

# PARR Dashboards

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29 January 2019

PAFA



# 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

- ↓ 4.75% Ramsey
- ↓ 2.01% Gravesend
- ↓ 0.97% Eastbourne
- ↑ 0.49% - Monthly change
- ↓ 1.31% - Annual change
- ↑ 8.21% Walton on the Naze
- ↑ 2.75% Morecambe Central
- ↑ 2.48% Clacton
- Eastbourne: **16.53%**
- Harwich: **12.12%**
- Southsea Clarence: **10.34%**

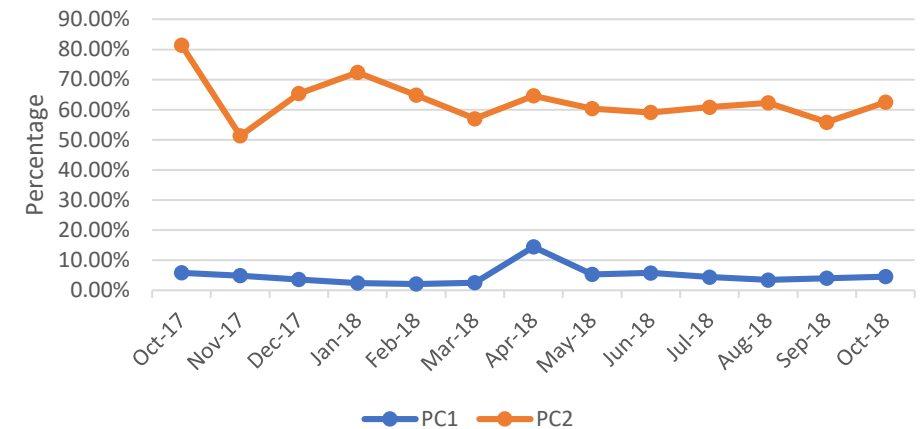
## PC2

- ↓ 10.89% Folkstone
- ↓ 3.46% Southsea Clarence
- ↓ 1.41% Harwich
- ↑ 6.65% Monthly change
- ↓ 18.98% Annual change
- ↑ 57.74% Canary Wharf
- ↑ 41.94% Kew
- ↑ 12.58% Gravesend
- Walton-on-the-Naze: **100%**
- Ramsey: **100%**
- Clacton: **100%**

### Observations:

- Product class 2 estimated reads starting to increase in October 2018 whilst estimated reads for product class 1 appears to be stable.

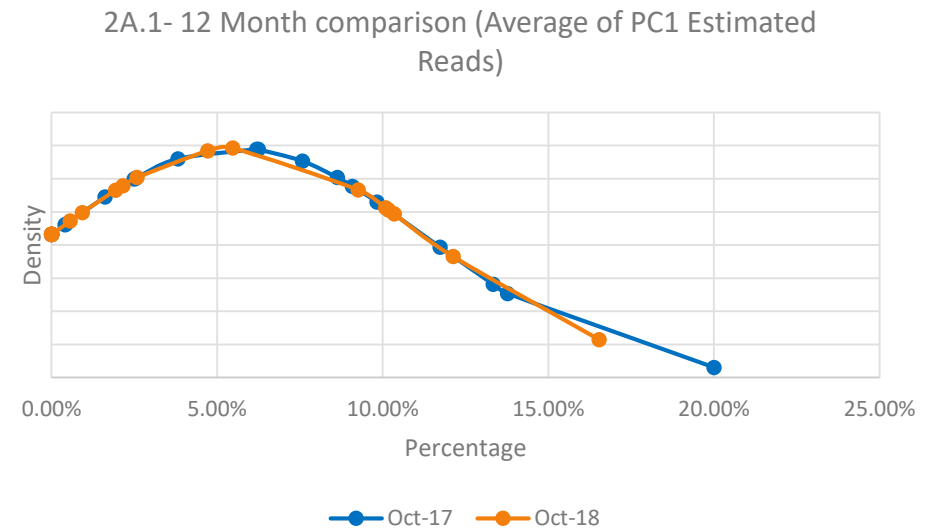
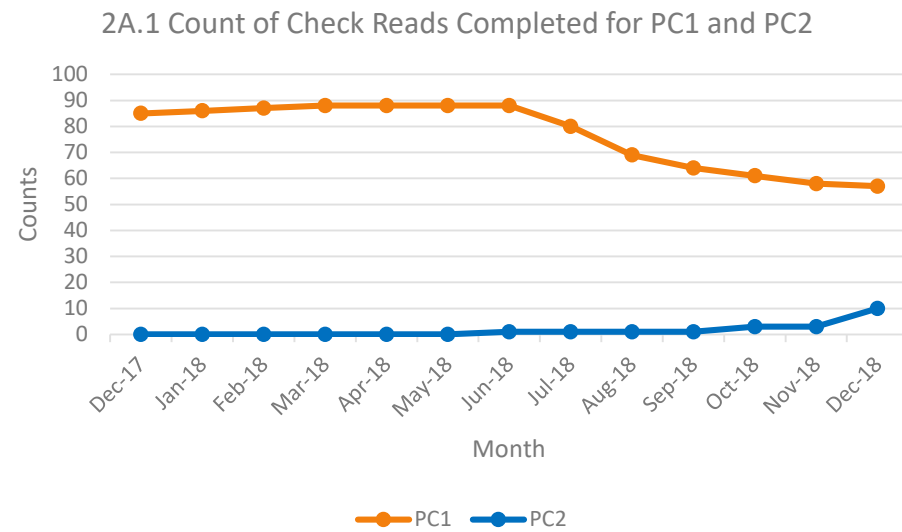
2A.1 Percentage of Estimated Reads for PC1 & PC2



### Recommendations:

- Industry engagement with the following:
  - PC1: Southsea Clarence, Mumbles and Harwich
  - PC2: Harwich, Mumbles, Morecambe Central and Southsea Clarence
- Monitoring performance of Falmouth in PC1 as they have shown recent underperformance.

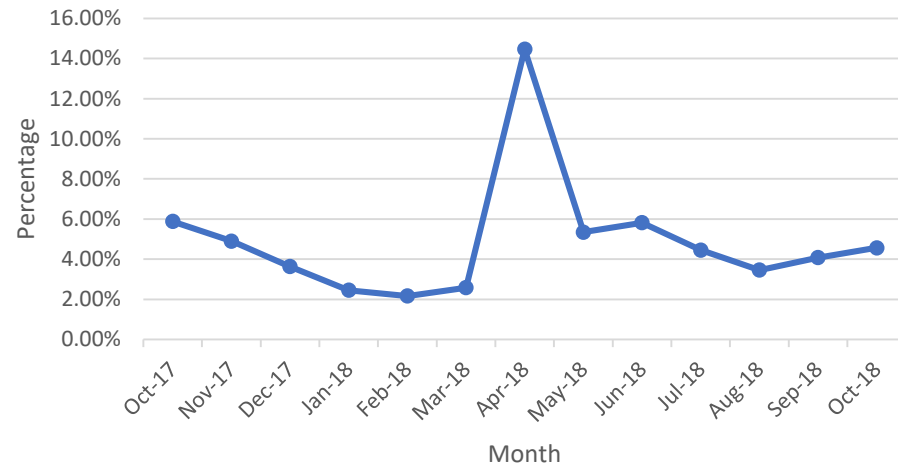
# 2A.1 Estimated & Check Reads - Product Classes 1 & 2



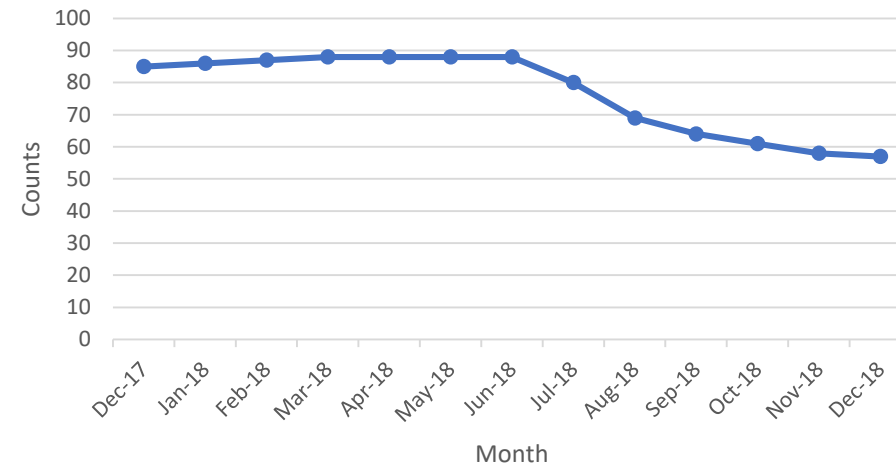
# 2A.1 Estimated & Check Reads - Product Classes 1 & 2



2A.1 PC1 Estimated Read Totals



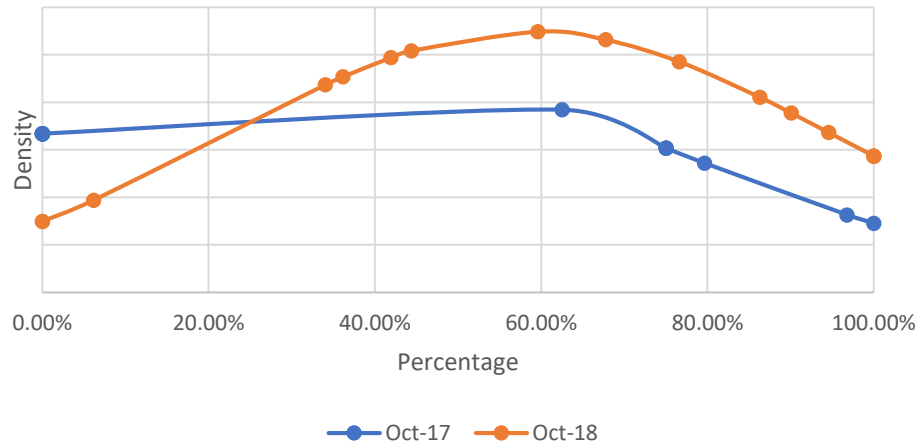
2A.1 PC1 Check Reads Total



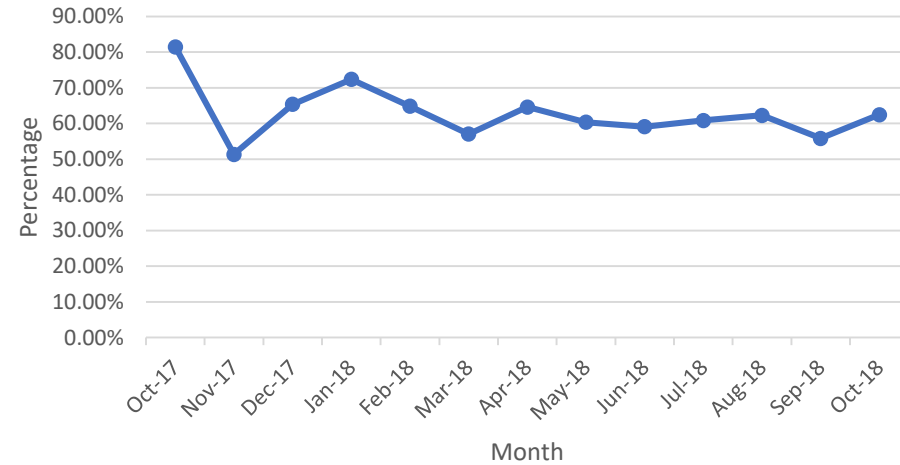
# 2A.1 Estimated & Check Reads - Product Classes 1 & 2



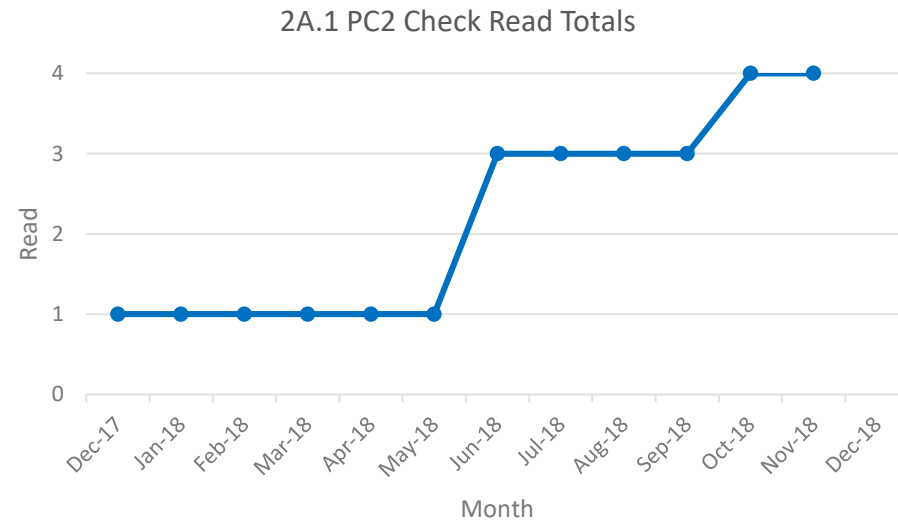
2A.1- 12 month comparison (Average of PC2 Estimated Reads)



2A.1 PC2 Estimated Read Totals



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



# 2A.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

- ↑ 0.09% Falmouth
- ↑ 0.03% Hastings
- ↑ 0.01% Southsea Clarence
- ↑ 0.04% Monthly Change
- ↑ 0.06 % Annual Change

Falmouth: **0.14%**  
 Hastings: **0.03%**  
 Weymouth Bandstand: **0.03%**

## PC4

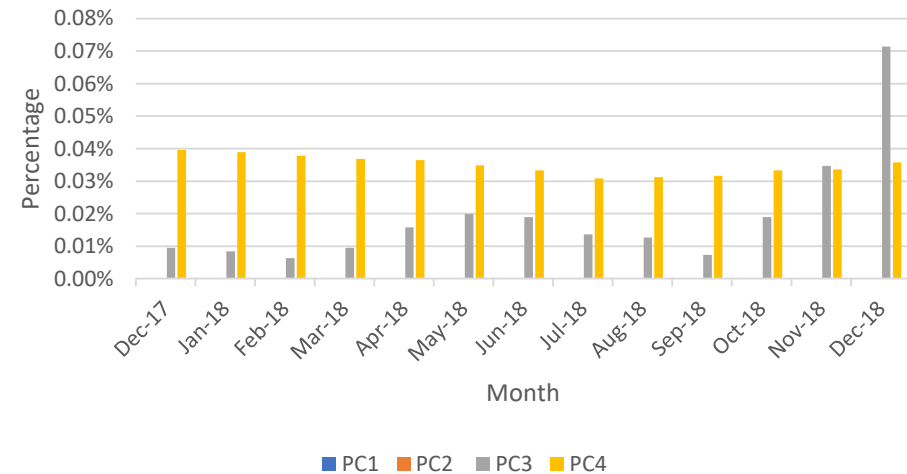
- ↓ 0.03% Folkstone
- ↓ 0.03% Hastings
- ↓ 0.02% Burnham-on-Sea
- ↑ 0.01% Monthly change
- No Annual Change

↑ 0.47% Lytham  
 ↑ 0.14% Bankside  
 ↑ 0.04% Birnbeck  
 Lytham: **1.09%**  
 Bankside: **0.57%**  
 Mumbles: **0.38%**

### Observations:

- Increase in no meter recorded for PC3 in the past twelve months
- PC3 has reached the highest rate in December 2018 but still has negligible impact.

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



### Share findings with customer account managers:

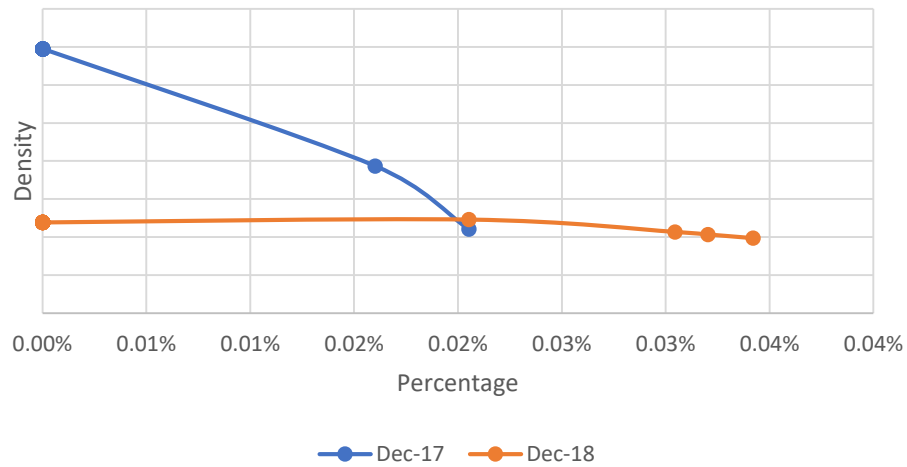
- PC3: Engagement with Falmouth and Weymouth Bandstand to understand their processes
- PC4: Engagement with Colwyn Bay and Deal to understand their processes

# 2A.2 – No Meter Recorded

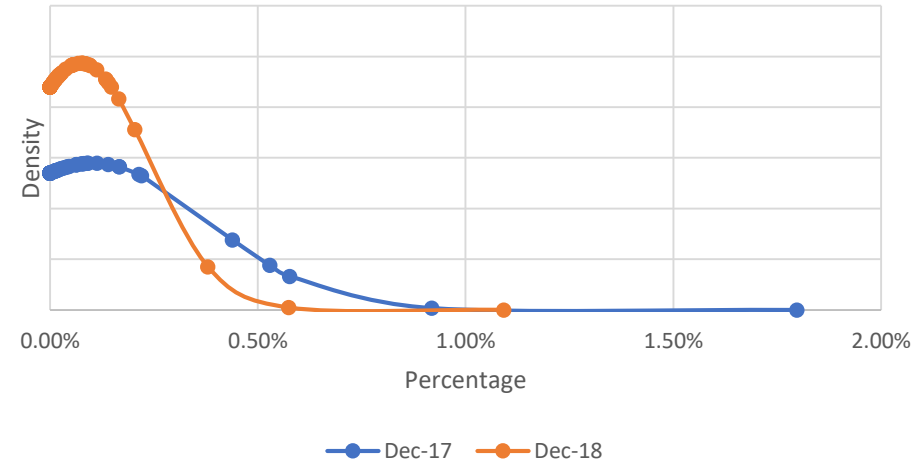


## PC1 & PC2 0% for both product classes

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

- ↑ 0.082% Falmouth
- ↑ 0.015% Hastings
- ↑ 0.008% Southsea Clarence
- ↑ 0.03% Monthly Change
- ↑ 0.05% Annual Change

- ↑ 0.034% Monthly Change
- ↑ 0.049% Annual Change

Falmouth **0.132%**  
 Southsea Clarence **0.030%**  
 Hastings **0.016%**

## PC4

- ↓ 0.037% Burnham-on-Sea
- ↓ 0.022% Folkstone
- ↓ 0.011% Beaumaris

- ↑ 0.135% Bankside
- ↑ 0.035% Birnbeck
- ↑ 0.025% Mumbles

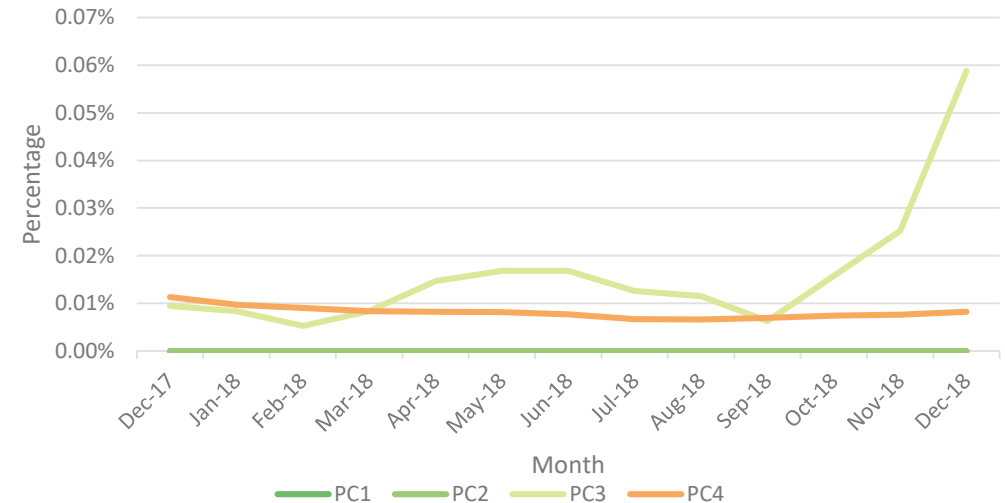
- No Monthly Change
- ↓ 0.003% Annual Change

Bankside **0.203%**  
 Lytham **0.145%**  
 Eastbourne **0.117%**

### Observations:

- The industry processes used to manage no meter recorded.
- Product class 3 has seen an increase in no meter recorded since October 2018 but is still not a significant figure.

2A.3 No Meter recorded by Product Class and data flows received



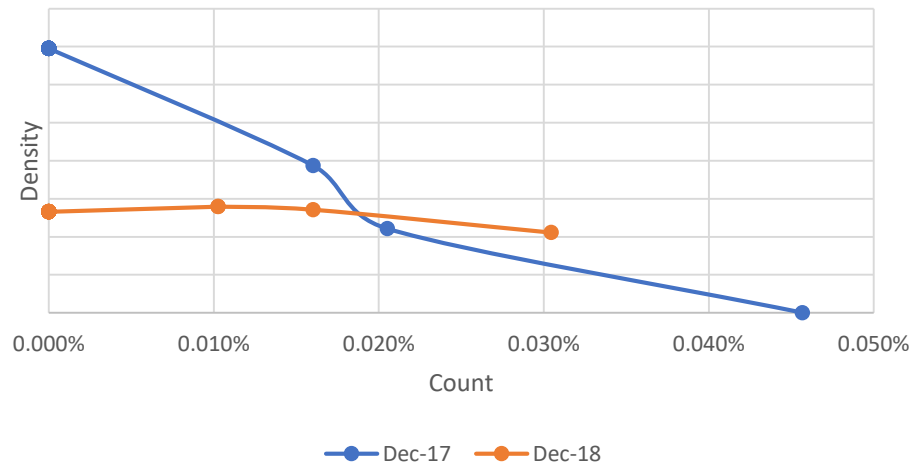
### Share findings with customer account managers:

- PC3: Industry engagement with Falmouth
- PC4: Industry engagement with Colwyn Bay and Deal

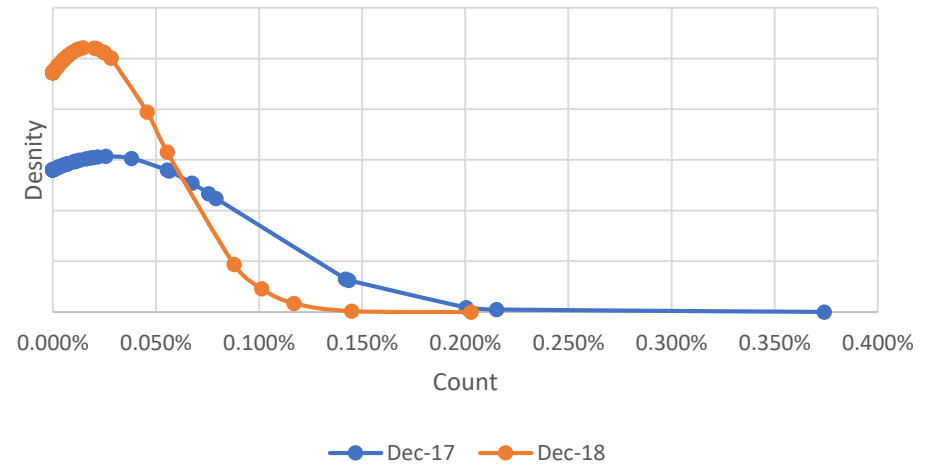
# 2A.3 No Meter Recorded and data flows received



2A.3 - 12 Month comparison PC3



2A.3-12 Month comparison PC4



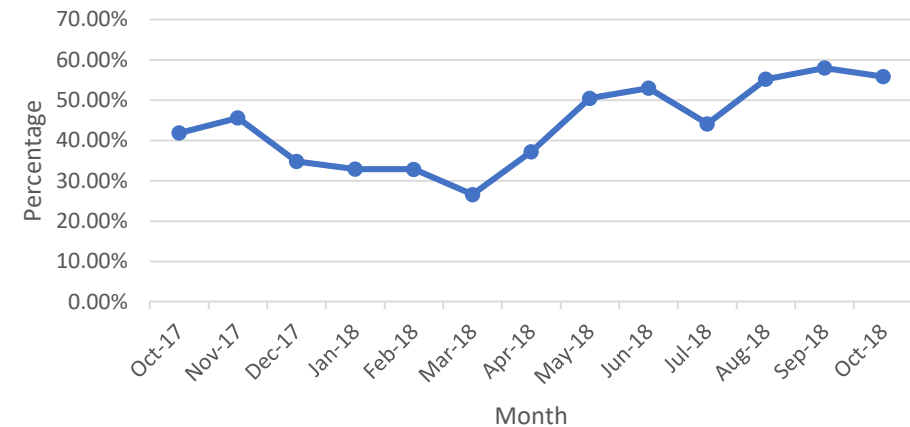
# 2A.4- Shipper Transfer Read Performance



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

- ↑ 21.00% Gravesend
- ↑ 18.22% Mumbles
- ↑ 16.67% Walton-on-the-Naze
- ↓ 2.15% Monthly change
- ↑ 13.98% Annual change
- ↓ 37.50% Greenwich
- ↓ 22.55% Paignton
- ↓ 19.78% Llandudno
- Greenland 0.00%,  
Kew 0.00%,  
Ramsey 0.00%,  
Southport 0.00%

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



### Observations:

- Improvements continue across the industry
- September 2018 meter readings at the highest rate over the last 12 months recording 58.01% across the industry.
- Whilst read performance has decreased slightly in October 2018, performance has significantly improved from October 2017.

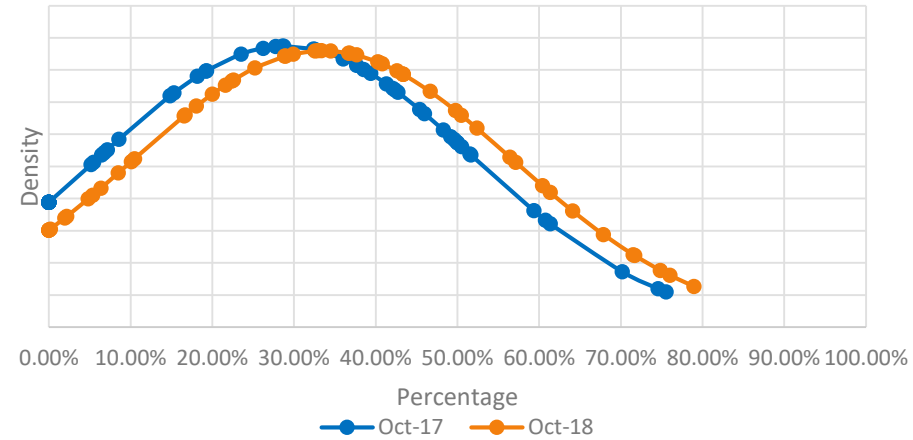
### Recommendations:

- Industry education on obligation to provide opening meter readings following confirmation.
- Industry engagement on the difficulties providing opening meter reading following confirmation.
- Industry engagement with Cromer, Walton-on-the-Naze, Southport, Ramsey, Beaumaris, Brighton, Southend, Folkstone, Weymouth Bandstand and Kew

# 2A.4- Shipper Transfer Read Performance



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

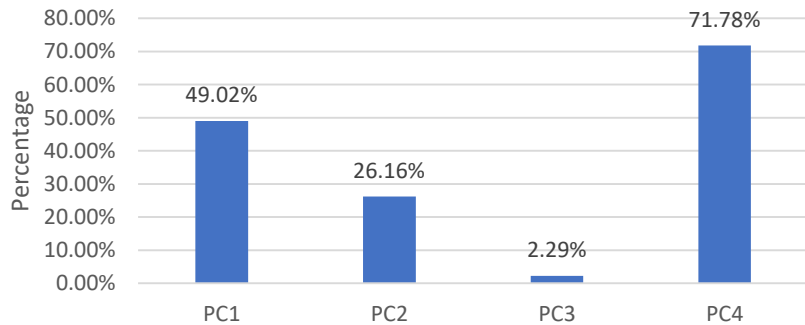


# 2A.5- Read Performance

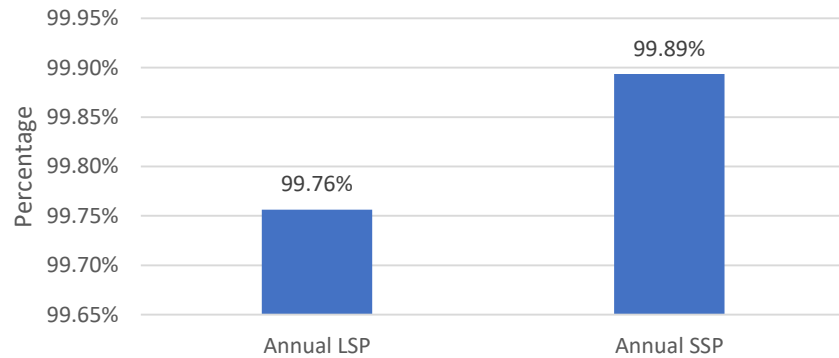


Report measures the percentage of Shipper portfolio submitting reads.

2A.5 Percentage of Product Class read submissions (October 2018)



2A.5 Percentage of LSP/SSP read submission (October 2018)



### PC1

100% Canary Wharf  
91.30% Gravesend  
83.33% Ramsey

### PC2

100% Colwyn Bay  
75.90% Falmouth  
32.93% Morecambe Central

### PC3

40.32% Burnham-on-Sea  
24.35% Canary Wharf  
17.67% Clevedon

### PC4

100% Totland Bay  
100% Swanage  
100% Llandudno

### Observations:

- The industry processes used to manage the submitting of reads for each Product Class. With specific reference to PC1 to begin with.
- PC3 has seen a slight increase since last month (0.36%). This will continue to be monitored as the industry trend is still low.

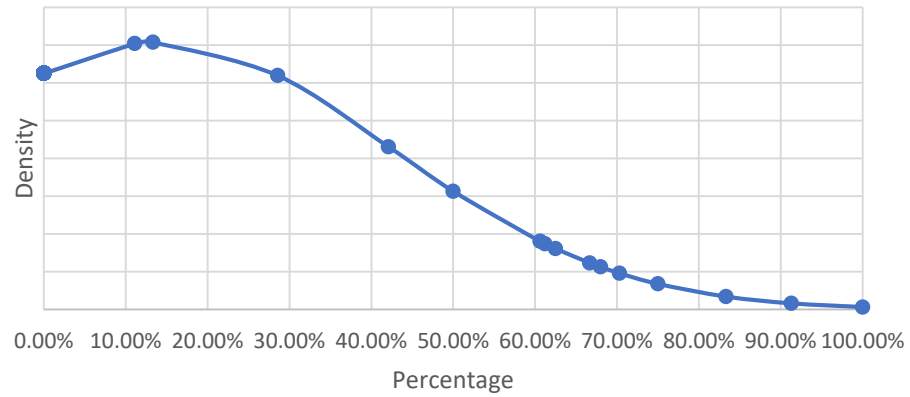
### Recommendations:

- Industry engagement with Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harwich in PC1
- Industry engagement with Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harwich in PC2
- Industry engagement with Southsea Clarence, Falmouth, Clevedon and Weymouth Bandstand in PC3
- Industry engagement with Colwyn Bay, Herne Bay, Felixstowe, Saltburn, Weymouth, Claremont and Deal in PC4

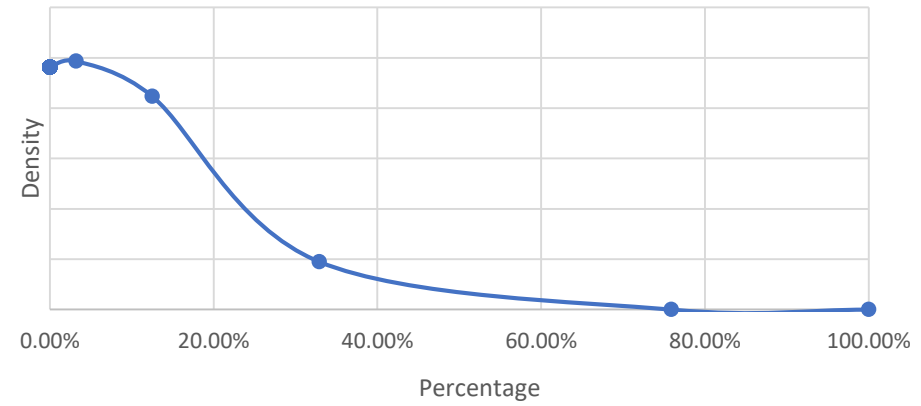
# 2A.5- Read Performance



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



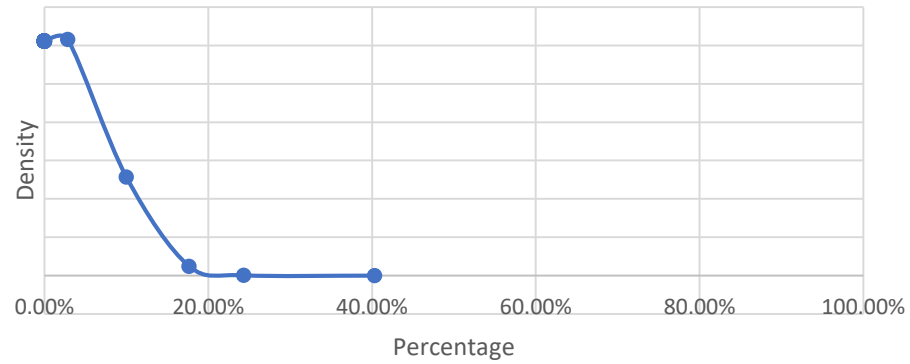
2A.5 Distribution of percentage of PC2 sites providing meter reads



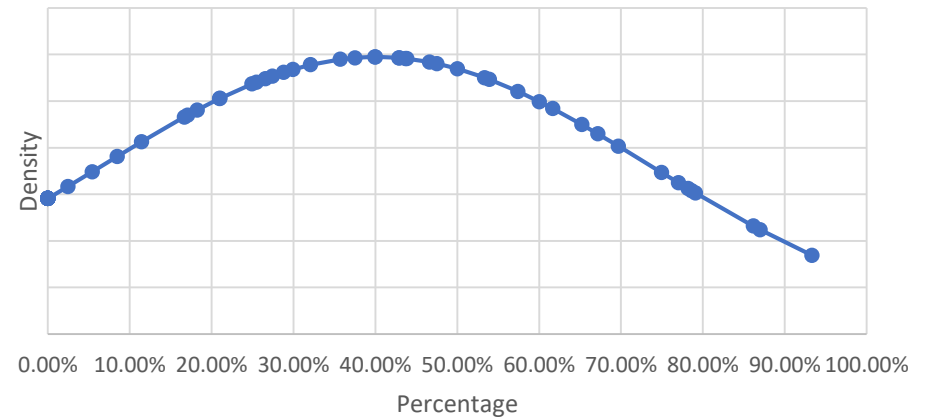
# 2A.5- Read Performance



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



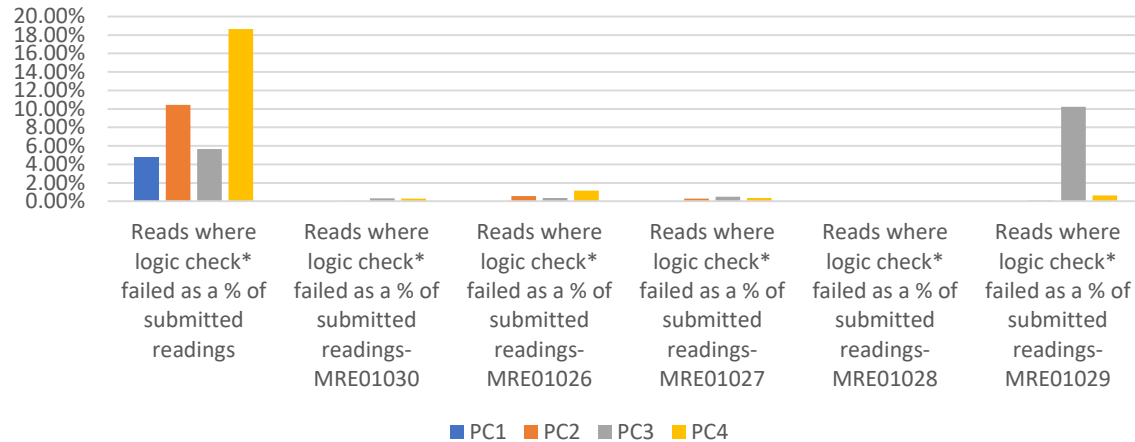
2A.5 Distribution of percentage of PC4 sites providing meter reads



# 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 (November 2018)



Product Class	Reads where logic check failed as a % of submitted readings	MRE01030	MRE01026	MRE01027	MRE01028	MRE01029
1	Gravesend: 18.96%					
2	Canary Wharf: 56.68%	Southsea Clarence: 0.30%	Gravesend: 2.76%	Canary Wharf: 3.95%		Hastings: 1.27%
3	Cromer: 41.54%	Rothsay: 2.87%	Colwyn Bay: 2.84%	Herne Bay: 17.33%		Hastings: 18.41%
4	Beaumaris: 65.35%	Ryde: 7.60%	Ramsey: 7.69%	Cromer: 8.51%		Totland Bay: 50.00%



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

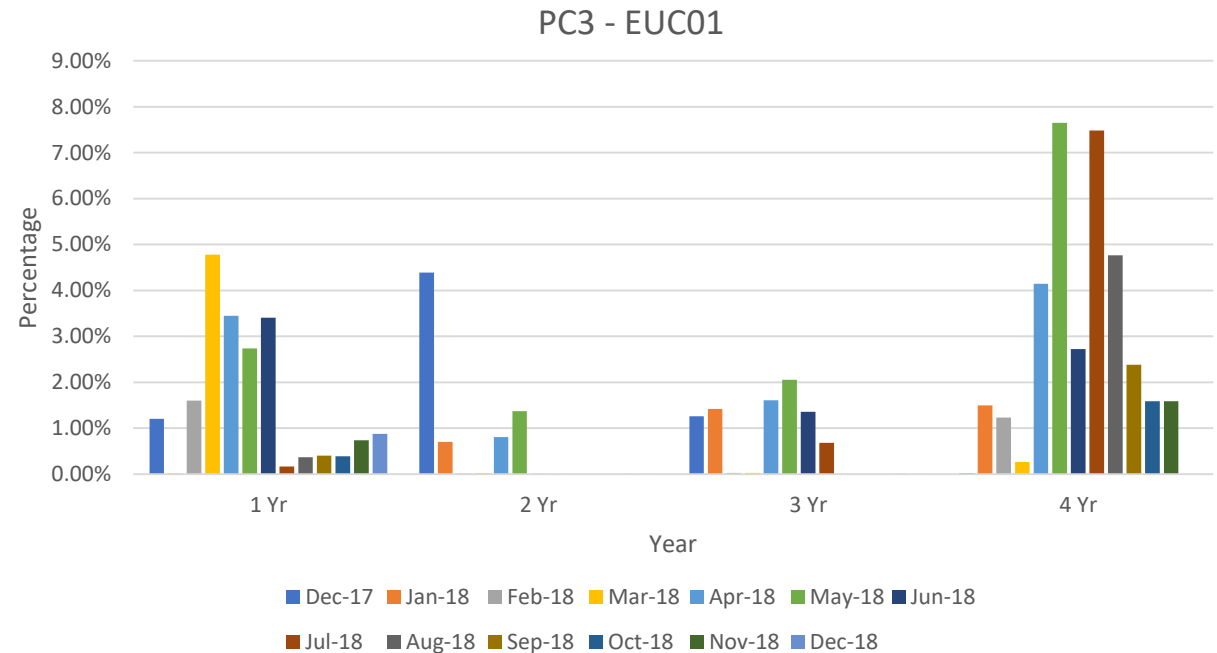


Report measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period.

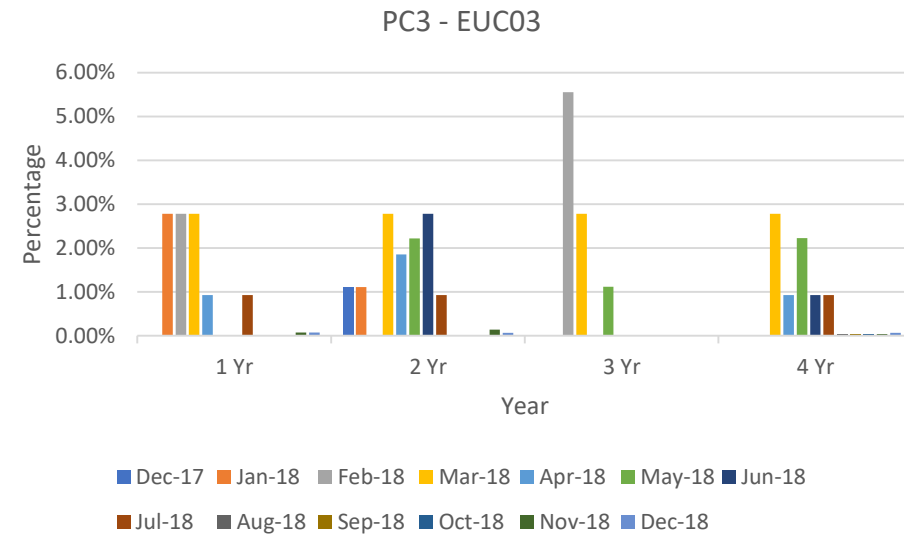
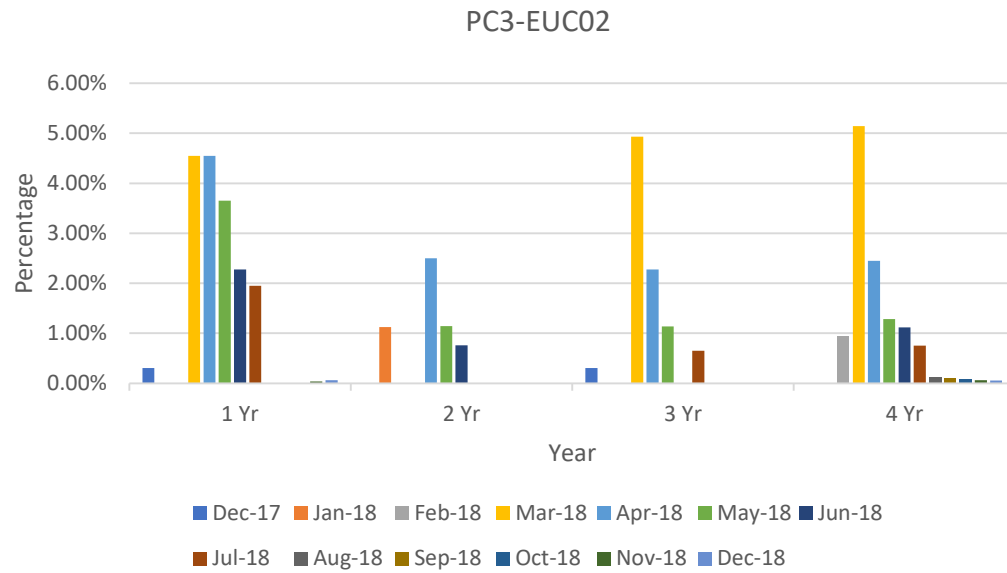
**PC1 & PC2**  
Limited or no data both product classes

### Observations:

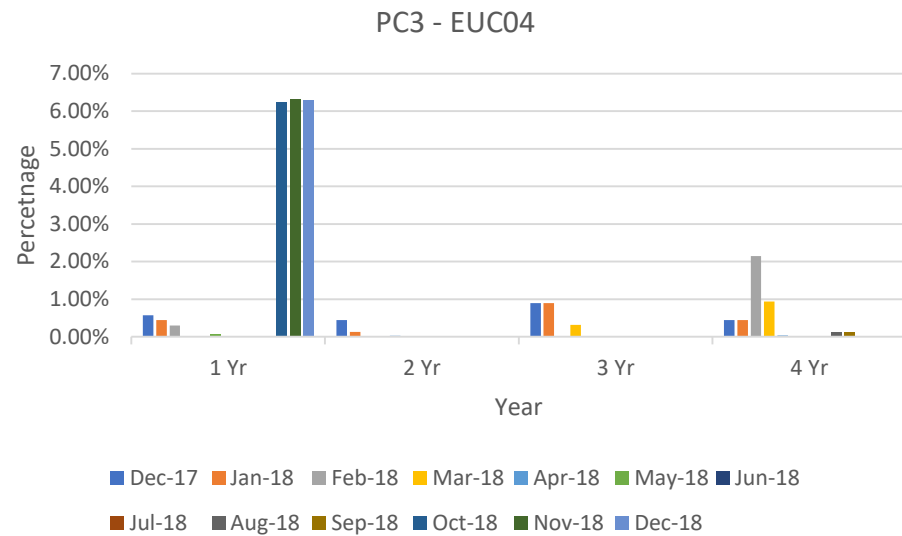
- PC3: Highest number of no meter readings for the specified period for EUC01-EUC03 occurred between March and June 2018.
- PC3: No meter readings not received for four years appear to be highest.
- PC4: No meter readings for each specified period are consistent across all EUC bands.



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

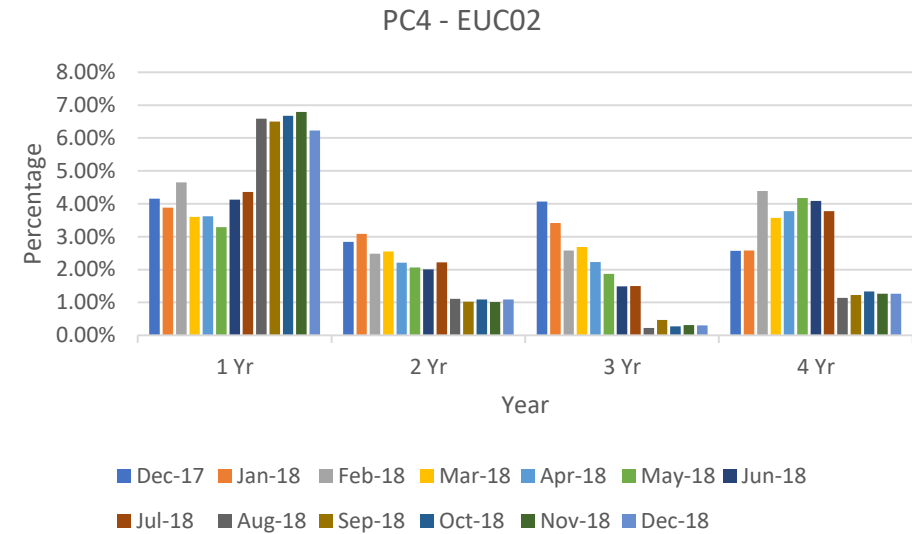
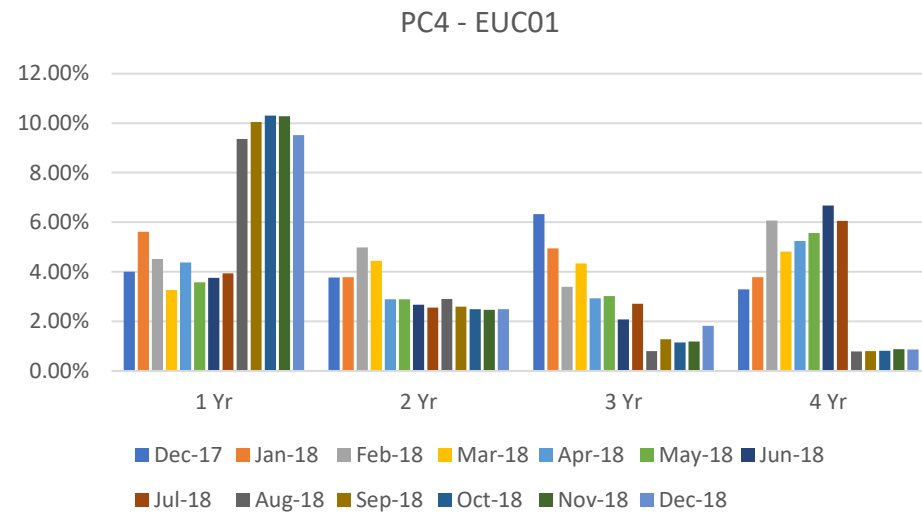


# 2A.7 No Reads Received for 1, 2, 3 or 4 years



**EUC05 – EUC09**  
No data

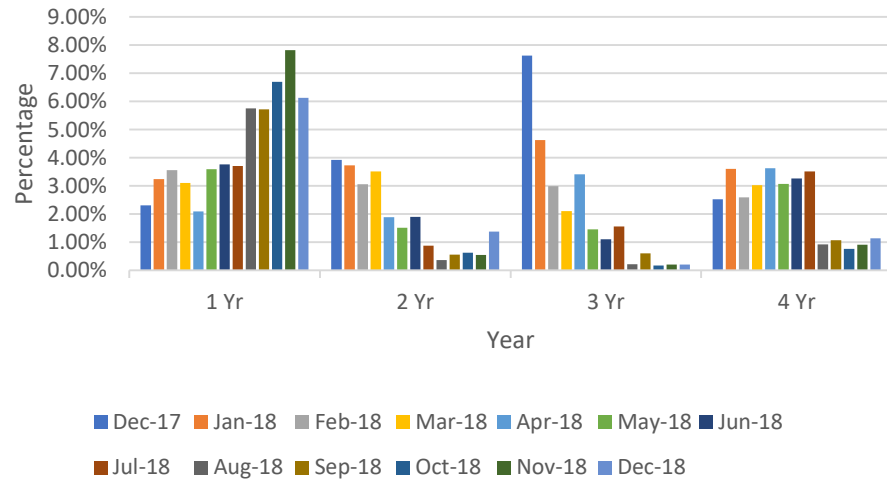
# 2A.7 No Reads Received for 1, 2, 3 or 4 years



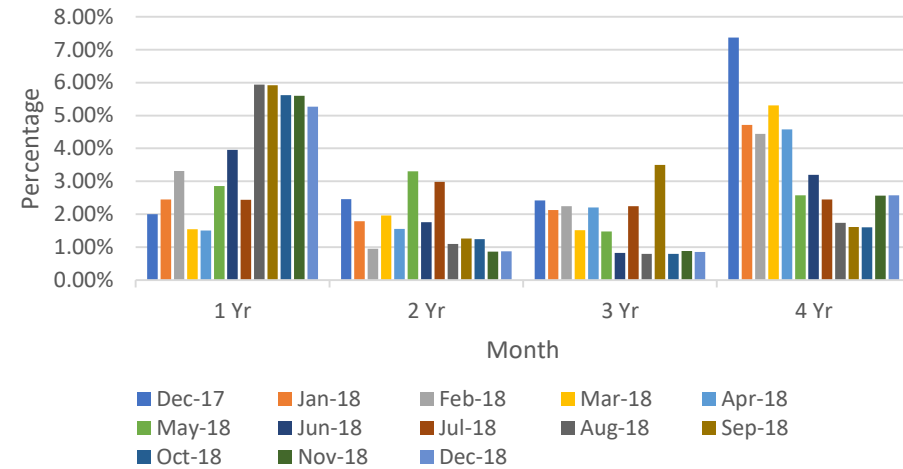
# 2A.7 No Reads Received for 1, 2, 3 or 4 years



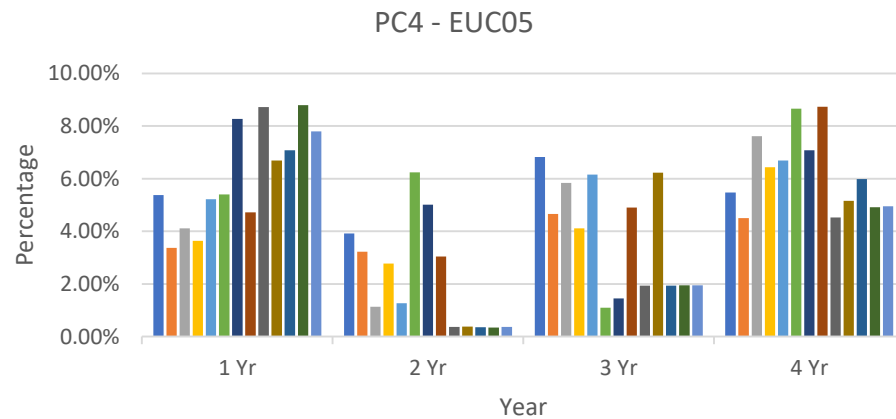
PC4 - EUC03



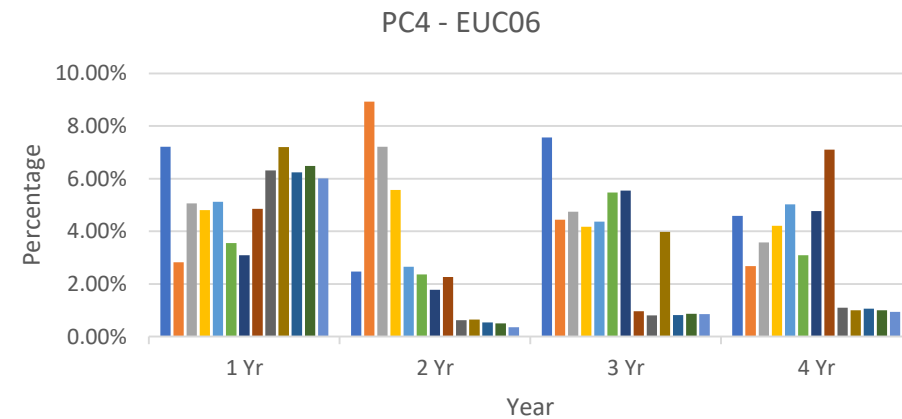
PC4 - EUC04



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



■ Dec-17 ■ Jan-18 ■ Feb-18 ■ Mar-18 ■ Apr-18 ■ May-18 ■ Jun-18  
■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18 ■ Nov-18 ■ Dec-18

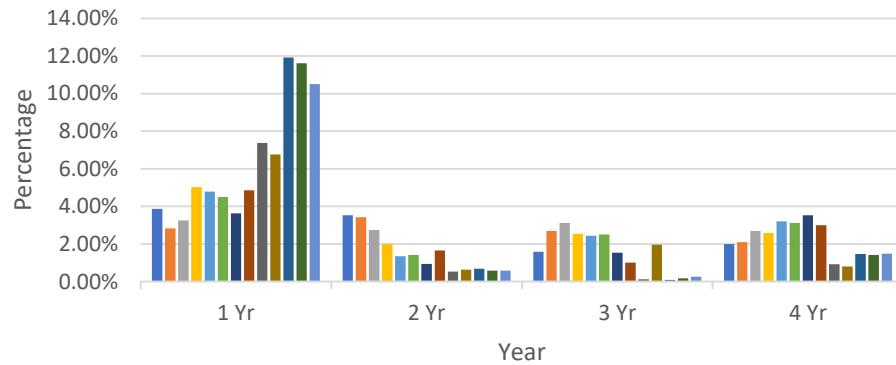


■ Dec-17 ■ Jan-18 ■ Feb-18 ■ Mar-18 ■ Apr-18 ■ May-18 ■ Jun-18  
■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18 ■ Nov-18 ■ Dec-18

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

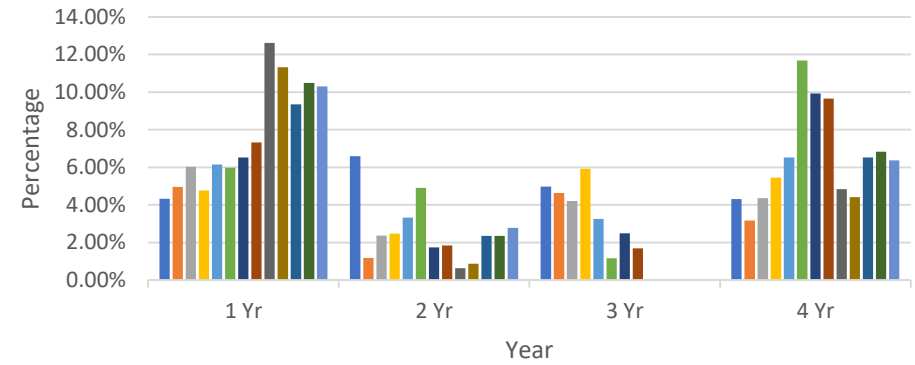


PC4 - EUC07



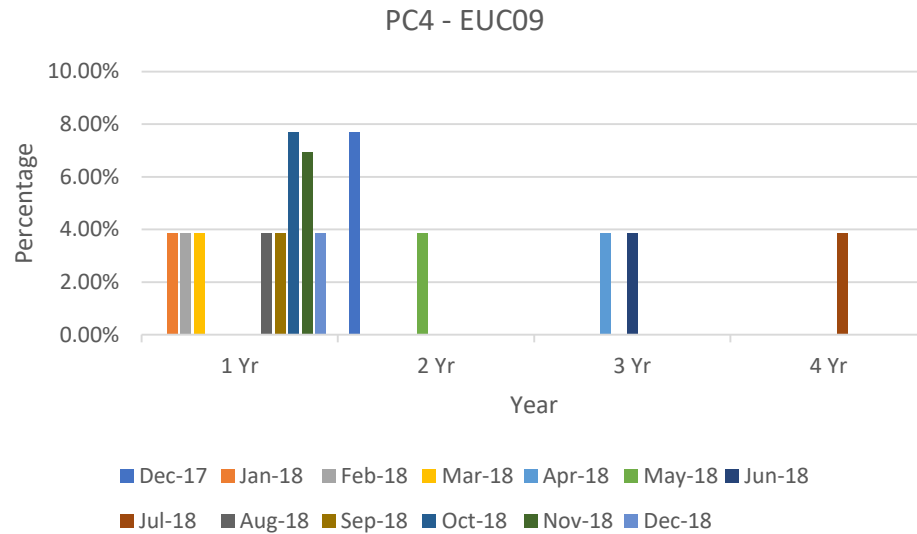
■ Dec-17 ■ Jan-18 ■ Feb-18 ■ Mar-18 ■ Apr-18 ■ May-18 ■ Jun-18  
■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18 ■ Nov-18 ■ Dec-18

PC4 - EUC08



■ Dec-17 ■ Jan-18 ■ Feb-18 ■ Mar-18 ■ Apr-18 ■ May-18 ■ Jun-18  
■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18 ■ Nov-18 ■ Dec-18

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





# 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**

- 6 Colwyn Bay
- 4 Morecambe Central
- 4 Beaumaris

**Reason Code 02- Change in Consumer Plant**

- 627 Felixstowe
- 376 Weymouth
- 194 Saltburn

**Reason Code 03- Commencement of New Business**

- 174 Southend
- 55 Herne Bay

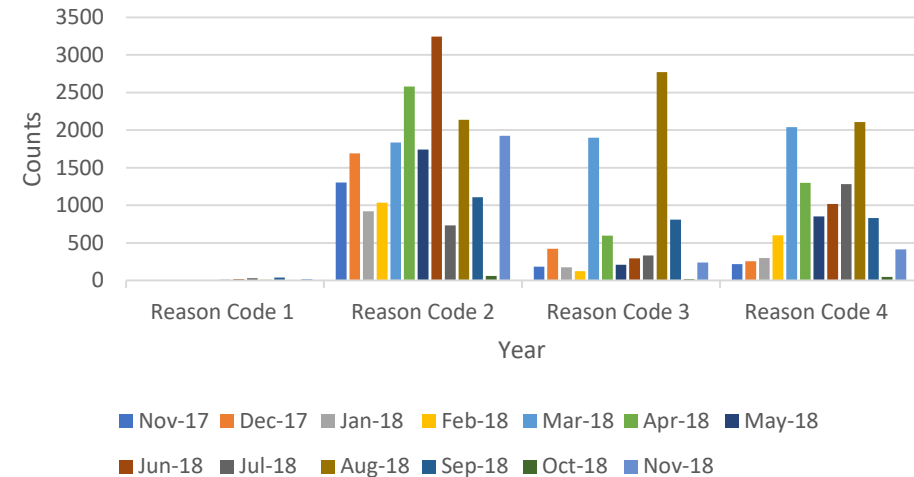
**Reason Code 04- Tolerance Change**

- 236 Colwyn Bay
- 52 Morecambe Central
- 45 Herne Bay

**Observations:**

- Reason code 2 (change in Consumer Plant) has the highest number of AQ corrections of the, accounting for 74% of AQ corrections in November 2018.
- October 2018 saw a significant drop off in AQ corrections but this appears to have returned to normal trend.

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



**Recommendations:**

- Investigate the relative increase in use of AQ corrections between March 2018 to June 2018
- Engage with Herne Bay and Weymouth Bandstand in understanding any obstacles they might have in relation to submitting reads with tolerance changes
- Industry engagement with Herne Bay, Boscombe, Felixstowe, Saltburn and Claremont (Reason Code 02).
- Industry engagement with Herne Bay and Southend (Reason Code 03).
- Industry engagement with Colwyn Bay (Reason Code 04).

# 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

- ↑ 88 Morecambe Central
- ↑ 28 Eastbourne
- ↑ 17 Folkstone
- ↓ 351 Falmouth
- ↓ 148 Gravesend
- ↓ 27 Herne Bay
- ↑ 63 - Monthly Change
- ↓ 359 - Annual Change
- Colwyn Bay 630
- Falmouth 516
- Southsea Clarence 400

## EUC06

- ↑ 2 Colwyn Bay
- ↑ 2 Southport
- ↓ 19 Falmouth
- ↓ 12 Gravesend
- ↓ 4 Eastbourne
- ↓ 35 Monthly Change
- ↓ 26 Annual Change
- Southsea Clarence 15
- Colwyn Bay 12
- Harwich 11

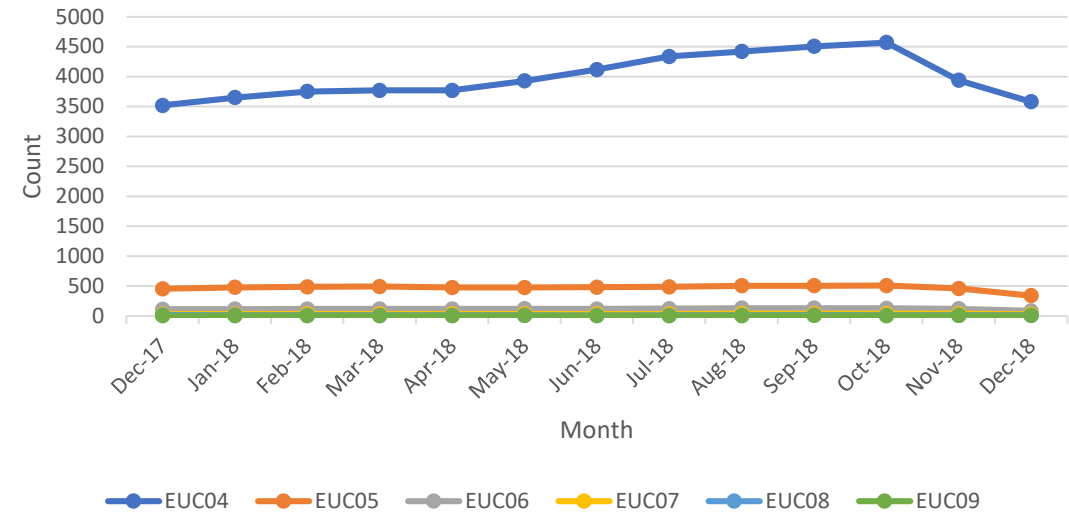
## EUC05

- ↑ 8 Herne Bay
- ↑ 4 Southsea Clarence
- ↑ 3 Deal
- ↑ 3 Mumbles
- ↓ 83 Falmouth
- ↓ 39 Gravesend
- ↓ 14 Morecambe Central
- ↓ 119 Monthly Change
- ↓ 114 Annual Change
- Southsea Clarence 72
- Colwyn Bay 65
- Morecambe Central 28

### Observations:

- EUC04 correction factor has seen a decline since October 2018 but still remains the highest amongst all EUC bandings.
- EUC04: Morecambe Central continue to track above the industry average.

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



### Share findings with customer account managers:

- Industry engagement with Morecambe Central, Colwyn Bay, Herne Bay, Southsea Clarence, Falmouth and Mumbles in EUC04.
- Industry engagement with Morecambe Central, Southsea Clarence, Colwyn Bay and Falmouth in EUC05.

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



## EUC07

- No negative changes
- ↓ 7 Falmouth
- ↓ 1 Morecambe Central
- ↓ 1 Colwyn Bay
- ↓ 1 Folkstone
- ↓ 8 - Monthly Change Colwyn Bay 7
- ↓ 2 - Annual Change Southsea Clarence 6 Harwich 4

## EUC08

- ↑ 2 Colwyn Bay
- ↑ 1 Southport
- ↑ 1 Llandudno
- ↓ 1 Morecambe Central
- ↓ 1 Gravesend
- ↓ 1 Falmouth
- ↑ 1 - Monthly Change Colwyn Bay 3
- ↓ 4 - Annual Change Burnham-on-Sea 2

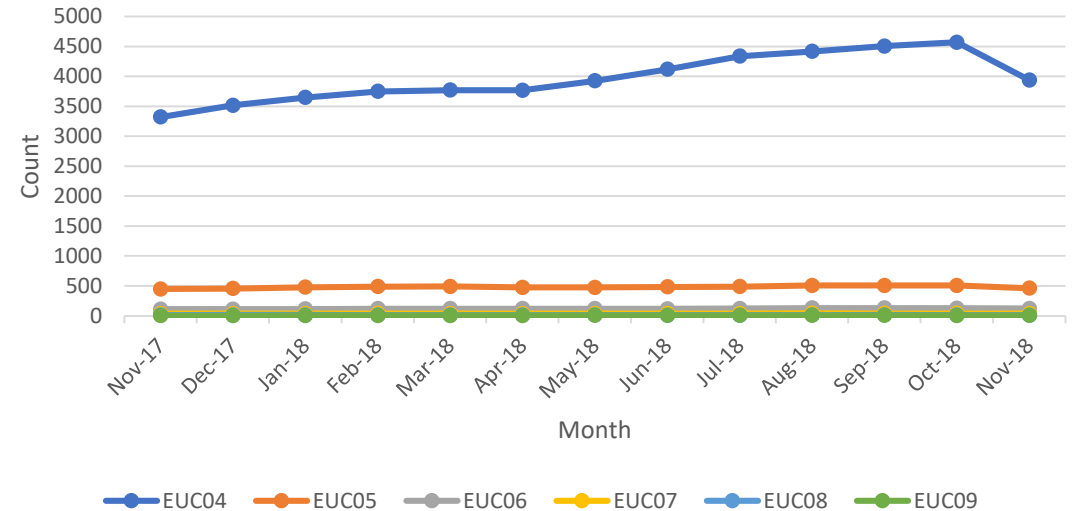
## EUC09

- ↑ 1 Southsea Clarence
- No positive changes
- ↑ 1 Monthly Change Southsea Clarence 3
- ↑ 5 Annual Change

### Observations:

- EUC04 remains the banding with the highest number of correction factors across all EUC bands.
- EUC04 has seen a minor decline

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



### Share findings with customer account managers:

- EUC07: Engagement with Falmouth, Colwyn Bay, Southsea Clarence, Folkstone and Harwich to understand why their share of the total is the highest

# 2A.10 Replaced Meter Reads

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

## EUC01

- ↑ 2012 Claremont
- ↑ 1513 Folkstone
- ↑ 872 Herne Bay
- ↓ 313 Weymouth
- ↓ 183 Colwyn Bay
- ↓ 88 Weymouth Bandstand
- ↑ 5372 Monthly Change
- ↓ 631 Annual Change
- Claremont **10789**
- Deal **5538**
- Herne Bay **2251**

## EUC03

- ↑ 151 Falmouth
- ↑ 6 Deal
- ↑ 5 Southsea Clarence
- ↓ 26 Folkstone
- ↓ 7 Mumbles
- ↓ 6 Ryde
- ↑ 130 Monthly Change
- ↑ 278 Annual Change
- Falmouth **159**
- Folkstone **53**
- Gravesend **23**

## EUC05

- ↑ 8 Falmouth
- ↑ 3 Monthly Change
- ↑ 15 Annual Change
- ↓ 3 Morecambe Central
- ↓ 3 Herne Bay
- Falmouth **9**
- Gravesend **8**
- Folkstone **5**

## EUC02

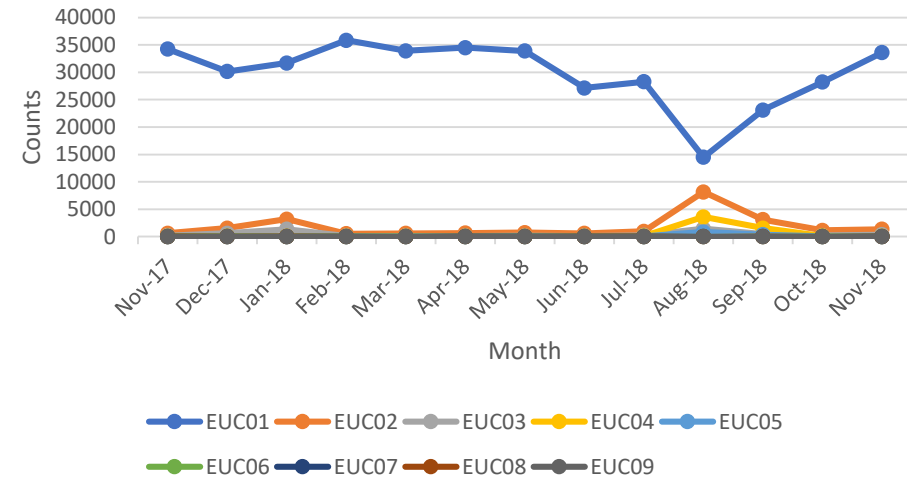
- ↑ 157 Folkstone
- ↑ 83 Felixstowe
- ↑ 36 Falmouth
- ↓ 26 Herne Bay
- ↓ 18 Beaumaris
- ↓ 17 Morecambe Central
- ↑ 189 Monthly Change
- ↑ 723 Annual Change
- Folkstone **666**
- Felixstowe **120**
- Colwyn Bay **91**

## EUC04

- ↑ 20 Falmouth
- ↑ 3 Blackpool North
- ↓ 7 Monthly Change
- ↑ 14 Annual Change
- ↓ 15 Folkstone
- ↓ 7 Morecambe Central
- ↓ 6 Mumbles
- Claremont **23**,
- Gravesend **19**,
- Folkstone **11**.

**Data cannot be normalised for EUC06 - 09**

2A.10 Count of meter reading replaced by EUC



### Observations:

- Investigate August data for shippers with higher sites due to volatility
- EUC01 is significantly higher than all other EUC bands and appears to be returning to the level it was in November 2017.

### Share findings with customer account managers:

- Industry engagement with Herne Bay, Weymouth, Claremont and Deal in EUC01

PAFA@Gemserv.com

