

TEAM Bureau Service Delivery Report

Rolling 12 Month Annual Performance

Realised Savings Value Last 12 Complete Months

£13,645.97

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

£25,253.39

Ratio of Savings to Cost (Last 12 Complete Months)

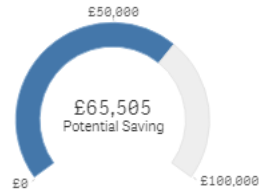
0.54

Metrics

Potential and Realised Savings in relation to Bill Values

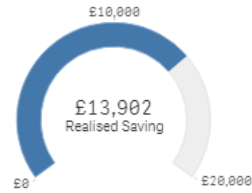
Note: The information displayed below is based on the total billed value and savings that have been processed as opposed to the value over the last 12 months.

Current Outstanding Query Value



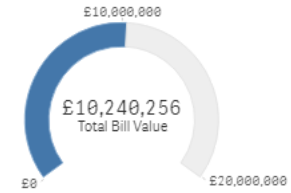
Open Recovery Queries
21

Total Realised Closed Query Value



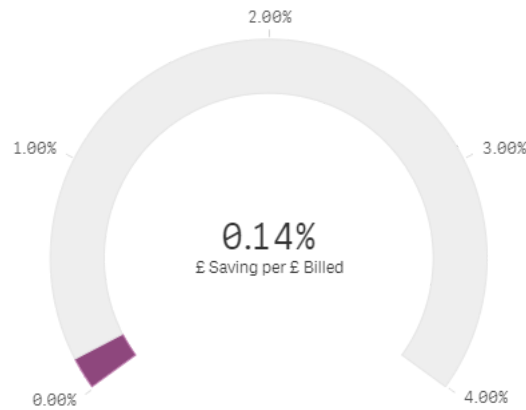
Avg Savings Successful Recovery Query
£4,634.11

Total Billed Value



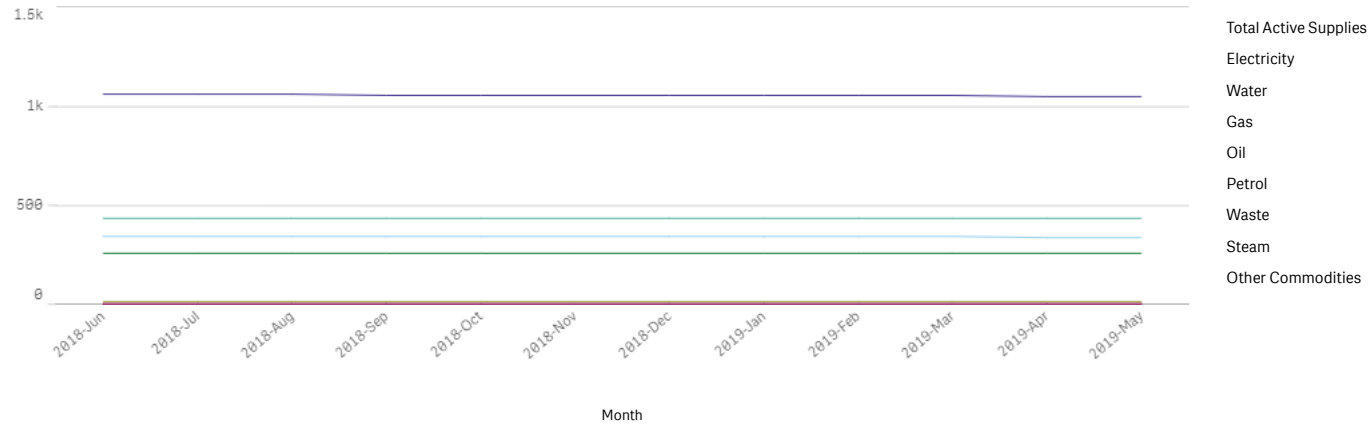
Average Bill Value
£1,005.03

Average £ Savings per £ Bill



Active Supplies

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



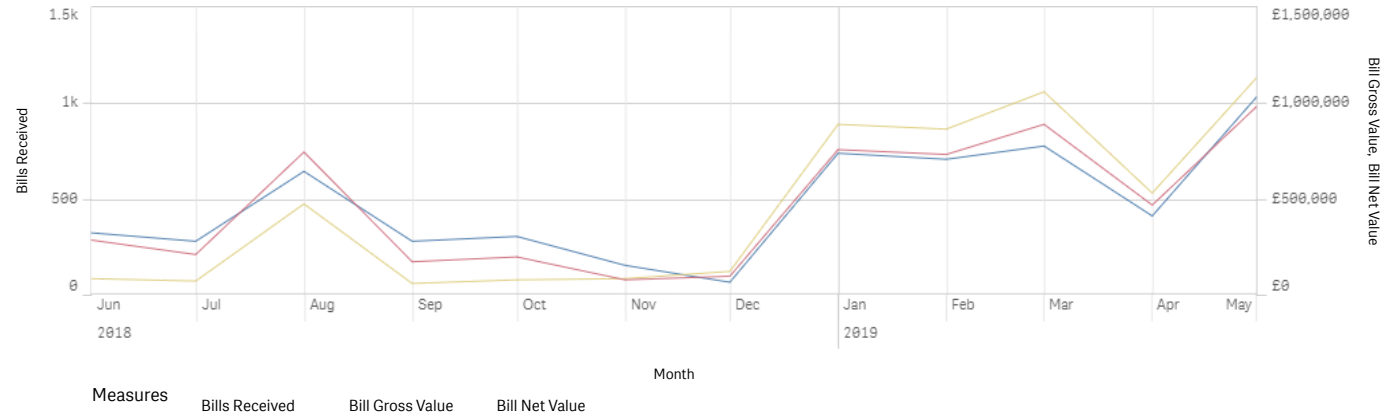
Count of Active Supplies of different commodities

Month	Q	Total	Electricity	Water	Gas	Oil	Petrol	Waste	Steam	Other Commodities
2019-Jun		1049	434	339	260	15	0	0	0	1
2019-May		1049	434	339	260	15	0	0	0	1
2019-Apr		1049	434	339	260	15	0	0	0	1
2019-Mar		1052	435	341	260	15	0	0	0	1
2019-Feb		1052	435	341	260	15	0	0	0	1
2019-Jan		1052	435	341	260	15	0	0	0	1
2018-Dec		1052	435	343	258	15	0	0	0	1
2018-Nov		1056	435	344	261	15	0	0	0	1
2018-Oct		1055	435	344	260	15	0	0	0	1
2018-Sep		1056	435	344	261	15	0	0	0	1
2018-Aug		1058	437	344	261	15	0	0	0	1
2018-Jul		1058	437	344	261	15	0	0	0	1
2018-Jun		1058	437	344	261	15	0	0	0	1
2018-May		1057	436	344	261	15	0	0	0	1

Bills

Bill Processing

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

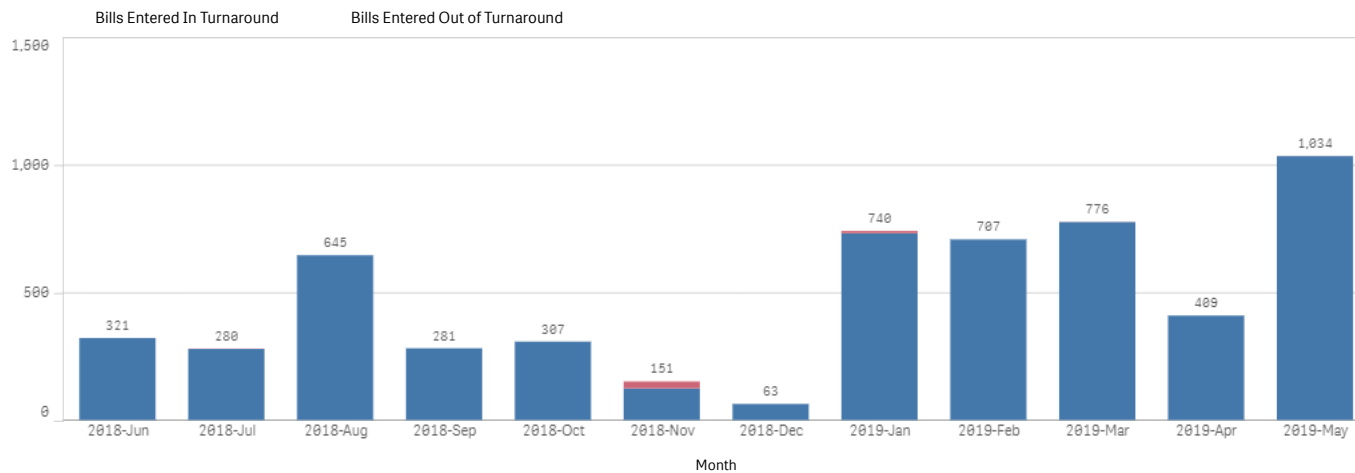


Number of Bills of Different Types by Type and Date

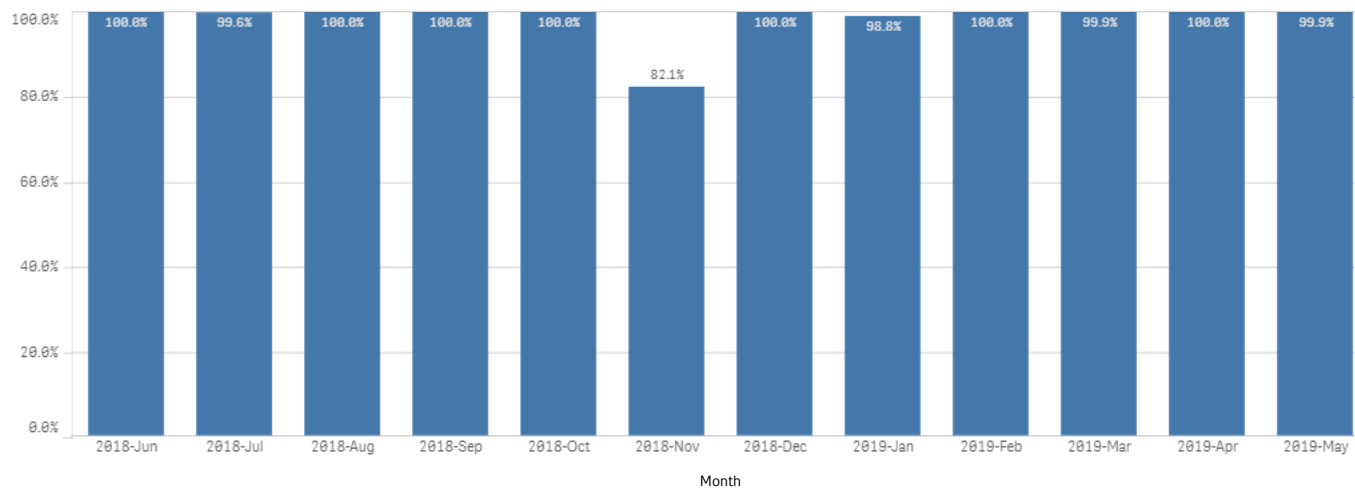
Month <input type="text" value="Q"/>		Bill Source <input type="text" value="Q"/>			
	Totals	EDI	EDI Manual Copy	Manual	
2019-Jun	288	152	86	50	
2019-May	1034	650	148	236	
2019-Apr	409	164	121	124	
2019-Mar	776	263	147	366	
2019-Feb	707	193	115	399	
2019-Jan	740	289	147	304	
2018-Dec	63	-	-	63	
2018-Nov	151	-	-	151	
2018-Oct	307	-	-	307	
2018-Sep	281	-	-	281	
2018-Aug	645	-	-	645	
2018-Jul	280	-	-	280	
2018-Jun	321	-	-	321	

Bill Processing SLAs

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



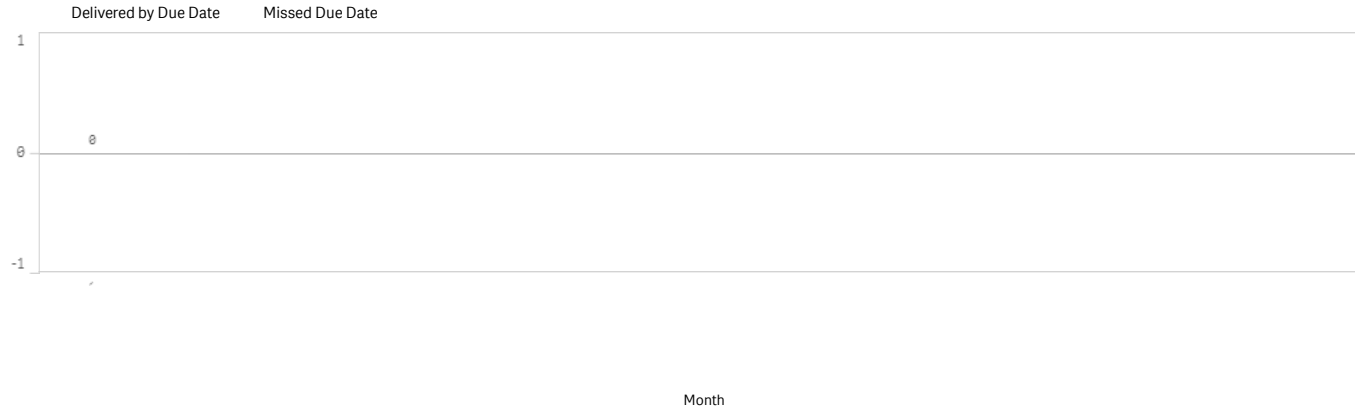
Percentage of Bills Entered In Turnaround based on Date Received (Rolling 12 Months)



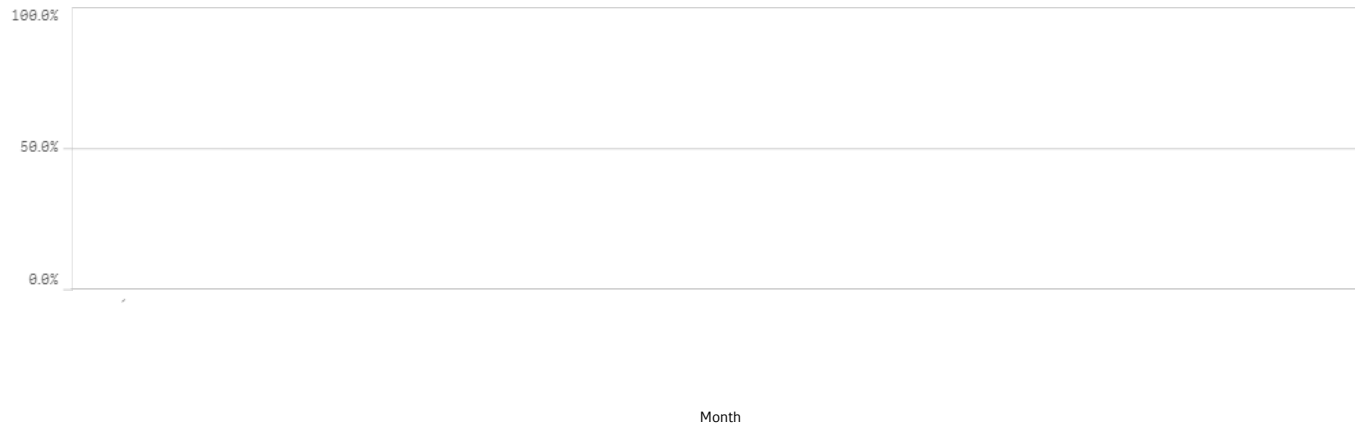
Reports

Report Production SLAs

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



Percentage of Report File Deliverables 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%)
30/06/2019	22	0	100.000%
31/05/2019	25	0	100.000%
30/04/2019	24	0	100.000%
31/03/2019	25	0	100.000%
28/02/2019	24	0	100.000%
31/01/2019	24	0	100.000%
31/12/2018	0	0	-

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	50	0	50	100.000%	238	0	238	100.000%
2019-May	236	0	236	100.000%	797	1	798	99.875%
2019-Apr	124	0	124	100.000%	285	0	285	100.000%
2019-Mar	366	0	366	100.000%	409	1	410	99.756%
2019-Feb	399	0	399	100.000%	308	0	308	100.000%
2019-Jan	304	0	304	100.000%	427	9	436	97.936%
2018-Dec	63	0	63	100.000%	0	0	0	-

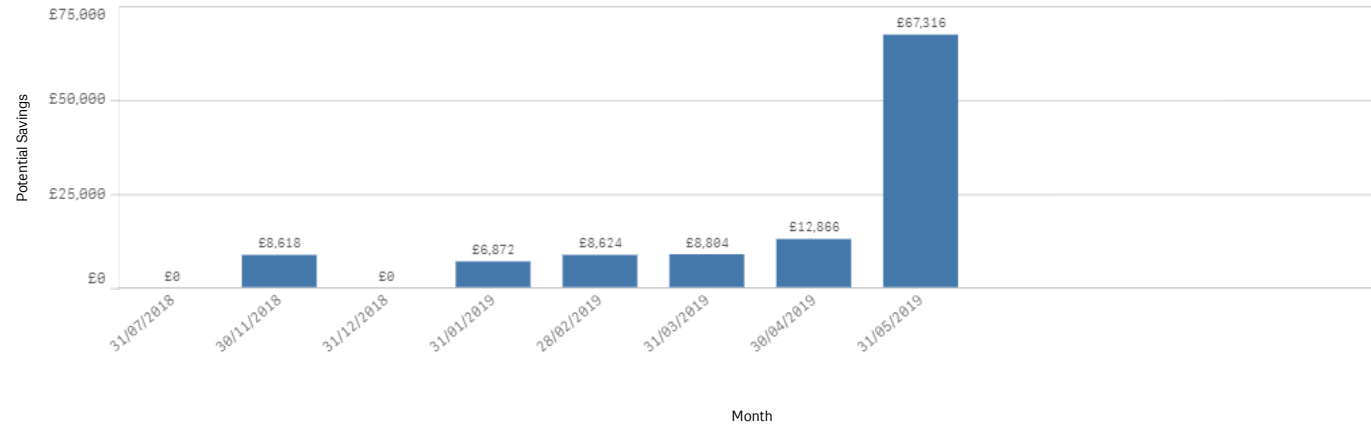
Bureau Report Generation

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	9	9	100.000%	1591	1591	100.000%
2019-May	9	9	100.000%	1591	1591	100.000%
2019-Apr	9	9	100.000%	1591	1591	100.000%
2019-Mar	9	9	100.000%	1591	1591	100.000%
2019-Feb	8	8	100.000%	1587	1587	100.000%
2019-Jan	9	9	100.000%	1359	1359	100.000%
2018-Dec	8	8	100.000%	171	171	100.000%

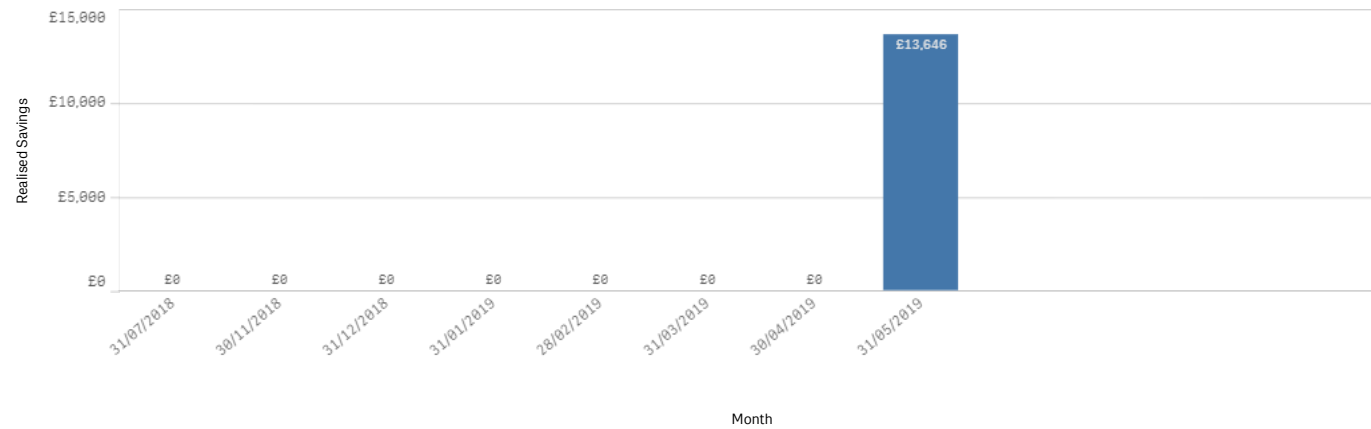
Recovery

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)

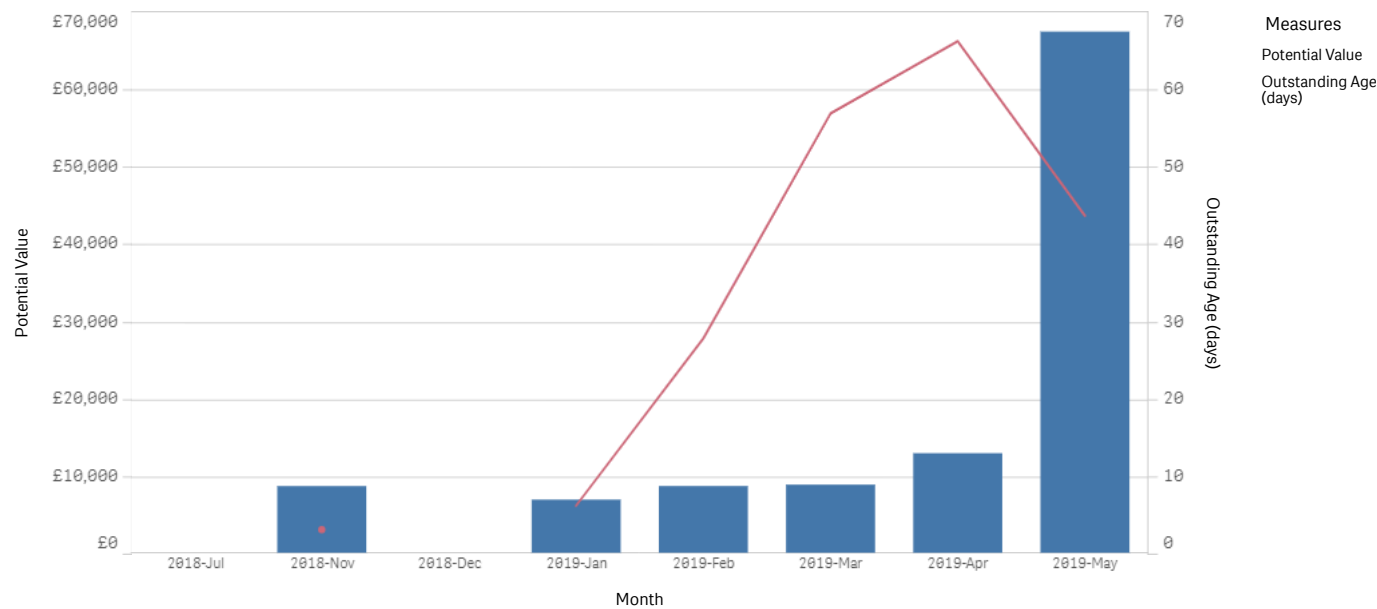


Outstanding Recovery Queries

Outstanding Queries at end of Month Table

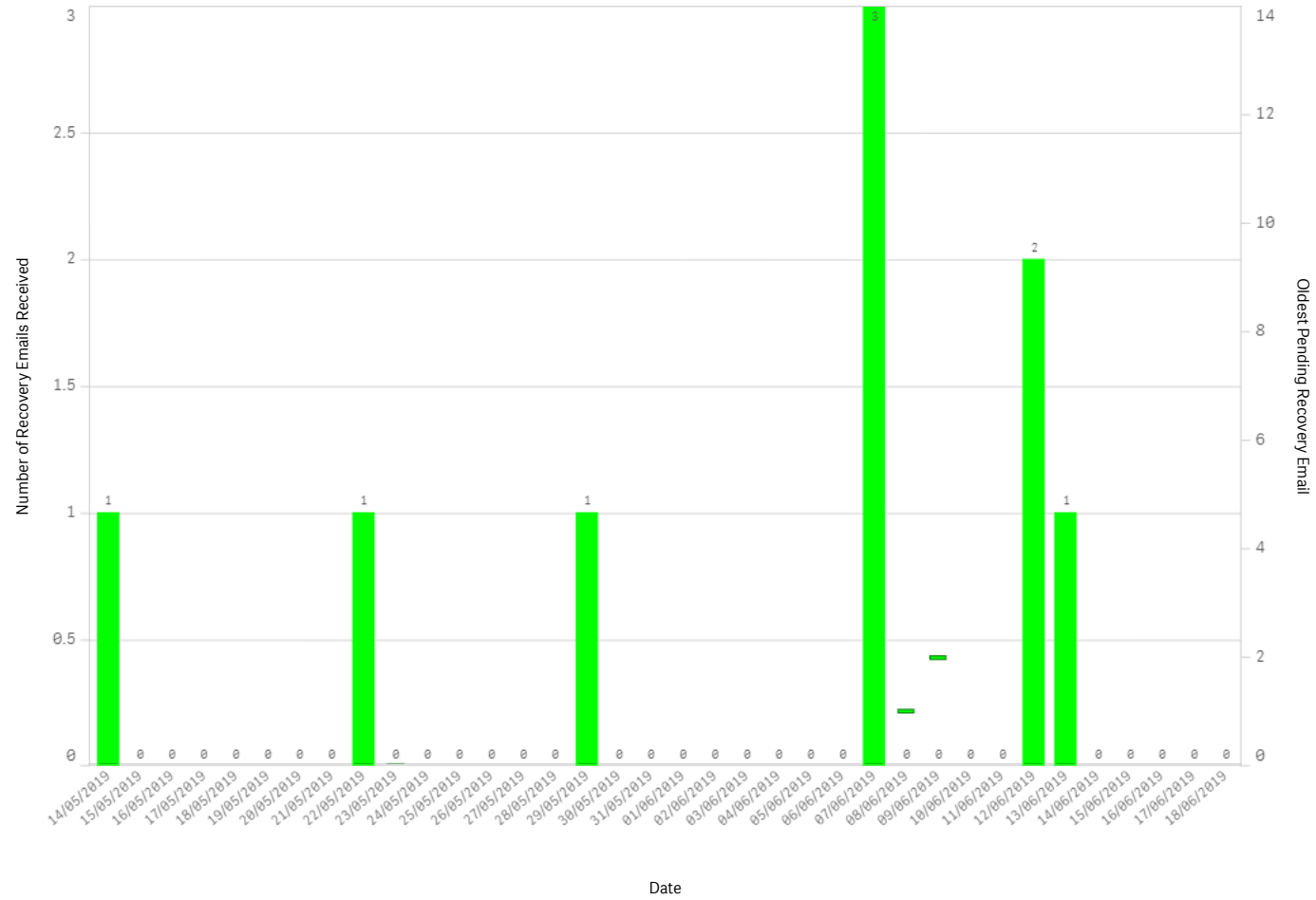
Month	Q	# Queries Outstanding at End of Month	# Outstanding Workflow Queries	# Outstanding Recovery Queries	Outstanding Query Value (£)	Outstanding Average Age (Days)
2019-Jun		22	1	21	£65,505.05	71.8
2019-May		25	1	24	£67,315.99	43.6
2019-Apr		24	1	23	£12,866.24	66.2
2019-Mar		25	0	25	£8,803.69	56.8
2019-Feb		24	0	24	£8,623.60	27.8
2019-Jan		24	1	23	£6,871.91	6.2
2018-Dec		0	0	0	£0.00	-
2018-Nov		1	0	1	£8,617.98	3.0
2018-Jul		0	0	0	£0.00	-
2018-Apr		0	0	0	£0.00	-
2018-Jan		0	0	0	£0.00	-
2017-Nov		0	0	0	£0.00	-

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



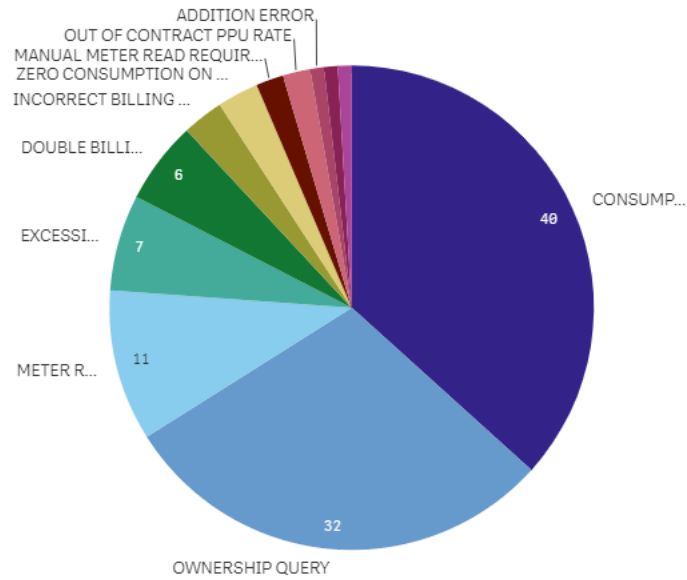
Recovery Email Processing

Daily Monitoring of Recovery Emails

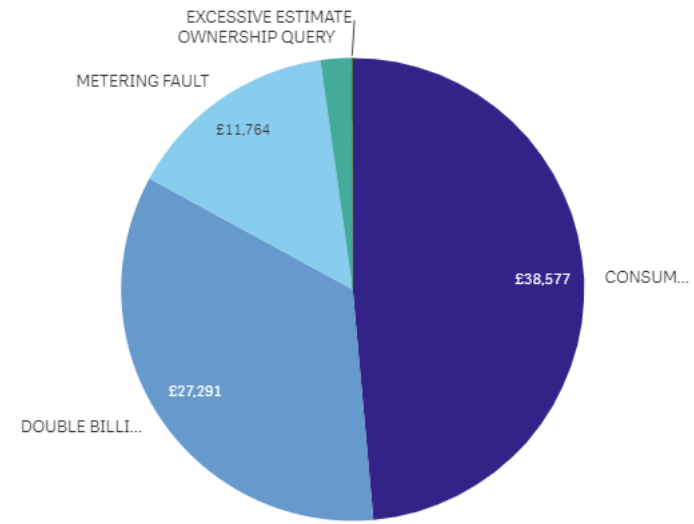


Recovery Query Categories

Number of Queries Related to Different Categories



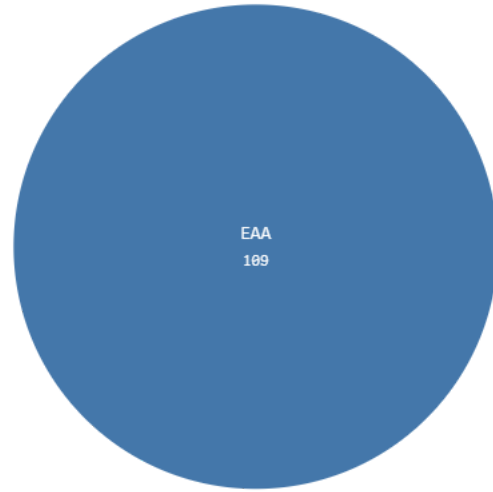
Value (Realised or Potential) of Queries Related to Different Categories



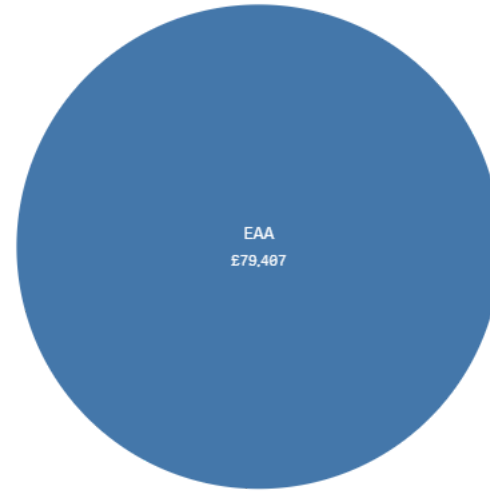
* The data set contains negative or zero values that cannot be shown in this chart.

Recovery Query Creation

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



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

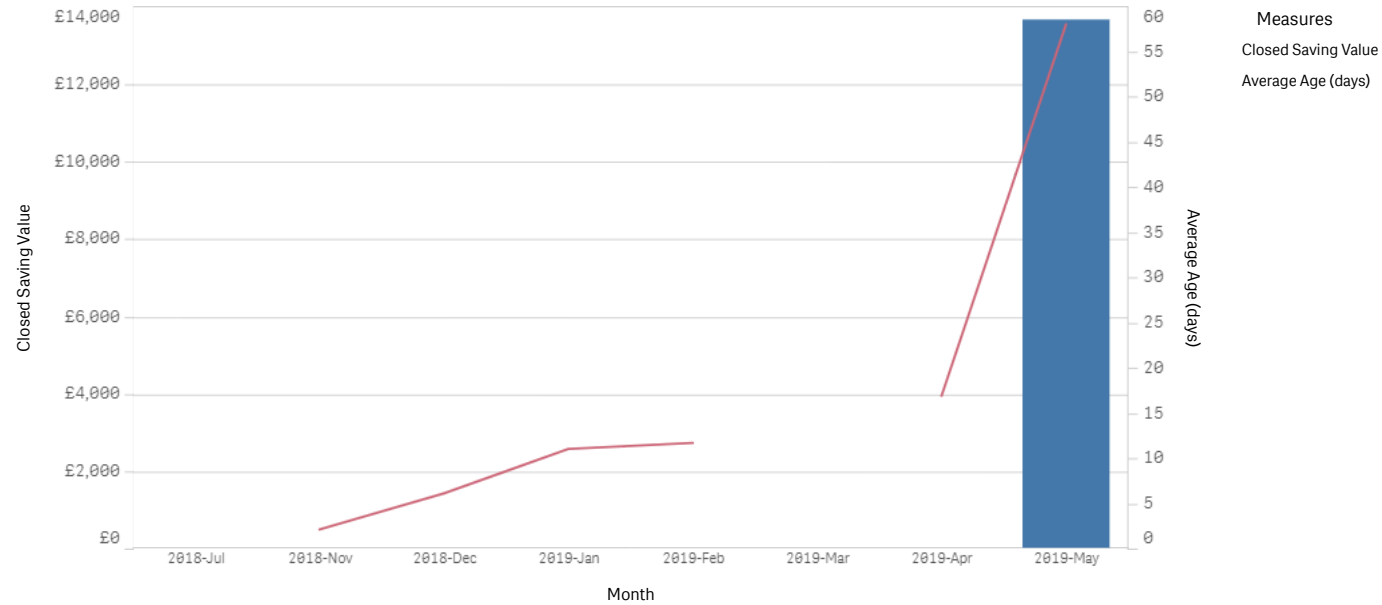


Closed Recovery Queries

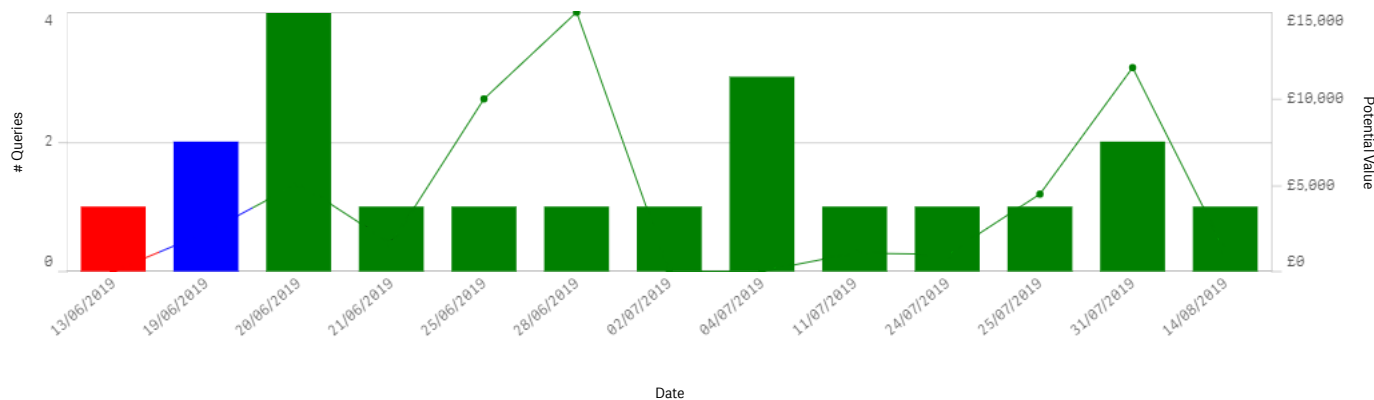
Queries Closed and Savings Achieved during Month Table

Month	Q	# Queries Closed	# Workflow Queries Closed	# Recovery Queries Closed	# Queries Closed with Saving	Closed Saving Value	Average Age (days)
Totals		87	2	85	3	£13,902	27.1
2019-Jun		6	0	6	1	£256	27.3
2019-May		23	0	23	2	£13,646	58.0
2019-Apr		40	1	39	0	£0	16.9
2019-Mar		0	0	0	0	£0	-
2019-Feb		13	1	12	0	£0	11.6
2019-Jan		2	0	2	0	£0	11.0
2018-Dec		1	0	1	0	£0	6.0
2018-Nov		2	0	2	0	£0	2.0
2018-Jul		0	0	0	0	£0	-
2018-Apr		0	0	0	0	£0	-
2018-Jan		0	0	0	0	£0	-

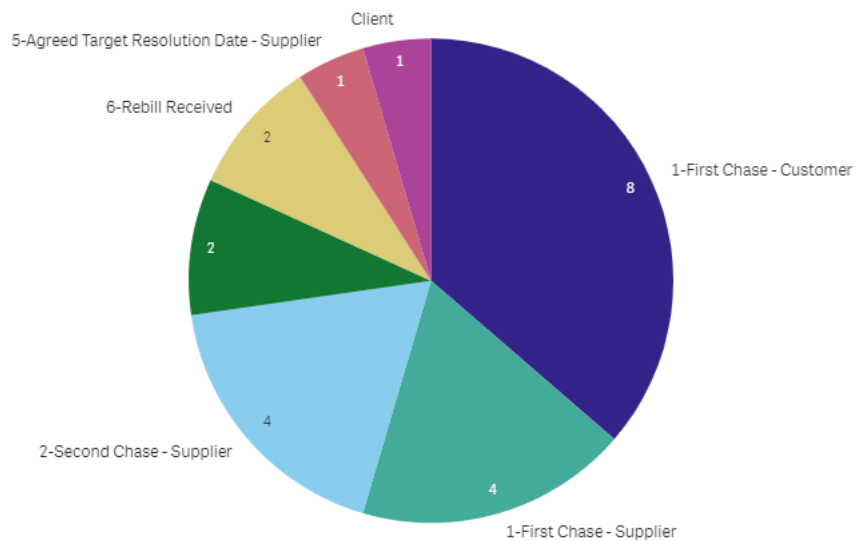
Savings and Average Age of Queries Closed during Month Chart (Rolling 12 Months)



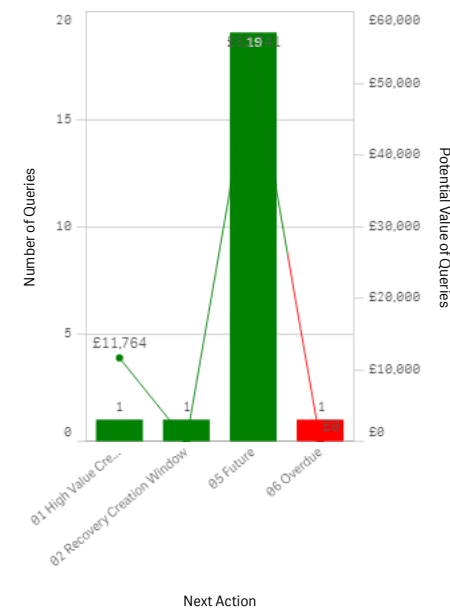
Recovery Query Next Action



Open Queries Next Action Assigned to



Number and Potential Value of Outstanding Qu...

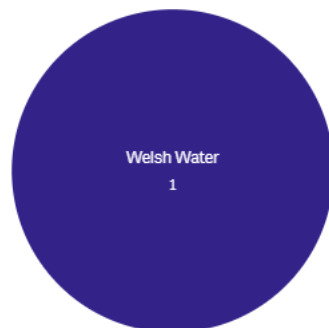


Provider Data Quality Control

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.

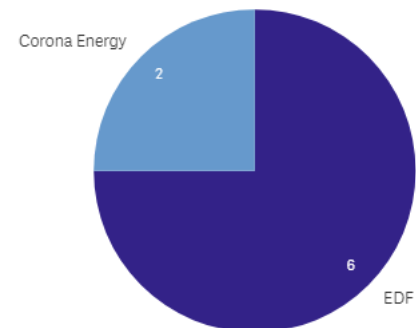
Accounts Missing First Bills Criteria

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 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.

Missing Periodic Bills Criteria

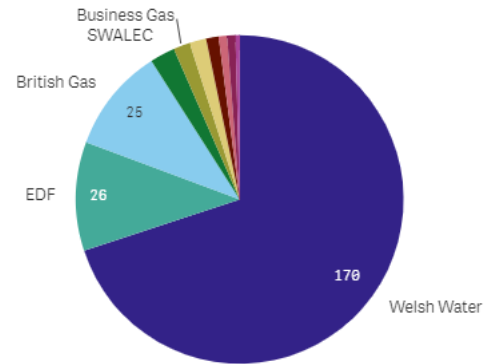
Missing Bills are cases where there is a gap in between the bills that have been received for an account, where;

- 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



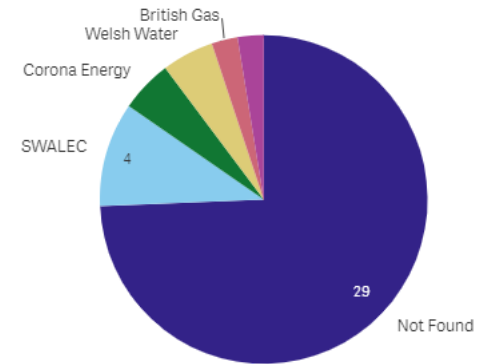
Overdue Bills Criteria

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

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.



Consecutive Estimate Criteria

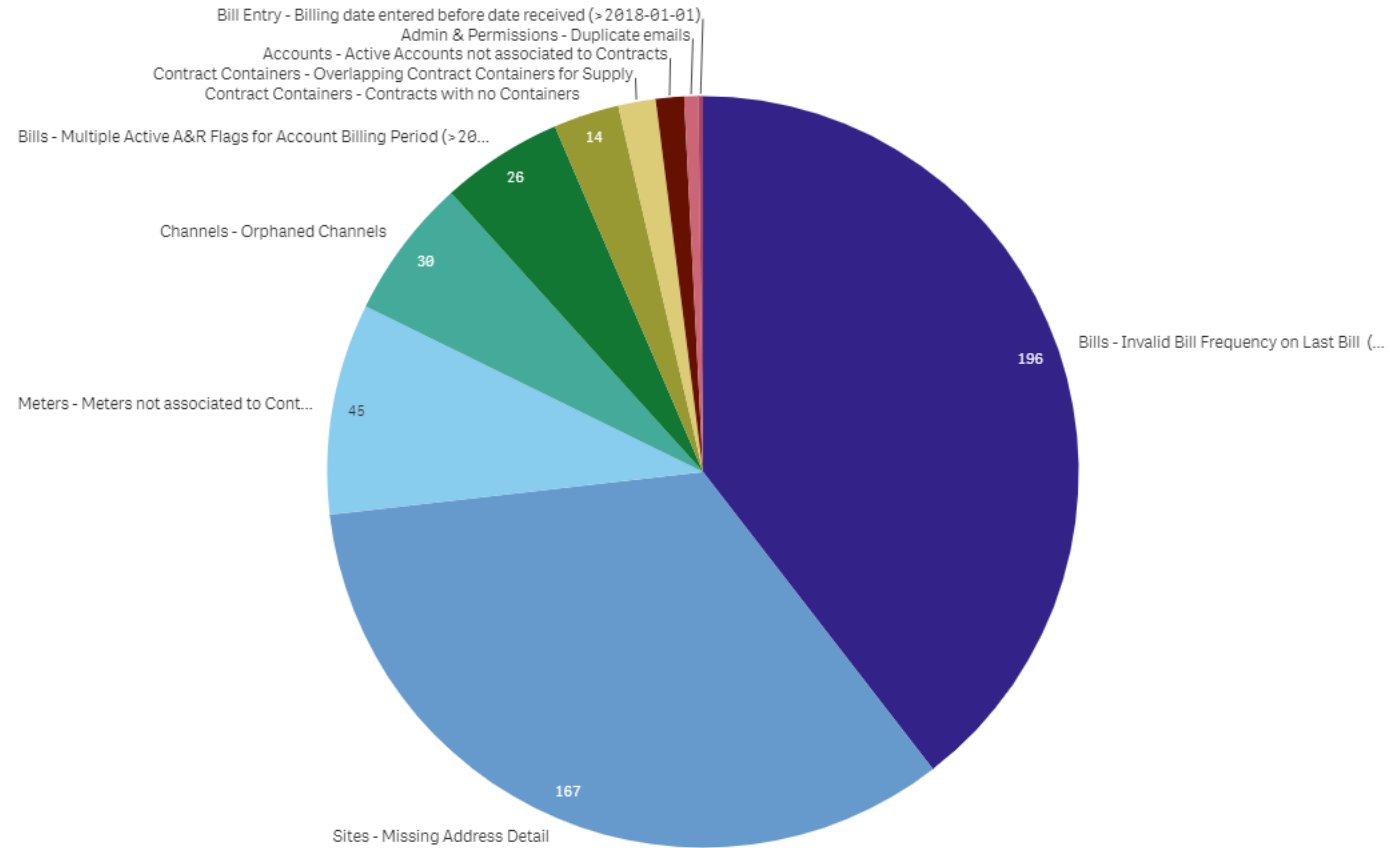
For an account to qualify and be highlighted as having estimates it needs to meet the following criteria;

- 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



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