TEAM Bureau Service Delivery Report

Rolling 12 Month Annual Performance

Realised Savings Value Last 12 Complete Months

£93,798.29

Current Annual Cost of Service (NB inc non Bureau related charges)

£21,876.00

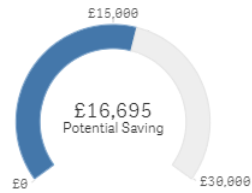## Ratio of Savings to Cost (Last 12 Complete Months)

4.29

Metrics

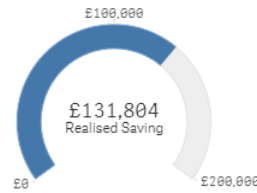## Potential and Realised Savings in relation to Bill Values

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.
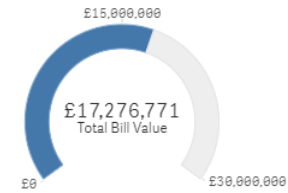
Current Outstanding Query Value

£15,000

£16,695
Potential Saving

£0

£30,000

Total Realised Closed Query Value

£100,000

£131,804
Realised Saving

£0

£200,000

Total Billed Value

£15,000,000

£17,276,771
Total Bill Value

£0

£30,000,000

# Open Recovery Queries	Avg Savings Successful Recovery Query	Average Bill Value
10	£6,937.04	£2,646.56

Average £ Savings per £ Bill

2.00%

1.00%

3.00%

0.76%
£ Saving per £ Billed

0.00%

4.00%
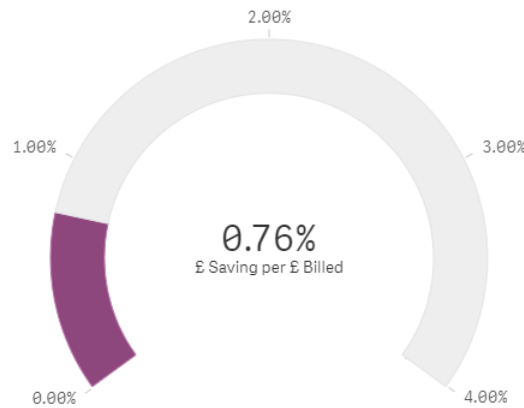
Active Supplies

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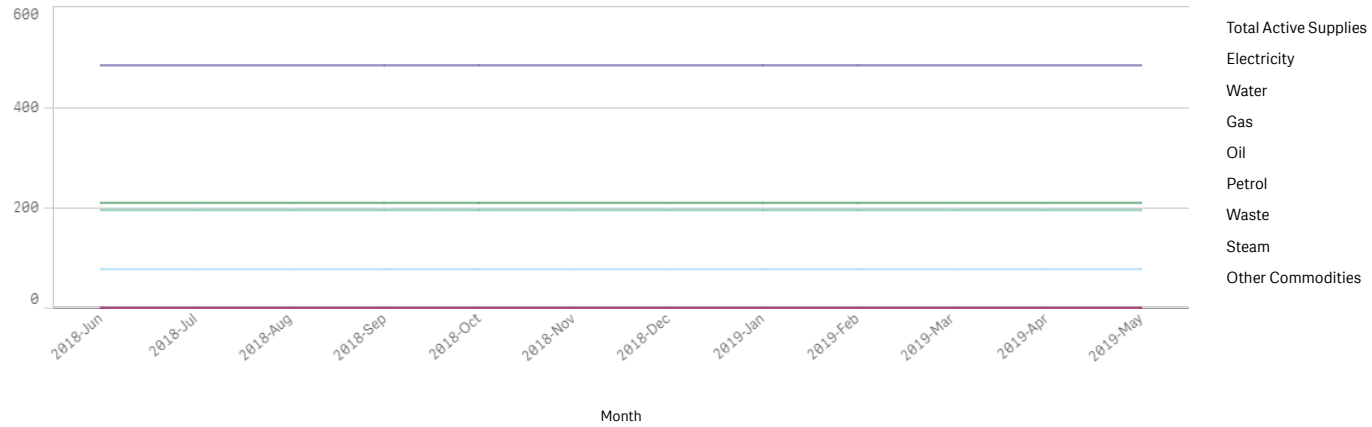
Month

Count of Active Supplies of different commodities

Month 🔍	Total	Electricity	Water	Gas	Oil	Petrol	Waste	Steam	Other Commodities
▼ 2019-Jun	484	195	78	211	0	0	0	0	0
2019-May	484	195	78	211	0	0	0	0	0
2019-Apr	484	195	78	211	0	0	0	0	0
2019-Mar	484	195	78	211	0	0	0	0	0
2019-Feb	484	195	78	211	0	0	0	0	0
2019-Jan	484	195	78	211	0	0	0	0	0
2018-Dec	484	195	78	211	0	0	0	0	0
2018-Nov	484	195	78	211	0	0	0	0	0
2018-Oct	484	195	78	211	0	0	0	0	0
2018-Sep	484	195	78	211	0	0	0	0	0
2018-Aug	484	195	78	211	0	0	0	0	0
2018-Jul	484	195	78	211	0	0	0	0	0
2018-Jun	484	195	78	211	0	0	0	0	0
2018-May	483	195	77	211	0	0	0	0	0

Bills

Bill Processing

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

Measures   Bills Received   Bill Gross Value   Bill Net Value
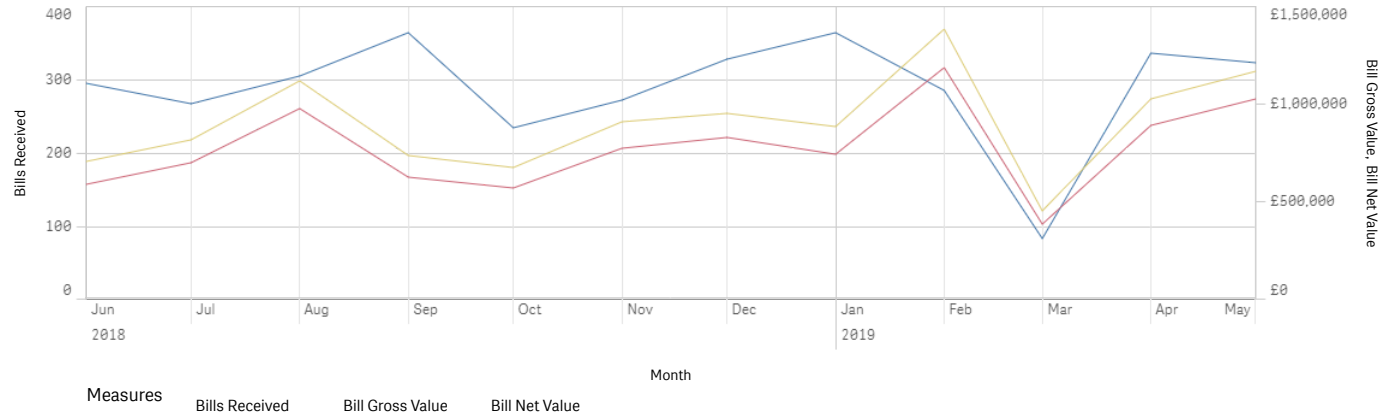
Number of Bills of Different Types by Type and Date

Month	Bill Source			
	Totals	EDI	EDI Manual Copy	Manual
2019-Jun	**199**	195	4	-
2019-May	**324**	173	58	93
2019-Apr	**336**	194	35	107
2019-Mar	**83**	39	5	39
2019-Feb	**286**	170	30	86
2019-Jan	**365**	207	39	119
2018-Dec	**328**	261	25	42
2018-Nov	**272**	174	27	71
2018-Oct	**234**	172	33	29
2018-Sep	**364**	174	91	99
2018-Aug	**306**	116	99	91
2018-Jul	**268**	145	74	49
2018-Jun	**295**	113	154	28

Bill Processing SLAs

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

Bills Entered In Turnaround   Bills Entered Out of Turnaround

Month	Value
2018-Jun	295
2018-Jul	268
2018-Aug	306
2018-Sep	364
2018-Oct	234
2018-Nov	272
2018-Dec	328
2019-Jan	365
2019-Feb	286
2019-Mar	83
2019-Apr	336
2019-May	324
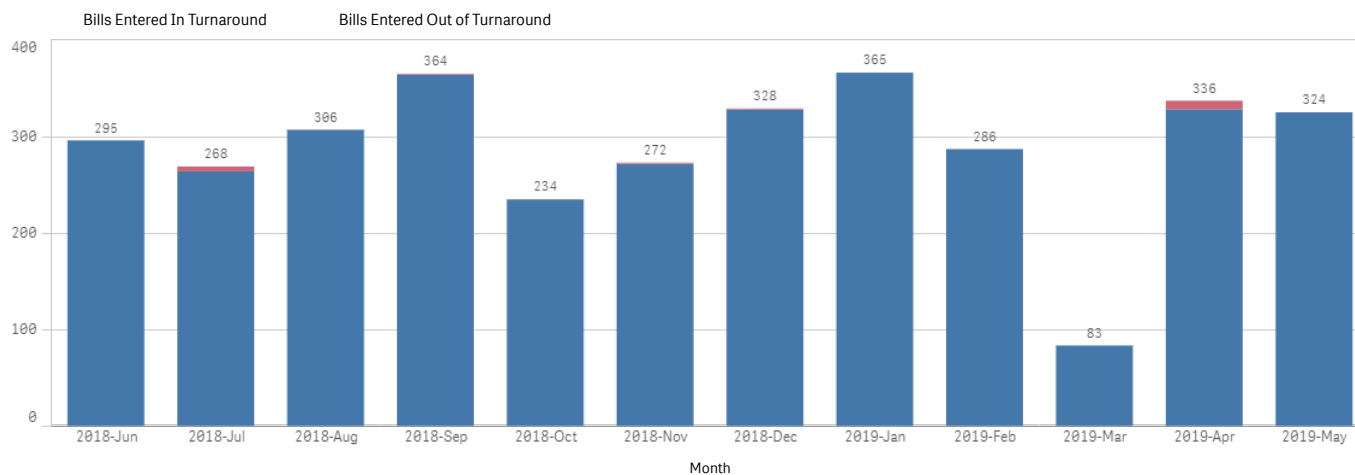
Month

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

Month	Percentage
2018-Jun	100.0%
2018-Jul	98.1%
2018-Aug	100.0%
2018-Sep	99.7%
2018-Oct	100.0%
2018-Nov	99.6%
2018-Dec	99.7%
2019-Jan	100.0%
2019-Feb	100.0%
2019-Mar	100.0%
2019-Apr	97.3%
2019-May	100.0%
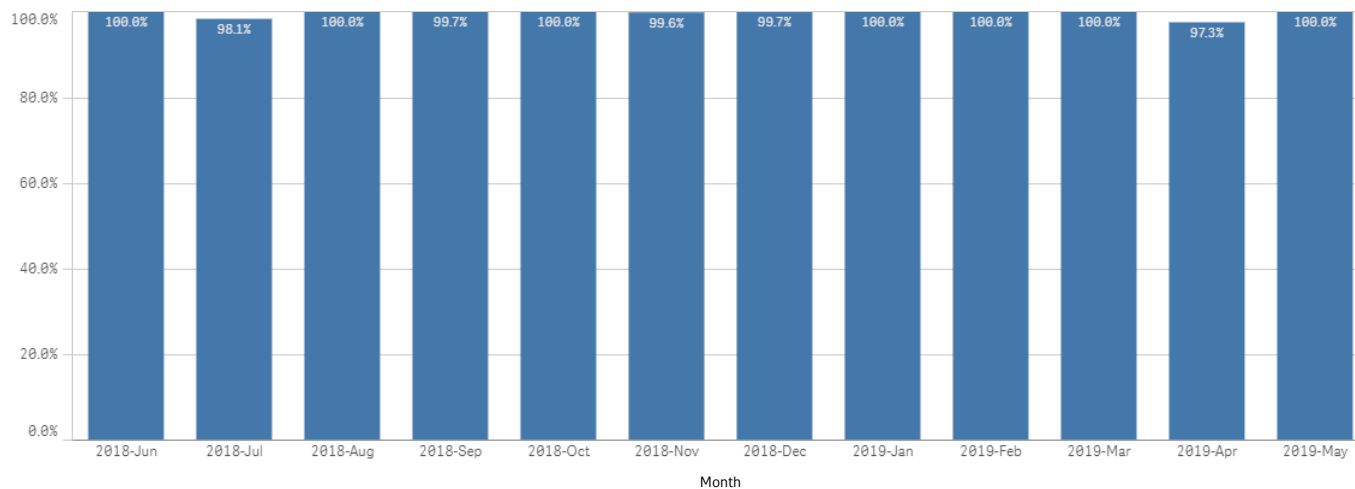
Month

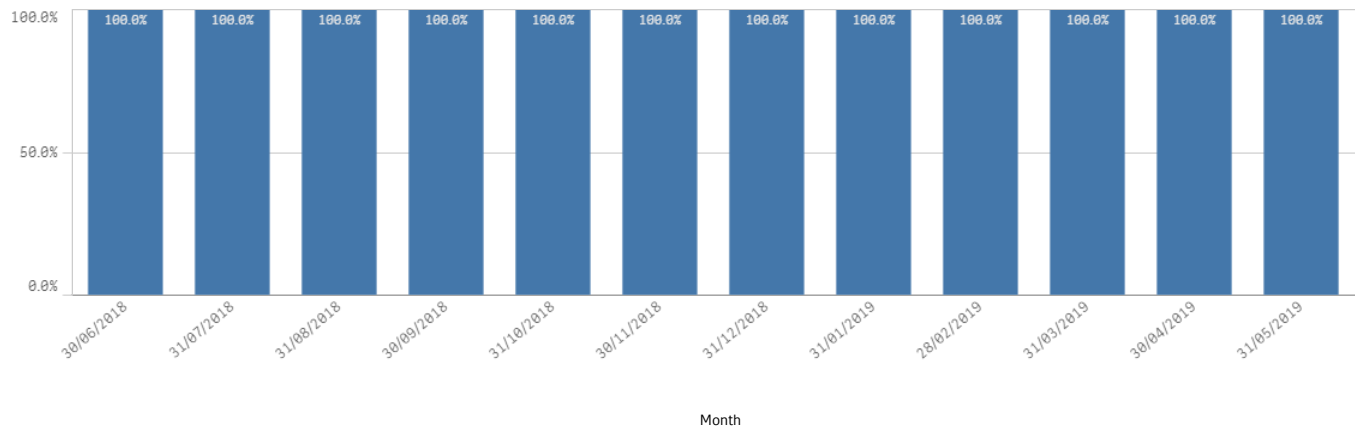# Reports

Report Production SLAs

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

Delivered by Due Date   Missed Due Date
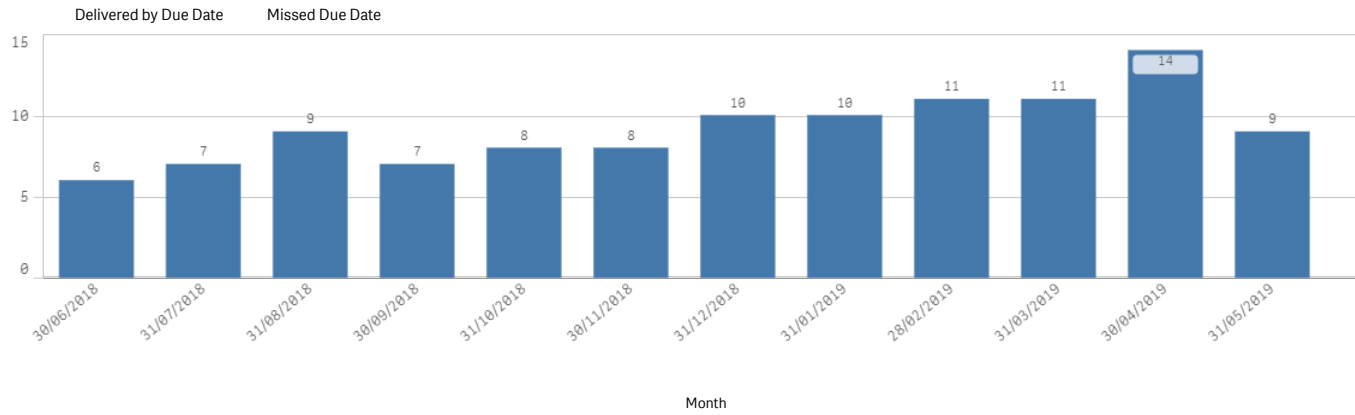
Month

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

Month

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%)
30/06/2019	16	0	100.000%
31/05/2019	13	0	100.000%
30/04/2019	11	0	100.000%
31/03/2019	16	0	100.000%
28/02/2019	7	0	100.000%
31/01/2019	8	0	100.000%
31/12/2018	5	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%)
2019-Jun	0	0	0	-	199	0	199	100.000%
2019-May	93	0	93	100.000%	231	0	231	100.000%
2019-Apr	98	9	107	91.589%	229	0	229	100.000%
2019-Mar	39	0	39	100.000%	44	0	44	100.000%
2019-Feb	86	0	86	100.000%	200	0	200	100.000%
2019-Jan	119	0	119	100.000%	246	0	246	100.000%
2018-Dec	41	1	42	97.619%	286	0	286	100.000%

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%)
2019-Jun	2	2	100.000%	9	9	100.000%
2019-May	2	2	100.000%	9	9	100.000%
2019-Apr	4	3	75.000%	14	14	100.000%
2019-Mar	3	3	100.000%	11	11	100.000%
2019-Feb	3	3	100.000%	11	11	100.000%
2019-Jan	3	3	100.000%	10	10	100.000%
2018-Dec	3	3	100.000%	10	10	100.000%

Recovery

Potential and Realised Savings

Sum of Potential Savings related to Outstanding Queries at End of Month (Rolling 12 Months)
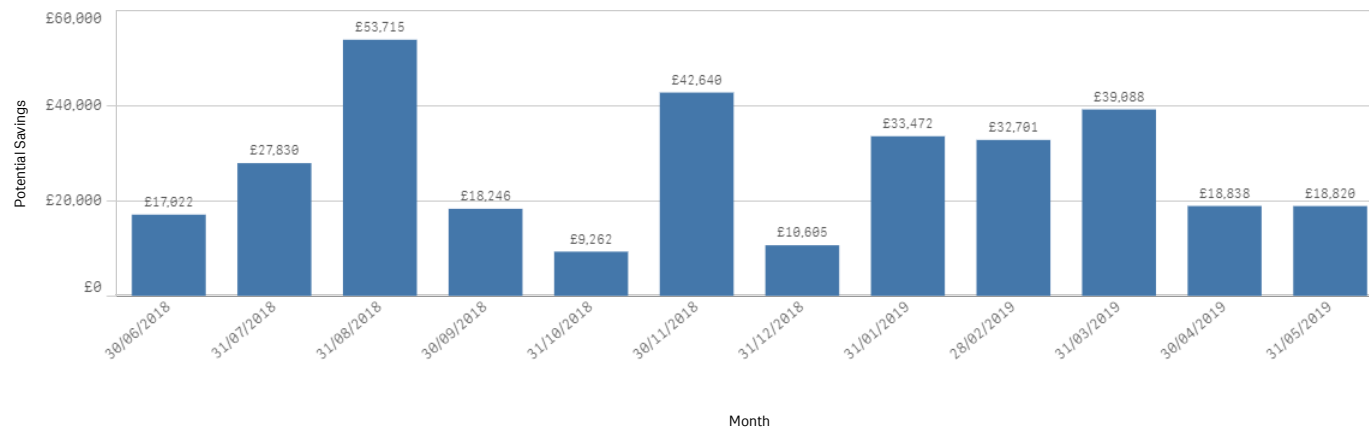
**Realised Savings related to Queries Closed during Month (Rolling 12 Months)**
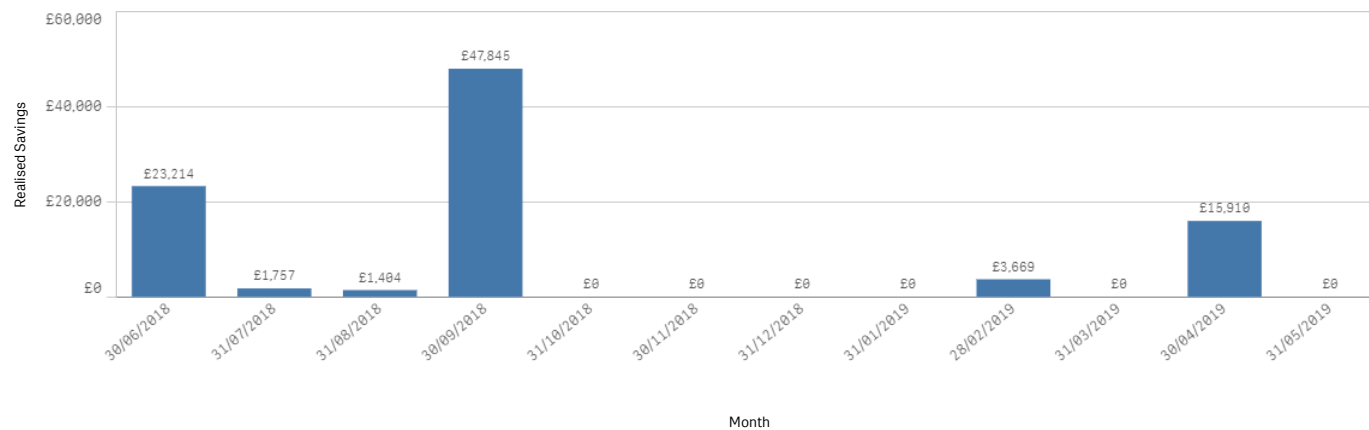
Outstanding Recovery Queries

Outstanding Queries at end of Month Table

Month	# Queries Outstanding at End of Month	# Outstanding Workflow Queries	# Outstanding Recovery Queries	Outstanding Query Value (£)	Outstanding Average Age (Days)
2019-Jun	16	6	10	£16,695.15	83.4
2019-May	13	3	10	£18,819.98	83.3
2019-Apr	11	2	9	£18,838.39	68.2
2019-Mar	16	2	14	£39,087.97	47.9
2019-Feb	7	0	7	£32,701.02	54.7
2019-Jan	8	0	8	£33,472.01	59.1
2018-Dec	5	0	5	£10,605.11	97.6
2018-Nov	6	0	6	£42,640.43	76.7
2018-Oct	8	0	8	£9,262.12	37.5
2018-Sep	22	14	8	£18,245.52	70.8
2018-Aug	37	33	4	£53,715.11	95.7
2018-Jul	43	33	10	£27,829.60	92.0

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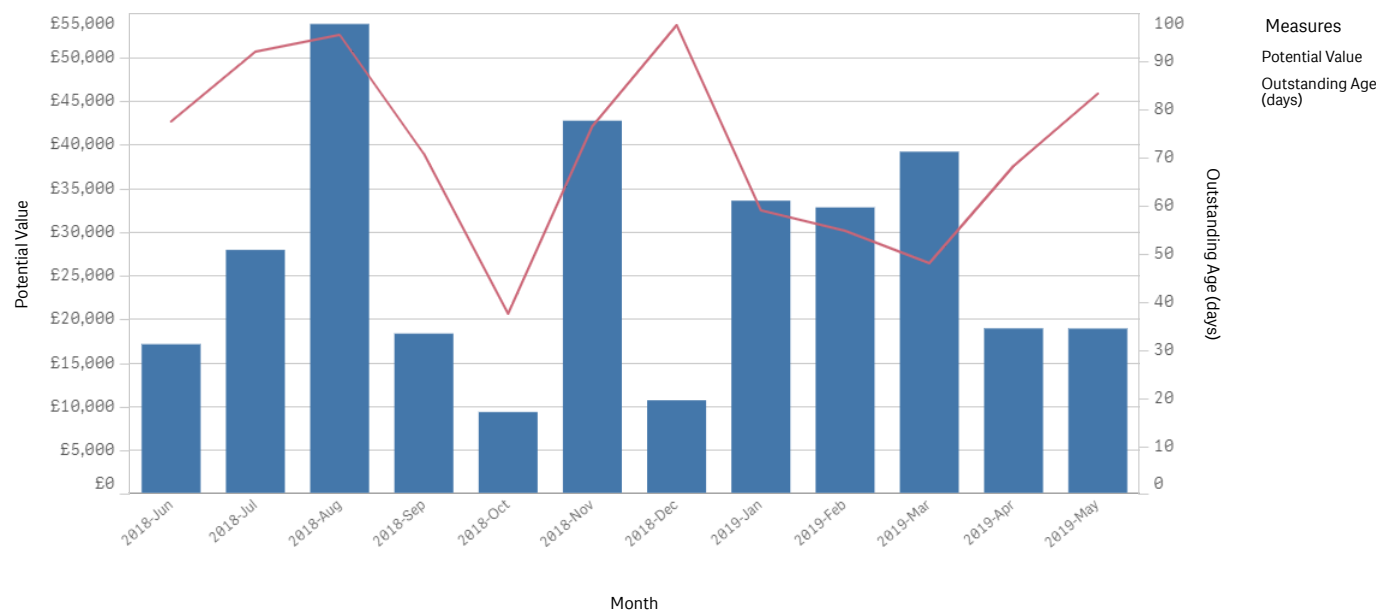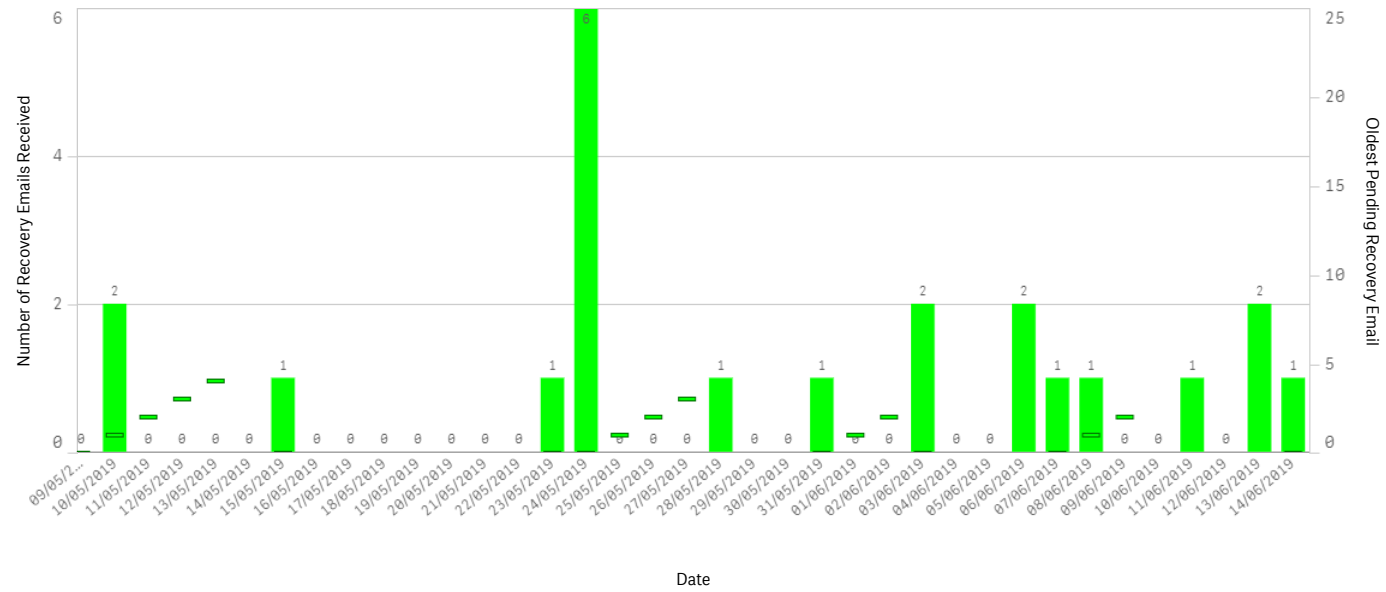
Recovery Email Processing

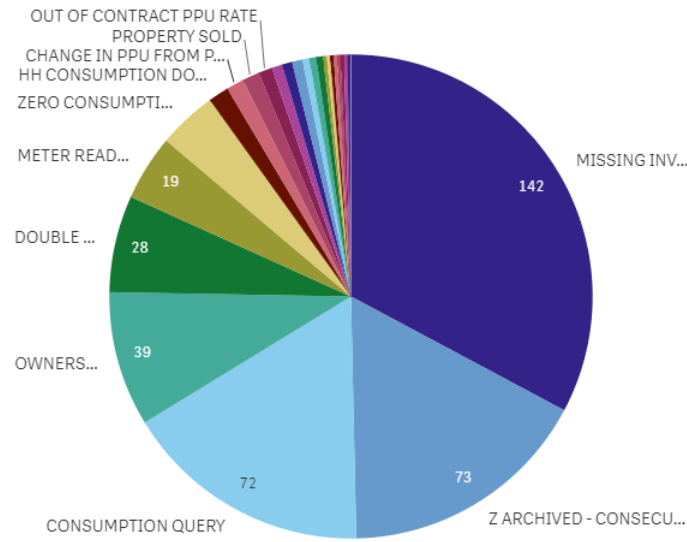Number of Recovery Emails to be Actionned

2

Oldest Pending Recovery Email

0.0 days

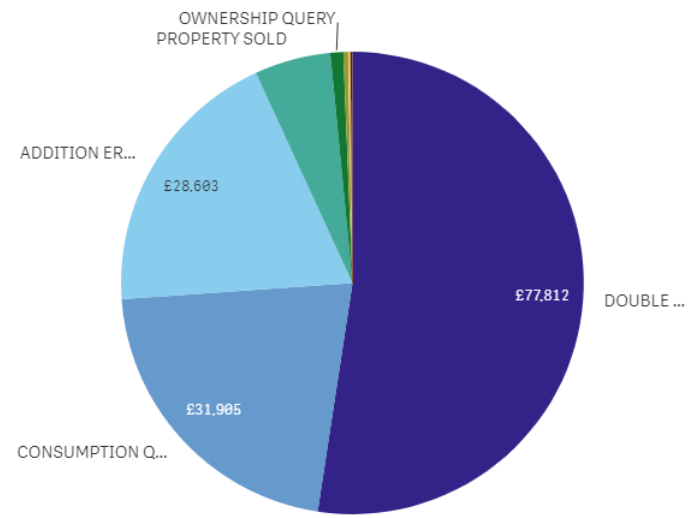**Daily Monitoring of Recovery Emails**

Recovery Query Categories

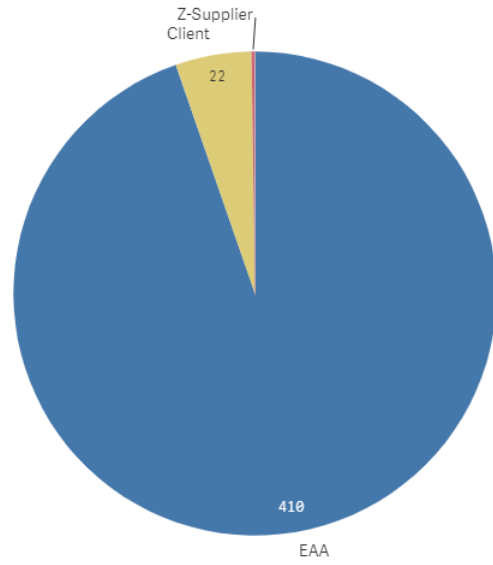**Number of Queries Related to Different Categories**

**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

Z-Supplier
Client

22

410

EAA

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


Client

£148,018

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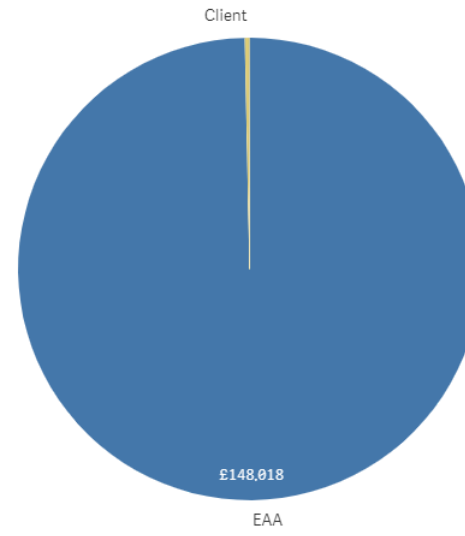
* The data set contains negative or zero values that cannot be shown in this chart.

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	**417**	**235**	**182**	**19**	**£131,804**	**221.3**
2019-Jun	3	0	3	0	£0	72.3
2019-May	9	0	9	0	£0	5.1
2019-Apr	13	2	11	2	£15,910	31.0
2019-Mar	2	0	2	0	£0	3.5
2019-Feb	4	0	4	2	£3,669	83.5
2019-Jan	3	0	3	0	£0	83.3
2018-Dec	7	0	7	0	£0	21.1
2018-Nov	5	0	5	0	£0	5.4
2018-Oct	22	16	6	0	£0	69.8
2018-Sep	36	31	5	1	£47,845	84.7
2018-Aug	26	10	16	2	£1,404	68.3

Savings and Average Age of Queries Closed during Month Chart (Rolling 12 Months)
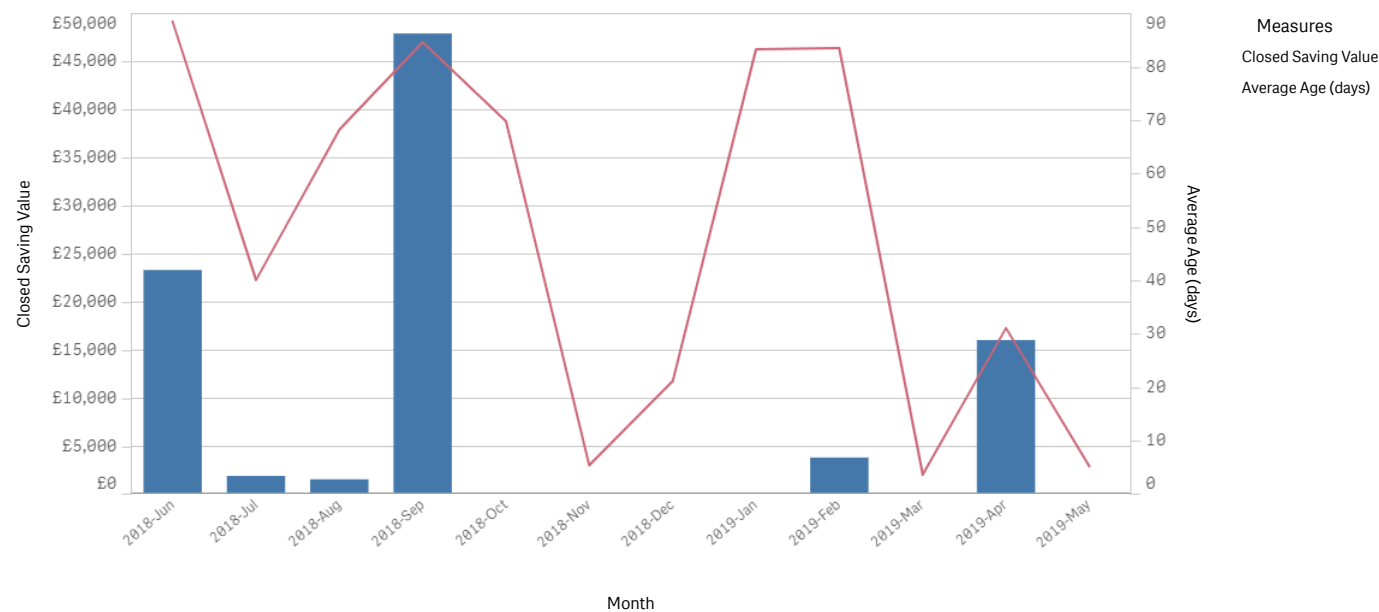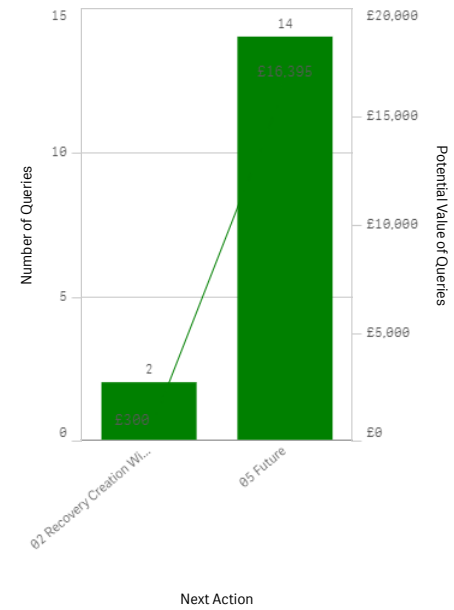
Recovery Query Next Action
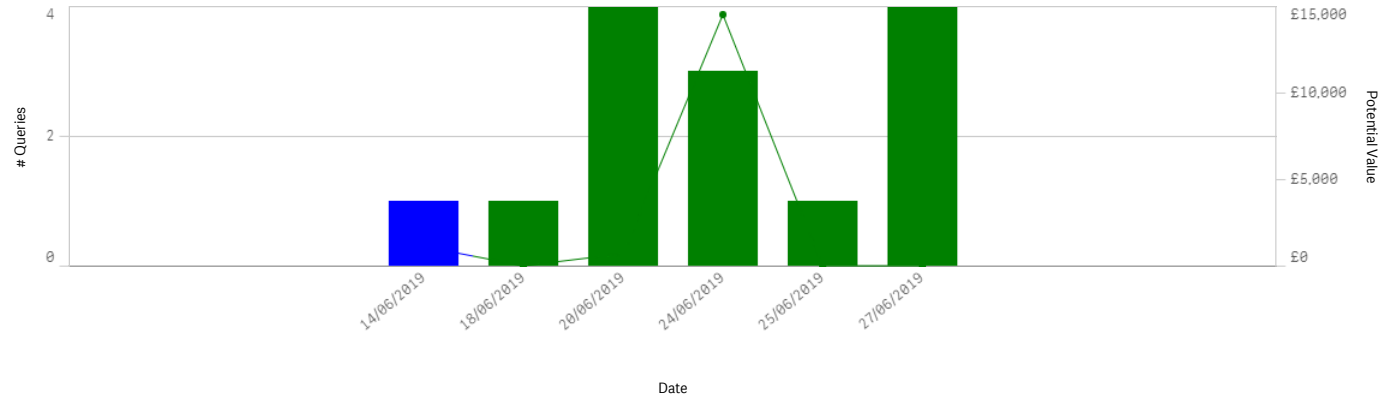
Open Queries Next Action Assigned to
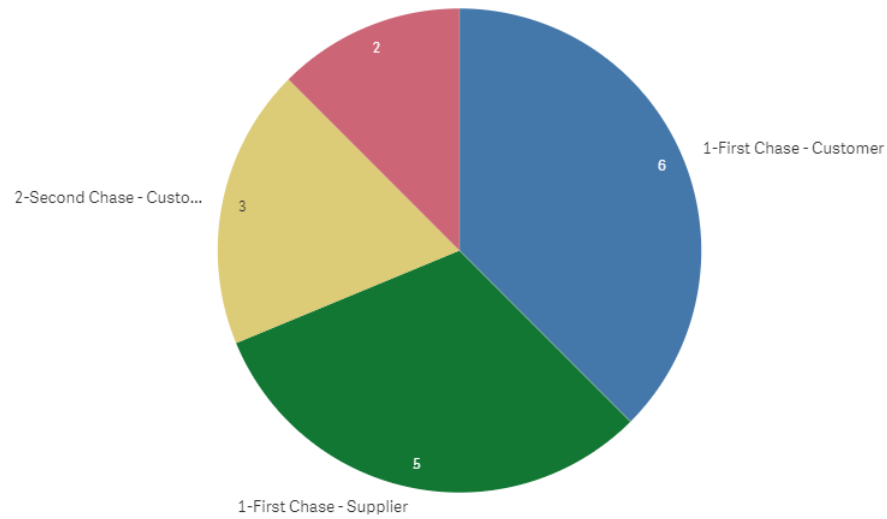
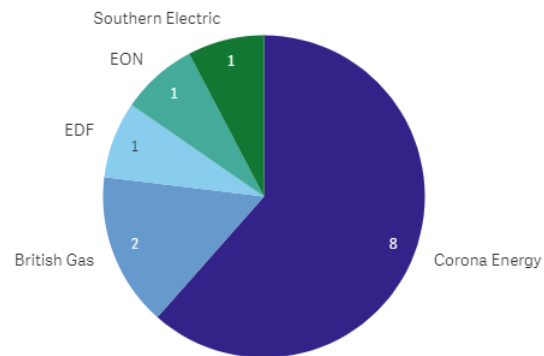### Number and Potential Value of Outstanding Qu...

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

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

Missing Bills by Provider

A single account may be missing more than one bill

* The data set contains negative or zero values that cannot be shown in this chart.
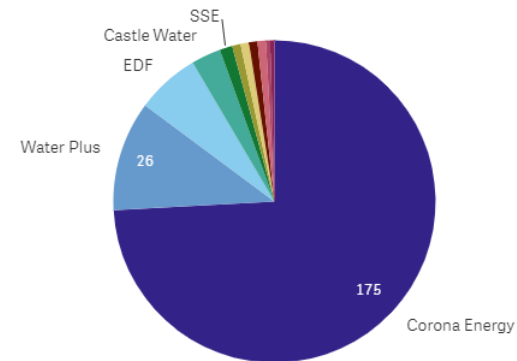
Accounts Missing First Bills Criteria

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
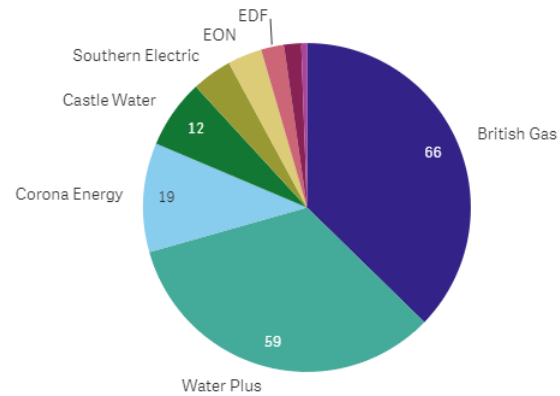
Missing Periodic Bills Criteria

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

Account Contracts 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.
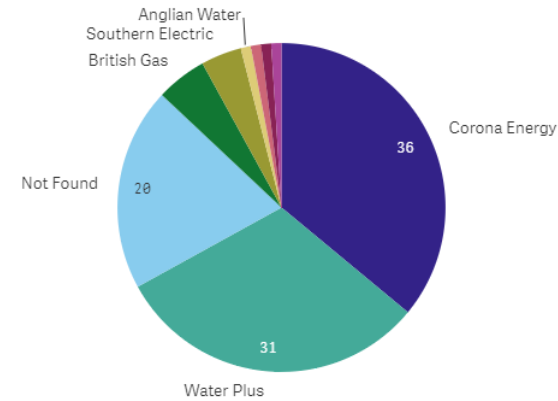

Overdue Bills Criteria

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
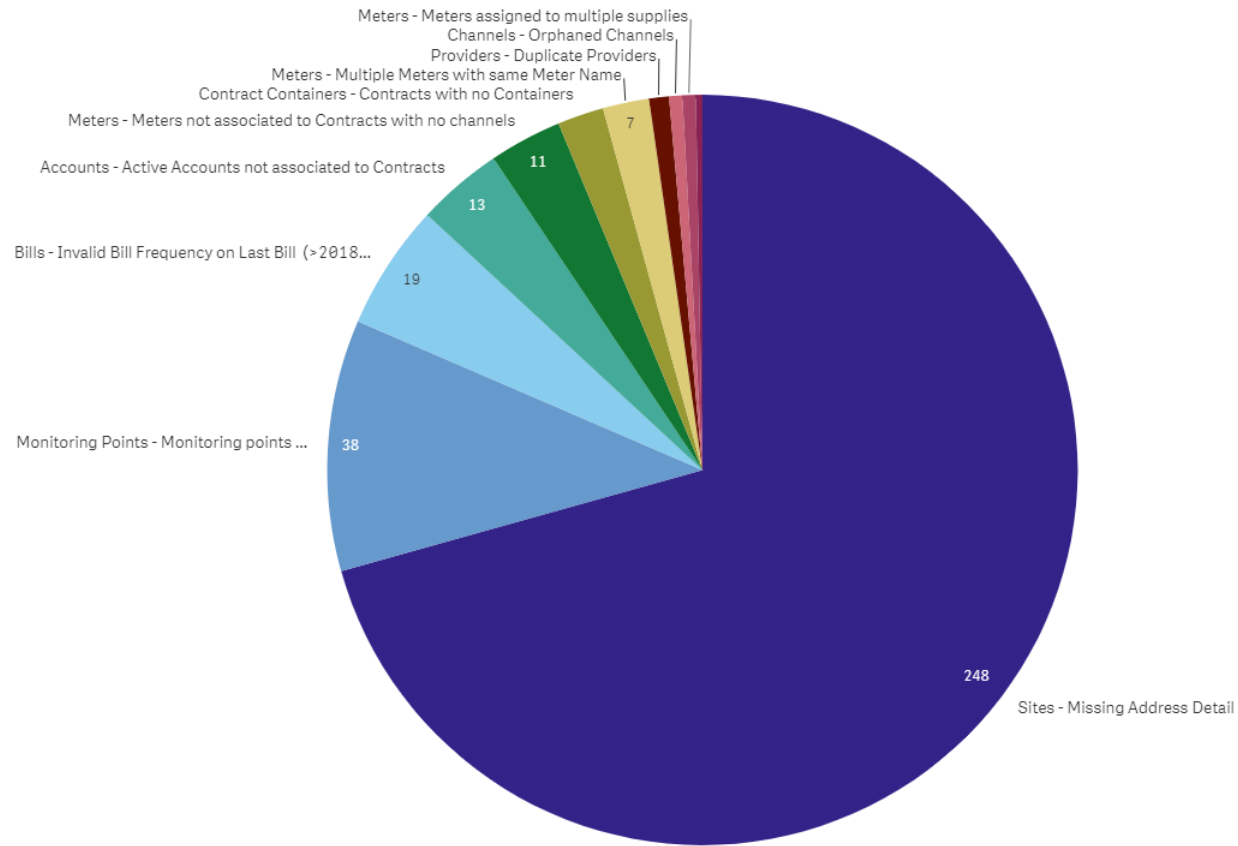
Consecutive Estimate Criteria

For an account to qualify and be highlighted as having 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 account either has a property of "AMR Account" set as TRUE or 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 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

Warning & Error Issues by Type

Meters - Meters assigned to multiple supplies
Channels - Orphaned Channels
Providers - Duplicate Providers
Meters - Multiple Meters with same Meter Name
Contract Containers - Contracts with no Containers
Meters - Meters not associated to Contracts with no channels
Accounts - Active Accounts not associated to Contracts
Bills - Invalid Bill Frequency on Last Bill (>2018...
Monitoring Points - Monitoring points ...
Sites - Missing Address Detail

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