

UNC Performance Assurance Committee (PAC) Agenda

10:30 Tuesday 09 October 2018

at Radcliffe House, Blenheim Court, Warwick Road, Solihull B91 2AA

- 1. Introduction and Status Review**
 - 1.1. Confirm quorate status
 - 1.2. Apologies for absence
 - 1.3. Note of Alternates
 - 1.4. Review of Minutes (11 September & 26 September 2018)
- 2. New PAC Members Process**
- 3. Deferred Business (26 September 2018 Item 7.4)**
 - 3.1. Action update paper for 0911
 - 3.2. The Draft Letter
 - 3.3. Risk Model Methodology
 - 3.4. Pride Model (action for views)
 - 3.5. Pride Overview (action for views)
 - 3.6. PARR Dashboard (update)
 - 3.7. Framework (green introductions)
- 4. Responsibility Overview**
- 5. Customer Advocate Engagement**
- 6. Monthly Review Items**
 - 6.1. Risk Register Review
 - 6.2. Issues Register
 - 6.2.1. New issues
 - 6.3. Project Plan
 - 6.4. Ofgem Update
 - 6.5. Review of Monthly PARR Reports
 - 6.6. Review of PAC Related and New Modifications
- 7. Annual Work Plan and Budget**
 - 7.1. Draft Work Plan and Budget Actions Update
- 8. Communications Plan**
- 9. Any Other Business**
 - 9.1. Review of the Performance Assurance Framework - All
 - 9.2. Smart Meters (exchanges and read submission statistics) – All
 - 9.3. Consideration of the Ofgem Decision Letter for UNC 0619/A/B – All

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk

5.3.1 Undertake GAP Analysis when considering Modifications 0647, 0664 and 0665

- 9.4. Supplier and Shipper Theft of Gas Reporting – FC
- 9.5. Extension of Current Process to include Annual Read Supply Meter Points – SK/AC
- 9.6. Ofgem Switching Design Forum Update – AJ
- 9.7. Timing of the Review of November PARR Reports - FC
- 10. **Review of Outstanding Actions**
- 11. **Next Steps**
 - 11.1. Key Messages - PAFA
- 12. **Diary Planning**

PRIDe Action Table (as at 26 September 2018)

Action Ref	Action	Owner	Status Update
PAC 250702	PAC Members to review the existing PAFA process and suggest any amendments to the process including adding new risks to the current top 15 risks.	PAC Members	Carried Forward
PAC 250703	PAC Members to review the risk model and consider how the model should be developed for assessing PAC risks.	PAC Members	Carried Forward
PAC 250704	PAC Members to provide any comments/ observations/feedback to PAFA on the <i>Prevent</i> technique, including the suggested methods.	PAC Members	Carried Forward
PAC 250705a	PAC Members to identify any new risks. Some suggested risks to be considered for inclusion: <ul style="list-style-type: none"> • Correction factor risk • DM read submission • smart meter exchanges • DMSP performance consumption adjustments. 	PAFA	Carried Forward
PAC 250705b	PAFA to review the risk register once the updated post-Nexus data is received.	PAFA	Carried Forward
PAC 250706	Draft modification to be developed for the September Panel to describe framework (Deadline for new modification is 07 September 2018). To consider a document outside the UNC which includes appropriate controls that mirror the modification process for example in relation to consultation. Could also use a similar process as that used for the demand estimation process for profiles.	PAC Members	Carried Forward
PAC	Members to review PAFA's role and responsibilities in relation to the Performance Assurance Framework document	PAC	Carried

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk

PRIDe Action Table (as at 26 September 2018)			
Action Ref	Action	Owner	Status Update
250707	in the context of the proposed PRIDe Gas model.	Members	Forward
PAC 250708	Xoserve to consider how data can be made more accessible to industry at an aggregate level by LDZ and Product Class to enable movements in volumes to be tracked. MB to provide Xoserve with a more detailed specification setting out the type of information required by industry.	Xoserve (FC)/ MB	Carried Forward
PAC 250711	PAFA to review the PRIDe Gas Model based on the comments received during the workshop held on 25 July 2018.	PAFA	Carried Forward
PAC 0921 (260901)	PAFA to provide a proposed plan / timescales for progressing with an incentive regime modification.	PAFA	Pending

PAC Action Table (as at 26 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0501	08/05/18	2.1	To investigate Schedule 33 data with Electralink / TRAS and see if this data could be shared with Xoserve.	Xoserve (FC)	Carried Forward (Update due 09 October 2018)
PAC 0602	12/06/18	2.1	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 (Update due 09 October 2018)
PAC 0801	06/08/18	2.1	All PAC members to review the Risk Register and the reporting of how a new risk is to be included into the Risk Register.	ALL	Carried Forward (Update due 09 October 2018)
PAC 0803	06/08/18	2.2.2	To document and provide information on the process of moving a PAC Related Risk to an Issue and how it will be defined and monitored.	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0804	06/08/18	2.4	To conduct a Risk Model Review to encompass the Assumptions Register and the original Engage Report to ensure all are fit for purpose.	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0807	06/08/18	6.0	To approach the DSC Change Management Committee and enquire what information the PAFA could be given in relation to the Xoserve UIG Task Force and to advise if the PAFA could attend any of the meetings for that specific item.	Xoserve (FC)	Carried Forward (Update due 09 October 2018)
PAC 0901	03/09/18	2.1	To develop a brief on-boarding pack of information which will include the information suggested at this meeting; resignation; how to access information from Joint Office and PAFA via Huddle and what type of information is available.	Joint Office (BF)	Carried Forward (Update due 09 October 2018)

PAC Action Table (as at 26 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0902	03/09/18	2.1	To include the resignation process in the contract information sent to new Members.	Joint Office (BF)	Carried Forward (Update due 09 October 2018)
PAC 0903	03/09/18	2.2	To re-issue the new version of the appointment letter for all PAC Members to sign.	Joint Office (BF)	Carried Forward (Update due 09 October 2018)
PAC 0904	03/09/18	2.2	To a) draft a high level resignation process which sets out how the process is closed and down and confirms to the Member what the member can/cannot do following resignation and, b) to include an agenda item for discussion at the 09 October meeting to review the draft resignation process and the Non-Disclosure Agreement.	Joint Office (BF)	Carried Forward (Update due 09 October 2018)
PAC 0905	11/09/18	2.1.1	<i>Reference PAF Risk Register Titles - PAFA (NV) to look to ensure adoption of a consistent risk title naming convention (i.e. title and description of risk, rather than inadvertently outlining the obligation).</i>	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0906	11/09/18	2.1.1	<i>Reference PAF Risks Register - PAFA (NV) to look to split out the 10,330 sites with an AQ below 732,000kWh and have a Non Standard Correction Factor into a separate risk (possibly PACR018D) for consideration in due course.</i>	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0907	11/09/18	2.1.1	<i>Reference PAF Draft Risks 017D and 018D - PAFA (NV) to look to re-evaluate the (draft) risks against the October 2018 AUGE information, once it has been published.</i>	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0908	11/09/18	2.1.2	<i>Reference Thermal Regulation Enforcement – Ofgem (JD) to confirm whether Ofgem would/should take the lead role in enforcing Thermal Regulation related obligations for PAC referral matters and confirm the</i>	Ofgem (JD)	Carried Forward (Update due 09 October 2018)

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk

PAC Action Table (as at 26 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			most appropriate Ofgem colleague to contact.		
PAC 0909	11/09/18	2.1.2	<i>Reference PAF Draft Risk 016D</i> - PAFA (NV) to prepare a draft of the PAC letter to impacted Shipper(s) who do not have a site specific correction factor, asking them for provision of a milestone plan to rectify this.	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0910	11/09/18	2.1.2	<i>Reference PAF Draft Risk Register Low Level Process Flow Maps</i> - PAFA (NV) to prepare the specific risk low-level process flow maps for consideration at a future meeting.	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0911	11/09/18	2.1.2	<i>Reference PAF Risk Register</i> – All parties to review risks 001 – 015 and provide views on suitable steps for progressing these (current and next action flags etc.), including potential PAC owners.	All	Carried Forward (Update due 09 October 2018)
PAC 0912	11/09/18	2.1.2	<i>Reference PAF Risk Register</i> – PAFA (NV) to provide a Performance Assurance Technique For Risk Resolution document to highlight risk progression (i.e. a Workplan for next 12 months and learning paper for the Top 6 risks).	PAFA (NV)	Carried Forward (Update due 09 October 2018)
PAC 0913	11/09/18	2.1.2	<i>Reference AUGE Indicative UIG Figures</i> – Xoserve (FC) to request a summary of the data from the AUGE.	Xoserve (FC)	Carried Forward (Update due 09 October 2018)
PAC 0914	11/09/18	2.1.2	<i>Reference AUGE Indicative UIG Figures</i> – All parties to evaluate how the AUGE indicative UIG figures could potentially impact on (draft) risk PACR017D.	All	Carried Forward (Update due 09 October 2018)
PAC 0915	11/09/18	2.1.2	<i>Reference the Dave Lander Consulting Report</i> – All parties to look to read the report and provide views at a forthcoming PAC meeting.	All	Carried Forward (Update due 09 October 2018)

PAC Action Table (as at 26 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0916	11/09/18	2.2.1	<i>Reference PAC09 – Data quality and issues with the submission of readings result in higher levels and fluctuations in (UIG) Unidentified Gas – Xoserve (FC) to ensure that an overview of the Ofgem letter is provided to PAC in due course.</i>	Xoserve (FC)	Carried Forward (Update due 09 October 2018)
PAC 0917	11/09/18	2.6	To discuss additional UNC Modification 0635 aspects with the Proposer of UNC Modification 0647, Richard Pomroy (Wales & West Utilities) to ascertain whether he would be willing to expand 0647 to take into account aspects of 0635.	Shipper Member (CW)	Carried Forward (Update due 09 October 2018)
PAC 0918	11/09/18	5.5	<i>Reference New PAC Members Process – All parties to look to consider this matter and provide views at the 26 September 2018 PRID(e) Workshop meeting.</i>	All	Carried Forward
PAC 0919	11/09/18	6.	<i>Reference Resolution of the Consumption Adjustment Issue – Ofgem (JD) to compose an industry letter / communication, outlining what remedial actions have been taken so far, in looking to resolve the consumption adjustment issue.</i>	Ofgem (JD)	Carried Forward (Update due 09 October 2018)
PAC 0920	26/09/18	1.1	Joint Office (RH _a) to encourage Ofgem attendance and remind members about the importance of quoracy along with providing an alternate.	Joint Office (RH _a)	Pending (Update due 09 October 2018)
PAC 0921 (PRIDe)	26/09/18	2.2	<i>PRIDe - PAFA to provide a proposed plan / timescales for progressing with an incentive regime modification. (PRIDe action repeated for information)</i>	PAFA	Pending
PAC 0922	26/09/18	4.2.1	PAFA (NV) to provide an update on the Project Plan with observations and any recommendations.	PAFA (NV)	Pending
PAC 0923	26/09/18	4.2.1	All PAC members to review the published Project Plan with a view of providing updates on any required actions.	PAC	Pending (Update due 09 October 2018)

PAC Action Table (as at 26 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0924	26/09/18	4.3.1	JW to review the requirements of the PAC Workplan and Budget and provide an update at the 9 th October meeting.	PAC (JW)	Pending (Update due 09 October 2018)
PAC 0925	26/09/18	4.4	PAFA and Xoserve to consider the focus of future PAF Reviews to ensure it captures PACs requirements and provide a proposal/view on how this could be structured. structured (ie. should it be a review of the framework or a review of the PAFA role)	PAFA / Xoserve	Pending
PAC 0926	26/09/18	4.4	JW to provide an overview of the responsibilities of PAC Members, Xoserve, PAFA and Joint Office at the next meeting.	PAC (JW)	Pending (Update due 09 October 2018)
PAC 0927	26/09/18	4.4	Risk Register - NV and JW to come up with an interim tool kit for PAC to follow.	PAFA (NV) / PAC (JW)	Pending
PAC 0928	26/09/18	4.4	PARR Reports review to be scheduled to ensure the reports meet PAFA requirements.	PAFA (NV)	Pending
PAC 0929	26/09/18	4.4	All PAC members to review Section 5 (pages 21 and 22) 17 Risk Register actions available via Huddle.	PAC	Pending (Update due 09 October 2018)