

Deliverables and Performance Indicators – Quarter 1

	No.	Met	Not Met	N/A	On Target	Delayed
Deliverables	6	4	2	-	-	-
Performance indicators	12	8	2	2		

Deliverables

Activity	Action	Delivery Period	Met/ On Target	Comment
Wholesale markets	Secure release of offshore gas information to the wider market	Q1	Yes	
Retail Competition	Publish proposals on improving information available to customers to help them make the best choice for them in the supply market	Q1	No	Published 10th July
Retail Competition	Review the supply licences in the light of Better Regulation principles, with the objective of improving the targeting and effectiveness of regulation, and to reduce barriers to market entry - Publish work-plan for review	Q1	No	Postponed to Q3. Revised timetable.
DPCR	Publish distribution price control review initial proposals	Q1	Yes	
Electricity Transmission	Publish statement on transmission investment for Renewable Energy Development	Q1	Yes	
Modifications	Secure agreement to gas supply licences including Supply Point Administration Agreement	Q1	Yes	

Performance Indicators

Activity	Action	Monitored	Met	Comment
Ofgem efficiency	Pay 98% of undisputed bills within 30 days.	Quarterly	Yes	99% achieved within deadline.
BETTA	No major safety or security of supply problems at BETTA Go Live	Q1/05-6	N/A	To be measured Q1 05/06
Connections	Completion of 95% of electricity/gas determinations within 16 weeks	Quarterly	Yes	
Quality of Service	Single standards of performance determinations are resolved or an alternative course of action is recommended within 16 weeks in 95% of cases	Quarterly	N/A	None received.
CHP	To issue CHP Levy Exemption Certificates monthly, within 10 days of the end of the month	Quarterly	No	PI required redrafting. Revised PI to be measured from Q2.
Energy Efficiency	To respond to 100% of the suppliers' scheme submissions within ten working days of the scheme submission deadline.	Quarterly	Yes	
Europe	Ofgem views on CEER proposals to be delivered within the prescribed timescales in 100% of cases	Quarterly	Yes	
Renewables	To respond to 100% of applications for accreditation from generators within ten working days of receipt	Quarterly	No	94% achieved.
Compliance (enforcement)	Investigate possible non-compliance with sectoral legislation and the Competition Act, in accordance with statutory timescales.	Quarterly	Yes	

Consumer Affairs	Respond to 90% of customer contacts requiring a substantive response from Ofgem within 10 working days.	Quarterly	Yes	97% achieved within deadline.
Modifications	Followed published procedures for all modifications	Quarterly	Yes	
Licensing	80%of all licence applications will be processed within 12 weeks of receipt	Quarterly	Yes	