

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

Supplier Reporting Requirements

	Supplier Party				
	Year	2023			
	Period	Q1 (example)	Q2	Q3	Q4
A.	Number of 25.34 (a) requests received in quarter	150			
B.	Number of 25.34 (b) requests received in quarter	150 I think this line needs to stay in as it's not a given that every de-energisation will have a re-energisation on the same day as the customer may ask for a few days to stay off (rare, but could happen).	Not every supplier may choose to install a double pole isolator and there may be insufficient space to fit one so we need this row to cover off those circumstances where re-energisation occurs on a different day <u>and may be in a different reporting quarter.</u>		
C.	Number of 25.34 (a & b) requests resolved within 10 Working Days	200			
D.	Number of 25.34 (a & b) requests agreed with customer outside 10 working days (agreed before the 10 working days expires)	80	Replaces and reorders Number of 25.34 (a & b) requests NOT resolved within 10 Working Days		
E.	Number of 25.34 (a & b) requests not Covered by C & D	20			

F.	Percentage of SLAs met $((A+B-E)/(A+B)) \times 100$ Or $((C+D)/(A+B)) \times 100$	93.3%			
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