

# Performance and risk

<b>Service Definition Principle</b>	<b>Market Assurance</b>	<b>The key services:</b>
<b>Service Definition Title</b>	Performance and risk	<ul style="list-style-type: none"> <li>• <b>Assurance to the market that Trading Parties are performing</b> against the required standards and being held accountable if not</li> <li>• <b>Timely production of data on Operational and Market Performance Standards</b> made available to the trading parties for their own peer comparisons</li> <li>• <b>Yearly publication of the Annual Market Performance Report</b></li> <li>• <b>Monthly charging of trading parties based on their monthly performance</b></li> <li>• <b>Redistribution of charges</b> once a year based on comparative performance</li> <li>• Monthly meetings with the Market Performance Committee <b>providing analysis and insight on the performance of the market.</b></li> </ul>
<b>Service Definition 'one-line' description</b>	We track, report on, and help to improve trading party performance to ensure better outcomes for business customers and mitigate the risks of operating within the water market.	
<b>SLT Owner</b>	Steve Formoy	
<b>Business Plan link(s)</b>	<a href="#">Market Assurance</a>	
<b>Deliverables:</b>	<b>KPIs for the service: [DRAFT – NEW SERVICE: KPIs IN DEVELOPMENT]</b>	
<ul style="list-style-type: none"> <li>• Market codes define the following obligations and SLAs <ul style="list-style-type: none"> <li>• Peer comparisons to be produced</li> <li>• Data to be made available to TP's to perform their own analysis (BD 15)</li> <li>• Trading Parties on a PRP (Performance Rectification Plans) are to be published</li> <li>• Invoices for performance charges are to be sent on BD 15</li> <li>• Market charts are to be updated by BD 15.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report overall MPS and OPS performance as a measure of overall market performance.</li> </ul>	