

UNC Performance Assurance Committee Minutes
Tuesday 10 July 2018
at Elexon, 350 Euston Road, London NW1 3AW

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Karen Visgarda (Secretary)	(KV)	Joint Office
Carl Whitehouse*	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
James Rigby*	(JR)	Shipper Member Alternate
Jon Dixon*	(JD)	Ofgem
Lisa Saycell	(LS)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Nirav Vyas	(NV)	PAFA
Rob Johnstone*	(RJ)	Transporter Member
Sally Hardman	(SH)	Transporter Member
Sallyann Blackett	(SBa)	Shipper Member
Shanna Key*	(SK)	Transporter Member

Apologies

John Welch	(JW)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Mitch Donnelly	(MD)	Shipper Member
Rachel Hinsley	(RH)	Observer, Xoserve

* *via teleconference*

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/100718>

1. Introduction and Status Review**1.1 Confirm Quorate Status**

BF welcomed everyone to the meeting and declared the meeting as being quorate.

1.2 Apologies for absence

Apologies were noted as above.

1.3 Note of Alternates

James Rigby for John Welch

1.4 Review of Minutes (12 June 2018)

The minutes of the previous meetings were approved.

2. Monthly Review Items**2.1 Risk Register Review**

NV explained that an update would be provided in due course, following on from the analysis, which was also linked to some of the actions as detailed in Section 6. He also reiterated that MB had raised two new risks in the previous meeting and these were still being evaluated.

2.2 Issues Register

BF overviewed the existing issues as detailed below:

2.2.1. PAC09 – Data quality and issues with the submission of readings result in higher levels and fluctuations in (UIG) Unidentified Gas

BF said that Modification 0658 (Urgent) had now been implemented and the Impact Assessment concerning Modifications 0642, 0642A and 0643 was now closed as of Friday 06 July 2018. JD said that nothing further had been submitted to change or alter Ofgem's "minded to" view on these modifications, and so now a decision letter was being formalised. In some ways the implementation of the task force should focus efforts on finding solutions to the UIG issues and reduce focus on unwinding a new implemented regime. He felt the situation could be alleviated by getting as many sites as possible on Daily Metered Regime. He stated that Ofgem did not share the same view as the AUG on the topic of theft and that Ofgem were still keen to explore the EUC categories and bandings, in order to resolve the current issues around allocation.

JR asked if it was Ofgem's aspiration to see more sites moving to DM or similar (Class 2 or 3)? JD said that Ofgem were keen to get as many sites as possible submitting regular and where possible daily reads as it seemed odd to be relying on the profiles etc. particularly in light of the CMA conclusions for read submissions. SBa said in that case, it was important to also investigate the Class 1 and 2 sites who were still to complete their Consumption Adjustments for the last 12 months or longer. JD agreed with this comment and he stated that greater emphasis was needed to be placed on these specific parties to address this issue.

SBa also said that the changes to the EUC Categories were now not going to be completed for October 2018, which meant that another 12 months would have elapsed which was exceedingly disappointing indeed. FC said that the system capability was not able to cope with an instant change and that the issue was surrounding the extra file values.

A general discussion then took place surrounding the current status of the UIG issue particularly around allocation. FC commented that these issues had presently reduced greatly due to the extreme hot weather which had reduced demand, although again the issues was not so significant in the Winter months. She once again reiterated, the overall UIG issue had not been resolved as the Spring shoulder months were an issues and it is likely the Autumn will be similar. The Xoserve Task Force was working in this area to find a options for resolution.

2.2.2. PAC10 – Product Class 2 and 3 Meter Read Submission Performance

BF explained that a Draft Modification was nearly completed regarding this topic and this would be submitted to the August Panel. JR said that any further questions or comments should be directed to JW.

2.3 Project Plan

NV provided an overview of the Project Plan that now contained the PRID(e) techniques and defined roles and responsibilities, as determined by the PRID(e) methodology. He said he wanted all members to read and study this document prior to the Project Plan workshop day on 25 July 2018 in Solihull. NR stated that the PRID(e) Model itself would require sign off by all the market participants in relation to the monitoring areas of the model itself.

NV then presented the overall assumptions summary as was detailed in the PRID(e) Project Plan below, together with the Timelines.

He explained that this structured approach would provide the Committee with a Tool Set to address risks and poor performance and would enable a defined escalation route to be followed that was transparent as to how poor performance was addressed and resolved.

- PAC members are available to attend and participate in the activities described in the summary approach
- The outcomes of each workshop are progressive and progress the plan to the next stage
- Drafting of any modification is done in a timely manner
- Any modification drafted captures the PRIDe model processes accurately
- Any modification raised is progressed in a timely manner
- The industry provide representation in support of the modification
- The implementation of any changes are to the specifications detailed in the modification
- The implementation of any changes are timely managed

Tasks	Date
Initial PRIDe workshop	25 July 2018
PRIDe project plan agreed	August/September 2018
PRIDe technique definition workshop	w/c 17 September 2018
Revision of PRIDe model	9 October 2018
UNC impact assessment and implementation approach workshop	w/c 15 October 2018
Modification drafting workshop	w/c 22 October 2018z
Modification raised	w/c 12 November 2018
Modification process	w/c 12 November 2018 – 18 February 2019
Implementation date	4 March 2019
Trial run using industry data	4 March 2019 – 6 May 2019
Go live	6 May 2019

A general discussion then took place regarding the indicative timelines that had been presented as detailed above. BF proposed that insufficient time had been allocated for the development of the overall modification process and that this needed to be extended. NV agreed to look at this and adjust the timeline accordingly in readiness for the Project Plan workshop day on 25 July 2018.

LS and SH both said that they would like to see a specific agenda and actions/questions that were going to be discussed and debated during the workshop

day and that these should be circulated at least 5 days prior to that event, in order to allow time for preparation and thought. NV agreed to produce these and get them circulated at least 5 days prior to the day. FC said that the information on the USRV would be available at the workshop.

2.4 Assumptions Register

Not covered during this meeting.

2.5 Ofgem Update

JD provided an overall summary with regards to the Issues, please see section 2.2.1, as detailed in point 2.2 above.

2.6 Review of Monthly PARR Schedule 2 Reporting Update

NV talked through the PARR Dashboard presentation and drew attention to specific schematics as required and detailed below.

2A-2 No Meter Recorded

The PAFA described the report as measuring the percentage of each Shippers portfolio of confirmed meter points with no meter recorded on the Supply Point Register as at the report snapshot date. Also described is the UNC requirement to fit a meter at every supply point (M2.1.1) and obligation to provide timely updates to central systems.

Highlighted as red in the PARR report shows the top 10 worst contributing Shippers per month which contribute to a decrease in industry performance. The PAFA explained that the top 10 contributors remained consistent across the previous 12 months.

The industry as a whole has seen a 50% improvement in performance in the past 12 months by reducing the percentage of no meter recorded on the Supply Point Register from 0.06% to 0.03%.

Highlighted worst performers for this month remain the same parties from last month in Eastbourne (0.54%) and Lytham (0.49%).

2A-7.1 No Read 2 - 3 Years <73,200 kWh

The PAFA described the report as measuring the percentage of a Shipper's portfolio in the below 73,200 kWh AQ band without a meter reading for a 2-3 year period as at the report snapshot date. Also described is the Shipper obligation to submit a read for either Monthly Read Meters at least every 4 months and Annual Read Meters at least every 24 months (M5.10.1).

Highlighted as red in the PARR report shows the top 10 worst contributing Shippers per month which contribute to a decrease in industry performance. The PAFA explained that the top 10 worst contributors remained consistent across the previous 12 months.

The industry as a whole has seen a decrease in performance in the past 12 months from 0.59% in May 2017 to 0.90% in May 2018 of all Shipper portfolios submitting reads within obligated timescales.

Highlighted worst performers for the month remain the same parties from last month in Torquay (27.06%) and Weymouth Bandstand (6.97%).

2A-7.2 No Read 2 - 3 Years >73,200 kWh

The PAFA described the report as measuring the percentage of a Shipper's portfolio in the above 73,200 kWh AQ band without a meter reading for a 2-3 year period as at the report snapshot date. Also described is the Shipper obligation to submit a read for either Monthly Read Meters at least every 4 months and Annual Read Meters at least every 24 months (M5.10.1).

Highlighted as red in the PARR report shows the top 10 worst contributing Shippers per month which contribute to a decrease in industry performance. The PAFA explained that the top 10 worst contributors remained consistent across the previous 12 months.

The industry as a whole has seen a decrease in performance in the past 12 months from 0.00% in May 2017 to 0.01% in May 2018 of all Shipper portfolios submitting reads within obligated timescales.

Highlighted worst performers for the month are Walton-on-the-Naze (1.61%) and Cleethorpes (1.10%).

Walton-on-the-Naze remains as one of the worst performers from last month.

2A-9 Standard CF AQ > 732,000 kWh

The PAFA described the report as measuring the count of sites with an AQ >732,000 kWh, but having the standard conversion factor (i.e 1.02264) as at the report snapshot date. Also described was the Thermal Energy Regulations requirement to have a site specific conversion factor at all sites with an AQ > 732,000 kWh.

Highlighted as red in the report shows the top 10 worst contributing Shippers per month which contribute to a decrease in industry performance. The PAFA explained that the top 10 contributors remained consistent across the previous 12 months.

The industry as a whole has seen a 62% decrease in performance in the past 12 months as the number of sites with an AQ > 732,000 kWh has increased from 2617 in May 2017 to 4191 in May 2018.

Highlighted worst performers for the month remain the same parties as last month in Falmouth (1031) and Morecambe Central (912).

2.7 Review of PAC Terms of Reference

It was agreed this item could now be removed from the agenda and would be replaced with PAC Related or New Modifications Update.

3. Annual Work Plan and Budget

3.1 Draft Work Plan and Budget Actions Update

Members agreed this item would be discussed in depth during the PRID(e) Project Plan workshop day to be held on 25 July 2018.

4. Communications Plan

NV said the main key messages from each meeting continued to be produced by the PAFA and these were distributed via the usual channels. He added that this topic would also be encompassed within the agenda for the PRID(e) Project Plan workshop day.

5. Any Other Business

5.1 Review of the Performance Assurance Framework - All

BF noted that the PAC Framework document should be explored during the workshop day on 25 July 2018 and NV asked for any related comments on this matter to be sent to him in the first instance.

5.2 Smart Meters (exchanges and read submissions statistics) – All

A brief discussion took place and FC said this was an item that JW had raised previously regarding the tracking of Smart Meters through the process area. JR said he had not been given a specific update on this matter from JW regarding the Read Submissions.

FC added that this had been discussed previously via a presentation entitled; '*SSP Adjustments and Smart Meter Installs*' that was presented on the PAC meeting held on 10 April 2018 link: <https://www.gasgovernance.co.uk/pac/100418>

LS said she was not sure how monitoring Smart Meter exchanges would help and FC said that it was possible to look at the total values, but that Xoserve would only know about the failure rate ones and would not be able to know what the failed RGMA updates were, with regards to a meter type.

BF proposed that if there was an Exchange Report and that was submitted then this could cause an issue with regards to regulations etc, as there was no specific data as evidence. He said perhaps this should be raised as a risk which would need to be submitted to the PAFA in the form of a pro forma. NV and all members agreed this item could now be taken off the agenda as NV said there was a related risk with the Risk Register already, and this could be further define at the next meeting in August.

5.3 PAC related Modifications

BF explained that the Draft Modification raised by JW and supported by the PAC Members would be submitted at the August Panel.

A general discussion took place regarding PAC related modifications or new modifications that PAC should keep in sight and monitor as they may have reporting consequences included, these were as follows:

Modification 0647 - Opening Class 1 reads to Competition

Modification 0652 – Obligation to submit reads and data for winter consumption calculation (meters in EUC bands 3 - 8)

Modification 0654 – Mandating the provision of NDM sample data

Modification 0657S – Adding AQ reporting to the PARR Schedule reporting suite

Modification 0658 (Urgent) – CDSP to identify and develop improvements to LDZ settlement processes

Modification 0660S - Amendment to PARR permissions to allow PAC to update with UNCC approval

It was agreed that the future agendas should now have a specific area for the *PAC Related and New Modifications* and would be detailed in Section 2.7.

6. Any Other Business

Annual Review

NV just wanted to make members aware that the Annual PAFA Review had now been completed and the responses were being collated, with the final report to be submitted for discussion in the August meeting.

PAFA Key Messages

FC proposed that instead of the Summary of the Key Messages being sent in an attachment, whether a link could be sent in the email instead and so the reader would then be able to view these within the PAC area through the specific link. She felt this method might encourage an increased readership within the Industry as a whole.

7. Review of Actions Outstanding

PAC0501: Xoserve (FC) to investigate Schedule 33 data with Electralink/TRAS and see if this data could be shared with Xoserve.

Update: FC requested that this action be carried forward, as Electralink had now requested a meeting between themselves and the Joint Office to further discuss Schedule 33 data.

Carried forward

PAC0506: PAFA (NV) to track and record all actions that have been resolved and actioned by date to produce an audit trail.

Update: NV provided a verbal update and said that a table of the findings would be produced for the August meeting. He overviewed the following in relation to closed actions:

121 Actions in total until June 2017 – June 2018

112 Actions Closed – 84 closed within a 41 day timeframe – the next meeting, 28 actions closed after the last meeting or following meeting date.

2 Actions Carried forward

7 Pending Actions as of 10/07/18

Some actions remained open for 300+ days – PARR scheduling and reporting

The majority of the actions were closed in 1 or 2 meetings period which was a healthy average.

NV said he would continue to track the actions for the next 12 months. BF said the way and manner of tracking these actions needed to be further discussed and confirmed, as some could be related to the DM reads issue for example. It was subsequently agreed that this action could now be closed. **Closed.**

PAC 0601: Xoserve (RH) to investigate the status of the sites with a standard correction factor and MAMCoP.

Update: FC said unfortunately as RH was not able to attend the meeting, she was not able to gain access to the MAMCoP minutes in RH's absence, so the action needed to be carried forward. **Carried forward**

PAC 0602: Xoserve (FC) to provide feedback via the Customer Account Managers on the Shippers performance with a RAG status, including the current level of engagement with each Shipper.

Update: FC said this action needed to be carried forward as RH was not able to attend the meeting. **Carried forward**

PAC 0603: Shipper Member (JW) to circulate the amended Draft Modification - Transfer Class 2 and 3 sites to Class 4, to all PAC members prior to 25 June 2018 meeting for feedback in readiness for the July Panel.

Update: JR said on JW's behalf that this would be discussed on 25 July in the Project workshop day and so this action could be closed. **Closed**

PAC 0604: PAFA (NV) to combine the Project Plan into a detailed framework document to clearly show how the process is defined – *which must be published at least 5 business days prior to the next PAC meeting in July.*

Update: NV said this action could now be closed as the overall PRID(e) Project Plan had been produced/overviewed and would be further discussed at the Workshop Day. **Closed**

PAC 0605: Xoserve (FC) to provide information regarding the pre Nexus USRV process.

Update: FC said this action should be carried forward as the pre Nexus USRV process would be discussed at the workshop day on 25 July 2018. **Carried forward**

PAC 0606: Xoserve (RH) to investigate the current EBCC defined process EBCR framework structure and provide feedback.

Update: FC proposed this action was carried forward as RH was not able to attend the meeting and that RH would provide an update at the next meeting in August. **Carried forward**

PAC 0607: Xoserve (FC) to write to Ofgem and summarise what actions have been taken so far and request the assistance of Ofgem with the resolution to the consumption adjustment issue.

Update: FC said this was still in process and would now be amended following the Ofgem discussions within the meeting itself, and that the pre written document to Ofgem would now be amended accordingly and she asked for this action to be carried forward. **Carried forward**

8. Next Steps

BF proposed that all members should make themselves familiar with the updated PRID(e) Project Plan in readiness for workshop day on 25 July 2018. He also said that NV would submit the agenda and specific questions/tasks at least 5 days prior to that day, in order to allow these documents to be studied.

8.1 Key Messages – PAFA

It was agreed the PAFA would provide the Key Messages communications for this and future meetings, as per the summary below:

- The PAC discussed the pre modification for transfer of sites with low read submission performance from Classes 2 and 3 into Class 4 with a view of raising the modification in the near future
- The PAC discussed PAC Issue 009 – “Data quality, submission of readings and fluctuations in Unidentified Gas” and associated modifications 0642, 0642A and 0643
- Ofgem provided an update on their minded to decision on modifications 0642, 0642A and 0643 in that their current view still stands that the implementation of the proposals would not better facilitate the achievement of the relevant objectives of the UNC
- Ofgem also provided an update on the modifications related to PAC Issue 009 stating that the industry focus should be on processes to improve read submission rather than reverse change that has been brought in
- A Modification Panel update was provided for Modification 657S - Adding AQ reporting to the PARR Schedule reporting suite, stating that this will be considered by the Distribution Workgroup on 26 July 2018
- A Modification Panel update was provided for Modification 660 - Amendment to PARR permissions to allow PAC to update with UNCC approval, stating that this will be considered by the Distribution Workgroup on 26 July 2018
- The PAC will have a new standing agenda item discussing PAC related modifications and to ensure a relevant monitoring mechanism is captured within modifications relating to performance of settlement
- The PAFA provided a collated summary of the Performance Assurance Framework, PRIDe in Gas Model and timelines for implementation of the model
- The initial workshop to discuss the PRIDe in Gas Model is arranged for 25 July 2018 to discuss the techniques and progress the plan

- The PAFA presented the three finalised PARR reports with analysis on trends
- The CDSP stated that 9 of 10 PARR reports will be ready to be published for the August 2018 PAC meeting
- The next PAC meeting will take place on 6 August 2018

9. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Time/Date	Venue	Programme
10.30, Wednesday 25 July 2018	Radcliffe House, Blenheim Court Warwick Road Solihull B91 2AA	<ul style="list-style-type: none"> • PRID(e) Project Plan/Framework Workshop
10.30, Monday 06 August 2018	Radcliffe House, Blenheim Court Warwick Road Solihull B91 2AA	<ul style="list-style-type: none"> • Monthly Review Items • Annual Work Plan & Budget • Communications Plan • Smart Meter Exchanges & Read Submission Statistics • PAC Related Modifications
10.30, Tuesday 11 September 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> • <i>To be confirmed</i>
10.30, Tuesday 09 October 2018	Solihull – Venue TBC	<ul style="list-style-type: none"> • <i>To be confirmed</i>
10.30, Monday 05 November 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> • <i>To be confirmed</i>
10.30, Tuesday 11 December 2018	Solihull – Venue TBC	<ul style="list-style-type: none"> • <i>To be confirmed</i>

Action Table (as at 10 July 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0501	08/05/18	2.1	Xoserve (FC) to investigate Schedule 33 data with Electralink/TRAS and see if this data could be shared with Xoserve.	Xoserve (FC)	Carried forward
PAC 0506	08/05/18	7.0	PAFA (NV) to track and record all actions that have been resolved and actioned by date to produce an audit trail.	PAFA (NV)	Closed
PAC 0601	12/06/18	2.1	Xoserve (RH) to investigate the status of the sites with a standard correction factor and MAMCoP.	Xoserve (RH)	Carried forward
PAC 0602	12/06/18	2.1	Xoserve (FC) to provide feedback via the Customer Account Managers on the Shippers performance with a RAG status, including the current level of engagement with each Shipper.	Xoserve (FC)	Carried forward
PAC 0603	12/06/18	2.2.2	Shipper Member (JW) to circulate the amended Draft Modification - Transfer Class 2 and 3 sites to Class 4, to all PAC members prior to 25 June 2018 meeting for feedback in readiness for the July Panel.	Shipper Member (JW)	Closed
PAC 0604	12/06/18	2.3	PAFA (NV) to combine the Project Plan into a detailed framework document to clearly show how the process is defined – <i>which must be published at least 5 business days prior to the next PAC meeting in July.</i>	PAFA (NV)	Closed
PAC 0605	12/06/18	2.3	Xoserve (FC) to provide information regarding the pre Nexus USRV process.	Xoserve (FC)	Carried forward
PAC 0606	12/06/18	2.3	Xoserve (RH) to investigate the current EBCC defined process EBCR framework structure and provide feedback.	Xoserve (RH)	Carried forward
PAC 0607	12/06/18	5.5	Xoserve (FC) to write to Ofgem and summarise what actions have been taken so far and request the assistance of Ofgem with the resolution to the consumption adjustment issue.	Xoserve (FC)	Carried forward

