

## Deliverables

Deliverables	No.	Met Q1	Met Q2	Met Q3	Met Q4	N/A	On Target	Delayed
Q1	6	4	1	-	-	-	-	1
Q2	13	2	9	-	-	-	-	2

Activity	Action	Delivery Period	Met/ On Target	Comment
Wholesale markets	Secure release of offshore gas information to the wider market	Q1	Q1	
Retail Competition	Publish proposals on improving information available to customers to help them make the best choice for them in the supply market	Q1	Q2	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	Q1	
Electricity Transmission	Publish statement on transmission investment for Renewable Energy Development	Q1	Q1	
Modifications	Secure agreement to gas supply licences including Supply Point Administration Agreement	Q1	Q1	
BETTA	Submit core industry documents to Secretary of State for designation	Q2	Q2	Achieved.

Wholesale markets	Publish conclusion of review of imbalance price rules in electricity and gas markets	Q2	No	Initial consultation was published in Q1 2004. Ofgem has established an industry review group to consider cash out issues. The group is due to begin its considerations shortly. Following the group's assessment, Ofgem intends to develop conclusions to report in Q4 2004/05.
Security of Supply	Announce plans for security of supply for winter 2004/5	Q2	Q1	Achieved Q1. Achieved early- winter outlook and plans published in Q1. Follow up to be published in Q3. Document published May 2004
Security of Supply	Publish conclusions of cash-out review	Q2	Q2	Achieved Q2.
Security of Supply	Publish conclusions of top-up review	Q2	Q2	Achieved Q2.
Metering	Facilitate industry's adoption of new arrangements to accommodate metering competition under the Review of Gas Metering Arrangements project	Q2	Q2	

Retail Competition	Complete research on the role of brand independence in securing effective separation of supply and distribution businesses	Q2	Q2	Paper presented 13/09/04. Workstream complete
DN Sales	Publish Authority decision on consumer benefits arising from DN sales	Q2	No	Delayed. Authority to consider at November meeting.
Electricity Transmission	Publish proposals on transmission investment for Renewable Energy Development	Q2	Q2	Completed on target - initial proposals published in Aug 04
Electricity Transmission	Initial consultation on interim NGC price control	Q2	Q1	Met Q1. Completed ahead of target and published in May 04.
Credit Issues	Publish consultation document on detailed proposals for credit cover arrangements for network operators	Q2	Q2	Achieved Q2. Published 30 September.
Government Affairs	Finalise revised arrangements for preparing impact assessments	Q2	Q2	Achieved Q2.
Government Affairs	Publish revised Energy Guidelines following the Authority gaining new powers relating to the EU Modernisation of competition law	Q2	Q2	Met draft guidelines published in August

## Performance Indicators

Performance Indicators	No.	Met	Not Met	n/a
Q1	12	8	2	2
Q2	12	9	1	2

Activity	Action	Monitored	Met	Comment
Ofgem efficiency	Pay 98% of undisputed bills within 30 days.	Quarterly	Yes	100% 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	Reconciliation had to be performed manually to account for the transitional period in the first year of the scheme and this led to a delay in one month's issue. This was a one off procedure as only June's CHP LECs were later than 10 days after the end of the 2nd month after the month of generation.

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	
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	
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	Those licences which were not granted within 12 weeks were GT licences which had an 8 week statutory consultation period.