

Appendix A – GDCC Service Level Compliance Statement

Clause 7 of the Green Deal Central Charge Database (GDCC) Access Agreement, which is Schedule 15 to the MRA, stipulates that Suppliers (as the GDCC Operator), shall produce and publish a Service Level Compliance Statement within twenty Working Days of the end of each Quarter for that Quarter. This is outlined below.

The GDCC Operator met the required Service Levels set out in Clauses 1 (a) and (b) of Schedule 3 of the GDCC Access Agreement in the period 1st October to 31st December 2019 as set out below:

1 (a) Daily GDCC Availability

Area	Service Description	Service Level	Compensation
Acceptance of Green Deal Arrangements Data following Installation	For each Green Deal Plan, acceptance by the GDCC Operator of a valid notification submitted under Clause 10.2.1 of the GDAA, which contains a Green Deal Charge Start date that is not less than twenty (20) Working Days from the date of such notification (Initial Notification).	One hundred percent (100%) by: (i) the end of the Working Day (where the data were entered before 2pm); or (ii) by the end of the next Working Day (where the data were entered after 2pm).	Interest on Daily Green Deal Charge

1 (b) Monthly GDCC Availability

Area	Service description	Service Level	Compensation
Monthly GDCC availability	Total GDCC Availability (on a Working Hours basis) in a calendar month.	100%	Contractual damages