



**2019/2020**

**Incentive Key Performance Indicator Results**

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June 2021

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## Introduction

The SEMOpx Price Control Decision SEM-20-007 includes a requirement for SEMOpx to report on its performance against incentives as part of the annual K-factor and tariff setting process for SEMOpx.

This document reports the results of SEMOpx against the specified KPI criteria for the financial period 1<sup>st</sup> October 2019 to 30<sup>th</sup> September 2020 (referred to as “FY 2019/20”).

## KPI Criteria

### Definitions of KPIs

The criteria as defined in the SEMOpx Price Control Decision were:

1. **Auction Results:** The percentage of occurrences where the day ahead and intraday auction results are published within 1 hour of the target publication times through the auction trading system (ETS). The target times, as documented in the SEMOpx Operating Procedures, are DAM 11:55, IDA1 18:10, IDA2 08:40, IDA3 14:15.
2. **System Availability:** Availability of the auction and continuous trading systems according to their required availability (i.e. 24/7) excluding any planned outages. Also included is website availability between 8am-6pm Monday to Friday. This is a ratio of the time in which systems are said to be in a functioning condition to the total time they are required to be available.
3. **General Queries:** The percentage of occurrences where a general query received is resolved within 20 Business Days. This KPI aims to maintain efficiency and customer focus within SEMOpx. A general query is defined within the metric as any request logged through the SEMOpx helpdesk ([info@semopx.com](mailto:info@semopx.com)). Time spent for market participants to provide further information or accept resolution of a query will not be counted as part of the query resolution time. Nor will time be counted where a procedural change or system change is needed in order to close a query.

In their decision the SEM Committee also confirmed that:

- External factors which are demonstrably outside of SEMOpx’s direct control are excluded from the KPI measurements, such as SEMO and/or System Operator system failures and issues outside of SEMOpx’s control and planned outages, planned releases and ad-hoc releases that have an impact.
- In relation to the General Queries KPI, queries unresolved for more than 20 business days are only counted once and not on a rolling basis. If further information is requested following resolution of a query this is counted as a new query. If information required is dependent on third parties and is outside of SEMOpx’s control this does not impact on the calculation of the metric.

## Approved KPI Weightings and Targets

The SEM Committee decision on weightings and targets for each of the KPIs is summarised below.

SEMOpx KPI	Weighting	Proposed Lower Bound	Proposed Upper Bound
Auction Results	50%	98.0%	99.9%
System Availability	30%	99.5%	99.9%
General Queries	20%	93.0%	99.9%

Table 1: Approved KPI Weightings and Targets

## Approved Potential KPI Entitlement

The SEM Committee decision on potential KPI Entitlement for FY 2019/20 was approved as €67,056 (2019 prices).

Potential KPI Entitlement (March 2019 Prices €)	Provision under SEM-17-096	Forecast for PC Period		
	2018/19	2019/20	2020/2021	2021/2022
SEM Committee Decision		67,056	67,296	67,546

Table 2: Approved Potential KPI Entitlement

## KPI Results

The tables below provide the outcome of the measurement of the SEMOpx KPIs for FY 2019/20.

In accordance with our original proposal to the Regulatory Authorities, incentives are evaluated and calculated on a monthly basis. (i.e. 1/12<sup>th</sup> of the full year incentive is allocated to each month's results against the targets.) This way, even if an issue occurs in one specific month, there is still an incentive for SEMOpx to maintain and improve its KPIs for participants and stakeholders for subsequent months.

### Auction Results KPI

SEMOpx KPI	Weighting	Potential Incentive Assigned to KPI	Proposed Lower Bound	Proposed Upper Bound
Auction Results	50%	€33,528.00	98.00%	99.90%

Table 3: Auction Results KPI Inputs

Month	Auction Results Published within 1 hour of Target	Incentive Amount Achieved
Oct-19	100.00%	€2,794.00
Nov-19	100.00%	€2,794.00
Dec-19	100.00%	€2,794.00
Jan-20	100.00%	€2,794.00
Feb-20	100.00%	€2,794.00
Mar-20	100.00%	€2,794.00
Apr-20	100.00%	€2,794.00
May-20	99.19% <sup>#1</sup>	€1,755.14
Jun-20	100.00%	€2,794.00
Jul-20	100.00%	€2,794.00
Aug-20	100.00%	€2,794.00
Sep-20	100.00%	€2,794.00
		<b>Total: €32,489.14</b>

Table 4: Auction Results KPI Entitlement Calculation

**Note #1:** There was one occurrence of a delay greater than 1 hour in the publication of auction results. This occurred for IDA1 on the 21/05/2020 due to a human error in the publication process of the market results. Changes to the systems are being implemented to automate the publication to ensure this does not occur again.

## System Availability KPI

SEMOPx KPI	Weighting	Incentive Assigned to KPI	Proposed Lower Bound	Proposed Upper Bound
System Availability	30%	€20,116.80	99.50%	99.90%

Table 5: System Availability KPI Inputs

Month	System Availability <sup>#2</sup>	Incentive Amount Achieved
Oct-19	99.84%	€1,442.84
Nov-19	98.33%	€0.00
Dec-19	100.00%	€1,676.40
Jan-20	99.75%	€1,042.70
Feb-20	99.78%	€1,165.27
Mar-20	100.00%	€1,676.40
Apr-20	99.90%	€1,676.40
May-20	100.00%	€1,676.40
Jun-20	100.00%	€1,676.40
Jul-20	99.95%	€1,676.40
Aug-20	99.56%	€246.30
Sep-20	100.00%	€1,676.40
		<b>Total: €15,631.92</b>

Table 6: System Availability KPI Entitlement Calculation

**Note #2:** Overall there were 50 hours of unplanned outages between the ETS, M7 and SEMOPx website out of a total relevant up-time of 21228 hours (0.25%). Two thirds of these were unplanned system outages on M7, the continuous trading system, with the other third related to ETS. There were no unplanned system outages for the SEMOPx website.

## General Queries KPI

SEMOpx KPI	Weighting	Incentive Assigned to KPI	Proposed Lower Bound	Proposed Upper Bound
General Queries	20%	€13,411.20	93.00%	99.90%

Table 7: General Queries KPI Inputs

Month	Queries Resolved in 20 Business Days	Incentive Amount Achieved
Oct-19	100.00%	€1,117.60
Nov-19	100.00%	€1,117.60
Dec-19	100.00%	€1,117.60
Jan-20	96.97% <sup>#3</sup>	€642.98
Feb-20	100.00%	€1,117.60
Mar-20	100.00%	€1,117.60
Apr-20	100.00%	€1,117.60
May-20	100.00%	€1,117.60
Jun-20	94.74% <sup>#3</sup>	€281.32
Jul-20	100.00%	€1,117.60
Aug-20	100.00%	€1,117.60
Sep-20	100.00%	€1,117.60
		<b>Total: €12,100.29</b>

Table 8: Queries KPI Entitlement Calculation

**Note #3:** Of the 237 queries received only 14 had an elapsed time of greater than 20 business days. However, as specified in the Queries KPI definition, 12 of the 14 of these longer duration queries were as a result of either system changes needing to be completed before closing, or as a result of delays in responses from market participants as part of the query correspondence. Hence there were two queries that met the criteria for taking longer than 20 business days to respond to. These have been included in the statistics above. The reason for these longer durations was due to the nature of the queries and the significant technical detail provided in the response.

## Summary of Total KPI Entitlement

Based on the calculation approved methodology for KPI entitlement, SEMOpx achieved an entitlement of €60,221.35 for FY 2019/20 out of a potential entitlement of €67,056.

KPI	Incentive Amount Achieved
Auction Results	€32,489.14
System Availability	€15,631.92
Queries	€12,100.29
	<b>Total: €60,221.35</b>

Table 9: Total KPI Entitlement FY 2019/20