




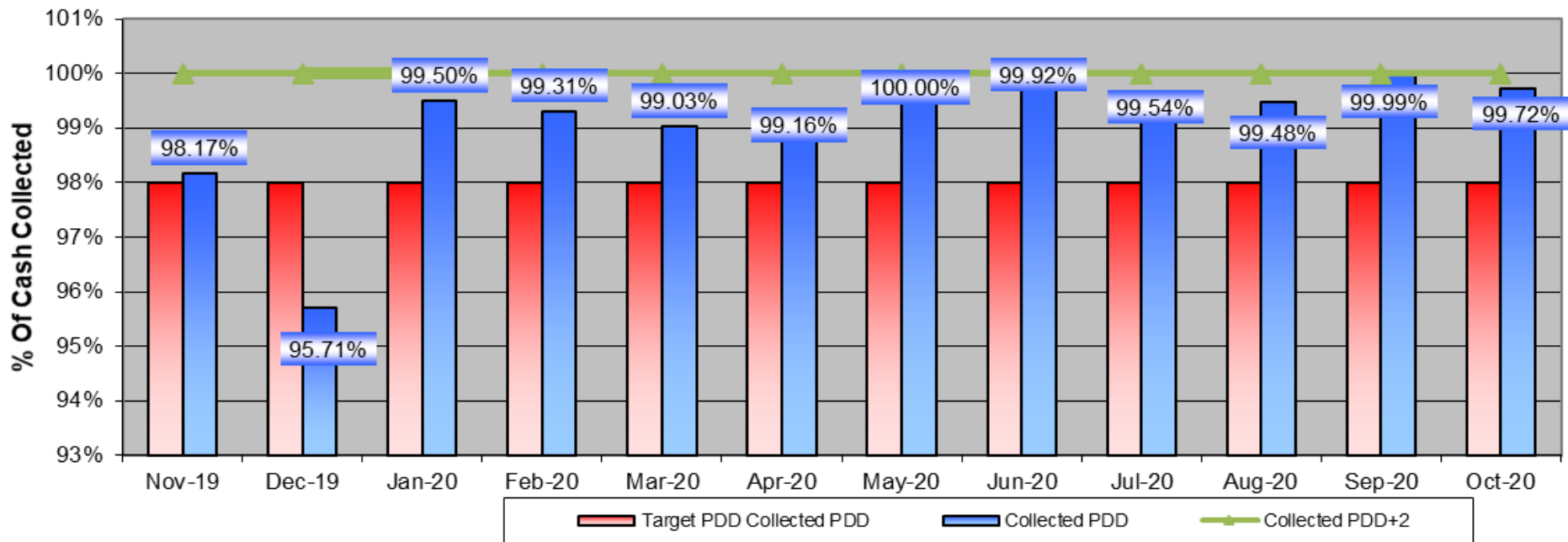
Energy Balancing Committee Operational Update

November 2020


Energy Balancing Credit Committee Scorecard – Quarterly Meeting November 2020

Subject Areas	Areas to cover	Quarterly RAG
	<ul style="list-style-type: none"> 98% of Cash Collected by Payment Due Date 100% of Cash Collected by Payment Due Date +2 	<ul style="list-style-type: none"> Target of Cash Collected by Payment Due Date for August, September and October 2020 achieved. Failure to Pay Notices Issued – 1 in August, 2 in September, 7 in October. Target of Cash Collected by Payment Due Date +2 for August, September and October 2020 achieved.

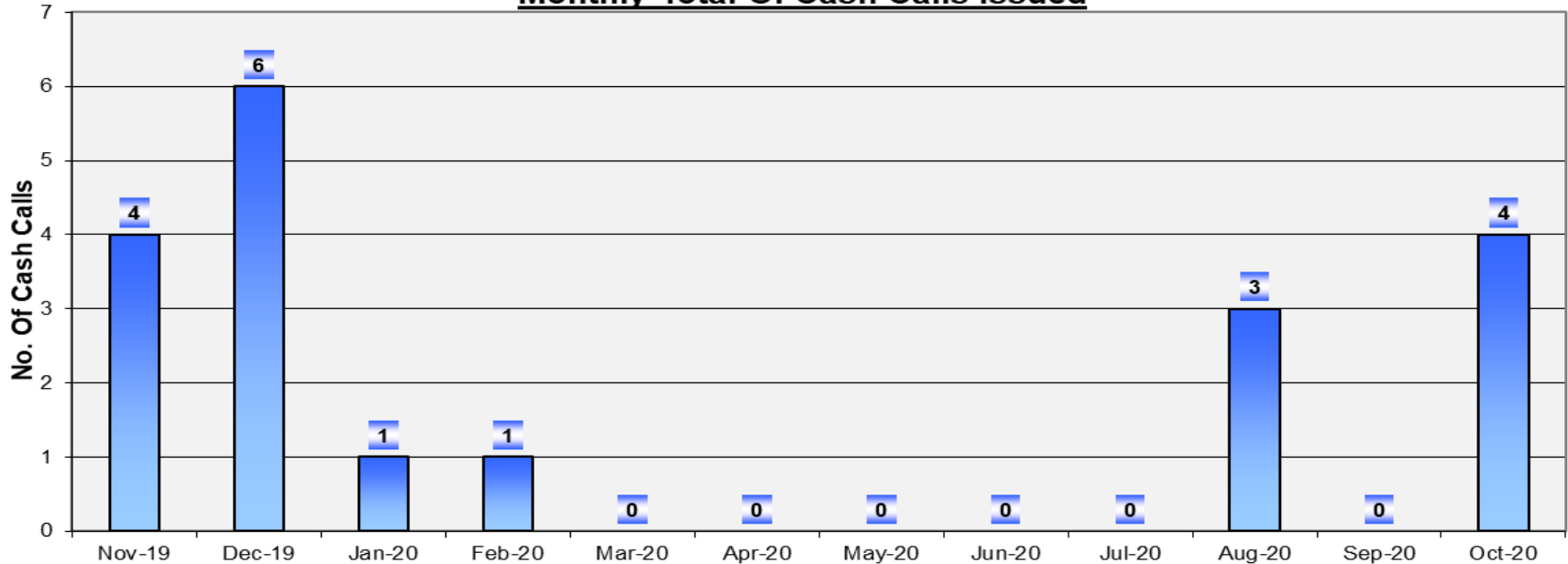
Monthly Breakdown Of Cash Collected At Payment Due Date





Energy Balancing Credit Committee Scorecard – Quarterly Meeting November 2020

Subject Areas	Areas to cover	Quarterly RAG
 <p>Security</p>	<ul style="list-style-type: none"> • Security Renewals completed within month • Further Security Requests • Cash Calls • Alerts • Credit Agency Update 	<ul style="list-style-type: none"> • 100% August, September and October securities renewed without issue • 3 Cash Calls issued in August and 4 in October. • 1 Further Security Request issued in October. • No bank downgrades or credit agency alerts requiring action



Monthly Total Of Cash Calls Issued



Energy Balancing Credit Committee Scorecard – Quarterly Meeting November 2020

Subject Areas	Areas to cover	Quarterly RAG
 Debt	<ul style="list-style-type: none">Terminated UsersDebtAdministrator Updates	<ul style="list-style-type: none">One shipper terminated this reporting month. Outstanding invoices settled with Deposit Deed funds held as their security. Awaiting appointment of practitioner to start proof of debt for any upcoming charges.3 terminated shippers since 2018 with a total debt of £4,835,497.04 which is being pursued through appointed administrators via regular updates.Debt smeared 2 months after invoice due date to community.
 Escalations	<ul style="list-style-type: none">Escalations to Committee	<ul style="list-style-type: none">Committee decision made on 9th October 2020 to terminate failing shipper from UNC following their failure to pay an Energy invoice which was due on 6th October 2020 and still unpaid by payment due date +2, 8th October 2020.

Energy Balancing Credit Committee Scorecard – Quarterly Meeting November 2020

Subject Areas	Areas to cover	Quarterly RAG
	<ul style="list-style-type: none">• Invoicing Issues• Late Paid Interest	<ul style="list-style-type: none">• Late Paid Interest charges accrued between April and September 2020 to be invoiced in December 2020 with a total net value of –£2,149.41 (£1,070.59 debit value)• As of 31st October 2020 the financial value for late paid charges is £390.08.• No issues with invoicing recorded.
	<ul style="list-style-type: none">• Focus Areas for next quarter• Team Initiatives	<ul style="list-style-type: none">• Continuing to monitor financial institutions providing security and individual organisations through credit agencies. No impact seen to date in relation to security or cash collection as a result of Covid-19.• Continued engagement with customers to identify any issues at an early stage with no indications given.• The team are looking at customers with funds in their cash call account that have been there for a while and making contact with these customers to discuss returning these funds.• Working closely with new entrants into the market and supporting them with Energy security set up.

Energy Balancing Adjustments – November 2020 Update

Billing Period	Shippers Affected	Energy Diff (Kwh)
Sep-18	1	-1,779,075
Nov-18	1	-4,777,313

Billing Period	Shippers Affected	Energy Diff (Kwh)
Jan-19	2	0
Feb-19	1	704,074
Mar-19	6	6,277,778
Apr-19	2	0
May-19	5	-2,242
Jul-19	5	0
Aug-19	1	-5,553,033
Sep-19	2	-13,427,777
Oct-19	3	-13,267,534
Nov-19	4	5,764,913
Dec-19	4	-2,556,732

Billing Period	Shippers Affected	Energy Diff (Kwh)
Jan-20	1	-4,233
Feb-20	6	50,540,156
Mar-20	5	0
Apr-20	0	0
May-20	0	0
Jun-20	0	0

Energy Balancing Adjustments – November 2020 Update

- **In response to action 0802** – *Xoserve to investigate the reason why the February 2020 Energy Balancing Adjustment invoicing figure was high and provide feedback.*
- The high volume of energy in February 2020 was not caused by any particular reason and would have been a combination of factors such as particular issues with meters on site and revised allocations being received after D+ 5 closeout.
- This peak in February was not caused by any trend and the volumes they receive are random depending on various meter issues.
- The invoicing team continue to liaise closely with National Grid and communicate frequently to manage the adjustments.

Direct Debit Update

- Communication sent to users asking their interest in using Direct Debit as a method of payment for Energy invoices.
- 18 customers responded to register their interest.
- Following an audit on Xoserve by BDO the recommended was that the name on the Neutrality Bank account should clearly reflect that this is not an Xoserve account.
- Plan to novate account on 17th December 2020. Name on account will change from 'Xoserve NG Gas Neutrality' to 'National Grid Gas Plc – Neutrality'.
- Upon completion aim to commence Direct Debit set up process with aim to complete by 31st March 2021.