PAC PRIDe Workshop

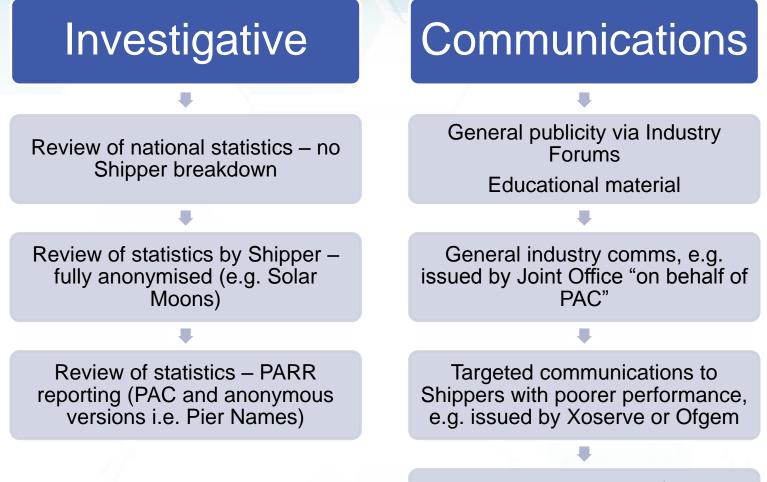## Summary of Recent Initiatives

Issues Tackled by PAC to date

- DM meter read rejections – Pot 1 resolved
- DM consumption adjustments – ongoing, c. 75% resolved
- WAR Band EUC take-up – ongoing, UNC Mod raised
- Class 2 and 3 read submission levels – ongoing, draft Mod

Examples of Recent Measures/Initiatives to Improve Performance

Investigative

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Review of national statistics – no Shipper breakdown

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Review of statistics by Shipper – fully anonymised (e.g. Solar Moons)

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Review of statistics – PARR reporting (PAC and anonymous versions i.e. Pier Names)

Communications

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General publicity via Industry Forums
Educational material

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General industry comms, e.g. issued by Joint Office "on behalf of PAC"

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Targeted communications to Shippers with poorer performance, e.g. issued by Xoserve or Ofgem

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Targeted communication/support, e.g. by Xoserve Account Managers or specific project teams

XOserve

Mapping of Recent Issues against Measures/Initiatives used

Investigative

Review of national statistics – no Shipper breakdown

DM WAR Bands

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WAR Bands

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CI 2/3 Reads

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