

Transmission Stakeholder Satisfaction Incentive KPI proposal (Licence Condition 3D)

Stakeholder satisfaction incentive	$SS_{1,2} = 0.01 \times (X \cdot SS_{1,2} + Y \cdot SKPI_{1,2} + Z \cdot SEA_{1,2}) \times (BR_{1,2} + TIRG_{1,2})$	Values for X, Y, Z, AA, BB	
Survey score	$SS_{1,2} = \max(\min((SS_{1,2}-AA) \cdot 0.25), 1), -1)$	X= 0.3	AA= 5
KPI score	$SKPI_{1,2} = \max(\min((KPI_{1,2}-BB) \cdot 0.025), 1), -1)$	Y= 0.6	BB= 50
External assurance	SEA _{1,2} = Non-Compliant with stakeholder strategy -1.0 Compliant with stakeholder Strategy 0.5 Exceeding stakeholder strategy 1.0	Z= 0.1	

	OKPI No.	Overall KPI	Explanation
Total KPI	OKPI ₁	New Transmission Connections	Aggregate of 8 KPI's within the connection offer process including quarterly engagement with developers and preparing an action plan in response to the NGET's customer survey. KPI 5 on issue of a Final offer is not included in the incentive calculation to avoid duplication with the Timely Connections Incentive, but will be rerolled and reported.
	OKPI ₂	Outages and Interruptions	Aggregate of four KPI's but with two KPI's turned off until the proposed Network Access Policy (NAP) processes are established and suitable metrics identified. One KPI is on the number of interruptions to supply experienced by connected customers and one on regular meetings with connected customers
	OKPI ₃	Project Delivery	Aggregate of two KPI's but with one supporting our Grantors charter turned off until suitable metrics and processes become established. One reflecting delivery of large capital projects
	OKPI ₄	Broad Interest	One KPI on 6 monthly communication to broad interest stakeholders via direct correspondence or website updates
	KPI _(total)	[OKPI ₁ + OKPI ₂ + OKPI ₃ + OKPI ₄]	For 2013/14 there are 11 scoring KPI's with equal weighting of 0.091

Stakeholder Group	KPI No.	KPI Detail	Metric	Target	Incentive Range <small>Note 4</small>	Actual Performance <small>Note 5</small>	Incentive Score <small>Note 3</small>	KPI Weighting	KPI Weighted Score
KPI₁ = New Transmission Connections	1	Following receipt of a complete and correct System Briefing Note declare technical competence to NGET.	Working Days	5	Average time on range from 1-9 days	Average no. of days	BB+ min(max((target - average days)*10,-40), 40)	0.091	Incentive score x KPI weighting
	2	Based on Clock Start Date submit a Draft TO Construction Offer to NGET and any affected TO within two calendar months	Calendar Days	60	Average time on range of 56-64 days	Average no. of days	BB+ min(max((target - average calendar days)*10,-40), 40)	0.091	Incentive score x KPI weighting
	3	Draft TOCA Quality <small>note1</small>	Content completion	95%	Acceptance rate on range of 90 to 100%	Average % acceptance rate	BB+ min(max((acceptance rate percent - target percent),-40), 40)	0.091	Incentive score x KPI weighting
	4	Response to draft TOCA clarifications within 4 business days	Working Days	4	Average time on range of 1-8 days	Average no. of days	BB+ min(max((target - average working days)*10,-40), 40)	0.091	Incentive score x KPI weighting
	5	Based on Clock Start Date submit a Final or affected TO Construction Offer in 2 calendar months and 14 days	Calendar Days	74	Average time on range of 70-78 days	Average no. of days	BB+ min(max((target - average calendar days)*10,-40), 40)	0	Incentive score x KPI weighting
	6	Final TOCA / ATOCA Quality <small>note 2</small>	Content completion	95%	Acceptance rate on range of 90 to 100%	Average % acceptance rate	BB+ min(max((acceptance rate percent - target percent) *10,-40), 40)	0.091	Incentive score x KPI weighting
	7	Following Stakeholder survey research results prepare a draft action plan and submit to NGET	Working Days	30	10 days	Average no. of days	BB+ min(max((target working days - actual working days)*4,-40), 40)	0.091	Incentive score x KPI weighting
	8	Quarterly Communication with Developers	Volume	95%	% rate against target on range of 90 to 100%	Average % acceptance rate	BB+ min(max((percentage rate achieved - target percent) *10,-40), 40)	0.091	Incentive score x KPI weighting
	OKPI ₁	Overall New Transmission Connections KPI							$\sum(KPI_{1-8})$
KPI₂ = Outages and Interruptions	9	Potential KPI to support Network Access Policy: Number of outages in the year ahead plan taken in the correct week (excluding faults, telecoms and generation outages)	tbc	tbc	tbc	tbc	tbc	0	Incentive score x KPI weighting
	10	Potential KPI to support Network Access Policy: Actual Outage Duration against planned duration in year ahead plan	tbc	tbc	tbc	tbc	tbc	0	Incentive score x KPI weighting
	11	Number of loss of supply incidents (including those that affect 3 or less customers and for less than 3 minutes)	number	14	10 to 18 incidents	No. of incidents	BB+ min(max((target - actual loss of supply incidents [in regulatory year t])*10,-40), 40)	0.091	Incentive score x KPI weighting
	12	Mutually agreed and properly prepared meetings with Transmission Connected Users	number	90%	% completed against plan over range of +/-10%	Average % completion	BB+ min(max((actual percent completed against plan [in regulatory year t] - target) * 4,-40), 40)	0.091	Incentive score x KPI weighting
	OKPI ₂	Overall New Transmission Connections KPI							$\sum(KPI_{9-12})$
KPI₃ = Project Delivery	13	Obligations under our Grantors Charter	tbc	tbc	tbc	tbc	tbc	0	
	14	Large capital Projects delivered within year against plan	Time	Project Specific	in year +/- 4mths	Average no. of months	BB+ min(max((average variance in months above(+)/ below (-) planned delivery dates)*(-10,-40),40)	0.091	Incentive score x KPI weighting
	OKPI ₃	Overall Project Delivery KPI							$\sum(KPI_{13,14})$
KPI₄ = Broad Interest	15	Issue Transmission Stakeholder Publication and Update Website with range of zero to 4 annual updates.	number	2	Number of updates	Actual no. of updates	BB+ min(max((number of updates in regulatory year t - target)*20,-40),40)	0.091	Incentive score x KPI weighting
	OKPI ₄	Overall Broad Interest KPI							$\sum(KPI_{15})$

Additional information

Note 1: Draft TOCA Content reqd: Charging data, CMP192 data, Derogation Report, updated / new TORI Information

Note 2: Final TOCA/ATOCA Content reqd: Derogation Report, Skeleton TORI

Note 3: Scores beyond the ranges provided will be at the maximum reward or penalty scores

Note 4: Average scores are calculated to 1 decimal place and rounded down < 0.5 and rounded up =>0.4

Note 5: Average from all offers over the period