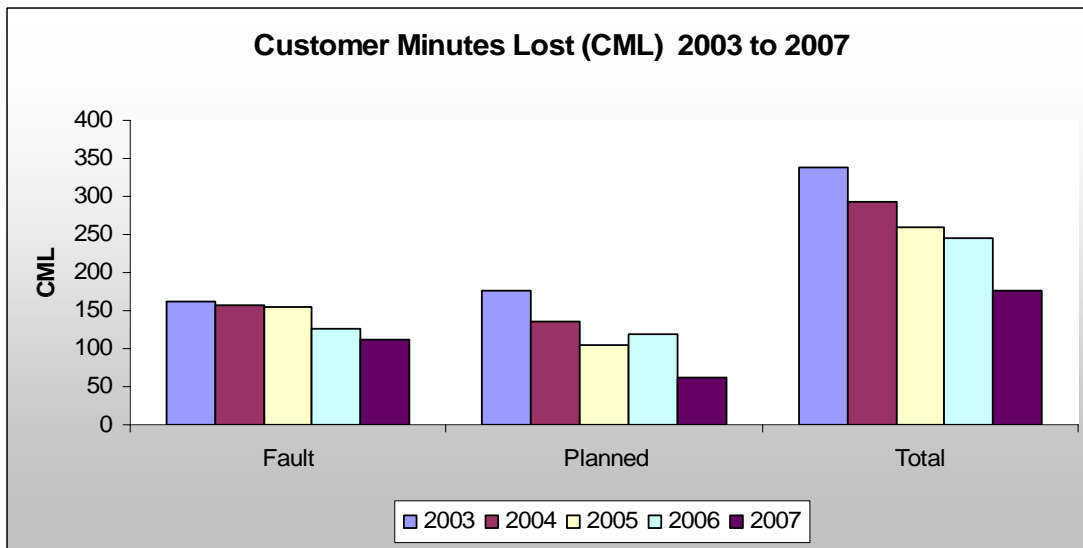
CER has set targets for CI and CML for the period 2006-2010. CER has incorporated an incentive/penalty scheme in the DSOs revenue control formula whereby ESB Networks is allowed to recover more or less additional use of system revenues depending on performance against those targets. As the effects of severe weather can cause wide variations in these measures which is outside of ESB Networks control, there is an adjustment for storms days¹⁵

TABLE 6 CONTINUITY – CUSTOMER MINUTES LOST (CML) WEIGHTED AVERAGE

| No. | Description of criteria | Value | | |
|------------|---|--------------|----------------|--------------|
| 4.2 | Customer Minutes Lost | | | |
| | | Fault | Planned | Total |
| | Total (including Major Renewal Programmes) | 115 | 79 | 194 |
| | Major Renewal Programmes | | 17 | |
| | Total (excluding Major Renewal Programmes) | 115 | 62 | 177 |

Major renewal programmes are programmes such as the MV overhead network renewal programme which can have a significant impact on reliability. Outages arising from these work programmes are included in the reported figures and are reckonable in the incentive/penalty scheme. However they can distort the year by year performance trend as the volume and nature of renewal programmes can vary from year to year. Having excluded outages arising from major renewal programmes, graph 8 shows continued downward trend in CML.

¹⁵ Storm days are days where the reported customer hours lost due to faults is greater than 61,570. 61,570 was the average of two standard deviations from the mean of the daily fault data for the 3 years 1999,2000, and 2001. Fault data for storm days is excluded and fault statistics are then annualised to 365 days. For example if 12 days are excluded because CML exceeded 61,570, the remaining data is annualised by applying the factor 365/ (365-12) =1.034.



Graph 8

Table 7 shows the number of storm days and details of the weather on those days. There were three such days in 2007.

TABLE 7 STORM DAYS

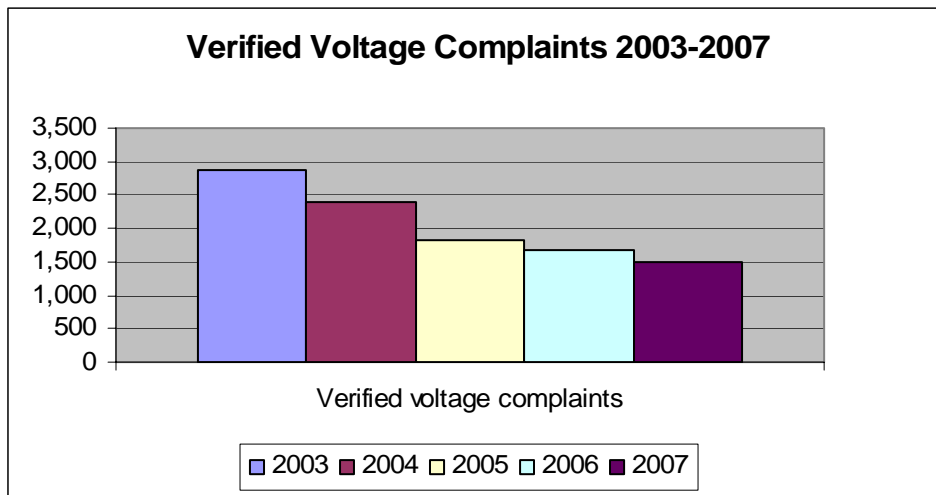
| No. | Description of criteria | Value |
|------------|--|----------|
| 4.4 | Storms and exceptional events | |
| 4.4.1 | Number of storm days | 3 |
| 4.4.2 | Description of storm days ¹⁶ | |
| | <u>11th January 2007</u> | |
| | Strong winds and rain. 54,907 customers affected | |
| | <u>18th January 2007</u> | |
| | Strong winds and rain. 92,673 customers affected | |
| | 1st December 2007 | |
| | High Winds and rain. 10m waves recorded. 57,227 customers affected | |

¹⁶ As per previous footnote 10 a storm day is defined as a day in which the reported customer hours lost due to fault exceeds 61,570.

TABLE 8 FAULTS EXCEEDING 4 HOURS DURATION AND VOLTAGE COMPLAINTS

| No. | Description of criteria | Value |
|------------|---|---------------------|
| 4.3 | Additional items | |
| 4.3.1 | Percentage of faults exceeding 4 hours restoration time ¹⁷ | 19% |
| 4.3.2 | Verified voltage complaints | 1,496 ¹⁸ |

The number of verified voltage complaints continues to decrease with the numbers recorded in 2007 more than 10% less than in 2006.



Graph 9

¹⁷ As with previous outage statistics, this figure does not include outages due to major storms.

¹⁸ Verified voltage complaints are where the local area has determined that – following a customer complaint – the voltage at the customer location is outside standard. The voltage will be measured on load as part of a visit to the premises, and the NT will examine the general group design. In the event that these checks are inconclusive, a voltage recorder will be installed.

5.0 Safety

There were two fatalities due to contact with electricity in 2007. One of these was as a result of a building contractor coming into contact with a 10kV overhead line that was crossing a site where he was working. The second fatality occurred when a young boy came into contact with exposed wiring on non-ESBN network, at the top of a low level lighting bollard in a private development.

2007 was the third year of the three year initiative between the Health and Safety Authority and ESB Networks aimed at raising awareness and enforcing compliance on Public Safety related issues. Progress included:

Construction Group

Significant work was carried out on the development of a HSA approved Code of Practice (COP) for "Avoiding Danger from Overhead Electricity Lines". This COP was issued for public consultation by the HSA in November 2007 and is expected to be finally approved and issued in March 2008.

ESB Networks delivered briefings to HSA Inspectors in four of the seven HSA Regions – first three Regions completed in 2006

Joint visit by ESBN and HSA to Northern Ireland Electricity to review and compare ESB Networks standards, policies and procedures with those used in NIE.

Agriculture Group

New co-branded TV advertisement produced for raising awareness amongst farmers of the need to make contractors and other parties visiting their farms aware of the locations of any overhead lines on their property

Briefings prepared and delivered by ESB Networks to final year students in the Agricultural Colleges

Prepared electrical safety materials for inclusion in a jointly funded Irish Farmers Association (IFA), FBD Insurance, ESB Networks DVD which was circulated to 80,000 IFA members.

Provided safety materials on the hazards of electricity to Teagasc for inclusion in the new REPS4 training modules that they are preparing.

Education Group

Inputted to group and provided materials for and reviewed electrical content of general safety course being prepared by the HSA for Transition Year students in second level schools.

Other Public Safety Initiatives 2007

Advertising in the National and technical press

TV advertising in the national agricultural livestock marts

Broadcasting of full range of public safety radio advertisements on all local and national radio stations

Provision of stands at Agriculture and Construction Machinery shows and safety Conferences.

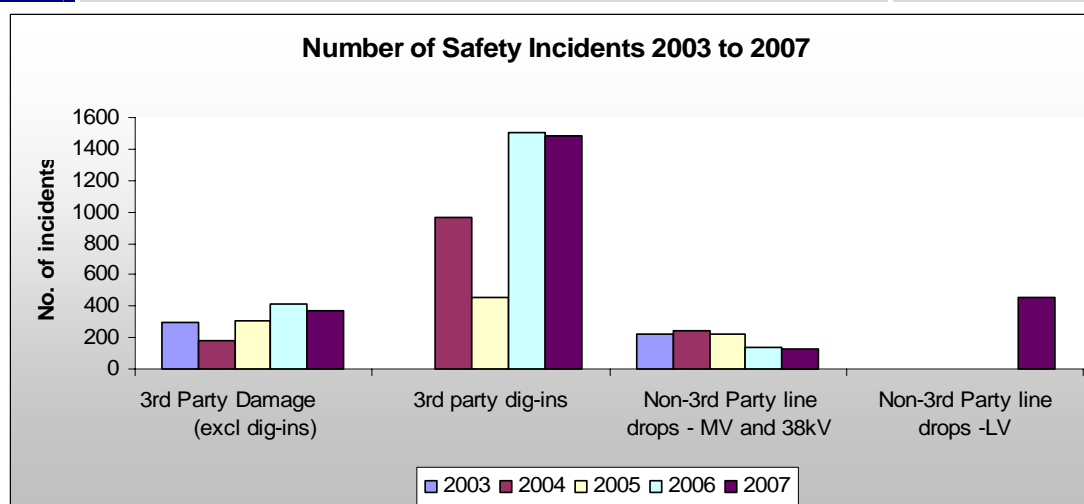
Table 8 reports on the number of non-3rd party dangerous occurrences, and also reports on damage caused by 3rd parties.¹⁹ These figures are broken down as third party, damage due to dig-in²⁰ and damage due to non dig-in²⁰, and non-third party. Table 8 gives the breakdown of line drops between MV and 38kV, and LV – previously not reported.

¹⁹ Underground Cable 'Dig-Ins'/Damages are reported on a voluntary basis to the HSA but this was not a statutory requirement and the HSA indicated that they did not require this. There is no statutory requirement for any party to report these

²⁰ A fault is recorded as a dig-in where there is damage to a cable that is identified as being caused and chargeable to a particular party e.g. contractor, utility. Other faults – for example damage to an overhead line – would be termed non-dig-in.

TABLE 9 THIRD PARTY DANGEROUS OCCURRENCES

| No. | Description of criteria | Value |
|------------|--|-------|
| 5.1 | Number of safety incidents | |
| 5.1.1 | 3 rd Party Damage (excluding dig-ins) | 371 |
| 5.1.2 | 3 rd Party Damage caused by Dig-ins | 1479 |
| 5.1.3 | Non 3 rd party line drops – MV and 38kV | 131 |
| 5.1.4 | Non 3 rd party LV line drops | 456 |



Graph 10

6.0 Compliance with licence requirements

A key factor for the DSO, as the entity appointed to carry out the functions set out in the DSO licence, is to comply with all aspects of the licence. In order to monitor this, a compliance log is maintained in which reported breaches of compliance are noted and reports on the subsequent investigations are filed. There were no compliance issues logged for 2007.

7.0 Improvements in 2007

Initiatives were undertaken in a number of areas during 2007.

CUSTOMER SERVICE

A number of initiatives - driven by our 2006-2010 Customer Service Improvement Plan - took place in 2007. These initiatives included:

- Proactive phone calling to new connection customer, advising them as a job moves through various stages of the process. This has the benefit of keeping the customer better informed of process, and in addition avoiding scenarios where ESB staff arrive on site before the customer work is complete.
- There has been a major focus on reducing the number and duration of customer outages. These initiatives focussed on
 - The increased use of live working techniques
 - Improved outage management
 - Mobile generationand have delivered a major improvement in performance in this aspect of our business.
- The redesigned version of the ESB Networks website went live in 2007. The emphasis of the redesigned site has been on providing greater clarity by providing step by step guides explaining our processes, and the inclusion of additional links
- A major initiative has been the successful piloting of Mobile Data Management (MDM). This involves field staff involved in meter calls receiving and reporting their work remotely via hand held terminals.
- 6442 jobs were undertaken using live working techniques delivering a saving of approx. 8.3M customer hours. This is an approx. 30% increase on 2006. In addition a new procedure was developed and implemented in 2007 which allowed the replacement of old MV substations with minimal outages.

ELECTRICAL CERTIFICATE INTEGRATION SERVICE (ECIS)

A major achievement during the year was the launch of the ECIS in April in conjunction with the electrical contractors regulatory bodies, ECSSA, ETCI & RECI. This new service allows ECSSA, RECI and electrical contractors to:

Perform online validation of the MPRN & Address for premises for which Electrical Completion Certificates are to be issued. This avoids a situation whereby a certificate is issued for the wrong premises, which is then made live prior to the internal electrical work being complete.

Send details of the Electrical Completion Certificates electronically to ESB Networks to release work orders for new or re connections. This results in a faster service for the customer.

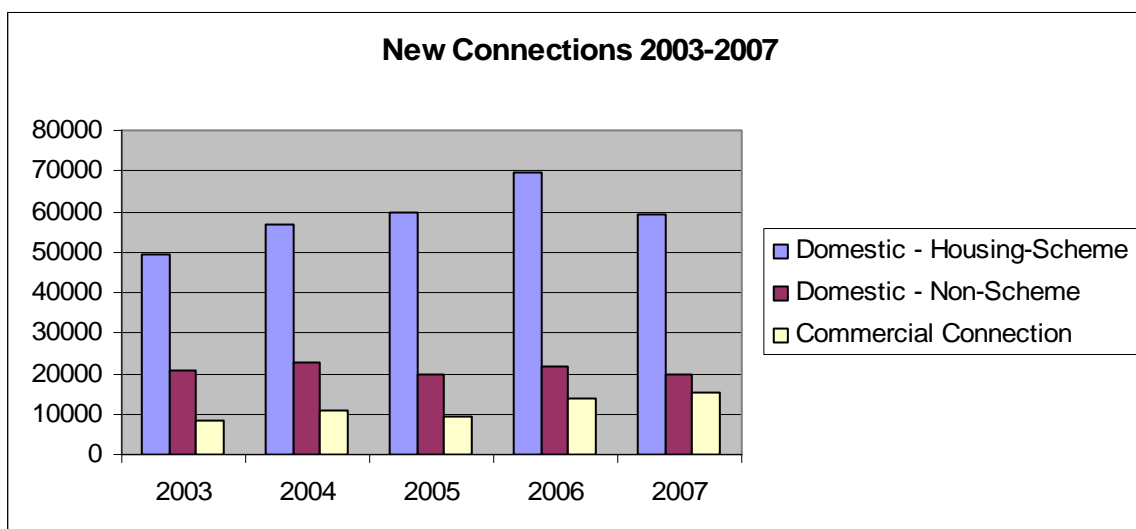
In addition electrical contractors now receive a text message to tell them when the connection to the premises has been energised. They can then switch-on the electricity in the premises and perform final tests before issuing the final Electrical Completion Certificate to their client for the installation.

ESB received an iReach Inspired IT Award for the use of new Web Services Technology to implement the new service.

The new service has been a major help in improving public safety and customer service in a cost effective manner and over 78,500 certificates were processed through the new service between April and the end of 2007.

NEW CONNECTIONS

In 2007 a total of 94,400 new connections were completed by ESB Networks. While this shows a decrease on 2006, it still represents a very high level. However indications are for a slow down in new connections in 2008.



Graph 11

Following some significant customer service initiatives in 2007 the majority of new connections were delivered within Charter.

PERFORMANCE IMPROVEMENT AND OPERATIONS

- During 2007 SCADA installation was completed in a further eight 110kV stations and twenty two 38kV stations. SCADA coverage is now at 96% for 110kV stations and 90% for 38kV stations. SCADA provides powerful centralised facilities for remote monitoring and operation of substations. Its benefits include significantly improved operating performance, supply reliability, safety and customer service.
- Further rollout of the Distribution Automation Project continued with a further 198 automatic network switches and reclosers installed. There are now 552 of these devices on the system which are remotely controlled from SCADA.
- A new 38kV LBFM (load break fault make) switch has been sourced to replace the 38kV ABS (air break switches) on the 38kV overhead network. Prior to installation this device will be fitted with a remote control facility to allow it to be fully controllable from SCADA. This will greatly enhance the safe operation of the 38kV network and will improve operating performance both for fault and planned work conditions.
- In 2007 the operations management system (OMS) was upgraded and extended to the entire country. The upgrade involved the replacement of the servers and storage and the upgrade to the latest version of the application software. This removed the

performance restrictions which previously applied and enabled the system to be rolled out to all locations by end of 2007. It also allowed the retirement of the legacy outage management system TCM (Trouble Call Management).

SMART METERING

CER issued its decision paper on Smart Metering in November 2007. However, prior to this ESB Networks had appointed a project manager and began mobilising a project team. ESB Networks also worked on developing high level project requirements and at the year end had commenced the process of procuring meters, metering systems, communications technology and associated IT systems with a view to setting up phase one of the smart metering infrastructure.

RENEWABLE GENERATION

2007 saw the commencement of Gate 2 of the Group Processing Approach for issuing offers to renewable generators. In total in 2007 56 offers were issued by DSO, totaling 369MW. Of these 30 offers have been accepted totaling 177MW. Other developments in the area of renewable generation were as follows:

- Revised standard charges for generators were approved by CER
- CER approved a revised payment schedule for connection charges. This involved a reduction in the initial payment at offer stage from 25% to 10%.
- CER approved a revised Distribution Use of System charging regime. This proposal provided for generators to be treated the same as exporting autoproducers, thereby not being required to pay any standing or capacity charges in relation to their imported units.
- CER approved new operation and maintenance charges for generators
- DSO was involved in discussions with CER and TSO to determine the optimum criteria to be used for Gate 3 of the GPA.

LUAS PROJECT

2007 saw the start of the ESB preparatory works for the LUAS B1 line (Sandyford to Cherrywood). This involved the diversion of

- Forty five MV/LV cables,
- Two 220kV cables
- Two 110kV cables
- The preparatory works on this line are 75% complete, which is in line with the RPA (Railway Procurement Authority) ducting works.
- Design of the ESB preparatory works has been completed and agreed on the C1 line

(Connolly Stn – Spencer Dock). These works involve the diversion of

- Fifty MV/LV cables
- Two 38kV cables
- It is expected that all these works will be carried out from May 2008.
- New connections for traction supply, LUAS stops, and traffic signals have also been designed on both these lines.
- Finally, significant preliminary design work was carried out on the Metro North (Stephen's Green – Lissenhall, expected to be running by 2013) and LUAS A1 line (Tallaght – Saggart, expected to be running by 2011).

ARM

The ARM solution (Asset Register and Maintenance management) was rolled out to the business from Jan to April 2007. The application was based on the use of SAP PM (Plant Maintenance) together with SAP Enterprise Portal and SAP BW (Business Warehouse). The asset register has an important interface to the geographic information system (DFIS), from which it derives its functional locations. The Portal was used to develop user-friendly work management screens for the maintenance supervisors and has been a key factor in the acceptance and success of the solution. SAP BW is used both for the definition of the annual maintenance budget, linked to the work programme and also for detailed reporting down to supervisor level. ARM is now being used on a daily basis for the management of maintenance work orders.

IWM

The Integrated Work Management project (IWM) was initiated in the latter part of 2007. This is a hugely important project and the solution will be used to manage all of our capital work programmes from large projects down to individual customer connections. The solution is SAP based and uses a new module in SAP called Compatible Units. This allows work to be specified and issued based on standard units of construction work. It will also draw on other SAP modules such as PS (project systems), BW, Enterprise Portal, and xRPM (resource and portfolio management). This latter feature will allow the definition and tracking of capital work from a portfolio view. When implemented, IWM will allow the retirement of a number of legacy systems such as DWMS, TA database, and PMI workbooks. The IWM project is expected to go live at the end of 2008.

8.0 Service Level Agreements

There are three market roles that ESB Networks performs which are central to supporting a fully open market; these roles are the Meter Registration System Operator, Data Collector and Meter Operator. These functions involve daily processes to support the market. The processes are detailed in a suite of documents referred to as the Market Process Documents (MPD).

Service Level Agreements (SLA) set out the target service levels the DSO will operate to in providing market roles to all market participants. The format of the SLAs, in general terms, outline the time frames within which suppliers can expect the required transactions to have been completed in response to the supplier message. These market messages and related SLA's are based on the agreed processes approved by CER. Full details of the SLAs can be found in the CER document cer/04/345.

The Service Level Agreements (SLAs) reported overleaf are the complete set of reports available for 2007.

The document ESB Networks Service Level Agreement – published 2/11/2004 – provides more detail on all SLA's. This document can be referenced on ESB Networks' website (<http://www.esb.ie/esbnetworks/mrso/sla.jsp>).

Terminology used within SLA Report

Scheduled Read – A scheduled read is the meter read taken by the meter reader (working on behalf of ESB Networks) on a 2 monthly cycle.

Special Read – In some cases a supplier may request ESB Networks to take a special read additional to the normal scheduled read cycle. Typically this will be taken where a Change of Supplier is required.

Customer Read – In the event that a meter reader cannot gain access to read a meter, a card will be left at the customer site, suggesting that the customer read the meter themselves, in which case a bill will be based on the customer read. In addition customers can take a meter read at any time, and a bill will be issued based on this read. This is termed an **Out of cycle customer read**

Block Estimates – As per SLA, each customer will be visited 4 times per annum, and bills should be based on actual meter reads on these occasions. The remaining two bills will be based on estimates. These are planned or block estimates.

De-Registration – where an account is no longer registered to a supplier. Typically this will be where an account is de-energised.

Energisation – is the actions taken to allow the flow of electricity to a premises

| No. | SLA | | Performance Targets | | Actual performance | | Comments | Actions identified where targets are not met |
|----------|---|--|---------------------|---------------------------|---------------------|---------------------------|---|--|
| | Description | Agreed Measures | Within SLA timeline | Within twice SLA timeline | Within SLA timeline | Within twice SLA timeline | | |
| 1 | Change of Supplier requests for Non Quarter Hour (NQH) customers | | | | | | | |
| 1A | Validate Change of Supplier(NQH) | Validate within 5 days | 95% | 5% | 100% | | | |
| 1B | Complete Change of Supplier(NQH) | | | | | | | |
| | Using Customer Read | Complete within 3 days | 95% | 5% | 96% | 3% | | |
| | Using Special Read | Complete within 10 days | 95% | 5% | 100% | | | |
| | Using Scheduled Read | Complete within 3 days | 95% | 5% | 98% | 1% | | |
| 2 | Change of Supplier requests for Quarter Hour (QH) customers | | | | | | | |
| 2A | Validate Change of Supplier(QH) | Validate within 5 days | 95% | 5% | 100% | | | |
| 2B | Complete Change of Supplier(QH) | Complete within 3 days | 95% | 5% | 99% | 0.61% | | |
| 3 | Change of Supplier Cancellation | | | | | | | |
| 3A | Validate Change of Supplier Cancellation | Validate cancellation within 5 days | 95% | 5% | 100% | | | |
| 3B | Complete Change of Supplier Cancellation | Complete cancellation within 5 days | 95% | 5% | 100% | | | |
| 5 | New Connection for Non Quarter Hour (NQH) customer and registration with supplier | | | | | | | |
| 5A | Prepare Quote for New Connection to NQH customer | Within 7 working days where no site visit required Within 15 working days where site visit required | 95% | 5% | 96% | 4% | Calculations for this SLA were based on records for quotations issued within customer charter guidelines | |
| 5B | Complete connection on receipt of ETCI certificate | Within 10 working days of receipt of certificate. | 95% | 5% | 98% | 2% | | |
| 5C | Data Processing NQH New Connection | Issue details to Supplier within 10 Days | 95% | 5% | 91% | 6% | The database function within ESBN was re-organised in early 2007. As a result that was some initial bedding down problems in early 2007 which affected the overall performance for the year. However by mid to late 2007 the SLA target of market messages issuing within 10 working days from completion was being achieved. | |
| 6 | New Connection for Quarter Hour (QH) customer and registration with supplier | | | | | | | |
| 6A | Prepare Quote for New Connection to QH customer | Within 7 working days where no site visit required Within 15 working days where site visit required | 95% | 5% | 96% | 4% | Calculations for this SLA were based on records for connections completed within customer charter guidelines | |
| 6B | Complete connection on receipt of ETCI certificate | Within 10 working days of receipt of certificate. | 95% | 5% | 98% | 2% | | |
| 6C | Data Processing QH New Connection | Issue details to Supplier within 10 Days | 95% | 5% | 86% | 10% | The database function within ESBN was re-organised in early 2007. As a result that was some initial bedding down problems in early 2007 which affected the overall performance for the year. However by mid to late 2007 the SLA target of market messages issuing within 10 working days from completion was being achieved. | |
| 8 | Change to meter point characteristics (covers a range of criteria including changes to connection agreement) | | | | | | | |
| 8A | Prepare quote for change in meter point characteristics | Within 7 working days where no site visit required Within 15 working days where site visit required | 95% | 5% | 96% | 4% | | |
| 8B | Complete change on receipt of ETCI certificate | Within 10 working days of receipt of certificate. | 95% | 5% | 98% | 2% | | |
| 8C | Process Change of Meter Point Characteristics | Issue details to Supplier within 10 Days | 95% | 5% | 76% | 9% | The database function within ESBN was re-organised in early 2007. As a result that was some initial bedding down problems in early 2007 which affected the overall performance for the year. However by mid to late 2007 the SLA target of market messages issuing within 10 working days from completion was being achieved. | |

| SLA | | Agreed Measures | Performance Targets | | Actual performance | | Comments | Actions identified where targets are not met |
|-----|---|---|---------------------|---------------------------|---------------------|---------------------------|--|---|
| No. | Description | | Within SLA timeline | Within twice SLA timeline | Within SLA timeline | Within twice SLA timeline | | |
| 9 | De-energisation of Meter Point (this can be at request of supplier, e.g. for non-payment of account, or at request of customer, e.g. when moving house) | | | | | | | |
| 9A | De-energisation of Meter Point | De-energise within 5 days | 95% | 5% | 67% | 12% | While this figure is still below standard it should be noted that the year end figure was significantly better indicating a continuing improvement in this area. More improvement is required for 2008. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 9B | De-energisation of Meter Point | Issue Meter details to Supplier within 10 Days | 95% | 5% | 84% | 5% | This area shows a significant improvement on 2006. However further improvement is required. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 10 | Re-energisation of Meter Point (delays can be caused due to customer interdependencies e.g. delivery of wiring certificate) | | | | | | | |
| 10A | Re-energisation of Meter Point | Re-energise within 5 days | 95% | 5% | 90% | 2% | | |
| 10B | Re-energisation of Meter Point | Issue Meter details to Supplier within 10 Days | 95% | 5% | 89% | 6% | This area shows a significant improvement on 2006. However further improvement is required. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 11 | Change of Meter Configuration (delays can be caused due to customer interdependencies e.g. delivery of wiring certificate) | | | | | | | |
| 11A | Receipt and validation of request and completion of physical work | Reconfigure within 5 days | 95% | 5% | 81% | 9% | Further improvement is required in this area. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 11B | Processing of data | Process Data within 10 Days | 95% | 5% | 82% | 11% | This area shows a significant improvement on 2006. However further improvement is required. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 12 | Meter Problems and Reports of damage | | | | | | | |
| 12A | Repair or Replace faulty meter | Complete Physical work within 5 days | 95% | 5% | 62% | 13% | The Revenue Protection unit was re-organised (late 2006), with a view to improving performance in 2007. Some further work may be required in 2007. A temporary reduction in performance was experienced while the re-organisation bedded in. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 12B | Repair or Replace faulty meter | Process Meter Data within 5 days | 95% | 5% | 63% | 14% | This area shows a significant improvement on 2006. However further improvement is required. | More resources are being introduced to tackle this issue. In addition a stricter adherence to process is being enforced. Based on these factors, and the proposed introduction of new hand-held technology in 2008, we would expect an improvement in these figures in 2008 and beyond. |
| 14 | NQH Meter Reading | | | | | | | |
| 14A | Scheduled Read | Distribution of Reads to Suppliers within 7 days (Includes Block Estimates) | 95% | 5% | 99% | 1% | | |
| | | 2 Scheduled reading visits per annum | 100% | | 99% | | | |
| | | 4 Scheduled reading visits per annum | 97% | | 83% | | | |
| | | Actual reads for scheduled meter reading visits | 80% | | 84% | | | |
| | | Actual reads for scheduled MD meter reads | 98% | | 98% | | | |
| | | One actual read per annum | 98% | | 97% | | ESBN is focussing resources on the area of meter reading in 2008 with the aim of achieving targets in early 2009. | |
| 14B | Block Estimates | No Consecutive Block Estimations | 99% | | 88% | | | |
| | | No Consecutive MD Block Estimations | 100% | | 100% | | | |
| 14C | Out of Cycle Customer Read | Readings processed within 3 days | 95% | 5% | 99% | 1% | | |
| 15 | QH Data Collection | | | | | | | |
| 15 | QH Data Collection | Issue of validated data to Suppliers within 5 days | 95% | 5% | 99% | 1% | This SLA is no longer valid post 1st November 2007, as 100% of QH data is now shipped within 4 working days. | |

| No. | SLA | Agreed Measures | Performance Targets | | Actual performance | | Comments | Actions identified where targets are not met |
|-----|--------------------------|---|---------------------|---------------------------|---------------------|---------------------------|--|---|
| | Description | | Within SLA timeline | Within twice SLA timeline | Within SLA timeline | Within twice SLA timeline | | |
| 16 | Data Aggregation | | | | | | | |
| 16 | Data Aggregation | Issue of aggregated data to SSA/TSO/Suppliers and Generators within 10 days | 95% | 5% | 96% | 4% | | |
| 18 | Request for Special Read | | | | | | | |
| 18A | Request for Special Read | Site visit by 7 days | 95% | 5% | 72% | 28% | Actual performance is based on special reads taking place within 7 days of receipt of the valid supplier's request. However in some cases a supplier will request a read to be taken a some date in the future. In this case the SLA clock should only start from that date, rather than the date the request was received. However due to the archiving of the messages we were unable to pull out the requested data from the supplier, and therefore were unable to report on this basis. Therefore the actual performance on the ground is better than that reported here. | In future years, it is planned to prepare the report in January, in advance on any archiving thereby avoiding this problem. |
| 18B | Request for Special Read | Issue of Meter details within 3 Days | 95% | 5% | | | Due to problems with archiving - as above - there was no information available on this SLA. A process has been put into place to ensure that information is available in the future | |
| 20 | Change of SSAC | | | | | | | |
| 20 | Change of SSAC | Complete process in 3 days | 95% | 5% | 100% | | | |
| 21 | De-registration | | | | | | | |
| 21 | De-registration | Auto Completion within 5 days | 95% | 5% | 100% | | | |
| | | Manual Completion within 10 days | 95% | 5% | 100% | | | |
| 24 | Change Customer Details | | | | | | | |
| 24 | Change Customer Details | Complete within 5 days | 95% | 5% | 100% | | | |
| 25 | Change of Legal Entity | | | | | | | |
| 25 | Change of Legal Entity | Complete within 5 days | 95% | 5% | 99% | 1% | | |

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