

# DATA MANAGEMENT FRAMEWORK



We ensure data requirements for all new clients understood and implemented in delivery at onboarding.

We proactively identify any missing or substituted data prior to billing cycles from our daily data quality report.

We analyse the root cause of any missing or subbed data.

To do this we check if reading to head end and configured correctly in the meter data management system.

We take remedial action to address so we get on time data for billing.

If not reading to head end, we arrange investigations with field team to fix and do manual reads in interim where required to ensure actuals for billing in time for billing cycle.

If configuration issue, we work with MDP data team to fix.

We will engage customers around the issues proactively ensuring they are aware of issue and give them access to track progress on resolving these.

It is critical we identify and address gaps in data proactively and inform customers of this outcome vs them telling us and we react to their issues at billing.

We initiate and drive programs to remediate systemic issues with MDP team and IT as required beyond reactive fixes to enable long term sustainable improvements.

We ensure we achieve our core customer promise and SLA around data quality consistently.

Managed by dedicated expert with support of large MDP and IT teams to ensure quality data in time for billing