CP1334 Attachment – BSCP504 v24.2 conformed Redlined Text v0.1

The following section has been extracted from BSCP504 v24.2 conformed, which incorporates the redlined changes for CP1325 approved for November 2010 Release.

Section 1 – 4.18 no changes

4.19 Non-Half Hourly Data Collector Service Levels

This appendix has effect for the purposes of Section 1.2.3 to determine;

(i) The functions to be performed by the NHHDC, as described in columns 2 to 5 of the table set out in this Appendix, in respect of which minimum standards of performance are required;

(ii) The minimum standards of performance (Service Levels) relating to the functions referred to in paragraph (i) above, as described in columns 6 and 7 of the table set out in this Appendix; and

(iii) A reference number (Serial) in respect of each Service Level, as described in column 1 of the table set out in this appendix.

For the purposes of this Appendix:

(a) The references in column 3 of the table to a numbered paragraph are to the relevant paragraph in Section 3.2;

(b) The references in column 4 of the table to a sub-process/data flow are to the relevant sub-process or data flow as described in the relevant BSC Procedure;

(c) References to "Timescales" are to those specified by the relevant BSC Procedure and, if applicable, the SVAA Calendar;

(d) references to a certain percentage of tasks being completed within a certain specified period are to be read as a reference to that percentage of tasks being completed during an applicable reporting period as specified by the relevant BSC Procedure;

(e) References to an item being "valid" are to an item which conforms to an applicable SVA Data Catalogue item;

(f) Reference to an item being in "correct format" are to an item which complies with the applicable SVA Data Catalogue format or the format specified by the relevant BSC Procedure;

(g) References to an item being "accurate" are to an item being correctly recorded; and

(h) In calculating percentages, the performance figures shall be rounded up or down to the nearest one decimal place (with 0.05 being rounded upwards)

It should be noted that the following tables include some serials for which the Agent itself is the Data Provider, and some serials which are reported on by another Agent. Where another Agent is responsible for reporting on an Agent's performance, that Agent is named in the Reporting Method column.

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Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
[CP1325]~~NC01~~	~~NHHDA~~	~~1.5 Collection Obligations~~	~~D0023 Exceptions~~	~~NHHDC, SMRA~~	~~Level and type of failed instructions identified by NHHDA~~	~~None~~	~~[NHHDA]~~
~~NC02~~	~~Old NHHDC~~	~~1.3 Registration Obligations~~	~~NHHDC to NHHDC Meter Reads & History~~	~~New NHHDC~~	~~D0010 and D0152 issued within timescales~~	~~100% issued to New NHHDC within 5 WD of NHHDC Effective From Date (if Change of DC) or within 8 WD of Supplier Start Date (if Change of Supplier)~~	~~Provision of data under 1.1.4.1~~
[CP1325]~~NC03~~	~~NHHDC~~	~~1.3 Registration Obligations~~	~~NHHDC-NHHDA Meter Read History~~	~~New NHHDA~~	~~D0019 issued within timescales~~	~~100% issued to New NHHDA within 15 WD of receipt of D0148 notifying change of NHHDA~~	~~Provision of data under 1.1.4.1~~
NC11	Old NHHDC	1.3 Registration Obligations	Missing NHH Meter Reads & History from Old NHHDC to New NHHDC	New HHDC	D0010 and D0152 missing	100% issued to New NHHDC within 15 WD of New NHHDC EFD4	[New NHHDC]

Section 4.20 – no changes

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