

UNC Performance Assurance Committee Minutes
Friday 24 May 2019
via teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office
Alex Travell	(AT)	Transporter Member
Carl Whitehouse	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Jon Dixon	(JD)	Observer, Ofgem
John Welch	(JW)	Shipper Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Paul Rocke	(PR)	PAFA
Sally Hardman	(SH)	Transporter Member
Sallyann Blackett	(SB)	Shipper Member
Sara Usmani	(SU)	PAFA
Sarah Gratte	(SG)	PAFA
Tracey Saunders	(TS)	Alternate Transporter Member

Apologies

Shanna Barr	(SBa)	Transporter Member
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** via teleconference*

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/240519>

1. Introduction and Status Review

1.1 Confirm Quorate Status

Bob Fletcher (BF) 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

Tracey Saunders for Shanna Barr

2. Committee Matters

2.1 For Attention

2.1.1. Consideration of Confidentiality Issue

Referring to the confidential 'Incident Report for PAC' document circulated by email (to PAC Members only) ahead of the meeting, Paul Rocke (PR) (Senior Client Manager, Gemserv) opened discussions by introducing himself and his colleague Sarah Gratte (Head of Codes, Gemserv), PR apologised on behalf of Gemserv for the mistake that has led to the position and issue being discussed today.

During a review of the document by PR the main summary key points were discussed / identified, as follows:

- **07 May 2019** – 48 out of 68 Shippers confidential details uploaded to the Huddle system.
- **15 May 2019** – Shipper contacts Gemserv to inform them of the details within the report. Gemserv immediately remove and replace with correct report and inform Xoserve. 11 individuals identified as having accessed the information, of these 8 were identified as not being PAC Members or Xoserve employees;
- **17 May**– Gemserv undertaking background discussions with their legal counsel and instruct them to develop a Confidentiality Undertaking
- **21 May 2019** – Gemserv receive Confidentiality Undertaking from legal counsel and submit to Xoserve for review;
- **22 May 2019** –The 8 individuals who accessed the information were sent Confidentiality Undertakings to complete which request them to delete any information downloaded. 4 have already responded and 1 will be providing a response upon return from holiday on Tuesday (28 May 2019) and the 3 remaining non responders would be contacted immediately after this meeting;
- Gemserv take full responsibility for the mistake and advise that new internal check mechanisms are being introduced (i.e. Senior Management sign off prior to the release of information etc.).

PR explained that not only do Gemserv take extreme care when recruiting new personnel to ensure that they have an eye for detail and quality. It is the same PAFA personnel that attend the PAC meetings and so are fully aware of the implications and the importance of avoiding a repeat of similar issues;

New Action 0505: PAFA (PR) to look to provide a short presentation on the Gemserv internal processes (inc. end to end process, manual and automated aspects and communication routes) and control mechanisms and provide a view on whether current reporting timescales contributed to the problem.

- When asked if the two PAC Members who received the commercially sensitive information, may have passed it on to others, PR agreed to investigate and provide a response in due course.

New Action 0506: PAFA (PR) to double check whether the two PAC Members that received the commercially sensitive information passed it on to any other parties.

PR went on to point out that the PAFA are / were able to identify the individuals (via email addresses) who accessed the information;

- When asked who the PAC meeting invite was sent to, BF confirmed that it was issued to the Joint Office 'PAC Members + alternates', plus PAFA representatives, plus Xoserve representatives and Jon Dixon of Ofgem;
- **NEXT STEPS** – referencing item 1, PR confirmed that the new documentation release mechanism would be provided to both Xoserve and the PAC Members ahead of the 11 June 2019 PAC meeting.

Referencing item 2, PR advised that the 3 parties that have not responded to the 'Confidentiality Undertaking' emails would be contacted immediately and requested to provide their responses asap.

There was brief discussion around the potential merit of removing previous reports from Huddle that utilises the existing Shipper Short Codes (SSC's) during which FC pointed out that even introducing new SSC's as proposed, might not prevent the 8 parties from accessing the information and interpreting who the Shipper parties are via a combination of the old and new SSC's.

It was suggested that having one set of SSC's for the existing files / information and a completely new set of SSC's going forwards should help prevent any ability to interpret / extrapolate from historical information (i.e. reduces risk exposure), although care would be needed when generating the first set of PARR reports across the 'change period'.

The consensus of PAC Members is that following a non-anonymised approach, as adopted within the electricity arena, may not get industry support in the gas market.

When asked if non PAC Members were aware that the sensitive information was visible within the Huddle system, PR responded by explaining that from the feedback received so far by the PAFA, the majority of parties were unaware of the breach;

- PAC Members indicated they would be extremely uncomfortable with the notion of not informing the Shippers whose information has been compromised, PR advised that the PAFA would work with Xoserve in order to create a suitable notification communication that would be provided to the PAC Members (for their approval) prior to release;

<p>New Action 0507: PAFA (PR) and Xoserve (FC) to create a suitable notification communication for impacted Shippers that would be provided to the PAC Members (for their approval) prior to release.</p>
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- **New Shipper Short Code Provision**
 - **PAC Members voted unanimously** for provision and introduction of a completely new set of Shipper Short Codes, as soon as practicably possible;
 - PAC Members requested that an industry wide communication relating to the provision of the new Shipper Short Codes be issued as soon as possible, subject to Xoserve being able to provide the codes in a timely manner;
- PAC Members noted that both the UNCC and DSC Contract Management Committee would also need to be notified of the issue.

New Action 0508: PAFA (PR) and Xoserve (FC) to create a suitable high-level report outlining the issue and remedial actions for presentation at both the June 2019 UNCC and DSC Contract Management Committee meetings.

- When asked, FC confirmed that it is likely that any changes undertaken involving the introduction of the new SSC's could impact the next set of PARR (Dashboard) Reports scheduled to be provided for the 11 June 2019 PAC meeting, although it is noted that any non-anonymised information should not be affected.

3. Any Other Business

None.

4. Next Steps

BF summarised the next steps, as follows:

- Joint Office to ensure a new item is added to the 11 June 2019 PAC agenda to cover consideration of the 'Confidentiality Issues' resolution;
- PAFA (PR) to look to provide an indicative view of resolution timescales, and
- Consideration of an additional (closed) PAC teleconference meeting, should the need arise.

5. Diary Planning

Further details of planned meetings are available at:

<https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
10:30, Tuesday 11 June 2019	Elexon, 350 Euston Road, London NW1 3AW	Standard Agenda

PAC (Extraordinary Meeting) Action Table (as at 24 May 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0505	24/05/19	2.1.1	PAFA (PR) to look to provide a short presentation on the Gemserv internal processes (inc. end to end process, manual and automated aspects and communication routes) and control mechanisms and provide a view on whether current reporting timescales contributed to the problem.	PAFA (PR)	Pending
PAC 0506	24/05/19	2.1.1	PAFA (PR) to double check whether the two PAC Members that received the	PAFA (PR)	Pending

			commercially sensitive information passed it on to any other parties.		
PAC 0507	24/05/19	2.1.1	PAFA (PR) and Xoserve (FC) to create a suitable notification communication for impacted Shippers that would be provided to the PAC Members (for their approval) prior to release.	PAFA (PR) & Xoserve (FC)	Pending
PAC 0508	24/05/19	2.1.1	PAFA (PR) and Xoserve (FC) to create a suitable high-level report outlining the issue and remedial actions for presentation at both the June 2019 UNCC and DSC Contract Management Committee meetings.	PAFA (PR) & Xoserve (FC)	Pending