De-energisation and re-energisation at the request of the customer

Supplier Reporting Requirements

	Suppler Party				
	Year	**2023**			
	Period	**Q1** (example)	**Q2**	**Q3**	**Q4**
1.	Number of 25.34 (a) requests received	300			
2.	Number of 25.34 (b) requests received	300			
3.	Number of 25.34 (a & b) requests resolved within 10 Working Days	500			
4.	Number of 25.34 (a & b) requests NOT resolved within 10 Working Days	80			
5.	Number of 25.34 (a & b) requests from the customer satisfied by agreement outside of the SLA.	20			
6.	Percentage of SLAs met ((1+2)-5)/(1+2)x100	96.66%			