PARR Dashboards

11 December 2018

PAFA

Gemserv

2A.1 Estimated & Check Reads - Product Classes 1 & 2

Report measures the percentage of each shippers portfolio where estimated reads were provided. Count of each shippers portfolio where check reads were provided

PC1

↓ 4.45% Harwich
↓ 3.96% Folkstone
↓ 3.30% Mumbles

↑ 17.50% Eastbourne
↑ 7.33% Ramsey
↑ 2.37% Southsea Clarence

↑ 0.625% - Monthly change
↓ 8.39% - Annual change

Eastbourne **17.50%**, Southsea Clarence **11.07%**, Harwich **12.26%**

PC2

↓ 12.89% Colwyn Bay
↓ 10.73% Gravesend
↓ 8.43% Eastbourne

↑ 10.00% Canary Wharf
↑ 4.44% Folkstone
↑ 1.49% Harwich

↓ 2.16% Monthly change
↑ 44.19% Annual change

Ramsey **100%**, Clacton **100%**, Harwich **95.97%**

Industry trends:

- PC1 – Peak of 15.98% on April 2018
- PC2 - Period between August 2017 and November 2017 because of the increase in Estimated reads submitted
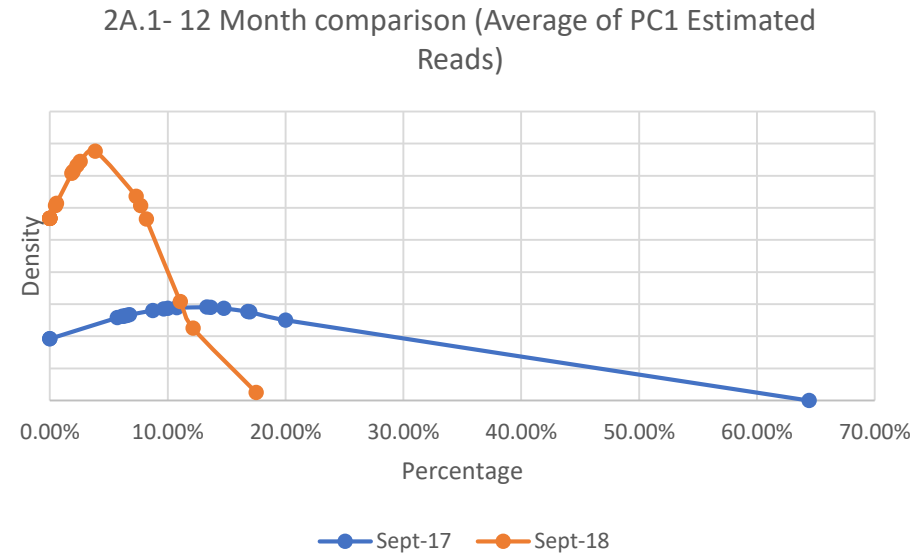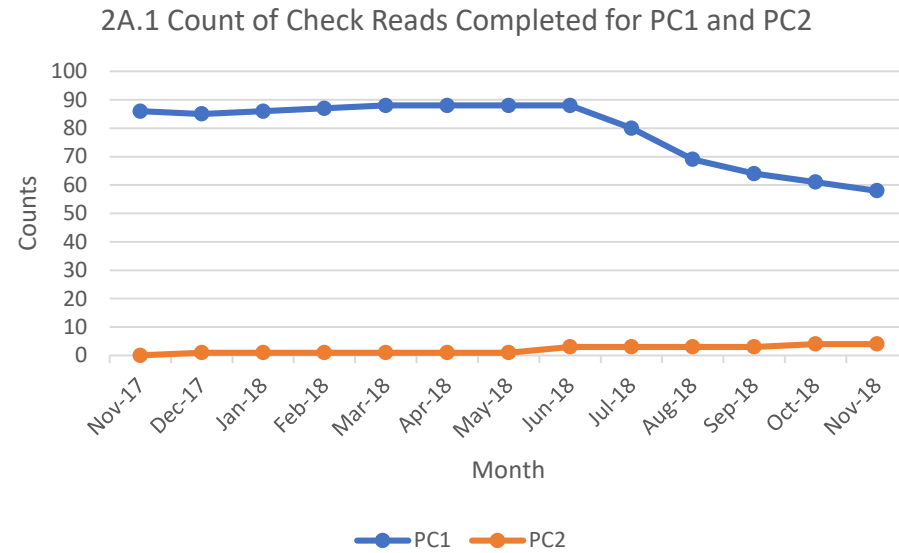

2A.1 Percentage of Estimated Reads for PC1 & PC2
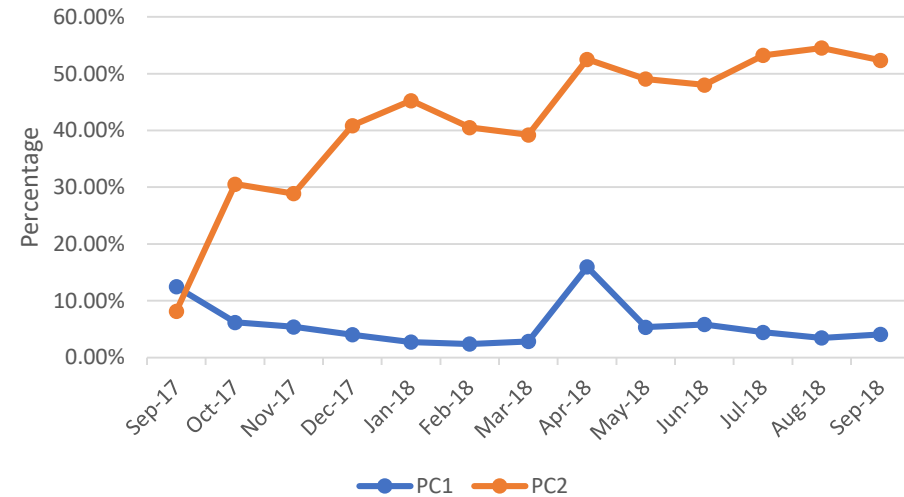
Shipper Performance Observations:

- Southsea Clarence, Mumbles and Harwich continue to be the poorest performers in PC1.
- Ramsey, Clacton and Harwich are the poorest performers in PC2 according to September 2018 data.
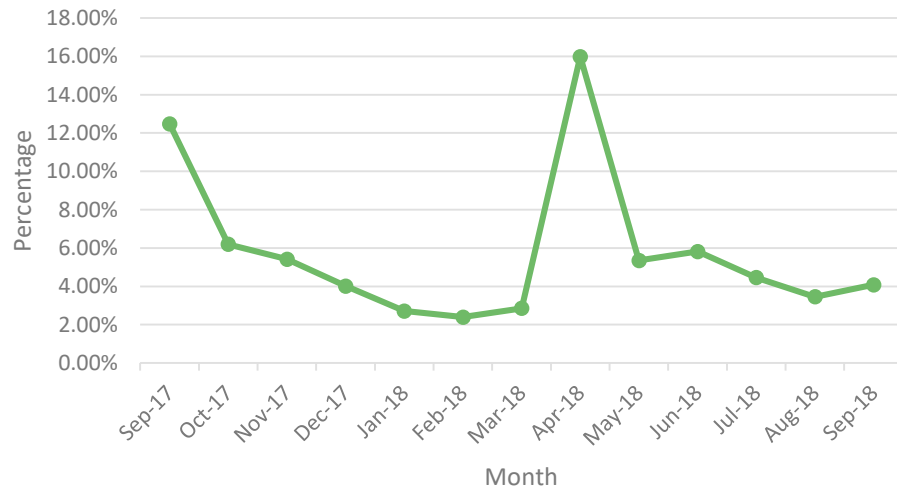
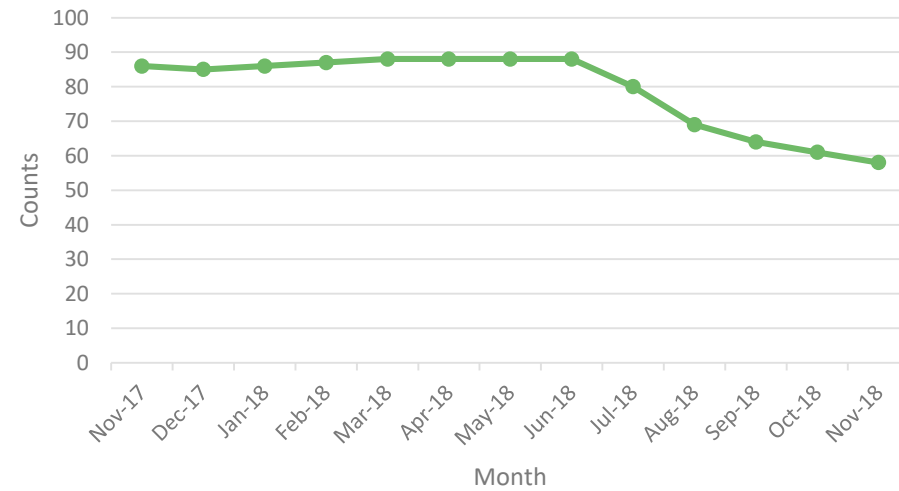# 2A.1 Estimated & Check Reads - Product Classes 1 & 2

2A.1 Count of Check Reads Completed for PC1 and PC2

2A.1- 12 Month comparison (Average of PC1 Estimated Reads)

2A.1 Estimated & Check Reads - Product Classes 1 & 2
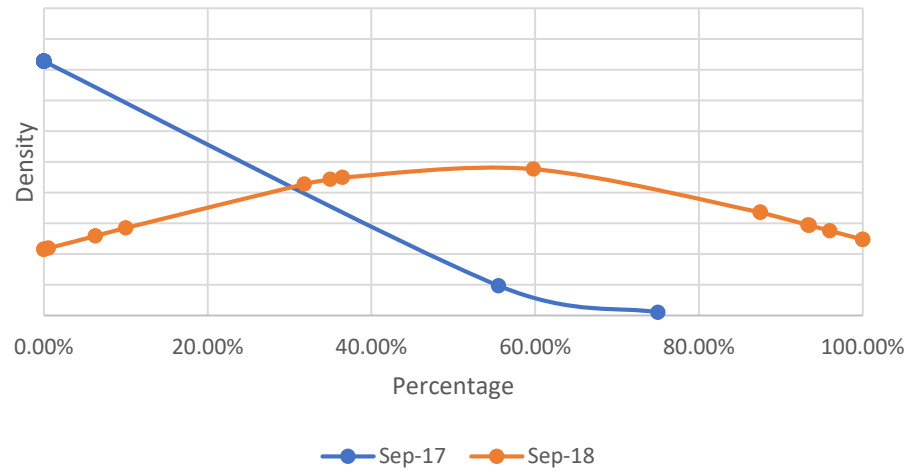
2A.1 PC1 Estimated Read Total
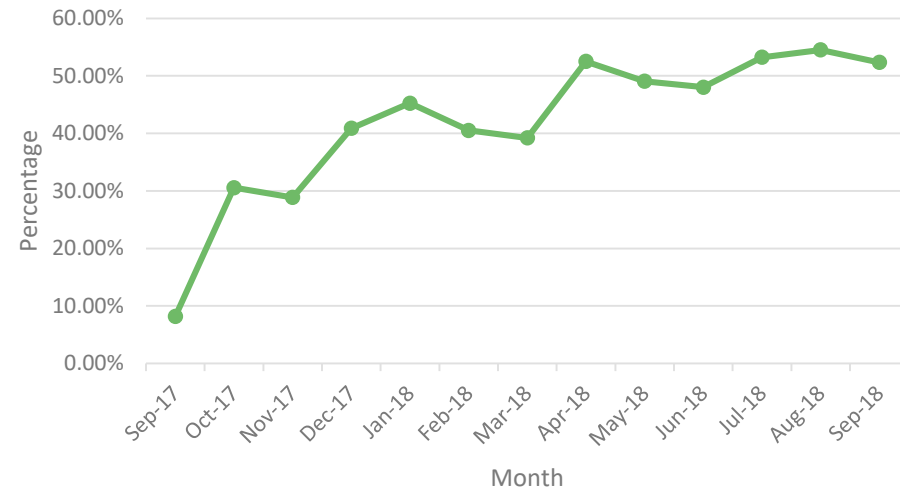

2A.1 PC1 Check Read Total

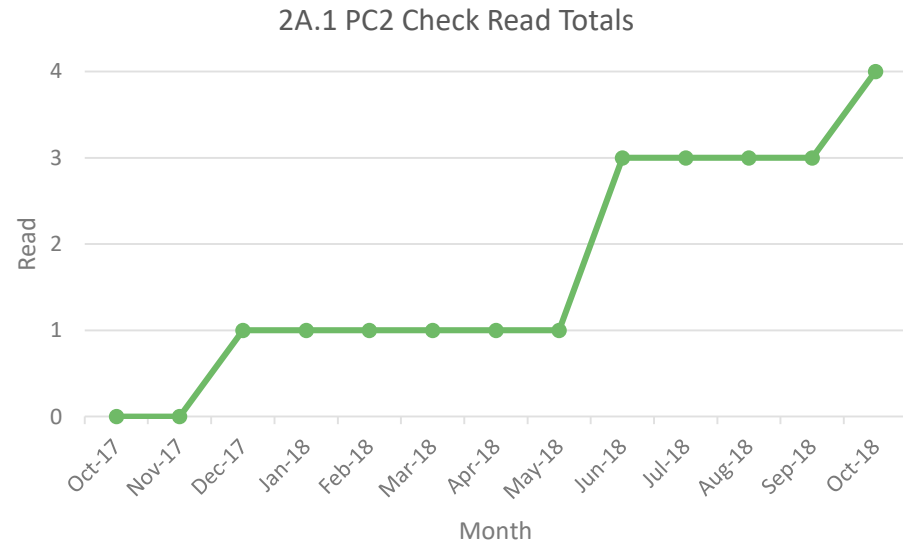# 2A.1 Estimated & Check Reads - Product Classes 1 & 2

2A.1- 12 month comparison (Average of PC2 Estimated Reads)

2A.1 PC2 Estimated Read Totals

2A.1 Estimated & Check Reads - Product Classes 1 & 2

2A.1 PC2 Check Read Totals

2A.2 – No Meter Recorded

Report measures the count of each shippers portfolio where no meter recorded in the supply point register

PC1 & PC2

0% for both product classes

PC3

↓ 0.016% Hastings
↑ 0.028% Weymouth Bandstand
↑ 0.022% Falmouth
↑ 0.015% Southsea Clarence

↑ 0.012% Monthly Change
↑ 0.019 % Annual Change

Falmouth 0.051%, Weymouth Bandstand 0.046%, Southsea Clarence 0.023%

PC4

↓ 0.57% Eastbourne
↓ 0.053% Birnbeck
↓ 0.086% Lytham

↑ 0.037% Burnham-on-Sea
↑ 0.008% Mumbles
↑ 0.009% Folkstone

↑ 0.001% Monthly change
↓ 0.009% Annual Change

Lytham 0.589%, Bankside 0.456%, Mumbles 0.374%

2A.2 Percentage of No Meter recorded by Product Class

Legend: PC1, PC2, PC3, PC4

Industry trends:
- Increase in No Meter Recorded for PC3 from September to November 2018
- PC3 reached a peak in May 2018 which then declined to match the rate in June 2018
- PC4 – Decrease in 0.009% in the past twelve months
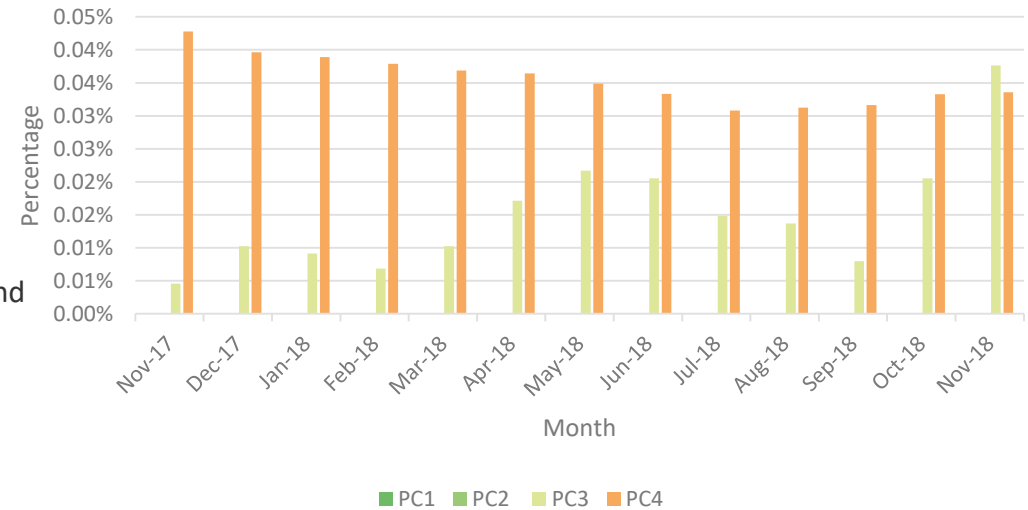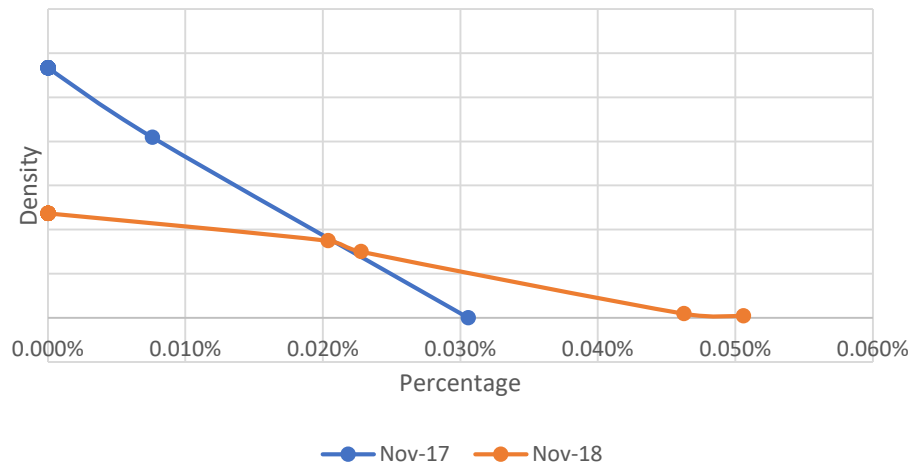
Shipper Performance Observations:
- PC3 - Escalate performance with CAMs for Falmouth and Weymouth Bandstand
- PC4 -Escalate performance with CAMs for Colwyn Bay, Herne Bay, Saltburn, Claremont and Deal
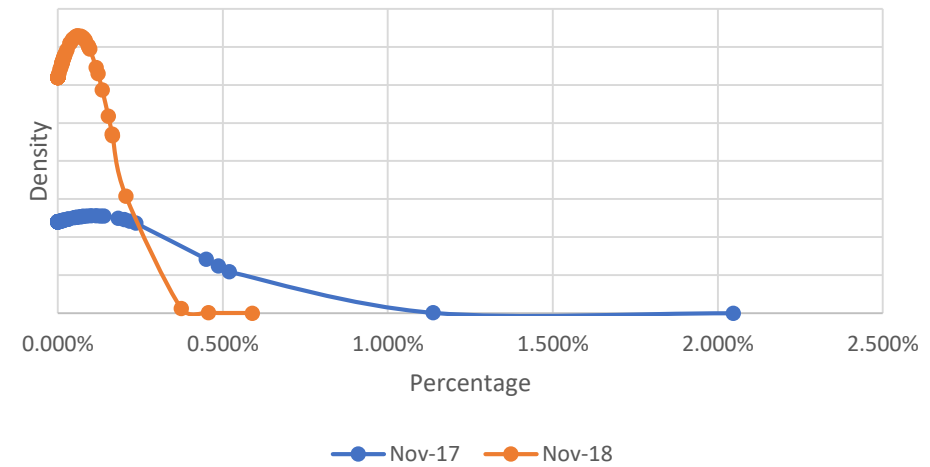
2A.2 – No Meter Recorded

PC1 & PC2
0% for both product classes

2A.2- 12 Month comparison (No Meter recorded PC3)

2A.2- 12 Month comparison (No Meter recorded PC4)

2A.3 No Meter Recorded and data flows received

Report measures the count of each shippers portfolio where no meter recorded in the supply point register and data flows received

PC1 & PC2

0.0% for both product classes

PC3

↓ 1 Hastings   ↑ 9 Monthly Change
↓ 1 Clevedon   ↑ 20 Annual Change
↑ 8 Falmouth
↑ 2 Southsea Clarence   Falmouth **18**, Southsea Clarence **3**,
↑ 1 Weymouth Bandstand   Weymouth Bandstand **3**

PC4

↓ 6 Saltburn   ↑ **26** Colwyn Bay   ↑ 54 Monthly Change
↓ 5 Lytham   ↑ **8** Felixstowe   ↓ 1243 Annual Change
↓ 5 Eastbourne   ↑ **8** Beaumaris

Colwyn Bay **901**, Deal **285**, Claremont **110**

Industry trends:
- PC4 - Industry trend has declined over the last twelve months but the trend from July 2018 has seen an increase which will be monitored over the coming months

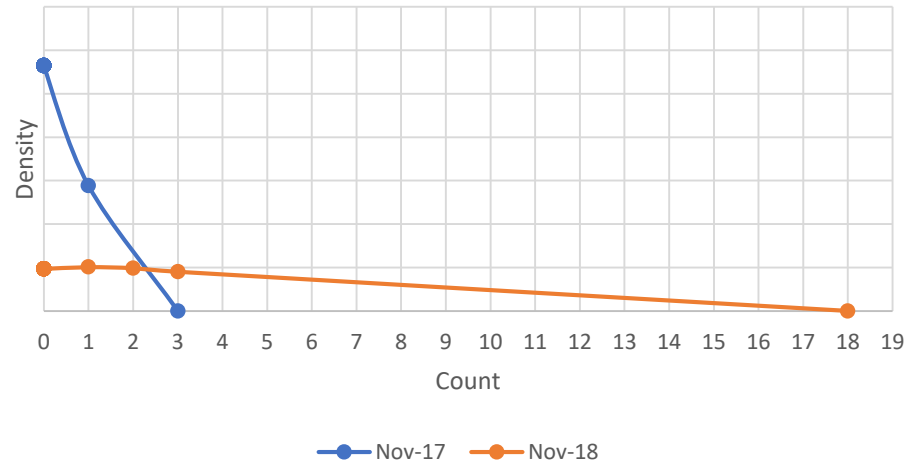### 2A.3 No Meter recorded by Product Class and data flows received
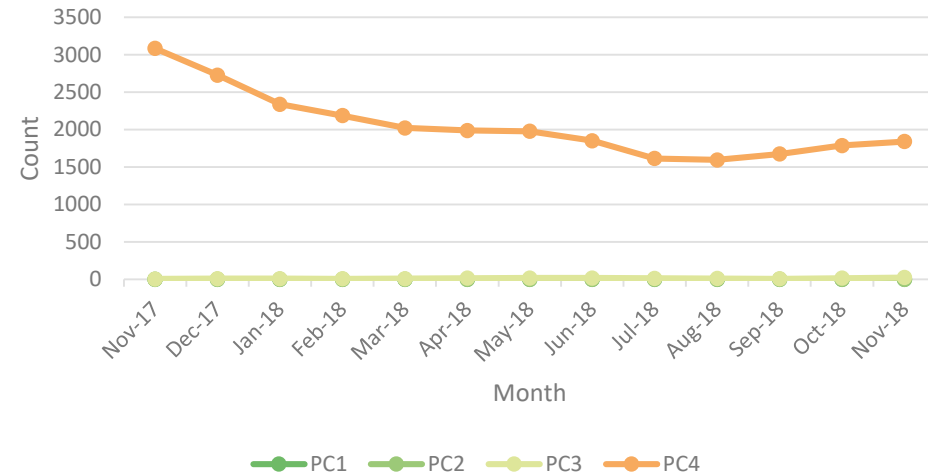
Shipper Performance Observations:
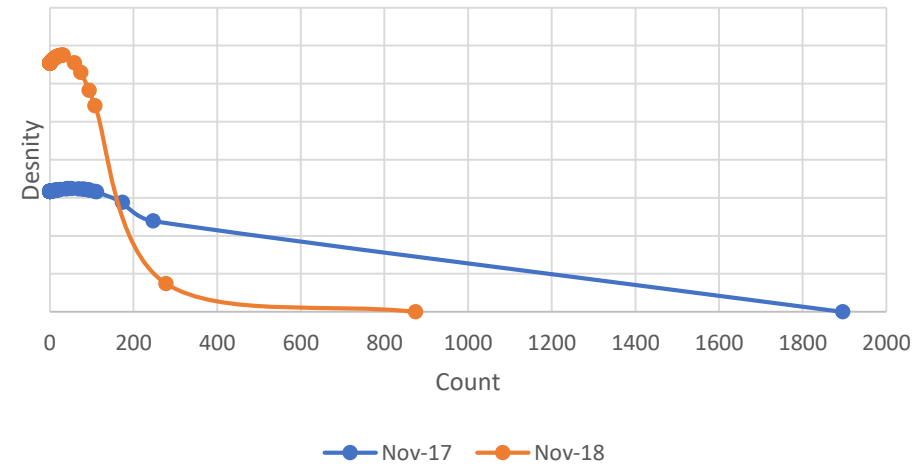- PAFA to perform additional analysis of PC4 performance

2A.3 No Meter Recorded and data flows received

2A.3 - 12 Month comparison PC3

Density vs Count chart with Nov-17 and Nov-18 series.

2A.3 - 12 Month comparison PC4

Desnity vs Count chart with Nov-17 and Nov-18 series.

2A.4- Shipper Transfer Read Performance

Report measures the percentage of Shipper portfolio of opening meters reads provided following confirmation

↓ 50.00% Gravesend   ↑ 24.83% Lytham
↓ 19.74% Barrier Gardens   ↑ 21.91% Blackpool South
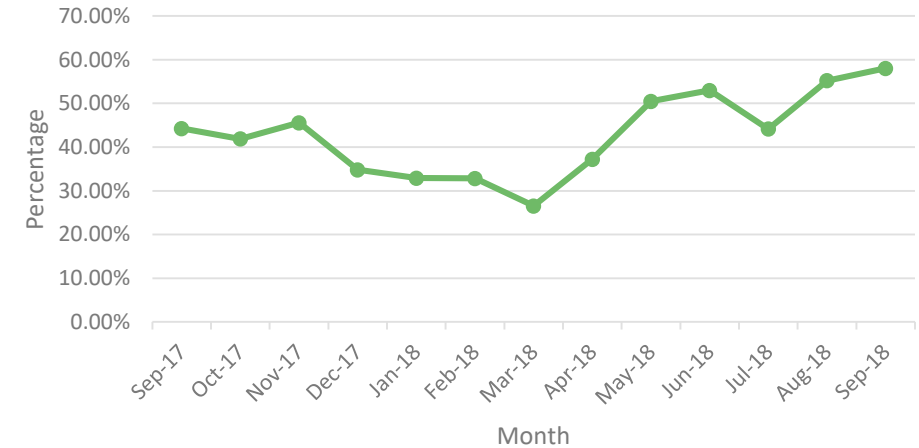↓ 19.63% Birnbeck   ↑ 18.42% Eastbourne

↑ 2.80% - Monthly change

↑ 13.74% - Annual change

Industry trends:

- Improvements across the industry from March 2018

- September 2018 meter readings at the highest rate over the last 12 months (58.01%)

2A.4 Percentage of opening meter reads provided by industry total


Shipper Performance Observations:

- Industry education on obligation to provide opening meter readings following confirmation

- Possible industry engagement on the difficulties providing opening meter reading following confirmation

- Poorest performers will be escalated with CAMs
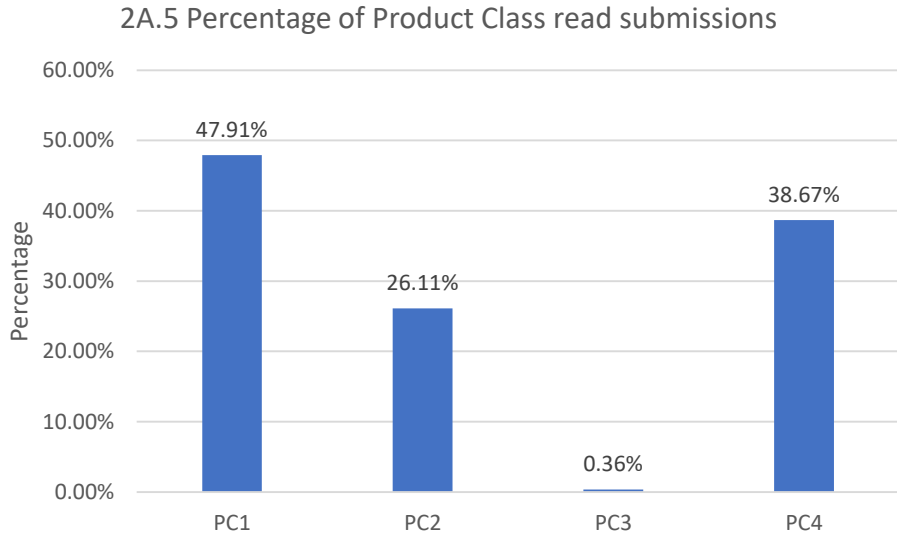
2A.4- Shipper Transfer Read Performance

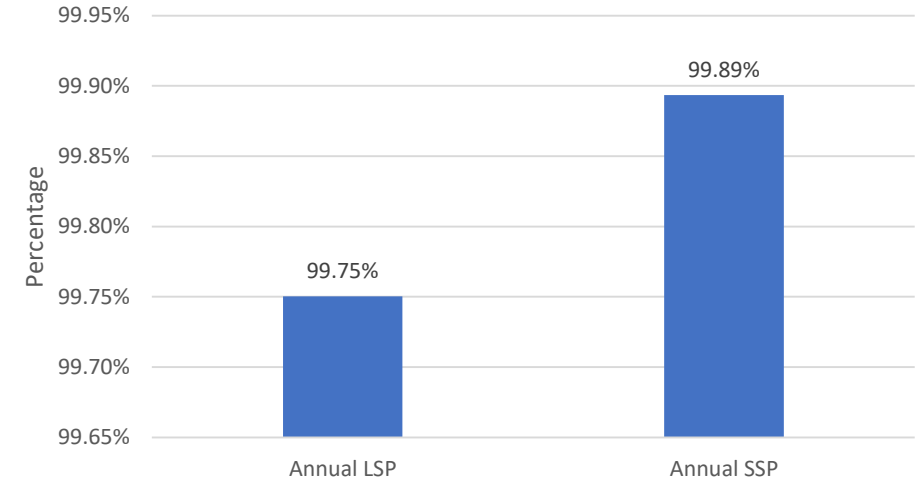2A.4 - 12 Month Comparison of Shipper Transfer Read Performance
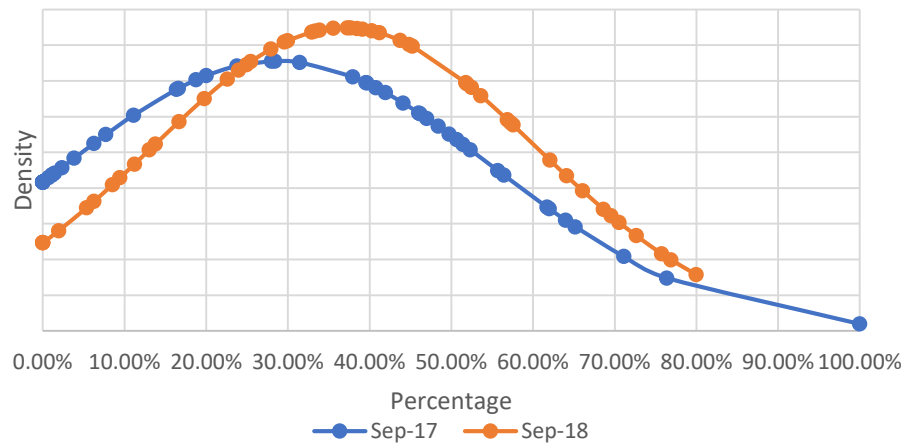
2A.5- Read Performance

Report measures the percentage of Shipper portfolio submitting reads

2A.5 Percentage of Product Class read submissions

2A.5 Percentage of LSP/SSP read submission

PC1
100% Canary Wharf
86.36% Gravesend
75.00% Eastbourne

PC2
80.00% Colwyn Bay
57.49% Falmouth
41.46% Morecambe Central

PC3
100% Colwyn Bay
83.33 Ryde
65.00% Rothesay

PC4
100% Totland Bay
100% Swanage
100% Llandudno

Industry trends:
- PC1 - Industry trend is low despite few Shippers performing well
- PC2 - Many Shippers are performing poorly despite low number of sites in Class
- PC3 – This class remains the worst performing area in 2A.5
- PC4 - Industry average is low compared to number of sites in Class

Shipper Peformance Observations:
- PC1 - Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harwich
- PC2 - Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harwich
- PC3 - Southsea Clarence, Falmouth, Clevedon and Weymouth Bandstand
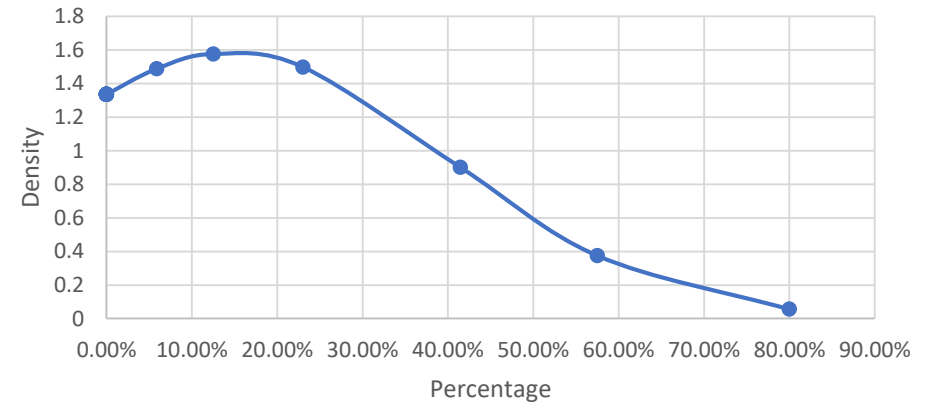- PC4 - Colwyn Bay, Herne Bay, Felixstowe, Saltburn, Weymouth, Claremont and Deal

2A.5- Read Performance

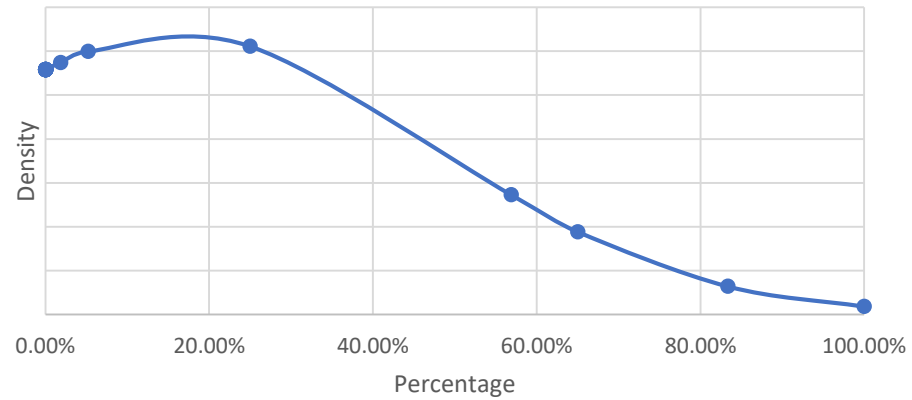2A.5 Distribution of percentage of PC1 sites providing meter reads
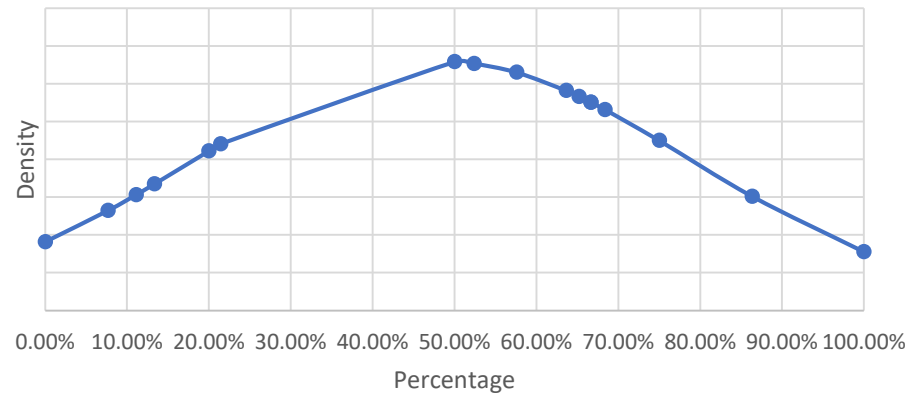
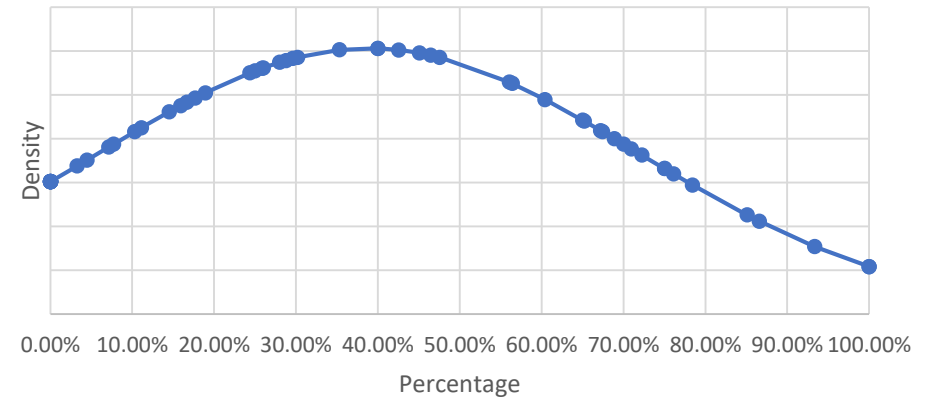2A.5 Distribution of percentage of PC2 sites providing meter reads

2A.5- Read Performance

2A.5 Distribution of percentage of PC3 sites providing meter reads

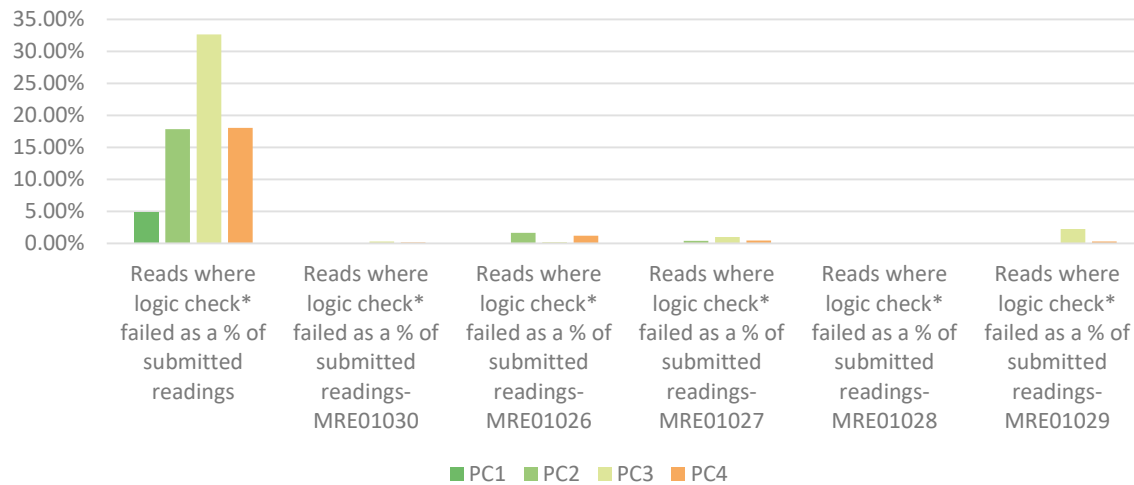2A.5 Distribution of percentage of PC4 sites providing meter reads

2A.6 Meter Read Validity Monitoring

Report measures the percentage of Shipper portfolio where reads submitted failed validation.

2A.6 Percentage of meter read validity by Product Class

Product Class	Reads where logic check failed as a % of submitted readings	MRE01030 - Override tolerance passed and override flag provided	MRE01026 - Reading breached the lower Outer tolerance	MRE01027 - Reading breached the Upper Outer tolerance	MRE01028 - Reading breached the lower Inner tolerance value and no override flag provided	MRE01029 - Reading breached the upper Inner tolerance value and no override flag provided
1	14.21% Eastbourne					
2	63.08% Southsea Clarence	0.38% Folkstone	4.17% Mumbles	2.89% Eastbourne		0.12% Mumbles
3	58.06% Falmouth	2.00% Weymouth Bandstand	2.14% Colwyn Bay	17.36% Herne Bay		6.62% Rothesay
4	100% Ramsey	5.00% Cleethorpes	14.29% Culver	14.29% Culver		42.86% Totland Bay

2A.7 No Reads Received for 1, 2, 3 or 4 years

Report measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period
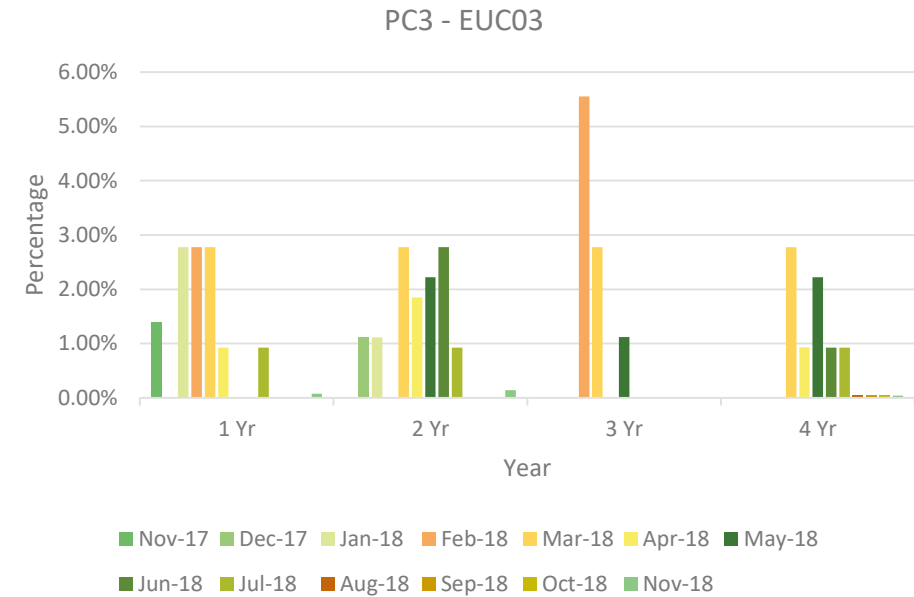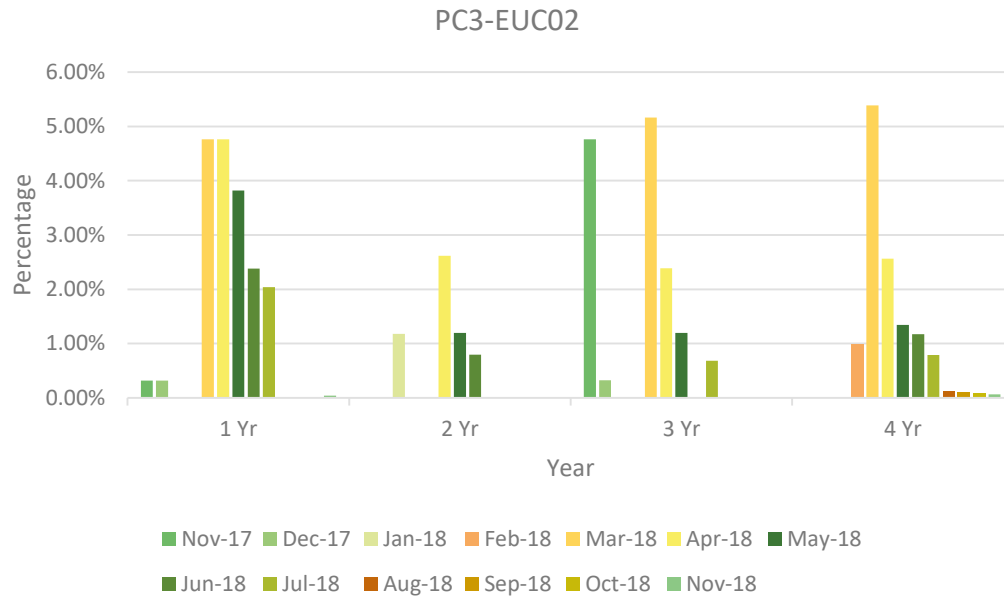
PC1 & PC2
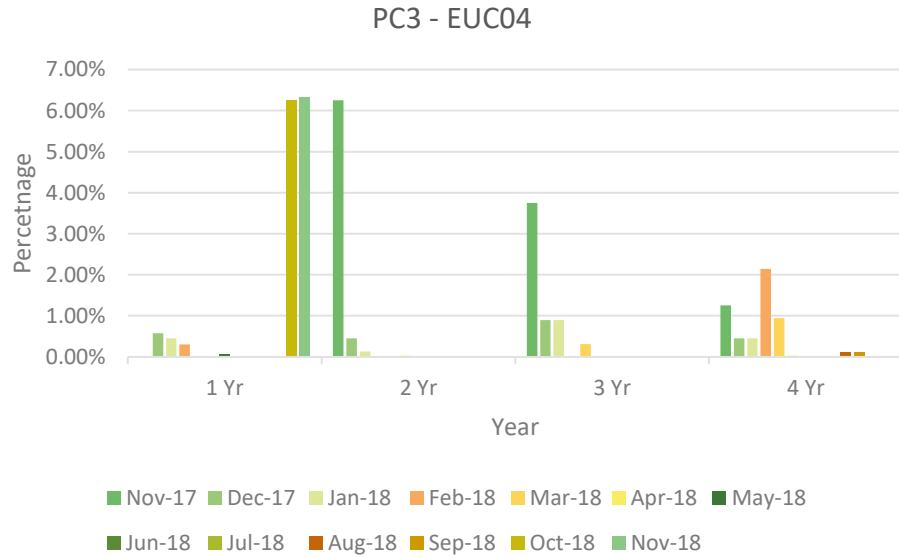**Limited or no data both product classes**
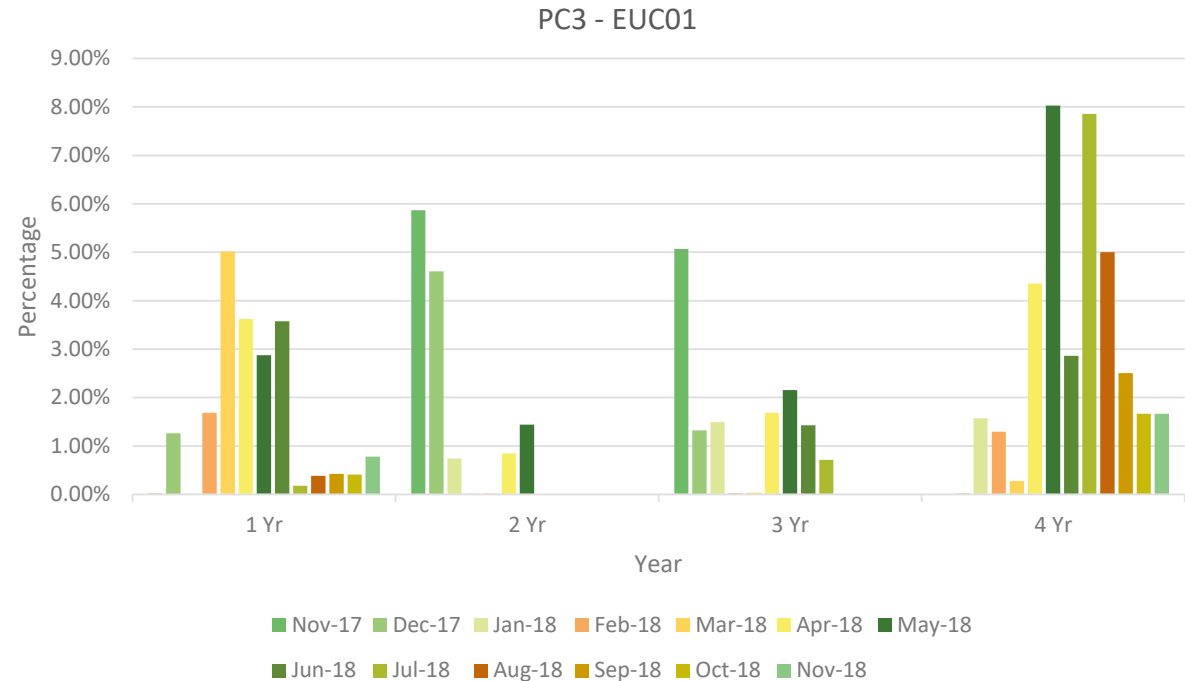
Industry trends:

- PC3: Highest number of no meter readings for the specified period for EUC01-EUC03 occurred between April and August 2018
- PC4: No meter readings for each specified period are consistent across all EUC bands

PC3 - EUC01

Legend: Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18, Oct-18, Nov-18

2A.7 No Reads Received for 1, 2, 3 or 4 years

PC3-EUC02

PC3 - EUC03

2A.7 No Reads Received for 1, 2, 3 or 4 years

PC3 - EUC04

EUC05 – EUC09
No data

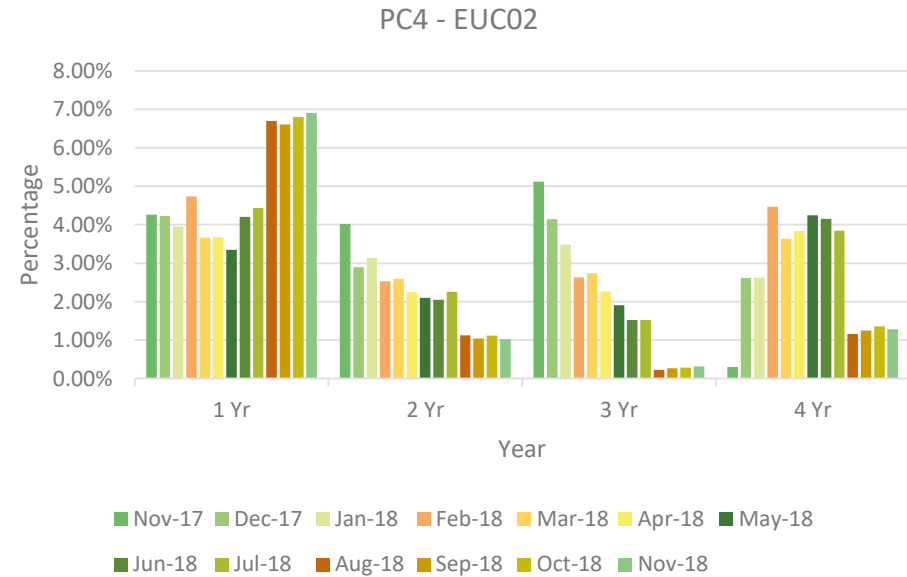# 2A.7 No Reads Received for 1, 2, 3 or 4 years

PC4 - EUC01

PC4 - EUC02

2A.7 No Reads Received for 1, 2, 3 or 4 years

PC4 - EUC03

PC4 - EUC04

2A.7 No Reads Received for 1, 2, 3 or 4 years

PC4 - EU05

PC4 - EUC06

2A.7 No Reads Received for 1, 2, 3 or 4 years

PC4 - EUC07

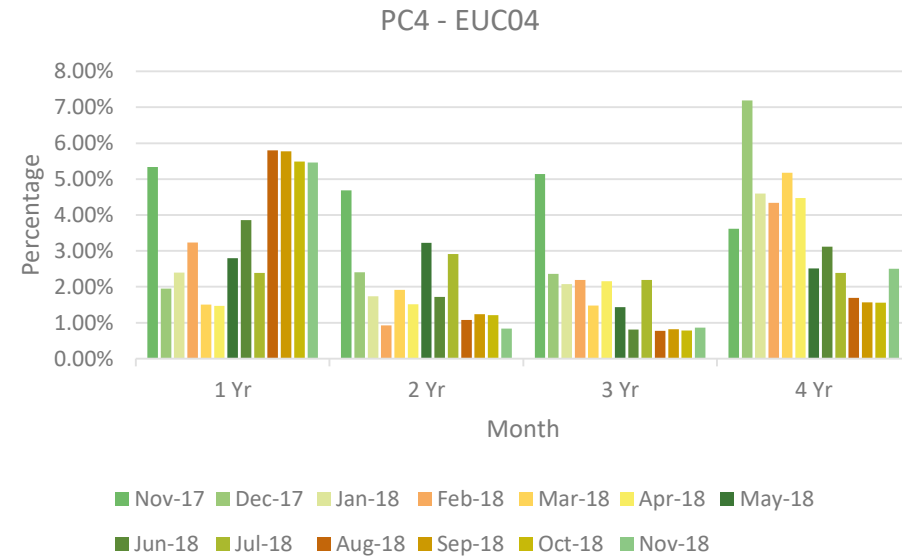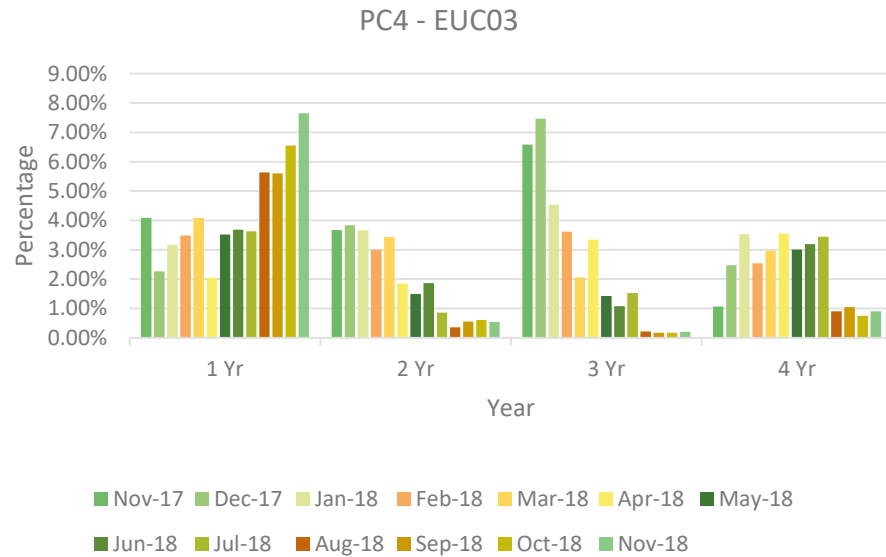PC4 - EUC08

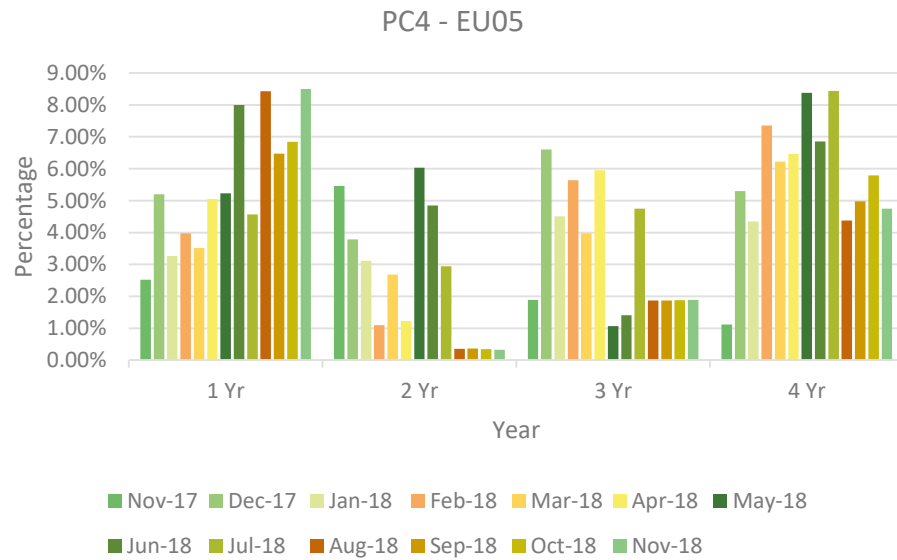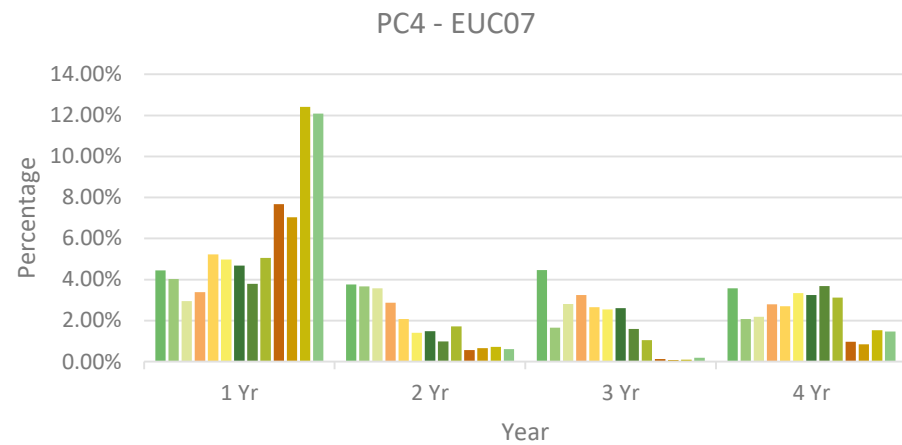# 2A.7 No Reads Received for 1, 2, 3 or 4 years

PC4 - EUC09
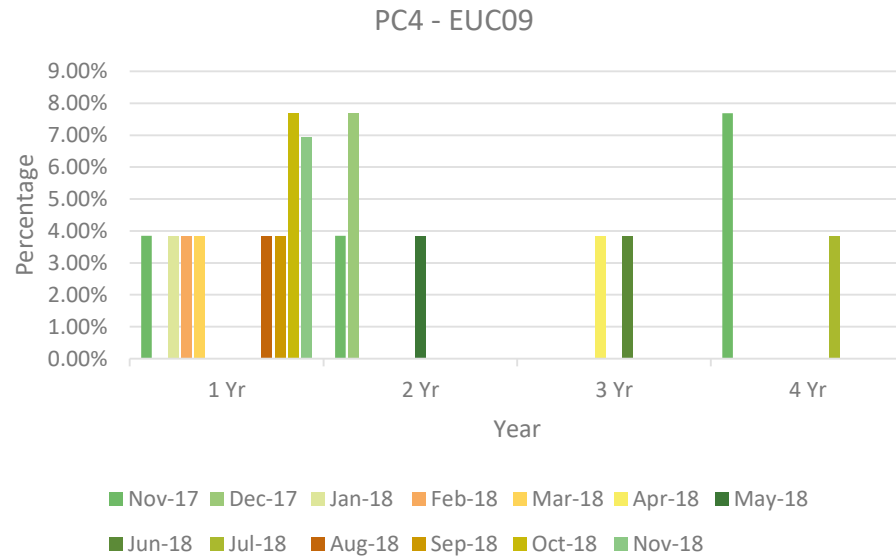
2A.8 AQ Correction by Reason Code

Report measures the count of Shipper Portfolio of MPRNs where AQ Correction process Used

Reason Code 01 - Confirmed Theft

2 Falmouth

Reason Code 02 - Change in Consumer Plant

14 Felixstowe
12 Saltburn
8 Herne Bay

Reason Code 03 - Commencement of New Business

11 Herne Bay
6 Southend
2 Falmouth

Reason Code 04 - Tolerance Change

33 Colwyn Bay
6 Beaumaris
3 Morecambe Central

2A.8 Count of AQ Corrections used by reason code

Legend: Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18, Oct-18
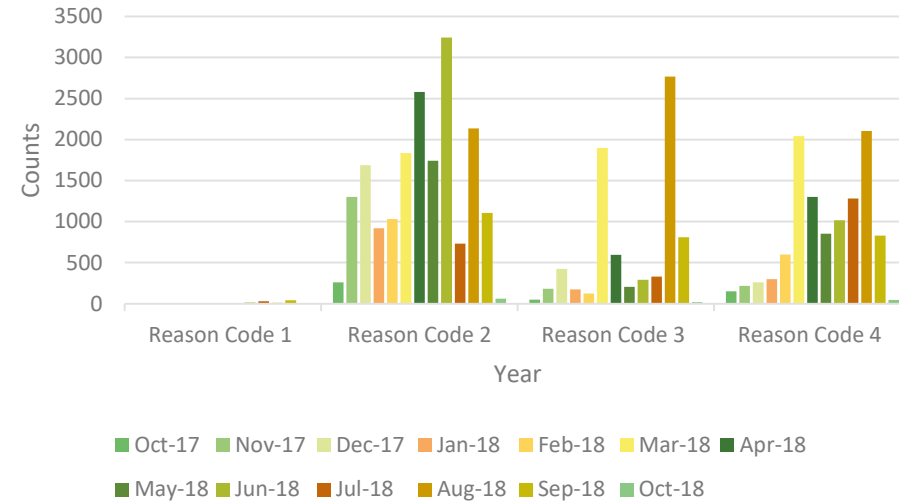
Industry trends:

- Reason Code 02 - AQ Corrections have declined by 2075 between August & October 2018
- Reason Code 03 – AQ Corrections have decreased by 791 from Sept to Oct 2018
- Reason Code 04 – AQ Corrections have decreased by 782 from Sept to Oct 2018

Shipper Performance Observations:

- PAFA to conduct further investigation into this area

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

Report measures the count of sites with an AQ>732,000 kWh, but having a standard correct factor

EUC04

↑ 15 Eastbourne
↑ 7 Folkstone
↑ 6 Southsea Clarence

Falmouth 867,
Colwyn Bay 624,
Southsea Clarence
388

↓ 646 Morecambe Central
↓ 13 Falmouth
↓ 9 Rothesay

↓ 631 Monthly Change
↑ 616 Annual Change

↑ 4 Mumbles
↑ 4 Southsea Clarence
↑ 2 Herne Bay

Falmouth 110,
Southsea Clarence 68, Colwyn Bay 65

EUC05

↓ 53 Morecambe Central
↓ 3 Gravesend
↓ 2 Colwyn Bay

↓ 48 Monthly Change
↑ 11 Annual Change

EUC06

↑ 3 Eastbourne
↑ 3 Colwyn Bay
↑ 1 Southsea Clarence
↑ 1 Ryde

Falmouth 25, Gravesend 19, Southsea Clarence 15

↓ 12 Morecambe Central
↓ 1 Falmouth
↓ 1 Hastings
↓ 1 Harwich

↓ 7 Monthly Change
↑ 10 Annual Change

Industry trends:
- EUC04: Industry total decreased by 631 from October to November 2018

2A.9 Count of sites above >732,000 kWh using standard CF

Legend: EUC04, EUC05, EUC06, EUC07, EUC08, EUC09
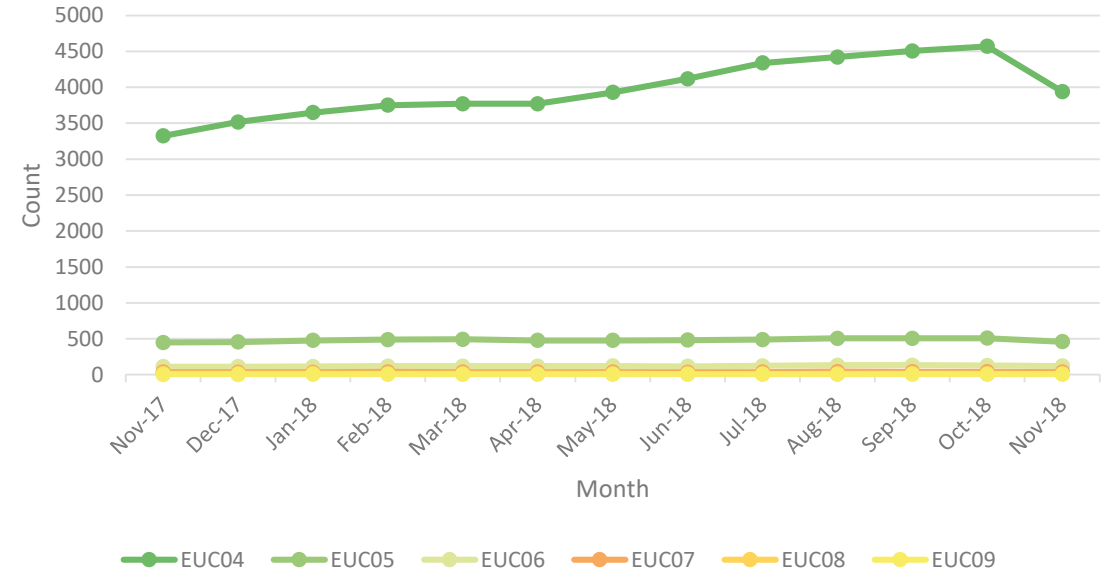
Shipper Performance Observations:
- EUC04: Improvements have been made amongst some of the worst offenders
- EUC05: Minor improvement but poorest performers remain unchanged

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

EUC07

No negative changes ↓ 3 Morecambe Central

Falmouth 9, Colwyn Bay 8, Southsea Clarence 6

↓ 3 Monthly Change
↑ 1 Annual Change

EUC08

No negative changes ↓ 2 Herne Bay

Burnham-on-Sea 2

↓ 2 Monthly Change
↓ 3 Annual Change

EUC09

↑ 1 Herne Bay
↑ 1 Southsea Clarence

No positive changes

Falmouth 9, Colwyn Bay 8, Southsea Clarence 8

No Monthly Change
↑ 7 Annual Change

2A.9 Count of sites above >732,000 kWh using standard CF

Legend: EUC04, EUC05, EUC06, EUC07, EUC08, EUC09
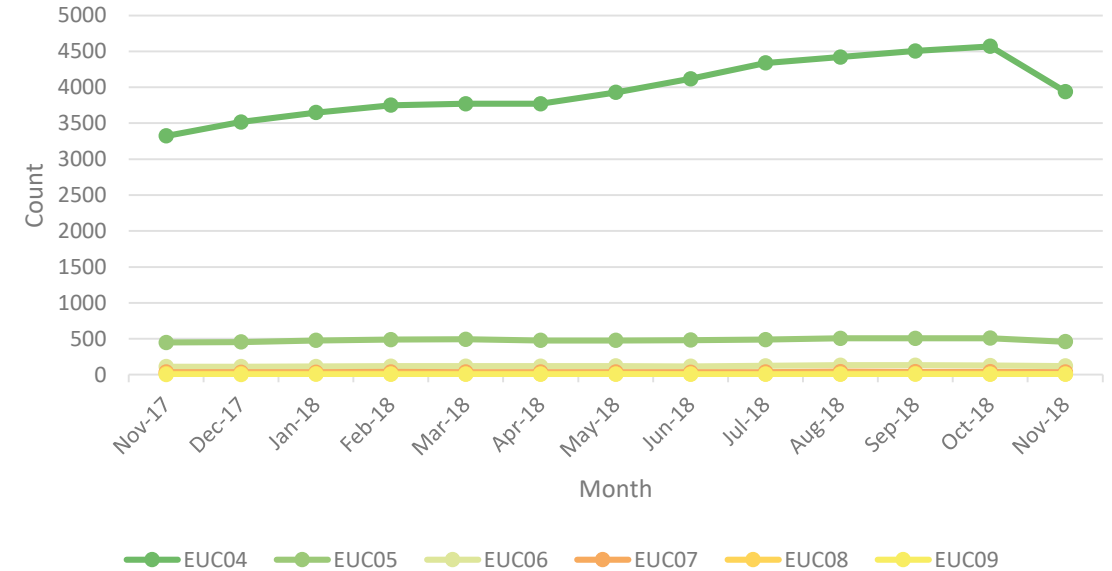
Industry trends:

- EUC09: Investigate periods October 2017 to August 2018 for Eastbourne as counts have reduced to 0 for the previous two months

2A.10 Replaced Meter Reads

Report measures the count of meter reading replacements which results in reconciliation adjustments.

EUC01

↑ 1585 Claremont
↑ 912 Deal
↑ 874 Rhyl

Claremont 8777,
Deal 5425,
Weymouth 2563

↓ 75 Folkstone
↓ 65 Colwyn Bay
↓ 43 Falmouth

↑ 5132 Monthly Change
↓ 2001 Annual Change

EUC02

↑ 432 Folkstone
↑ 33 Beaumaris
↑ 25 Mumbles

Folkstone 509,
Colwyn Bay 88,
Herne Bay 72

↓ 693 Claremont
↓ 503 Deal
↓ 279 Weymouth

↓ 1943 Monthly Change
↑ 548 Annual Change

EUC03

↑ 64 Folkstone
↑ 24 Mumbles
↑ 20 Gravesend

Folkstone 79,
Gravesend 24,
Mumbles 24

↓ 103 Deal
↓ 79 Claremont
↓ 31 Weymouth

↓ 240 Monthly Change
↓ 65 Annual Change

EUC04

↑ 13 Mumbles
↑ 10 Folkstone
↑ 2 Bankside

Folkstone 26,
Gravesend 23,
Mumbles 16

↓ 513 Claremont
↓ 400 Deal
↓ 278 Weymouth

↓ 1445 Monthly Change
↑ 43 Annual Change

EUC05

↑ 5 Folkstone
↑ 1 Morecambe West
↑ 1 Gravesend

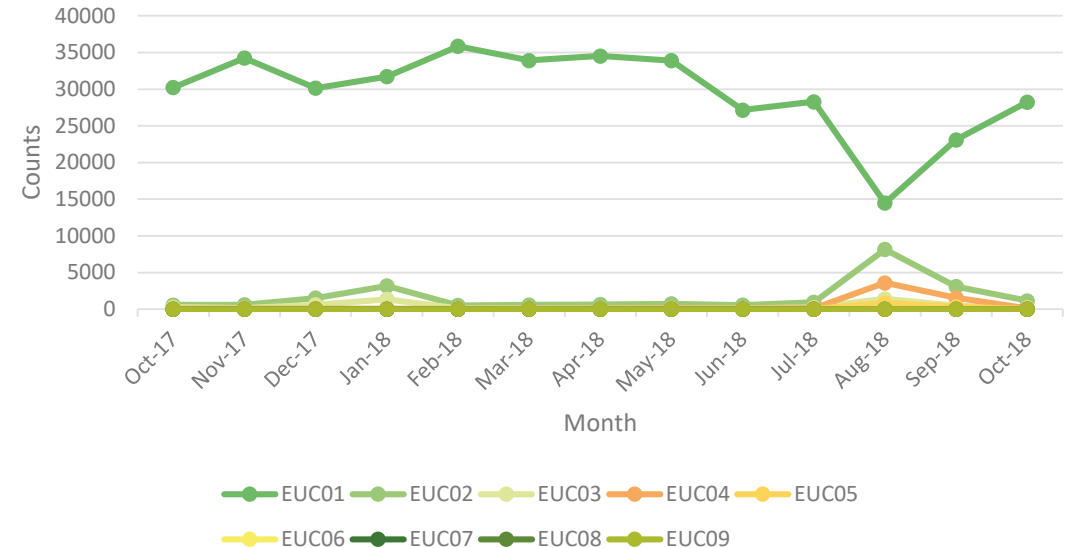Gravesend 8, Folkstone 7,
Morecambe Central 5

↓ 128 Claremont
↓ 90 Deal
↓ 30 Weymouth

↓ 328 Monthly Change
↑ 10 Annual Change

Data cannot be normalised for EUC06 - 09

2A.10 Count of meter reading replaced by EUC

Industry trends:
- EUC01: Replacements showing an increase since August 2018

Shipper Performance Observation:
- PAFA to perform further analysis on EUC01 and liaise with CAMs

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