

TEAM Bureau Service Delivery Report

Report created for:

Report created by:

Report created with data extracted at:

Rolling 12 Month Annual Performance

Realised Savings Value Last 12 Complete Months

£175,602.57

Current Annual Cost of Service

£36,882.08

Ratio of Savings to Cost (Last 12 Complete Months)

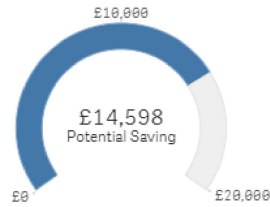
4.76

Metrics

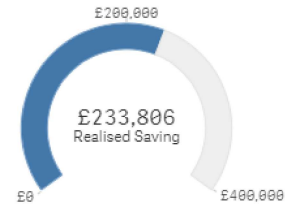
Potential and Realised Savings in relation to Bill Values

Note: The information displayed below is based on the total billed value and savings that have been processed as opposed to the value over the last 12 months.

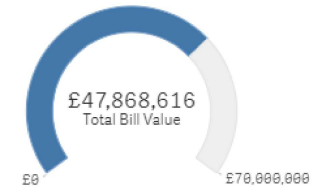
Current Outstanding Query Value



Total Realised Closed Query Value



Total Billed Value

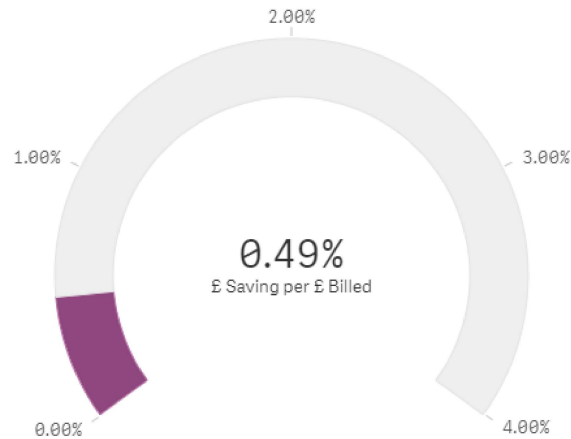


Open Recovery Queries
32

Avg Savings Successful Recovery Query
£3,076.39

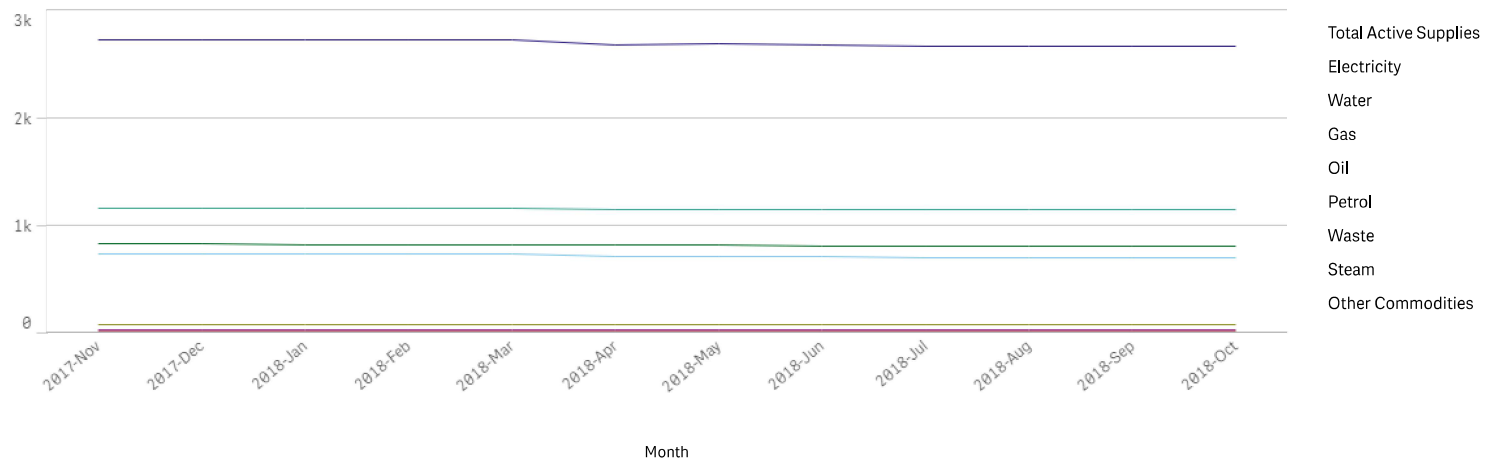
Average Bill Value
£1,720.41

Average £ Savings per £ Bill



Active Supplies

Count of Active Supplies in System Over Time (Rolling 12 Months)



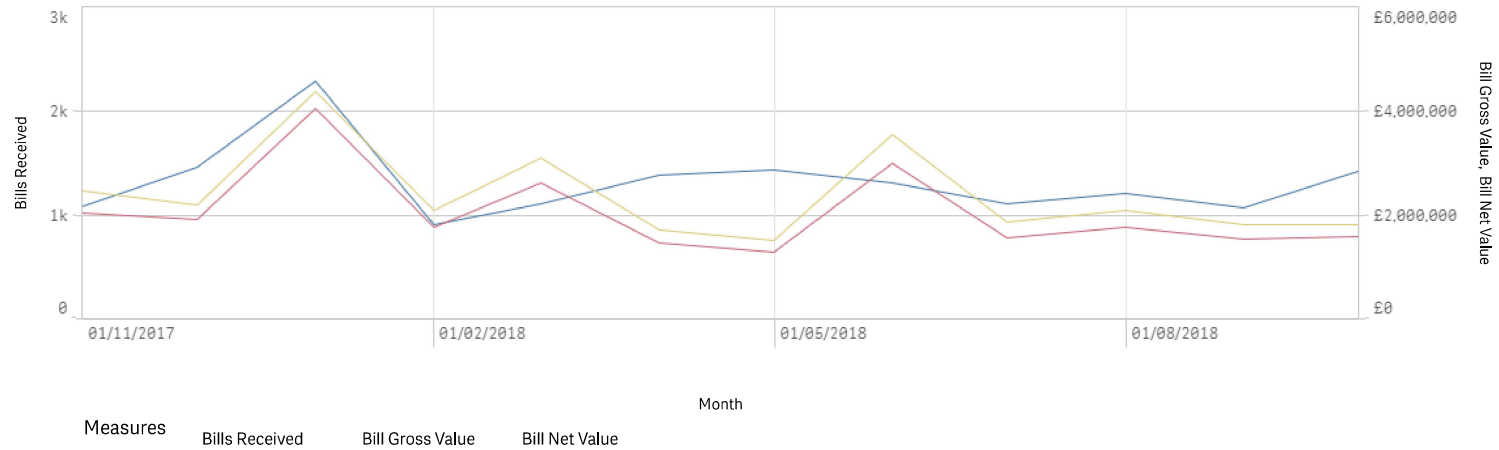
Count of Active Supplies of different commodities

Month	Q	Total	Electricity	Water	Gas	Oil	Petrol	Waste	Steam	Other Commodities
2018-Nov		2641	1119	677	788	52	0	0	0	5
2018-Oct		2641	1119	677	788	52	0	0	0	5
2018-Sep		2642	1120	677	788	52	0	0	0	5
2018-Aug		2643	1121	677	788	52	0	0	0	5
2018-Jul		2643	1121	677	788	52	0	0	0	5
2018-Jun		2658	1122	690	789	52	0	0	0	5
2018-May		2660	1122	691	790	52	0	0	0	5
2018-Apr		2659	1122	690	790	52	0	0	0	5
2018-Mar		2698	1131	709	801	52	0	0	0	5
2018-Feb		2698	1131	709	801	52	0	0	0	5
2018-Jan		2698	1131	709	801	52	0	0	0	5
2017-Dec		2697	1131	707	802	52	0	0	0	5
2017-Nov		2698	1131	708	802	52	0	0	0	5
2017-Oct		2699	1131	709	802	52	0	0	0	5

Bills

Bill Processing

Number of Bills by Date Received and Total Value (Rolling 12 Months)

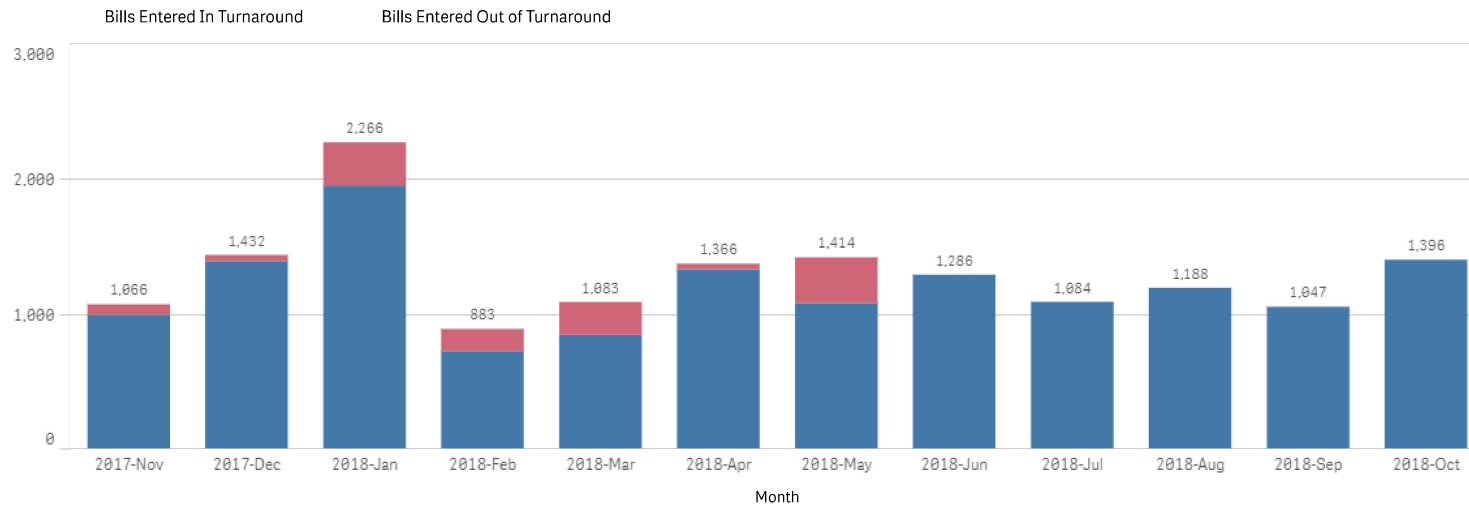


Number of Bills of Different Types by Type and Date

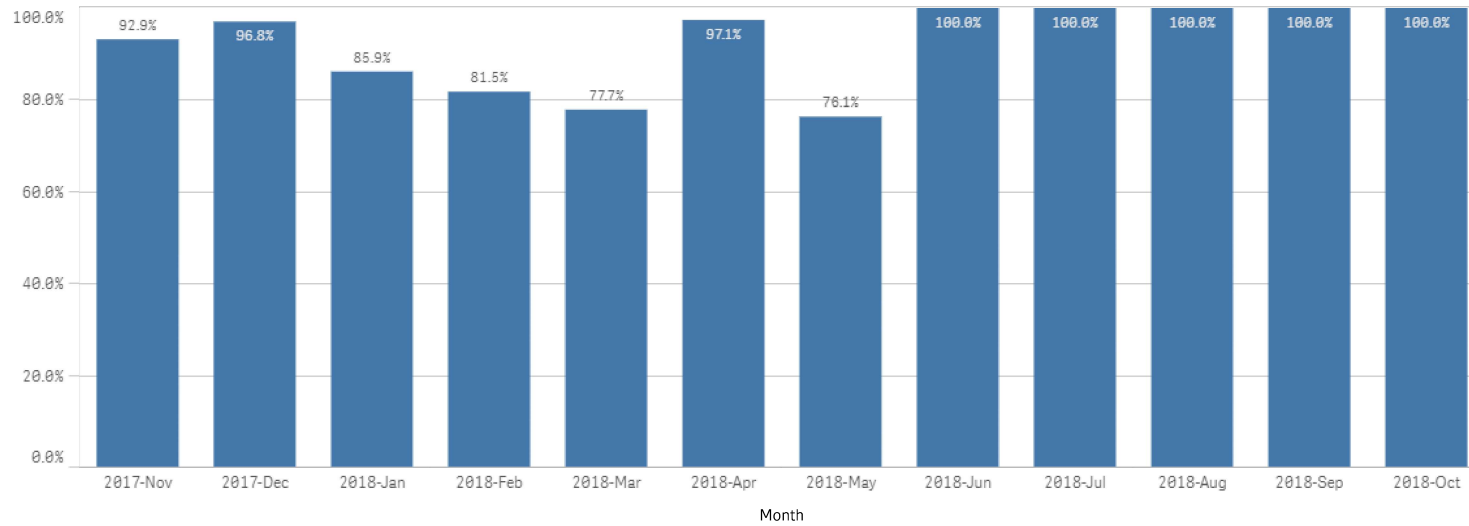
Month	Totals	ASCII	EDI	EDI Manual Copy	Manual
2018-Nov	164	-	10	148	6
2018-Oct	1396	-	652	438	306
2018-Sep	1047	-	449	365	233
2018-Aug	1188	-	438	520	230
2018-Jul	1084	-	265	617	202
2018-Jun	1286	-	411	631	244
2018-May	1414	-	234	848	332
2018-Apr	1366	-	280	850	236
2018-Mar	1083	-	506	333	244
2018-Feb	883	-	351	390	142
2018-Jan	2266	-	399	460	471
2017-Dec	1432	-	376	495	561
2017-Nov	1066	-	132	359	392

Bill Processing SLAs

Number of Bills Entered In and Out of Turnaround based on Date Received (Rolling 12 Months)



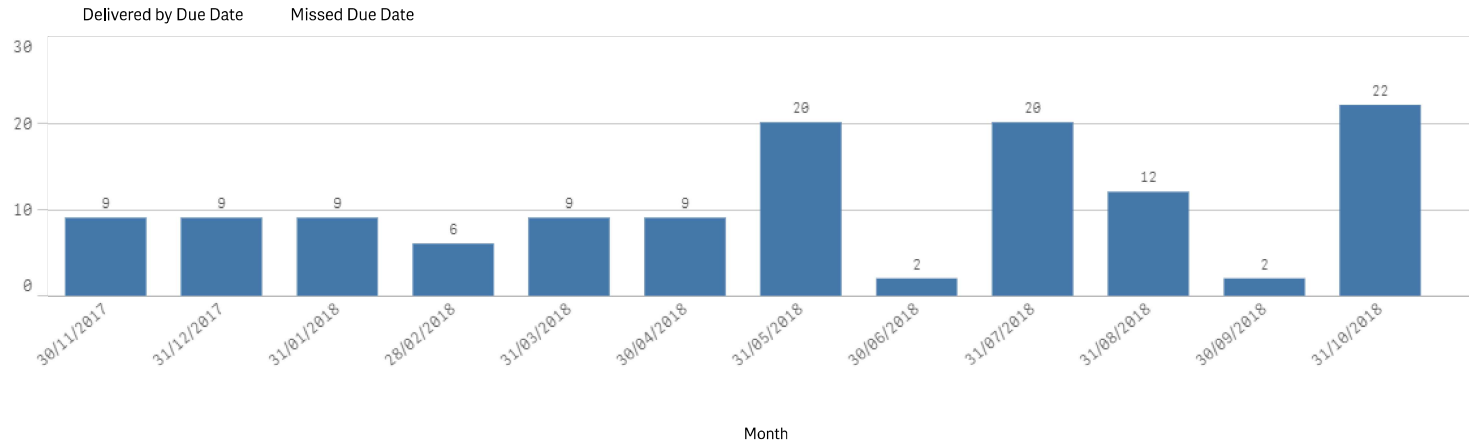
Percentage of Bills Entered In Turnaround based on Date Received (Rolling 12 Months)



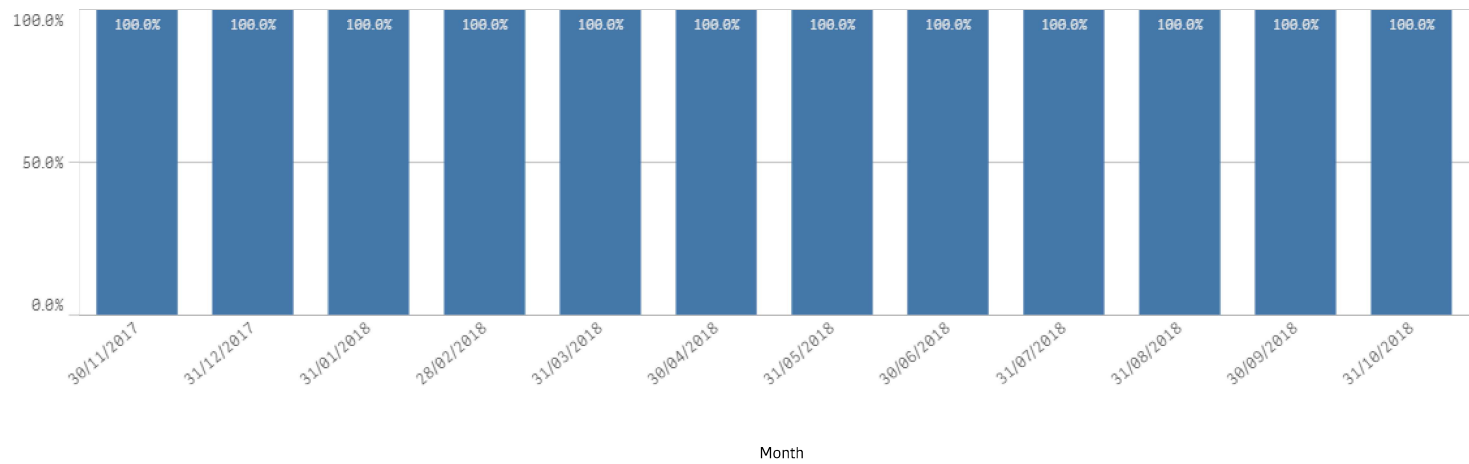
Reports

Report Production SLAs

Number of Report Files Delivered by Due Date (Rolling 12 Months)




Percentage of Report Files Delivered by Due Date (Rolling 12 Months)




Measures

KPI Overview


Bureau Query Processing

Month 	# Queries Open at End of Month	Currently Open Queries that were Outstanding at Month End and have No Next Action Date	Percentage of Outstanding Queries with Next Action Due Populated (SLA = 100%)
30/11/2018	61	0	100.000%
31/10/2018	61	0	100.000%
30/09/2018	140	0	100.000%
31/08/2018	199	0	100.000%
31/07/2018	214	0	100.000%
30/06/2018	172	0	100.000%
31/05/2018	264	0	100.000%

Bureau Bill Processing

Month 	Manual Bills in Turnaround	Manual Bills out of Turnaround	Total Manual Bills	Percentage Manual in Turnaround (SLA = 100%)	EDI Bills in Turnaround	EDI Bills out of Turnaround	Total EDI Bills	Percentage EDI in Turnaround (SLA = 100%)
2018-Nov	6	0	6	100.000%	158	0	158	100.000%
2018-Oct	306	0	306	100.000%	1090	0	1090	100.000%
2018-Sep	233	0	233	100.000%	814	0	814	100.000%
2018-Aug	230	0	230	100.000%	958	0	958	100.000%
2018-Jul	202	0	202	100.000%	882	0	882	100.000%
2018-Jun	244	0	244	100.000%	1042	0	1042	100.000%
2018-May	332	0	332	100.000%	744	338	1082	68.762%

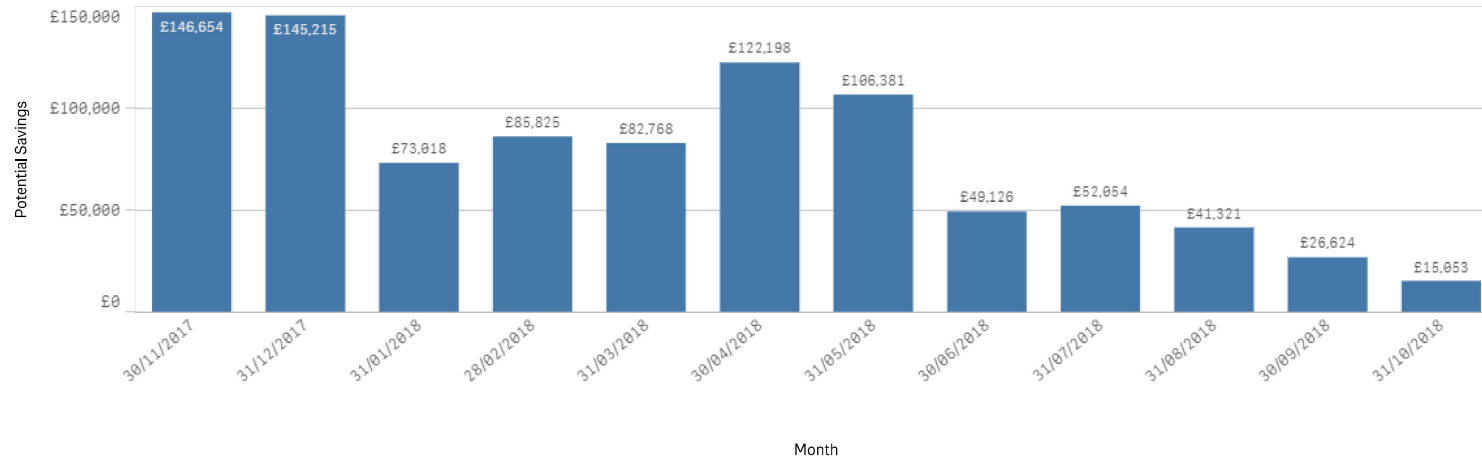
Bureau Report Generation

Month 	Number of Report Batches Due	Number of Report Batches in Turnaround	Percentage of Report Batches in Turnaround (SLA = 100%)	Number of Individual Report Files Created	Number of Report Files in Turnaround	Percentage of Report Files in Turnaround (SLA = 100%)
2018-Nov	1	1	100.000%	2	2	100.000%
2018-Oct	7	7	100.000%	22	22	100.000%
2018-Sep	1	1	100.000%	2	2	100.000%
2018-Aug	4	4	100.000%	12	12	100.000%
2018-Jul	5	5	100.000%	20	20	100.000%
2018-Jun	1	1	100.000%	2	2	100.000%
2018-May	5	5	100.000%	20	20	100.000%

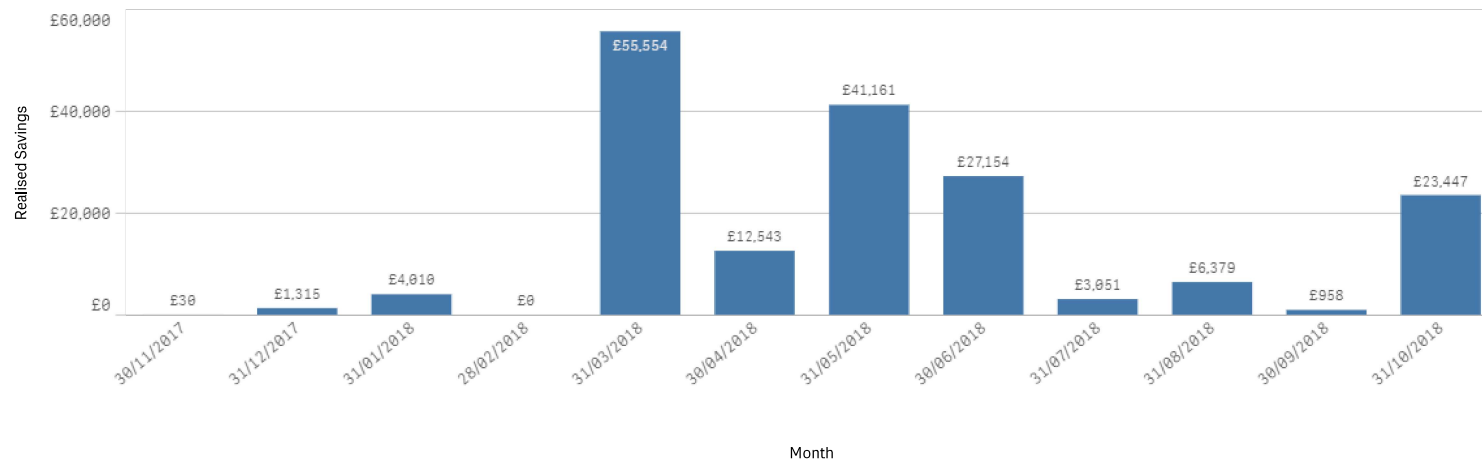
Recovery

Potential and Realised Savings

Sum of Potential Savings related to Outstanding Queries at End of Month (Rolling 12 Months)



Realised Savings related to Queries Closed during Month (Rolling 12 Months)

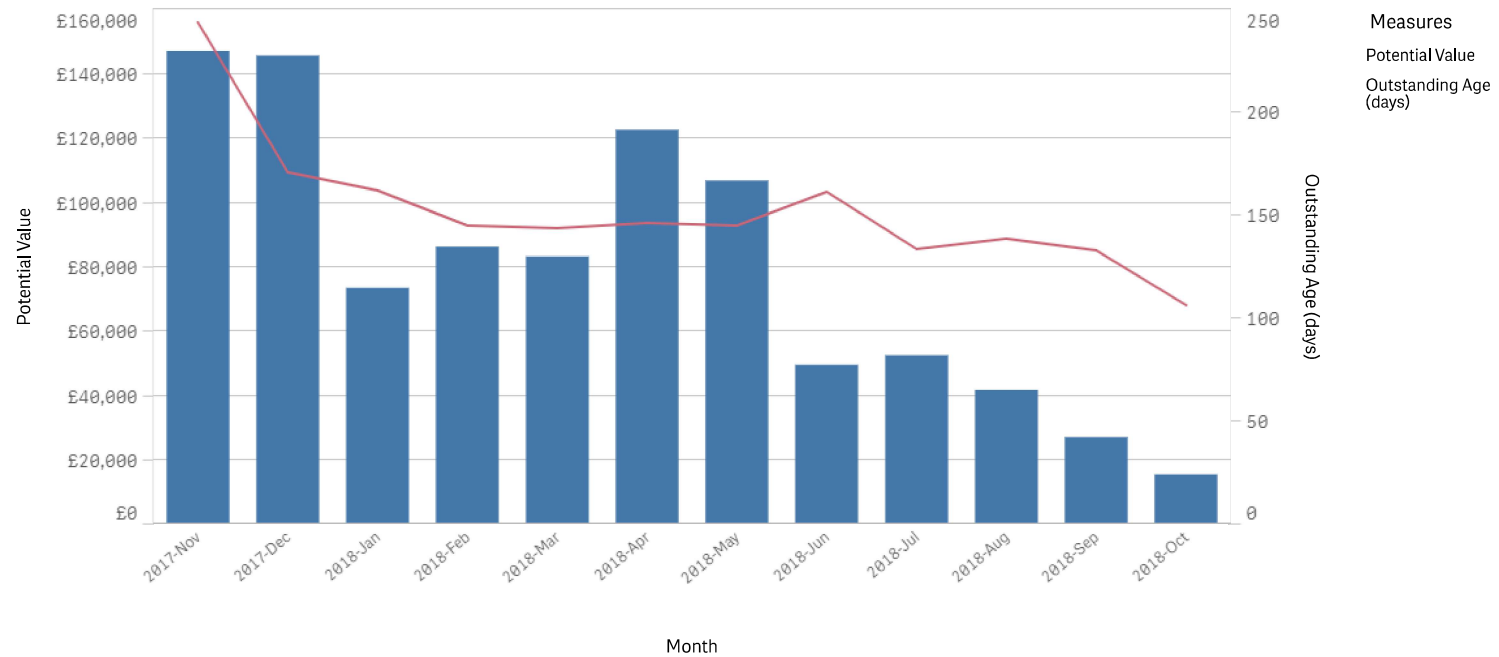


Outstanding Recovery Queries

Outstanding Queries at end of Month Table

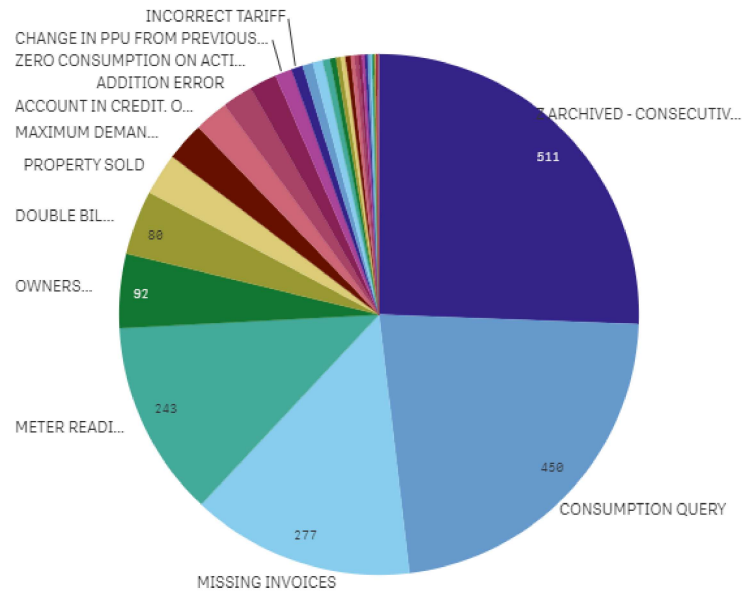
Month Q	# Queries Outstanding at End of Month	# Outstanding Workflow Queries	# Outstanding Recovery Queries	Outstanding Query Value (£)	Outstanding Average Age (Days)
2018-Nov	61	29	32	£14,598.39	134.4
2018-Oct	61	29	32	£15,052.75	105.3
2018-Sep	140	99	41	£26,624.45	132.0
2018-Aug	199	156	43	£41,320.54	137.7
2018-Jul	214	166	48	£52,053.88	132.7
2018-Jun	172	130	42	£49,125.53	160.7
2018-May	264	175	89	£106,380.94	144.1
2018-Apr	329	236	93	£122,198.25	145.5
2018-Mar	402	227	175	£82,767.68	142.9
2018-Feb	493	243	250	£85,824.85	144.0
2018-Jan	450	197	253	£73,017.56	161.3
2017-Dec	452	175	277	£145,215.39	169.7

Outstanding Queries at end of Month Chart (Rolling 12 Months)

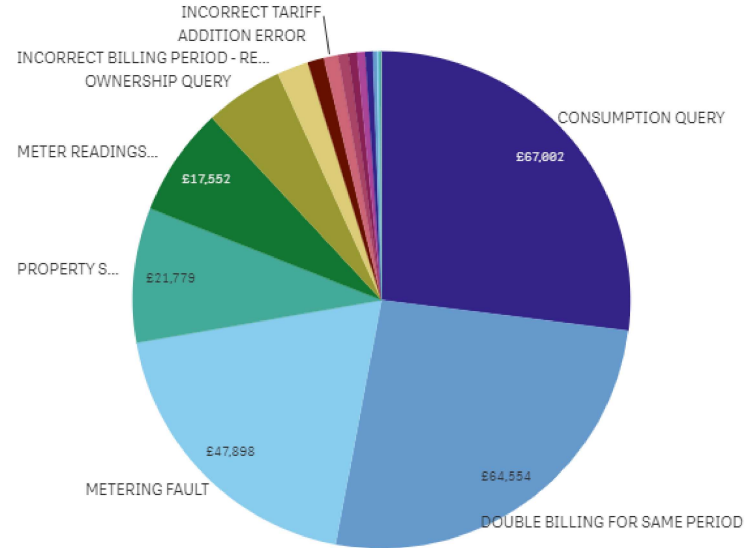


Recovery Query Categories

Number of Queries Related to Different Categories



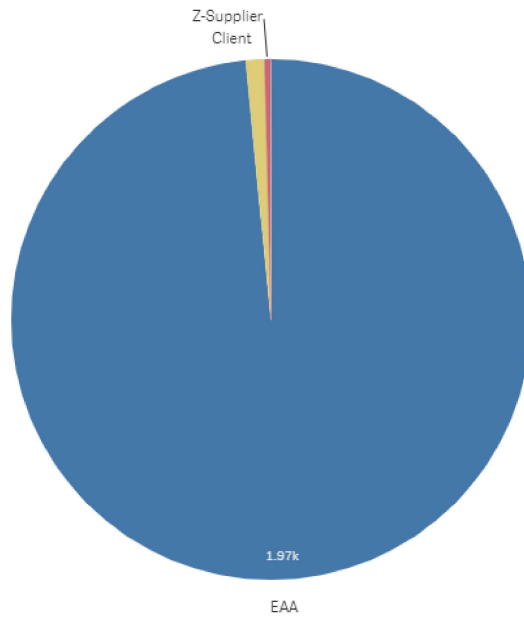
Value (Realised or Potential) of Queries Related to Different Categories *



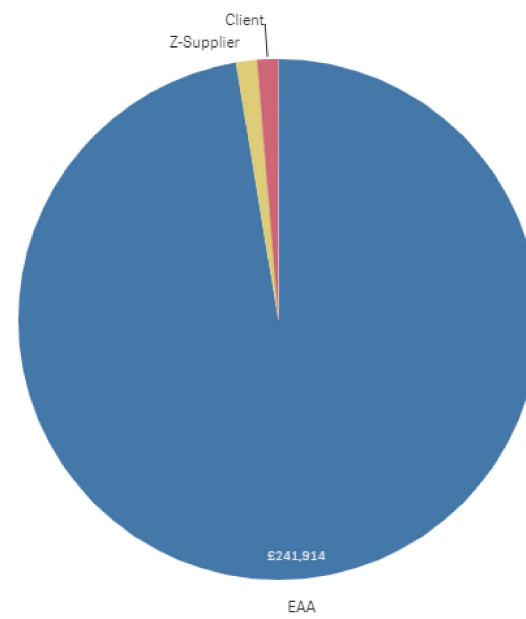
* The data set contains negative or zero values that cannot be shown in this chart.

Recovery Query Creation

of Queries (Open or Closed in Last 2 years) Related to Different Originators



Value (Realised or Potential) of Queries (Open or Closed in Last 2 years) Relat...

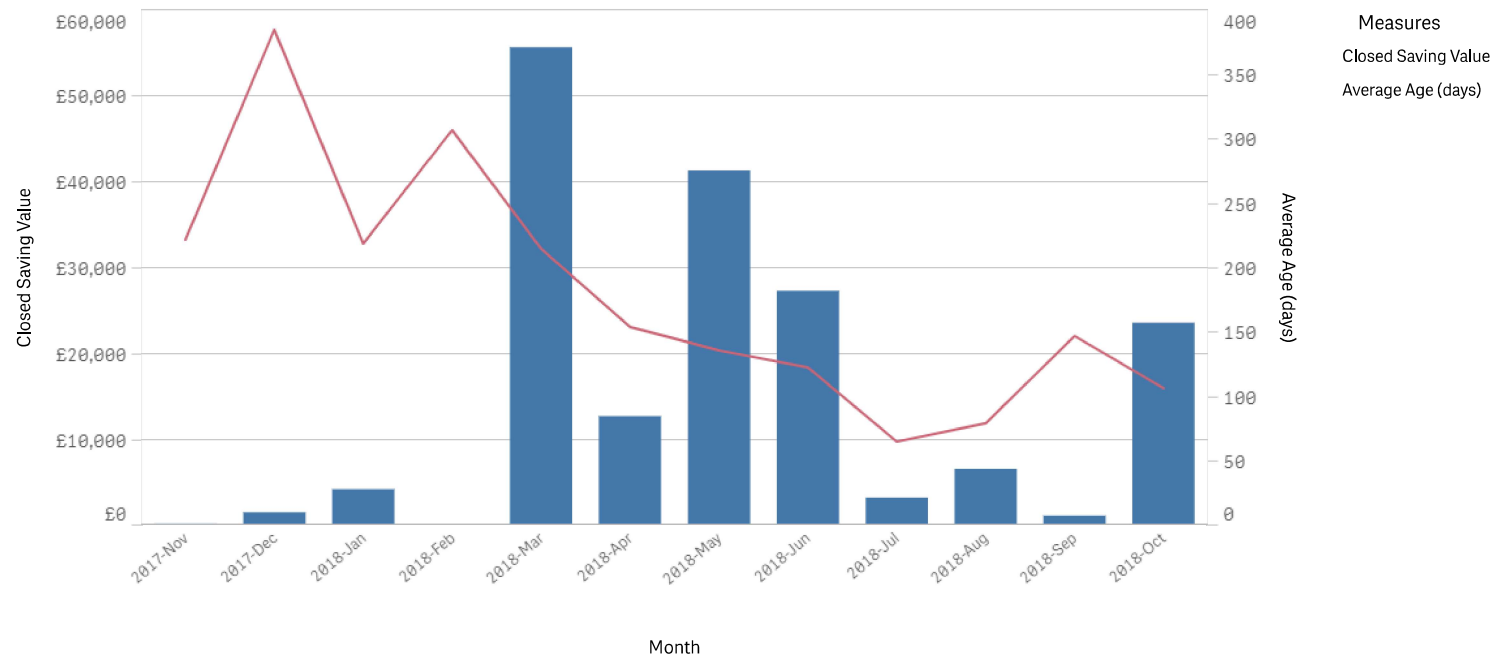


Closed Recovery Queries

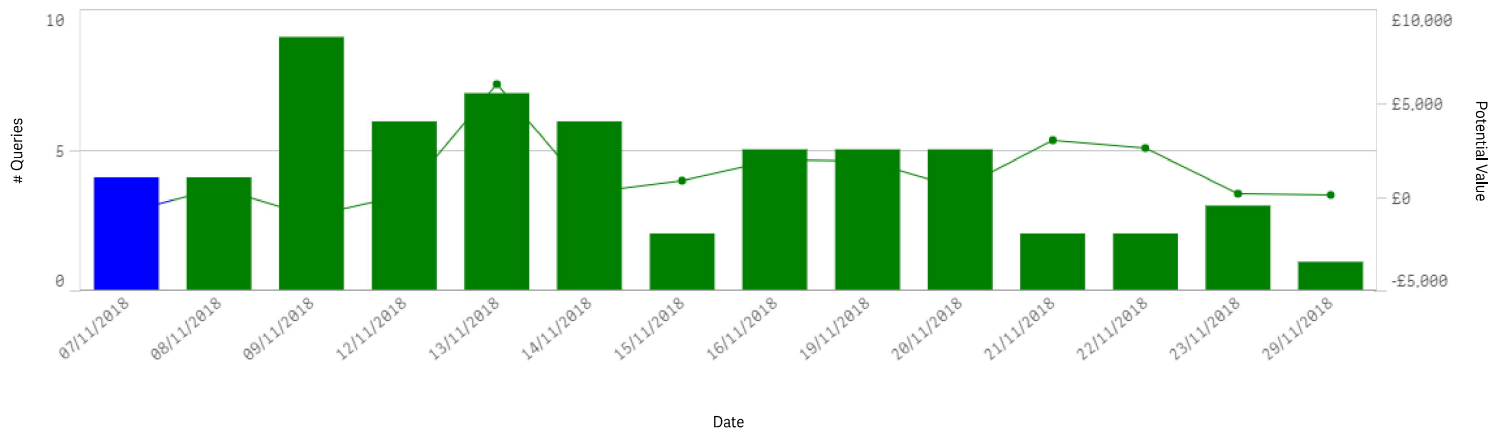
Queries Closed and Savings Achieved during Month Table

Month	# Queries Closed	# Workflow Queries Closed	# Recovery Queries Closed	# Queries Closed with Saving	Closed Saving Value	Average Age (days)
Totals	1936	896	1040	76	£233,806	146.1
2018-Nov	2	0	2	0	£0	28.0
2018-Oct	143	85	58	7	£23,447	104.5
2018-Sep	99	78	21	3	£958	144.9
2018-Aug	96	50	46	6	£6,379	77.9
2018-Jul	88	50	38	4	£3,051	63.8
2018-Jun	143	70	73	7	£27,154	121.3
2018-May	146	90	56	5	£41,161	134.2
2018-Apr	139	24	115	8	£12,543	152.7
2018-Mar	127	33	94	12	£55,554	212.8
2018-Feb	49	11	38	0	£0	304.9
2018-Jan	84	9	75	1	£4,010	217.5

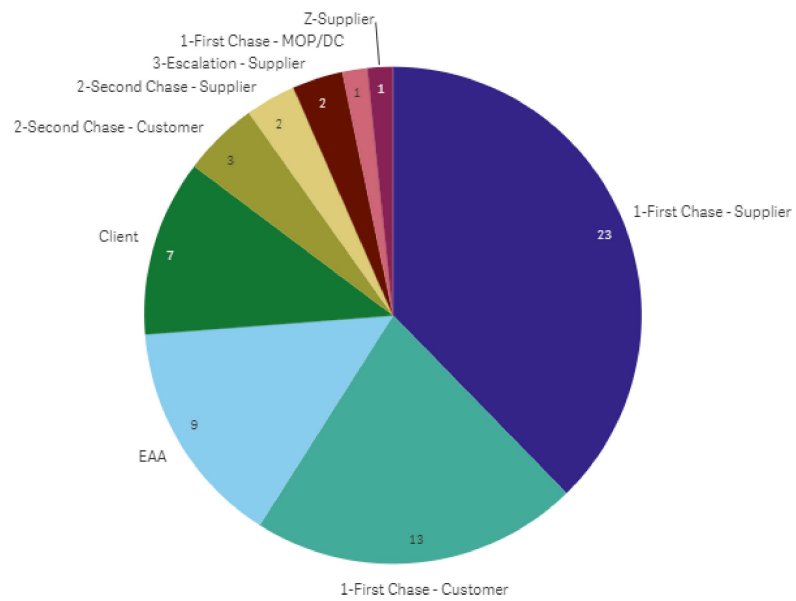
Savings and Average Age of Queries Closed during Month Chart (Rolling 12 Months)



Recovery Query Next Action

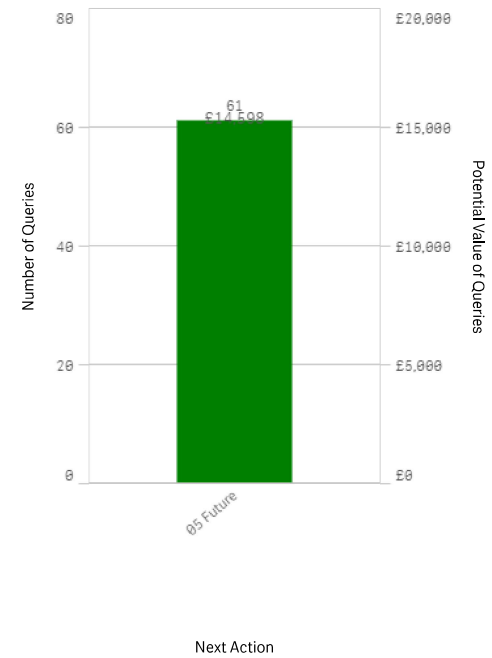


Open Queries Next Action Assigned to *



* The data set contains negative or zero values that cannot be shown in this chart.

Number and Potential Value of Outstanding Qu...

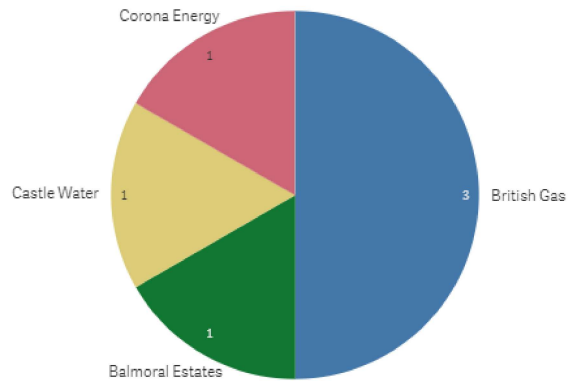


Provider Data Quality Control

Missing Bills

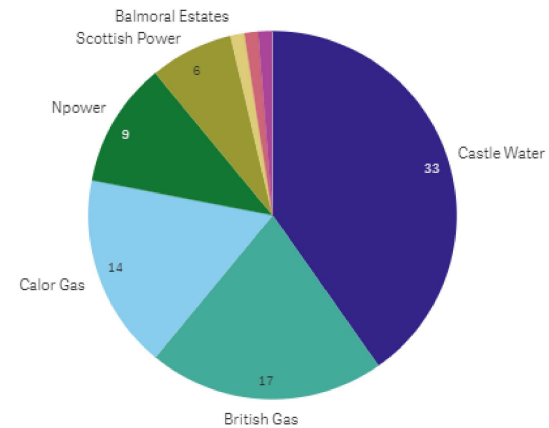
Accounts with Missing First Bills by Provider

A single account can only be considered as having one missing first bill



Missing Bills by Provider

A single account may be missing more than one bill



Accounts Missing First Bills Criteria

Accounts with missing first bills are accounts where;

- The account is currently active
- There is a contract configured
- If the contract start date is populated then it is more than 60 days in the past for Gas or Electricity accounts or 120 days in the past for any other commodity accounts

Missing Periodic Bills Criteria

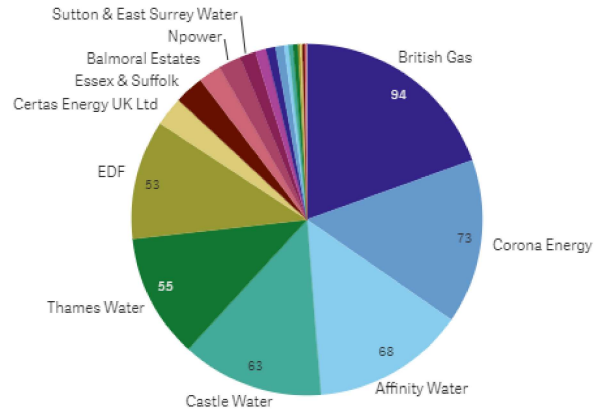
Missing Bills are cases where there is a gap in between the bills that have been received for an account, where;

- The Bill To date (read date) of the bill before the gap is in the last 14 months

Overdue Bills and Multiple Estimates

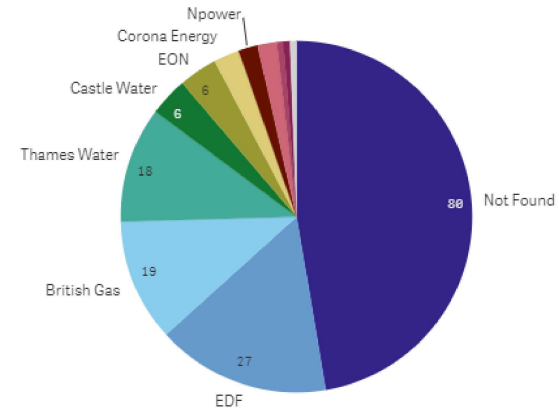
Accounts with Overdue Bills by Provider

A single account is only considered as having one overdue bill despite that bill being for a date potentially multiple bill periods in the past



Accounts with Consecutive Estimates by Provider

An individual account may have a number of estimated bills. The chart below shows the number of accounts with contiguous estimated bills, not the number of estimated bills.



Overdue Bills Criteria

Overdue Bills are cases where a bill has been received in the past and another is expected. These are cases where;

- The latest Bill Period To date (read date) of the bills on the account is before the contract end date or the contract end date has not been defined
- The latest Bill Period To date (read date) of the bills on the account is less than the current date minus 30 days plus the bill frequency of the latest bill
- The latest Bill Period To date (read date) of the bills on the account is more than 12 months before the Bureau Contract Start Date

Consecutive Estimate Criteria

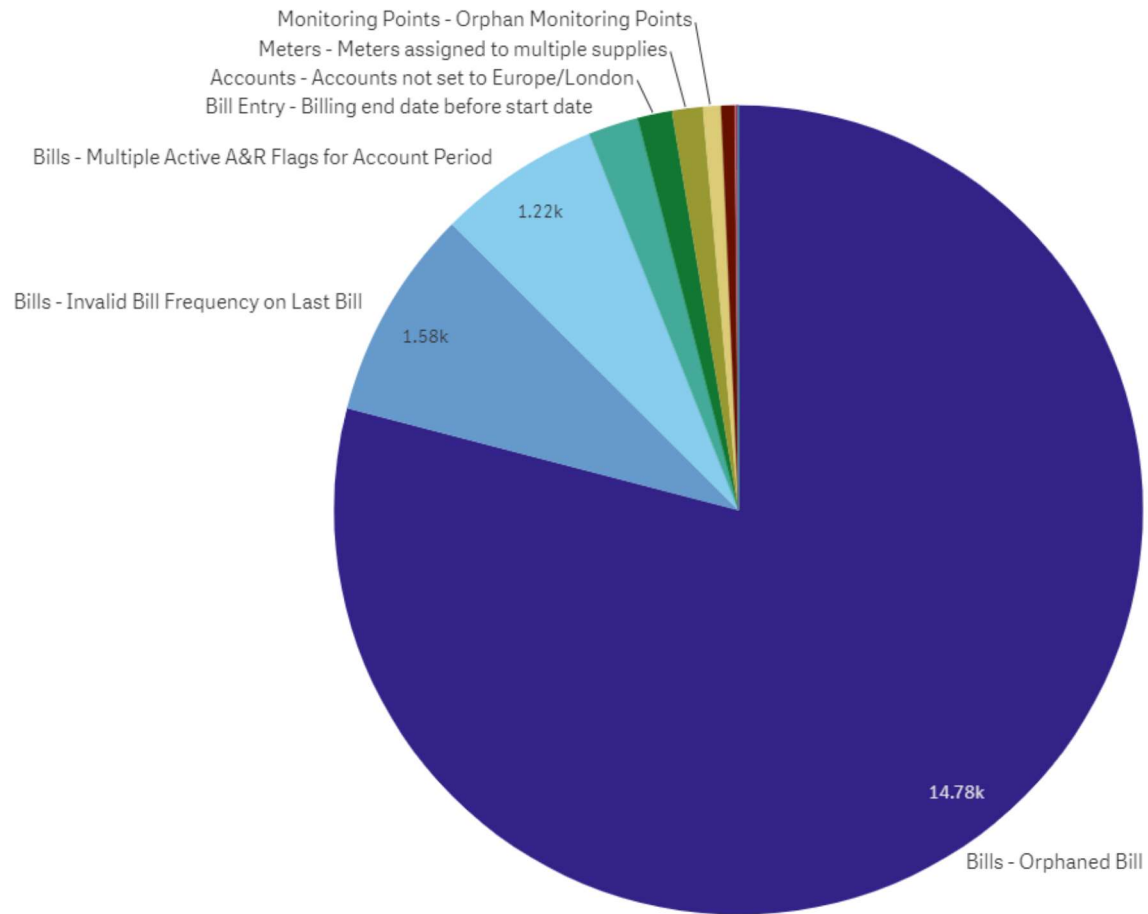
For an account to qualify and be highlighted as having multiple consecutive estimates it needs to meet the following criteria;

- The earliest bill is an estimated bill without an interim read and there are no bills that are based on actual reads after it
- The earliest bill's from date is more than a year in the past
- The most recent bill's to date is in the last two years
- The account is not flagged as having an overdue or missing bill
- The account has a contract active on the current date
- The account has not been explicitly flagged as not expecting actual reads

Database Quality Control

Health Checks

Number of Issues by Type *



* The data set contains negative or zero values that cannot be shown in this chart.