

# ELELEXION

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**TAMEG51/01A**

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Stats Report Data Tables

Public

19 October 2022

# ENGAGEMENT

## SVA Main Sample – Cancellation and No Access

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23*
Accepted	1226	1274	1330	1295	961	0	296	362
<b>% Accepted</b>	<b>85.26%</b>	<b>85.45%</b>	<b>87.33%</b>	<b>78.92%</b>	<b>80.96%</b>	<b>0.00%</b>	<b>77.28%</b>	<b>78.02%</b>
Cancelled	95	78	43	107	63	121	33	27
<b>% Cancelled</b>	<b>6.61%</b>	<b>5.23%</b>	<b>2.82%</b>	<b>6.52%</b>	<b>5.31%</b>	<b>100.00%</b>	<b>8.62%</b>	<b>5.82%</b>
No Access	117	139	150	239	163	0	54	75
<b>% No Access</b>	<b>8.14%</b>	<b>9.32%</b>	<b>9.85%</b>	<b>14.56%</b>	<b>13.73%</b>	<b>0.00%</b>	<b>14.10%</b>	<b>16.16%</b>

\*All figures for Audit Year 2022-23 are to 31 September 2022

# SVA Main Sample – Cancellation Reasons

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Cancelled - De-en and/or no meter	0	1	3	2	0	0	2	7
Cancelled - MOA does not have a contract with the customer	6	0	0	2	1	0	0	0
Cancelled - MOA Unable to Attend	0	2	0	0	0	0	2	0
Cancelled - No longer a Measurement Class C Site	10	6	4	8	2	0	2	0
Cancelled - Pending Change of Participant	28	27	15	27	22	0	10	9
Cancelled - Prior to visit as unsafe site	3	10	1	0	0	0	0	0
Cancelled - Recently audited the same metering equipment for another MSID	0	4	0	0	0	0	0	0
Cancelled - Supplier unable to secure access	42	24	16	59	28	0	8	10
Cancelled - Supply Disconnected	0	1	0	2	1	0	0	0
Cancelled - TAA Unable to Attend	1	0	3	0	4	0	4	0
Cancelled - To be rescheduled	5	3	1	7	5	121	5	1

## SVA Main Sample – No Access Reasons

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
No Access - Customer unable to find keys.	21	17	13	27	15	0	2	4
No Access - LDSO and/or SAP attendance required to access Metering Equipment.	5	11	5	3	4	0	1	1
No Access - MOA Representative did not attend	0	10	6	10	22	0	5	0
No Access - MOA unable to secure access / or locate meter	10	10	7	12	7	0	8	9
No Access - Other Reason (onsite)	3	4	6	2	16	0	1	0
No Access - Premises closed/unoccupied and no-one available to provide access.	12	11	16	19	7	0	3	14
No Access - Severe Weather Conditions	0	0	10	1	0	0	0	0
No Access - Site visited customer unable to provide access	34	34	32	31	23	0	7	1
No Access - Site visited customer unavailable to provide access	17	34	42	114	61	0	20	37
No Access - Site visited customer unwilling to provide access	9	0	5	9	5	0	5	4
No Access - Supply Disconnected	1	2	4	2	2	0	1	1
No Access - Unsafe access.	5	6	4	9	1	0	1	4

# SVA Desktop Audits – Audit Failure Confirmation & Cancellation

Audit Year	2020-21	2021-22	2022-23
<b>Accepted</b>	<b>1465</b>	<b>1123</b>	<b>169</b>
<b>% Accepted</b>	<b>86.43%</b>	<b>79.76%</b>	<b>61.45%</b>
<b>Audit Confirmation Failure</b>	<b>123</b>	<b>209</b>	<b>104</b>
<b>% Audit Confirmation Failure</b>	<b>7.26%</b>	<b>14.84%</b>	<b>37.82%</b>
Cancelled - De-en and/or no meter	0	3	0
Cancelled - MOA does not have a contract with the customer	0	0	1
Cancelled - No longer a Measurement Class C Site	0	14	0
Cancelled - Pending Change of Participant	0	5	1
Cancelled - Supply Disconnected	0	1	0
Cancelled - To be rescheduled	107	53	0
<b>Cancelled</b>	<b>107</b>	<b>76</b>	<b>2</b>
<b>% Cancelled</b>	<b>6.31%</b>	<b>5.40%</b>	<b>0.73%</b>

## CVA Inspection Visits – Cancellation and No Access

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Accepted	108	45	98	226	88	73	220	105
<b>% Accepted</b>	<b>88.52%</b>	<b>73.77%</b>	<b>84.48%</b>	<b>96.17%</b>	<b>96.70%</b>	<b>92.41%</b>	<b>79.71%</b>	<b>93.75%</b>
Cancelled	13	0	5	3	1	4	37	6
<b>% Cancelled</b>	<b>10.66%</b>	<b>0.00%</b>	<b>4.31%</b>	<b>1.28%</b>	<b>1.10%</b>	<b>5.06%</b>	<b>13.41%</b>	<b>5.36%</b>
No Access	1	16	13	6	2	2	19	1
<b>% No Access</b>	<b>0.82%</b>	<b>26.23%</b>	<b>11.21%</b>	<b>2.55%</b>	<b>2.20%</b>	<b>2.53%</b>	<b>6.88%</b>	<b>0.89%</b>

# CVA Inspection Visits – Cancellation Reasons

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Cancelled - De-en and/or no meter	0	0	0	1	0	1	0	0
Cancelled - MOA Unable to Attend	0	0	0	0	0	1	0	0
Cancelled - Recently audited the same metering equipment for another MSID	0	0	0	0	0	0	3	1
Cancelled - Supplier unable to secure access	1	0	0	2	0	0	0	0
Cancelled - Supply Disconnected	1	0	0	0	0	0	0	0
Cancelled - To be rescheduled	11	0	5	0	1	2	34	5



## CVA Inspection Visits – No Access Reasons

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
No Access - LSDO and/or SAP attendance required to access Metering Equipment.	0	0	1	1	0	0	6	0
No Access - MOA Representative did not attend	0	16	5	5	0	0	0	0
No Access - MOA unable to secure access / or locate meter	0	0	1	0	0	0	4	0
No Access - Other Reason (onsite)	0	0	1	0	2	0	0	0
No Access - Severe Weather Conditions	0	0	1	0	0	0	6	0
No Access - Site visited customer unable to provide access	0	0	1	0	0	0	0	0
No Access - Site visited customer unavailable to provide access	0	0	3	0	0	0	1	0
No Access - Site visited customer unwilling to provide access	0	0	0	0	0	0	2	0
No Access - Supply Disconnected	1	0	0	0	0	2	0	0
No Access - Unsafe access.	0	0	0	0	0	0	0	1

# NON-COMPLIANCES

## SVA Main Sample – Category 1 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
1.01 Inaccuracy of Standing Data (Key MTD fields) held by Data Collector	3	4	5	1	3	0	0	0
1.02 Metering Equipment Incorrect or Unsatisfactory	2	12	7	9	12	0	1	9
1.03 Timing Error (Major)	8	3	14	4	5	0	1	4
1.04 Measurement Transformer Ratios Physically Incorrect	4	5	4	7	5	0	2	2
1.06 Miscellaneous	1	3	2	0	5	0	0	0
<b>Total Category 1</b>	<b>18</b>	<b>27</b>	<b>32</b>	<b>21</b>	<b>30</b>	<b>0</b>	<b>4</b>	<b>15</b>
<b>% Audits recording a Category 1 Non-compliance</b>	<b>1.47%</b>	<b>2.12%</b>	<b>2.40%</b>	<b>1.62%</b>	<b>3.12%</b>	<b>0</b>	<b>1.36%</b>	<b>4.50%</b>

## SVA Main Sample – Category 2 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
2.01 Inaccuracy of Standing Data held by Meter Operator Agent	13	10	13	35	18	0	9	9
2.02 Inaccuracy of Standing Data (non-Key MTD fields) held by Data Collector	24	35	27	21	18	0	13	4
2.03 Non-provision of Standing Data	32	33	32	20	17	0	4	4
2.06 Metering Equipment Incorrect or Unsatisfactory	391	423	367	524	374	0	78	98
2.08 Unsuitable Environment	2	1	0	0	0	0	0	0
2.09 Inadequate Over-current Protection	17	21	7	11	14	0	1	5
2.10 Separate Phase Failure Alarms not Installed or Inadequate/Failed – Local and Remote	1	11	10	27	10	0	3	1
2.11 Inadequate Metering Equipment Integrity	46	64	62	40	42	0	24	18
2.13 Miscellaneous	258	272	311	282	174	0	24	62
2.14 Timing Error (Minor)	47	46	45	45	29	0	17	30
2.15 Commissioning Records	882	916	841	776	597	0	204	269
2.15L Commissioning Records (LDSO)	0	0	0	72	65	0	14	63
2.15M Commissioning Records (MOA)	0	0	0	90	58	0	16	86
2.16 Measurement Transformer Certificates not provided or incorrect	464	540	497	666	561	0	74	116
2.16L Measurement Transformer Certificates not provided or incorrect (LDSO)	0	0	0	0	3	0	6	49
2.17 Meter Certificates not provided or incorrect	440	590	491	431	384	0	222	256
<b>Total Category 2</b>	<b>2548</b>	<b>2884</b>	<b>2631</b>	<b>2964</b>	<b>2311</b>	<b>0</b>	<b>683</b>	<b>1053</b>
<b>Mean number of Category 2 Non-compliances recorded per Audit</b>	<b>2.08</b>	<b>2.26</b>	<b>1.98</b>	<b>2.29</b>	<b>2.40</b>	<b>0</b>	<b>2.32</b>	<b>3.16</b>

# SVA Main Sample – Distribution of Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Audits recording 0 Non-compliances	170	192	253	212	142	0	54	61
Audits recording 1-5 Non-compliances	1013	1026	1028	1011	747	0	220	215
Audits recording 6 or more Non-compliances	43	58	50	74	72	0	21	57

## SVA Main Sample – Resolution of Category 1 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Closed	2	2	3	0	0	0	0	0
Non-Compliance Outstanding	0	0	0	1	4	2	2	6
Rectified During Inspection Visit	8	9	6	3	1	0	0	3
Rectified Pending Confirmation	0	3	2	1	8	1	1	3
Resolved	12	18	24	16	25	1	1	2
<b>Mean Time to Resolve Category 1 (Working Days)</b>	<b>83</b>	<b>169</b>	<b>143</b>	<b>189</b>	<b>317</b>	<b>0</b>	<b>0</b>	<b>0</b>

## SVA Main Sample – Resolution of Category 2 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Closed	3	1	6	1	1	0	0	0
Non-Compliance Outstanding	1453	1781	1615	1902	2540	0	547	943
Rectified During Inspection Visit	140	194	182	164	102	0	24	27
Rectified Pending Confirmation	441	523	463	435	438	0	85	50
Resolved	791	792	635	555	393	0	54	26
<b>Mean Time to Resolve Category 2 (Working Days)</b>	<b>351</b>	<b>274</b>	<b>188</b>	<b>148</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>0</b>

## SVA Desktop Audits – Category A Non-Compliances

Audit Year	2020-21	2021-22	2022-23
A.3 Allocation schedule mismatch	0	0	0
A.4 Measurement transformer ratio mismatch	70	70	0
A.5 Suspect data on Commissioning evidence provided	24	14	4
A.6 Settlement data mismatch	55	78	3
A.7 Overall Accuracy outside of limits	2	1	0
A.9 D0268 mismatch (standing data)	34	24	0
A.10 Mini-MAR is outside of tolerance	9	9	0
A.14 Number of circuits mismatch	3	0	0
<b>Total Category A</b>	<b>197</b>	<b>196</b>	<b>7</b>
<b>% Audits recording a Category A Non-compliance</b>	<b>12.37%</b>	<b>16.05%</b>	<b>5.38%</b>



## SVA Desktop Audits – Category B Non-Compliances

Audit Year	2020-21	2021-22	2022-23
B.1 D0268 not provided	1351	930	94
B.4 Complex site form not provided	4	10	0
B.7 Allocation Schedule not provided	13	10	2
B.8 Request for metering system investigation (D0001) and fault resolution report (D0002) not provided	101	48	17
B.9 Settlement data (3 days) not provided	2524	1674	143
B.10 Compensation figures not provided	1	4	0
B.11 Commissioning record (part 2) not provided	902	637	55
B.12 CT/VT Certificates (Pre Nov 18) or supporting evidence for overall accuracy not provided	51	76	12
B.13 Missing Meter certificates/supporting evidence	1201	1001	102
B.14 Missing D0215	1198	855	101
B.15 Missing Commissioning record Part 1 (Post Nov 18)	1103	609	59
B.16 Missing CT/VT certificates (Post Nov 18) or supporting evidence for overall accuracy	1269	1027	104
B.17 Overall accuracy calculation not provided	96	34	42
B.18 Mini-Mar not provided	133	208	16
<b>Total Category B</b>	<b>9947</b>	<b>7123</b>	<b>747</b>
<b>Mean number of Category B Non-compliances recorded per Audit</b>	<b>6.24</b>	<b>5.83</b>	<b>5.75</b>

# SVA Desktop Audits – Distribution of Non-Compliances

Audit Year	2020-21	2021-22	2022-23
Audits recording 0 Non-compliances	4	3	2
Audits recording 1-5 Non-compliances	430	475	54
Audits recording 6 or more Non-compliances	1159	743	74

# SVA Desktop Audits – Resolution of Category A Non-Compliances

Audit Year	2020-21	2021-22	2022-23
Non-Compliance Outstanding	172	148	4
Rectified Pending Confirmation	21	15	2
Resolved	4	35	0
<b>Mean Time to Resolve Cat A (Working Days)</b>	<b>0</b>	<b>0</b>	<b>0</b>

## SVA Desktop Audits – Resolution of Category B Non-Compliances

Audit Year	2020-21	2021-22	2022-23
Closed	0	4	1
Non-Compliance Outstanding	8578	5940	610
Rectified Pending Confirmation	836	703	57
Resolved	533	476	27
<b>Mean Time to Resolve Cat B (Working Days)</b>	<b>176</b>	<b>0</b>	<b>0</b>

# SVA Desktop Audits – Distribution of Non-Compliances

Audit Year	2020-21	2021-22	2022-23
Audits recording 0 Non-compliances	4	3	2
Audits recording 1-5 Non-compliances	430	475	54
Audits recording 6 or more Non-compliances	1159	743	74

## CVA Inspection Visits – Category 1 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
1.01 Inaccuracy of Standing Data (Key MTD fields) held by Data Collector	1	0	1	0	2	1	0	0
1.02 Metering Equipment Incorrect or Unsatisfactory	0	0	1	3	0	1	3	0
1.03 Timing Error (Major)	1	2	0	2	0	0	0	0
1.06 Miscellaneous	0	0	0	2	0	0	0	0
<b>Total Category 1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>0</b>
<b>% Audits recording a Category 1 Non-compliance</b>	<b>1.85%</b>	<b>4.65%</b>	<b>2.02%</b>	<b>3.38%</b>	<b>2.33%</b>	<b>2.86%</b>	<b>1.42%</b>	<b>0.00%</b>

## CVA Inspection Visits – Category 2 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
2.01 Inaccuracy of Standing Data held by Meter Operator Agent	2	0	4	3	0	0	12	3
2.02 Inaccuracy of Standing Data (non-Key MTD fields) held by Data Collector	21	0	8	11	4	0	17	3
2.03 Non-provision of Standing Data	1	0	0	33	26	0	0	0
2.06 Metering Equipment Incorrect or Unsatisfactory	27	11	31	89	39	35	59	16
2.08 Unsuitable Environment	0	0	0	0	0	0	0	0
2.09 Inadequate Over-current Protection	0	0	1	0	2	0	0	0
2.10 Separate Phase Failure Alarms not Installed or Inadequate/Failed – Local and Remote	0	0	5	10	3	6	0	1
2.11 Inadequate Metering Equipment Integrity	9	2	7	2	1	1	15	5
2.13 Miscellaneous	55	10	72	83	72	1	97	26
2.14 Timing Error (Minor)	1	0	1	0	0	0	0	0
2.15 Commissioning Records not provided or incorrect	75	16	61	127	54	47	159	87
2.16 Measurement Transformer Certificates not provided or incorrect	86	19	114	157	108	60	161	92
2.17 Meter Certificates not provided or incorrect	32	4	22	65	39	20	64	56
<b>Total Category 2</b>	<b>285</b>	<b>62</b>	<b>314</b>	<b>533</b>	<b>318</b>	<b>170</b>	<b>555</b>	<b>283</b>
<b>Mean number of Category 2 Non-compliances recorded per Audit</b>	<b>2.64</b>	<b>1.44</b>	<b>3.17</b>	<b>2.57</b>	<b>3.70</b>	<b>2.43</b>	<b>2.62</b>	<b>2.83</b>

# CVA Inspection Visits – Distribution of Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Audits recording 0 Non-compliances	7	20	25	47	11	15	50	16
Audits recording 1-5 Non-compliances	88	20	52	129	52	53	143	80
Audits recording 6 or more Non-compliances	13	3	22	31	23	2	19	4



## CVA Inspection Visits– Resolution of Category 1 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Closed	0	0	0	0	0	0	2	0
Non-Compliance Outstanding	0	0	0	2	0	0	0	0
Rectified During Inspection Visit	2	2	2	5	2	2	1	0
<b>Mean Time to Resolve Category 1 (Working Days)</b>	<b>101</b>	<b>56</b>	<b>53</b>	<b>182</b>	<b>24</b>	<b>161</b>	<b>0</b>	<b>0</b>

## CVA Inspection Visits– Resolution of Category 2 Non-Compliances

Audit Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Closed	22	0	6	0	0	0	0	2
Non-Compliance Outstanding	147	33	285	485	306	129	478	261
Rectified During Inspection Visit	7	2	10	24	10	0	17	8
Rectified Pending Confirmation	23	1	5	18	4	36	68	11
Resolved	110	26	20	53	28	5	21	7
<b>Mean Time to Resolve Category 2 (Working Days)</b>	<b>353</b>	<b>200</b>	<b>233</b>	<b>112</b>	<b>60</b>	<b>99</b>	<b>45</b>	<b>0</b>