

UNC Performance Assurance Committee Minutes
Tuesday 23 October 2018
via teleconference

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office
Anne Jackson	(AJ)	PAFA
Billy Howitt	(BH)	PAFA
Carl Whitehouse	(CW)	Shipper Member
Dave Turpin	(DT)	Observer, Xoserve
Emma Smith	(ES)	Observer, Xoserve
John Welch	(JW)	Shipper Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Nirav Vyas	(NV)	PAFA
Rob Johnson	(RJ)	Transporter Member
Sally Hardman	(SH)	Transporter Member
Sallyann Blackett	(SB)	Shipper Member

Apologies

Shanna Key	(SK)	Transporter Member
Fiona Cottam	(FC)	Observer, Xoserve

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/231018>

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

RHa 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

Sally Hardman for Shanna Key.

2. Consideration and Agreement of the Data Cleanliness Observation Letters**2.1 2A.1 - Estimated and Check Reads Letter****2.1.1. Content**

When AJ provided an overview of the rationale behind the latest iteration of the draft letter, PAC Members discussed various enhancements or changes to the wording, (the main points captured by exception) as follows:

- Consideration of suitable timeframe; it was concluded that 4 months would be sufficient;
- Addition of the actual date instead of 'date by which' the party needs to respond by;
- A 'date' to be added after the '.....your action plan to resolve it' statement;
- An additional statement to require the party to acknowledge that they will seek to meet the (PAC) request to be inserted before the 'If you are unable.....' statement;
- The 'We will be reviewing your case.....' to become a separate paragraph;
- Discussions on whether the reference to 'The PAC will continue to monitor your performance,.....' should be enhanced to be more specific in nature was undertaken – in the end a clear consensus was not reached, although it was acknowledged that Ofgem would be keen to see that PAC had been supporting parties to resolve their performance issues;
- DT indicated that the Shipper performance pack information provided by Xoserve is subtly different (in content and context) to that contained within the PAC Performance Report information – Xoserve are currently considering these potential differences with a view to better aligning the information and would look to provide a progress update at the next PAC meeting;
- It was once again noted that care is needed in order to avoid undermining PAC credibility;
- It was suggested that a perhaps a Persistent Poor Performers listing might prove beneficial;
- Xoserve has undertaken some individual analysis that has revealed concerns around full meter reading performance report requirements, and specifically the associated targets (i.e. how many reads should have been provided compared to how many were actually provided), and how these reflect meter reading frequency aspects for Classes 1, 2 and 3 (i.e. daily);
- PAFA voiced their concerns over the quality of the information being provided to them, especially the utilisation of zero values in some instances and those with occurrences greater than 100%. Responding, ES explained that Xoserve has recently corrected the information and hopefully this should resolve the concern going forwards, but she would check the zero issue again, just in case there are any stragglers;
- In suggesting the data provided to the PAFA is accurate, DT acknowledged that further investigations would be prudent;
- ES pointed out, and PAC Members acknowledged that a DSC Change Proposal would be needed in order to amend reporting provisions, especially the zero value aspects.
- **ES stated that they are 100% confident in the data provided in the performance reports.**

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New Action 1010: Reference Data Cleanliness Observation Letters 2A.1 & 2A.9 - Xoserve (DT) to look to discuss the 2A.1 and 2A.9 reporting information and letters with their Shipper contacts in order to improve industry awareness.

New Action 1011: Reference Estimated and Check Reads Letter 2A.1 - PAFA (NV) to look to set up and provide a list of persistent poor performers.

New Action 1012: Reference Estimated and Check Reads Letter 2A.1 (& 2A.9) – Xoserve (DT) to look to report back on reconciling the various performance report findings.

New Action 1013: Reference Estimated and Check Reads Letter 2A.1 – Xoserve (DT) to look to investigate all Shippers with a zero value and decide a strategy to manage these going forwards.

2.1.2. Recipients

Focusing attention on page 5 of the presentation provided by the PAFA entitled "PAC teleconference report for PAC v3", the following key points were discussed:

- It was agreed to target ALL product Class 1 poor performers: Harwich, Weymouth and Southsea Clarence (with the exception of Ramsey in the initial tranche);
- It was noted that the PAFA might not have the most up to date information for Class 1 parties (July 2018 data was shown in the graphs on pages 5 - 8) – Xoserve to provide more up to date information in due course;
- It was agreed that it would be beneficial to append these graphs to the letters issued to the persistently poor performing parties;
- It was agreed to double check Ramsey's performance in the next months reporting;
- In voicing concerns around the timing of the reporting provisions (i.e. July 18 information) a request was made to Xoserve to look to provide more timely information where possible. Responding, ES reminded those in attendance that Class 4 report information is subject to a 2 month lead time. However, she would look to include a request for provision of more timely 2A.1 information within the forthcoming DSC Change Proposal;
- It was noted that as far as the Class 1 estimated reads are concerned, there might be value in also highlighting to the respective Transporter when a letter has been issued to a persistent poor performing Shipper – to be considered further at the 05 November 2018 PAC meeting;
- Concerns were voiced, and general agreement reached that the 2A.1 letters are not yet ready to be issued, especially bearing in mind the information dated as July 2018 – preference is for September 2018 information to be utilised instead;
- Aim is to review the revised 2A.1 letter again at the 20 November 2018 meeting;
- It was noted that whilst funding is already in place for PAC provisions and the proposed DSC Change Proposal aspects could be scheduled for early delivery, an indication of what date the data might be available is difficult to estimate at this time – ES to look to provide a high level indication at the 20 November 2018 PAC meeting.

New Action 1014: Reference Estimated and Check Reads Letter 2A.1 – Xoserve (ES) to prepare the draft associated DSC Change Proposal ensuring it includes a request for more timely performance reporting information provision and circulate for review by PAC Members ASAP, with a view to potential submission for the next DSC Change Manager's meeting on 07 November 2018.

2.1.3. Definition of Sender

Please refer to item 2.2.3 below.

2.2 2A.9 – Standard of AQ> 732,000 kWh Letter

2.2.1. Content

When AJ provided an overview of the rationale behind the latest iteration of the draft letter, PAC Members discussed various enhancements or changes to the wording, (the main points captured by exception) as follows:

- Members discussed whether or not to add a reference to the Thermal Energy Regulations (TER) – it was recognised that the PAC would not be able to pursue a party via any TER provisions, only through UNC obligations;
- It was pointed out that the footnote figure of 73,200 is incorrect (should read as 732,000 kWh);
- The title of the letter to be amended to read *'Data Cleanliness Observation – 2A.9 Standard of AQ> 732,000 kWh'*;
- It was requested that the suggested changes to the 2A.1 letter are also applied to the 2A.9 version;
- Examining the graph on page 5, questions were asked around how the Morecambe Central data has appeared to improve by such a significant amount. Responding, ES explained that the influence of rolling AQ could have had an effect.

2.2.2. Recipients

- ***A clear consensus was not reached to target the three poor performing parties (i.e. Colwyn Bay, Falmouth and Morecambe Central)***

Deleted: It was agreed to target the three poor performing parties (i.e. Colwyn Bay, Falmouth and Morecambe Central)

2.2.3. Definition of Sender

When AJ pointed out that as drafted, the letter indicates that the PAFA has issued the letter on behalf of the PAC, those in attendance agreed that this is sufficient at this time. It was agreed that a named person would be included (P Roche or N Vyas).

3. Approval of (draft) 09 October 2018 PAFA Key Messages

When AJ advised that she would provide a copy of the PAFA Key Messages on the standard template, PAC Members approved the previous (draft) 09 October 2018 Key Messages.

4. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
10:30, Monday 05 November 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	Development items agenda: <ul style="list-style-type: none"> • New PAC Members Process • Development of Risk and Assurance Methodologies • Responsibility Overview • Communications Plan
10:30, Tuesday 20 November 2018	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	<ul style="list-style-type: none"> • Monthly Data review items
10:30, Tuesday 11 December 2018	Radcliffe House, Blenheim Court, Warwick Road, Solihull,	<ul style="list-style-type: none"> • <i>To be confirmed</i>

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PAC Action Table (as at 23 October 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 1010	23/10/18	2.1.1	<i>Reference Data Cleanliness Observation Letters 2A.1 & 2A.9 - Xoserve (DT) to look to discuss the 2A.1 and 2A.9 reporting information and letters with their Shipper contacts in order to improve industry awareness.</i>	Xoserve (DT)	Pending
PAC 1011	23/10/18	2.1.1	<i>Reference Estimated and Check Reads Letter 2A.1 - PAFA (NV) to look to set up and provide a list of persistent poor performers.</i>	PAFA (NV)	Pending
PAC 1012	23/10/18	2.1.1	<i>Reference Estimated and Check Reads Letter 2A.1 (& 2A.9) – Xoserve (DT) to look to report back on reconciling the various performance report findings.</i>	Xoserve (DT)	Pending
PAC 1013	23/10/18	2.1.1	<i>Reference Estimated and Check Reads Letter 2A.1 – Xoserve (DT) to look to investigate all Shippers with a zero value and decide a strategy to manage these going forwards.</i>	Xoserve (DT)	Pending
PAC 1014	23/10/18	2.1.2	<i>Reference Estimated and Check Reads Letter 2A.1 – Xoserve (ES) to prepare the draft associated DSC Change Proposal ensuring it includes a request for more timely performance reporting information provision and circulate for review by PAC Members ASAP, with a view to potential submission for the next DSC Change Manager's meeting on 07 November 2018.</i>	Xoserve (ES)	Pending