

Energy Ombudsman Performance Report - August 2009

KPI Performance Report

KPIs FY 2008/2009			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	75.7%	94%	96%	97%	90%	97%	92%	96%	96%	87%	75%	55%	24%	4%
% PCs >8 weeks	< 1%	6.3%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%
% calls answered <2 mins	> 80%	87.4%	89%	95%	88%	92%	94%	90%	86%	85%	80%	86%	84%	81%	87%
% calls answered <5 mins	> 95%	99.1%	100%	100%	100%	99%	100%	100%	100%	100%	97%	99%	99%	98%	99%
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	100%	100%	100%	100%	99%	100%	95%	99%	99%	97%	99%

Key: Achieving Target ■
 Below Target - Expect to achieve target next month ■
 Below Target - Not expected to achieve target next month ■

Operations Report - Processing & Stock Levels

Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Running Total YTD
Total Calls	3502	4254	5931	4892	4003	5813	5576	6145	5258	5051	5550	5601	4720	62794
Abandoned Calls	166	138	313	202	107	320	361	455	519	400	422	545	313	4095
Non Member Contacts	61	112	152	117	120	111	107	98	92	74	99	60	70	1212
Total Written	1016	1438	1589	1842	1853	1896	1966	2125	1839	1943	2374	1864	2145	22874

Residential - Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Running Total YTD
Forms Issued	392	452	519	498	396	476	510	529	495	551	582	506	591	6105
Forms Returned	339	317	372	410	311	381	414	438	430	450	539	478	456	4996
PICC Cases	19	14	4	20	20	12	14	12	18	16	30	25	20	205
Mediated Cases	12	8	7	9	7	11	2	24	25	39	55	35	39	261
PCs Issued	326	348	236	300	409	320	257	268	230	223	323	430	329	3673
FDs Issued	323	396	411	253	236	406	244	232	248	217	233	386	378	3640
Number of Awards	307	384	364	241	229	397	236	225	239	209	249	371	364	3508
- Financial	15	21	9	10	11	10	1	6	4	4	1	10	13	100
- Non Financial	49	46	44	30	30	43	35	26	38	32	36	68	66	494
- Both	243	317	311	201	188	338	200	193	197	173	212	293	285	2908
Avg Value of Financial Awards	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£101.96

SME - Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Running Total YTD
Forms Issued			32	44	49	91	107	130	129	143	171	143	157	1196
Forms Returned			5	37	42	49	84	93	110	110	169	144	117	960
PICC Cases			0	3	4	1	3	1	1	4	11	16	6	50
Mediated Cases			0	0	0	0	0	3	2	7	2	8	2	24
PCs Issued			0	3	22	24	49	69	73	68	83	115	86	592
FDs Issued			0	0	3	13	21	26	44	46	58	55	70	336
Number of Awards			0	0	3	13	20	23	40	42	88	51	56	336
- Financial			0	0	0	0	1	0	0	0	0	2	1	4
- Non Financial			0	0	2	1	4	7	12	11	47	16	19	119
- Both			0	0	1	12	15	16	28	31	41	33	36	213
Avg Value of Financial Awards			£0.00	£0.00	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£491.43	£731.06	£616.36	£474.41	£450.32

Week No.	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Gross Stock	0	1034	1077	1111	1176	1181	1176	0	1215	1229	1233	1213	1246	1271	1322
Stock > 6 weeks	0	244	292	325	327	330	321	0	351	360	413	420	453	495	470
Stock > 8 weeks	0	169	189	200	227	225	208	0	217	215	215	202	225	242	230

Complaints & Cases

