

Rulings Panel performance objectives 2017/18

Objective	Performance measure	Target
1. Fair and credible	1.1 The Rulings Panel has procedures to support high quality decision-making.	1.1.1 Rulings Panel procedures are published.
		1.1.2 Rulings Panel procedures are reviewed triennially, unless agreed otherwise by the Chairpersons.
		1.1.3 Users are consulted on any proposed amendments to the Rulings Panel procedures.
	1.2 Hearings are conducted openly and decisions published, unless there is good reason not to.	1.2.1 All hearings conducted in public and decisions published, or reasons not to notified and published.
	1.3 The Rulings Panel is perceived to be independent and without the potential for bias.	1.3.1 No issues of lack of independence.
	1.4 The number of successful appeals against any decision or order of the Rulings Panel.	1.4.1 No successful appeals.
2. Accessible	2.1 Information about the existence of the Rulings Panel, its jurisdiction and what is involved for users is readily accessible.	2.1.1 Information about the Rulings Panel is reviewed annually with the Authority's Communications team.
	2.2 Access to the Rulings Panel is as easy as possible, without undue administrative burden on the user.	2.2.1 Rulings Panel procedures are reviewed triennially for ease of access to the Rulings Panel, unless agreed otherwise by the Chairpersons.
	2.3 Costs to the user do not impose any undue barrier to access to the Rulings Panel.	2.3.1 No filing costs.
3. Administered efficiently	3.1 Innovative and flexible approaches to issues are adopted that may not be available to more formal Courts.	3.1.1 Rulings Panel procedures are to be reviewed triennially for innovative and flexible approaches, unless agreed otherwise by the Chairpersons.
	3.2 The percentage of decisions and orders made by the Rulings Panel within the time periods set out in the Electricity Industry (Enforcement) Regulations 2010.	3.2.1 65% of decisions to be issued by the Rulings Panel within 40 working days of receiving final submissions; 95% to be issued within 60 working days.
	3.3 Rules are improved, based on experience.	3.3.1 Rulings Panel to regularly review the outcome of all decisions, orders and directions.
4. Proportionate	4.1 Processes are proportional to the complexity and seriousness of the issue.	4.1.1 Rulings Panel procedures are to be reviewed triennially for proportionality, unless agreed otherwise by the Chairpersons.
5. Accountable	5.1 Rulings Panel meets all its regulatory obligations under the Electricity Industry (Enforcement) Regulations 2010.	5.1.1 All regulatory obligations met.