

**SCHEDULE 24 SERVICE LEVELS FOR RESOLVING NETWORK
OPERATIONAL ISSUES AND ASSOCIATED REPORTING
REQUIREMENTS**

Part 1 - Prescribed Periods

1. PRESCRIBED PERIODS

Clause	Prescribed Period
Category A	
30.5A.2	3 hours if the notification is received within Working Hours on a Working Day and within 4 hours if the report is within Working Hours on another day
30.5A.4(a)	10 Working Days after the notification
30.5A.4(b)	40 Working Days after the notification
Category B	
30.5B.2(a)	10 Working Days after receipt of the D0135 data flow
30.5B.2(b)	40 Working Days after receipt of the D0135 data flow

Part 2 - Asset condition codes

2. ASSET CONDITION CODES

- 2.1 The codes to be used are those defined by reference to the Data Transfer Catalogue Data Item J1824 “Asset Condition Code” governed under the Master Registration Agreement (MRA).
 - 2.1.1 The asset condition codes for Category A Situations are referenced in the MRA with the prefix “A”
 - 2.1.2 The asset condition codes for Category B Situations are referenced in the MRA with the prefix “B”
 - 2.1.3 The asset condition codes for Category C Situations are referenced in the MRA with the prefix “C”

Part 3 – Reporting Requirements on the Company**3. COMPANY REPORTING REQUIREMENTS**

- 3.1 The Company shall produce a report for the User in accordance with Clause 30.5F.1. The report shall be sent to the notice address notified to the Company for the purpose of this Paragraph 3.1 (or, in the event of no alternative contact being provided, the User's Contract Manager).
- 3.2 The report will detail the following in respect of incidents notified to the Company during the Quarter being reported:
- (a) The number of Category A Situations:
 - i. for which the Service Level under Clause 30.5A.2 is met; and
 - ii. the number of Category A Situations reported.
 - (b) The number of Category A Situations:
 - i. for which the Service Level under Clause 30.5A.4(a) is met; and
 - ii. the number of Category A Situations requiring a second visit.
 - (c) The number of Category A Situations:
 - i. for which the Service Level under Clause 30.5A.4(c) is met; and
 - ii. the number of Category A Situations reported.
 - (d) The number of Category B Situations:
 - i. for which the Service Level under Clause 30.5B.2(a) is met; and
 - ii. the number of Category B Situations reported.
 - (e) The number of Category B Situations:
 - i. for which the Service Level under Clause 30.5B.2(c) is met; and
 - ii. the number of Category B Situations reported.

- (f) The number of situations:
- i. reported as Category A where the category found is Category B or Category C
 - ii. reported as Category B where the category found is Category A or Category C.
- (g) The number of times in each Quarter that the Company has gone out to a perceived distribution fault at a Premises within three months of a smart meter being installed at the Premises and the fault is with the meter or the meter installation.
- (h) Additional information relevant to the report. This might include information on Force Majeure events and notification that the Company is released from its obligation, or deemed, to have met the Service Levels in accordance with Clause 30.5D.

3.3 To provide this information the Company shall populate a table for the User in the form of the following:

Year and Quarter:				
Distributor Party:				
Category A Situations Attended <i>[The descriptions in this column are for information. The full descriptions are set out in the relevant paragraphs of the DCUSA schedule.]</i>				
(a)(i) The number of Category A Situations attended within 3 hours if the report is received within Working Hours on a Working Day and within 4 hours if the report is within Working Hours on another day.				
(a)(ii) The number of Category A Situations reported to the Distributor.				
Percentage of Category A situations attended in accordance with the Service Level, calculated as: (a)(i) as a percentage of (a)(ii)				
Category A Situation Appointments				

(b)(i) The number of Category A Situation Connectee agreed appointments (applies only where the situation cannot be resolved on the first visit) made within ten Working Days of notification of the situation or failed to be agreed having made reasonable endeavours to do so.				
(b)(ii) The number of Category A Situations where a subsequent additional site visit was required				
Percentage of Category A situation appointments made in accordance with the Service Level, calculated as: (b)(i) as a percentage of (b)(ii)				
Category A Situations				
(c)(i) The number of Category A Situations remedied within 40 Working Days of notification being received or where access was refused on attending site or where no appointment was agreed having made reasonable endeavours or where the agreed appointment was later than 40 Working Days				
(c)(ii) The number of Category A Situations reported.				
Percentage of Category A situations remedied within the Service Level, calculated as: (c)(i) as a percentage of (c)(ii)				
Category B Situation Appointments				
(d)(i) The number of Category B Situation Connectee agreed appointments made within ten Working Days of notification of the situation or failed to be agreed having made reasonable endeavours to do so.				
(d)(ii) The number of Category B Situations reported to the Distributor.				
Percentage of Category B situation appointments made in accordance with the Service Level, calculated as: (d)(i) as a percentage of (d)(ii)				
Category B Situations				
(e)(i) The number of Category B Situations remedied within 40 Working Days of notification				

being received or where access was refused on attending site or where no appointment was agreed having made reasonable endeavours or where the agreed appointment was later than 40 Working Days				
(e)(ii) The number of Category B Situations reported to the Distributor.				
Percentage of Category B situations remedied within the Service Level, calculated as: (e)(i) as a percentage of (e)(ii)				
Incorrect Categorisation				
(f)(i) The number of situations reported as Category A where the category found is Category B or Category C				
(f)(ii) The number of situations reported as Category B where the category found is Category A or Category C.				
Smart Meter Faults				
(g) The number of times in each Quarter that the Company has gone out to a perceived distribution fault at a Premises within three month of a smart meter being installed at the Premises and the fault is with the meter or the meter installation.				
Additional Information				
(h) Additional information relevant to the report. This might include information on Force Majeure events and notification that the Company is released from its obligation to have met the Service Levels in accordance with Clause 30.5D.				

Part 4 - Supplier Reporting Requirements

4. USER SMART METER INSTALLATION FORECAST REPORTING

4.1 The report shall be produced and sent in accordance with Clause 30.5F.2, and shall provide the User's latest best estimate forecast of electricity smart meter installation by Distribution Services Area postcode area and outcode. The User shall produce one report for all Supplier Parties within a Group.

- 4.2 To provide this information the User shall populate the latest version of the rollout profile template as issued from time to time by the Secretary of State. The 'Smart Meter Installation Forecast' will take the form of the relevant table contained in the rollout profile template spreadsheet as published on the Website. The report shall be sent to the notice address notified to the User for such purposes (or, in the event of no alternative contact being provided, the Company's Contract Manager).
- 4.3 The User shall apply appropriate diligence to ensure that the Smart Meter Installation Forecast is produced in accordance with Good Industry Practice, and is consistent with other smart meter roll-out forecasts provided to the Secretary of State and/or the Authority.