

**UNC Performance Assurance Committee Minutes**  
**Tuesday 15 February 2022**  
**via Microsoft Teams**

**Attendees**

Rebecca Hailes (Chair)	(RH)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office

**Shipper Members (Voting)**

Carl Whitehouse	(CW)	Shell Energy Retail Limited
Claire Louise Roberts	(CLR)	ScottishPower (Alternate)
Graeme Cunningham	(GC)	Centrica
Louise Hellyer	(LH)	Total Gas & Power
Sallyann Blackett	(SB)	E.ON
Steve Mulinganie	(SM)	Gazprom (Alternate)

**Transporter Members (Voting)**

Jenny Rawlinson	(JR)	BUUK (Alternate)
Shiv Singh	(SS)	Cadent

**Observers (Non-Voting)**

Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Correla on behalf of Xoserve
Karen Kennedy	(KK)	Correla on behalf of Xoserve
Lee Greenwood	(LG)	Centrica
Martin Attwood	(MA)	Correla on behalf of Xoserve
Neil Cole	(NC)	Correla on behalf of Xoserve
Rachel Clarke	(RC)	PAFA/Gemserv
Sara Usmani	(SU)	PAFA/Gemserv

*Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/150222>*

**1. Introduction**

Rebecca Hailes (RH) welcomed all parties to the meeting.

**1.1 Apologies for absence**

Alison Wiggett, Shipper Member,  
Anne Jackson, PAFA, and  
Lisa Saycell, Shipper Member.

**1.2 Note of Alternates**

Claire Louise-Roberts for Mark Bellman,  
Jenny Rawlinson for Alex Travell, and  
Steve Mulinganie for Lisa Saycell.

**1.3 Quoracy Status**

The Committee meeting was confirmed as being quorate.<sup>1</sup>

#### 1.4 Approval of Minutes (18 January and 26 January 2022)

The minutes from the previous meetings were approved.

#### 1.5 Approval of Later Papers

It was noted that there were four (4) late papers submitted ahead of the meeting. When asked, PAC Members present agreed to consider the documents.

### 2. Monthly Performance Assurance Review Items

#### 2.1 PARR Report Review – Dashboard update (PAFA)

Sara Usmani (SU) provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following observations for this section:

##### SHIPPER PERFORMANCE IMPROVEMENT PLANS

- Performance Assurance Committee (PAC) Members were informed that updates on all Shippers on improvement plans are available for view on Huddle and the Gas Performance Assurance Portal (GPAP), but the Performance Assurance Framework Administrator (PAFA) would only be reporting on four Shippers this month, unless Members asked for specific updates.
- Shipper “Reykjavik” was highlighted to the PAC who are on a read performance plan for two markets. The Shipper has been proactive in managing their portfolio and performance in the Product Class 1 (PC1) market and has been achieving UNC target for the last three months. Committee members were also informed by the PAFA that there is no AQ at risk on Reykjavik’s performance in this market. The PAFA recommended that the Shipper’s PC1 plan should be closed as they have been able to maintain performance. PAC Members voted and agreed with PAFA’s recommendation. Updates were provided on Product Class 2 (PC2), where read performance had fallen in January which was in line with the Shipper and PAFA’s expectations as two new sites require ‘data loggers’. PAC Members discussed that ‘data loggers’ are not required in the PC2 market and enquired whether the Shipper had correctly classified the sites.

**New PARR Action 0201:** Reference Contact “Reykjavik” to close performance plan for PC1 and thank them for their efforts - PAFA (SU) to speak to Shipper about the two new sites in PC2 requiring ‘data loggers’ and clarifying whether the sites are in the correct product class.

- Updates were provided on Shipper “Praia” who have been achieving UNC target in PC2 for the last two months. However, in the Product Class 3 (PC3) and Product Class 4 (PC4) markets, performance remains stable but below target. Committee members were informed that the Shipper has received a large number of read rejections under the tolerance codes and have been working on resolving these. Consequently, due to the work conducted in January, these metrics should be increasing in the coming months. PAC Members discussed the duration of the Shipper’s plan, and no resolution dates were provided though the PAFA noted that the Shipper provides monthly updates on their progress. PAC requested that the PAFA set an expectation at the next PAFA/Shipper meeting that the PAC would like some milestones to put in place with a pathway to resolution.

**New PARR Action 0202:** PAFA (SU) to obtain resolution dates for Shipper “Praia” on when they expect to achieve UNC target by, including incremental milestones.

- Shipper “Seoul” was presented to Committee Members, which has been on a performance improvement plan for the Product Class 3 market and had achieved UNC target for the first month (November 2021). However, there remains a large portion of AQ at risk on their portfolio. PAC Members were informed of the meeting that took place between the PAFA and the Shipper, whereby the Shipper informed the PAFA of the issues they were having in obtaining reads due to non-communicating SMART meters. Despite numerous efforts made in attempting to obtain reads, the Shipper has been unsuccessful in some cases. The PAC advised the Shipper should move these sites to PC4 until these meters are able to comply with PC3 requirements, at which point they can move them back into PC3. Modification 0664VVS – *Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4* - was discussed which would automatically move the non-performing sites out of PC3. The PAC would like the Shipper to move these sites out of PC3 into PC4 at their earliest convenience but no later than one month.

**New PARR Action 0203:** PAFA (SU) to liaise with Shipper “Seoul” informing them that any non-communicating SMART meters where reads are not able to be obtained should be moved into PC4.

- The final Shipper presented to the PAC was “Warsaw” who have been on a performance improvement plan for both PC4 monthly and annual markets. The Shipper is nearing completion of the plan, with UNC target having been achieved in the PC4 annual market for several months, whilst the PC4 monthly market achieved UNC target for the first time in November 2021. However, there remains two meters which have been unread for a period greater than 2 years. The PAFA informed the PAC that these meters have been flagged to the Shipper and they are working together on resolving this. PAC Members advised that the Shipper should work with the CDSP should they need support in submitting a meter reading.

**New PARR Action 0204:** PAFA (SU) to contact “Warsaw” and offer them support (via the CDSP) in providing meter readings for the two outstanding meters.

### **GB ENERGY CRISIS: SUPPLIER OF LAST RESORT (SoLR) AWARDED SHIPPER PERFORMANCE**

- Committee members were provided performance and portfolio updates for the eight Shippers which have been awarded SoLR sites (as at the end of November). The Shippers include: “Avarua”, “Brazzaville”, “Bucharest”, “Dili”, “Mogadishu”, “Paramaribo”, “Sukhumi” and “Wellington”.
- Some of the impacts were beginning to filter through but no real performance effects would be visible just yet, due to the lag in the data for PC4 Monthly. However, in the Transfer Read Performance data it is apparent that the sites have transferred over. The PAFA will continue to bring these updates to the PAC as they receive the data in the coming months.

### **CEASED SHIPPERS: PORTFOLIO UPDATE (ACTION 1101)**

- The PAFA informed the Committee Members on an update on Shippers “Tallinn” and “Bratislava”, who were both on improvement plans prior to ceasing in October 2021. As a result of exiting the market, the PAC agreed in the November 2021 meeting with the PAFA’s recommendation of automatically terminating the improvement plans. However, the PAC requested updates on the number of sites left on their respective portfolios and how quickly sites were moving across to the SoLR awarded Shippers.

- PAC Members were informed that “Bratislava” had no sites remaining on their portfolio which meant the portfolio is now redundant. Meanwhile, “Tallinn” had just over 56k sites on their portfolio as of 1st January 2022. Although the expectation was that these sites would move across by the end of November, it is dependent on how quickly the SoLR awarded Shipper picks up the sites.
  - Committee Members discussed the importance of monthly updates of providing these reports, with the PAFA recommending that it may be more beneficial to provide updates to the PAC once the “Tallinn” portfolio has no sites remaining. The Central Data Services Provider (CDSP) reminded PAC Members that CDSP also monitor the winding down of portfolios through their ‘Life Cycle team’. Committee members agreed with the PAFAs recommendation.

**New PARR Action 0205:** PAFA (SU) to bring an update to the PAC once “Tallinn” have no sites remaining on their portfolio.

### **REPLACED METER READS: BUCHAREST**

- The PAFA informed the Committee on increased replacement of meter reads occurring under Shipper “Bucharest” which is a trend that has been apparent over the last two months. The replacements have been occurring under EUC01 – EUC04, predominantly occurring in EUC01 where the majority of sites are. There were approximately 14% of sites which had a meter read replaced in EUC01 in December 2021, increasing from 2% in the previous month.
  - Committee Members were informed that the PAFA do not have access to the AQ movements on the replacements but this has been requested to the CDSP along with market intelligence behind the increased movements. Further updates and recommendations will be provided next month.

### **2.2 Review of Outstanding PARR Actions**

None to consider.

### **2.3 Risk & Issues Register Update (PAFA)**

In noting that additional information is also available on the Huddle portal and the GPAP, Rachel Clarke (RC) provided an update. PAFA supplied the following observations for this section:

- Performance Assurance Committee (PAC) Members were presented with an update on several risks in relation to meter read performance including meter read rejections for the PC4 Monthly and Annual markets. The PAFA (Performance Assurance Framework Administrator) noted that one decision was required from PAC for PC1 read performance mitigations.
- The PAFA presented the following risk updates on all areas;

- **PC1 Reads:** The Value at Risk (VaR) had increased by 83% within the market over 2020-21. Read performance across the year had dropped circa 2% and the number of sites had increased by 11% (circa 50+ sites) which was reflected in the increase in energy impact of the risk. Committee members were informed that there had been a long dip in Read Performance in PC1 from August 2020 to May 2021. The Chair pointed out that this could be due to Covid 19 restrictions. The PAFA theorised that at current trend levels, there was 10% of the PC1 portfolio which remains unread, although noted that this may be different meters across multiple Shippers, and that this may be an area to explore the root causes to mitigate the risk. One PAC Member suggested that the increase in sites over the year was quite substantial for PC1 and it may be that this could be attributed to the drop in Read Performance. PAC Members theorised that the issues are not likely to be asset issues and therefore there may be some issues with validation or communication. PAC Members decided that the PAFA should investigate the increase PC1 sites to ascertain whether there was a correlation with a drop in PC1 read performance.

**New PAC Action 0201:** PAFA (RC) to investigate the new additions to the PC1 market to ascertain whether there was a correlation between these sites and a drop in Read Performance.

- **PC2 Reads:** The risk in this market had decreased by 16% over the past 12 months. RC noted that the Read performance across the year had improved circa 1% and the average AQ (Annual Quantity) of sites had decreased by 14% which was reflected in the decrease in energy impact of the risk. RC noted that the trends display a circular peak in PC2 Read performance. PAFA recommended no action was required over the current Performance Improvement Plan management.
- **PC3 Reads:** The risk in this market had decreased by 32% over the past 12 months. RC noted that Read performance across the year had improved about 4% and the average number of sites had decreased which was reflected in the decrease in energy impact of the risk. RC noted that performance overall in the PC3 market was improving and that the portfolio size had decreased from 3.9 million to 3.6 million across the period. PAFA noted that it was due to Shippers managing their portfolios better and reclassifying where necessary which was giving cleaner data in this area. PAFA recommended no action was required over the current Performance Improvement Plan management.
- **PC4 Monthly Reads:** The risk in this market had decreased by 41% over the past 12 months. RC noted that Read performance across the year had improved about 19% and the average number of sites had decreased which was reflected in the decrease in energy impact of the risk. RC noted that performance overall in the PC4 Monthly market was improved from a position of 51% on average in October 2020 to 70% in October 2021. PAFA noted that it was due to the success of the PAC's targeting of the PC4M market which had focused Shippers' efforts into addressing the issues in this area. PAFA also noted that the portfolio size of the PC4M market had decreased from 117,000 sites to 83,000 over the period. PAFA recommended no action was required over the current Performance Improvement Plan management.
- **PC4 Annual Reads:** The risk in this market had decreased by 14% over the past 12 months. RC noted that Read performance across the year had improved by 2.2% which was reflected in the decrease in energy impact of the risk. RC reported that there had been a large dip in Read Performance at the beginning of 2021, however this had started to recover and in November 2021 was averaging 89%. PAFA recommended no action was required until the next refresh.

- **AMR Monthly Reads:** The risk in this market had increased by 6% over the past 12 months. RC noted that read performance across the period had dropped about 1% which was reflected in the increase in energy impact of the risk. This drop in performance was recent and occurred in November 2021. RC therefore noted caution when considering this risk as it was likely this will recover. PAFA recommended no action was required until the next refresh.
- **AMR Annual Reads:** The risk in this market had increased by 23% over the past 12 months. RC noted that Read performance across the year had dropped about 0.7% which was reflected in the increase in energy impact of the risk. The PAFA noted that this was a medium risk (at risk rating 3) and reminded the PAC that this risk was made up of Read Performance % and AQ values. RC noted that UNC664VVS (*Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4*) will have an impact on this risk once it had been implemented and the solution adopted into central systems. PAFA recommended no action was required until the next refresh.
- **PC4 Monthly Rejected Reads:** The risk in this market had increased by 66% over the past 12 months. RC noted that the percentage of rejected reads across the period had increased by about 1.67% which was reflected in the increase in energy impact of the risk. RC noted that there had been around 4% of PC4 Monthly reads rejected over the period which amounted to circa 3,500 meters (of a population of 83,000). RC noted that the DDP (Data Discovery Platform) will soon include a report to monitor rejection codes including counts and a full breakdown of all the rejection codes. Once this report is implemented on the platform, PAFA will be able to drill down into this data to ascertain which rejections are most common and bring some analysis to the PAC.
- **PC4 Annual Rejected Reads:** The risk in this market had increased by 15% over the past 12 months. RC noted that this was a similar story to PC4 Monthly rejected reads in that the percentage of rejected reads across the period had increased by about 0.23% which was reflected in the increase in energy impact of the risk. RC noted that the PC4 Annual population was circa 21 million sites and there had been around 2% of PC4 Annual reads rejected over the period. Like the previous discussion, the DDP will soon give greater visibility on these rejection codes and PAFA will drill down into this data to ascertain which rejections are most common and bring some analysis to the PAC.

The PAFA invited feedback from the PAC on the presentation of Risk data within the monthly meeting. PAC members commented that the presentation was clear and logical and allowed the PAC to see the status of the risks. However, there were suggestions that further context behind the increases and decreases on the risks would be beneficial to the Committee. The PAFA thanked PAC for their comments and resolved to take them away for development.

## 2.4 Measurement Error Risk Update

### 2.4.1. Measurement Error (EM009 – Airewas EM MTD) Update

RH advised that there was no specific update, other than to say that the industry (and Joint Office) are still awaiting the 2<sup>nd</sup> ITE Report, which is now expected circa May 2022.

## 2.5 Open / Meter By-Pass Update

M Attwood (MA) provided an overview of the 'Meter By-Pass Update' presentation during which the following key points were considered (by exception), as follows:

### Front Page

- Rebranded as 'Xoserve'.



### By-Pass Flag and Status Update – slide 3

- Attention was drawn to the 'Feb '22' column figures which again has witnessed a drop of two (2) sites in the 'Open' category.

### Update on 106 meters at 'Open' status (but with progressing reads) – slide 4

- The 'By-Pass flag remains 'Open' figure of 37 has reduced by one (1) from the previous January 2022 total;
- It would appear that the reduction rate is now plateauing out and as a consequence MA is proposing to engage with the 37 meter owners in order to obtain further information and/or resolution, and
- It was agreed to retain this as an agenda item at least until consideration of the 0736R Workgroup Report is undertaken at the 21 April 2022 Panel meeting.

**New Action PAC0202:** *Reference Meter By-Passes with an 'Open' flag status – CDSP (MA) to engage with the Meter Owners and their respective CAM's for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.*

### By-Pass Consumption Adjustments – slide 6

- MA provided a brief background to the eight (8) sites that have been added to the 'CA not Required' category (up from 131 in the January 2022 report to 139).

## 3. Matters for Committee Attention

### 3.1 GB Energy Crisis Update

PAC Members in attendance undertook a debate around the wider industry aspects during which it was noted that item such as the recent Governmental and Ofgem led (i.e. Credit Cap and SoLR (sunset) aspects) changes remain a concern across the UK Energy industry as a whole.

When asked, SU confirmed that every Shipper with a portfolio is monitored as part of the PARR provisions, although it should be noted, each Shipper may not appear within each and every report that is generated.

Fiona Cottam (FC) took the opportunity to explain how Shipper obligations are not necessarily broken down at a Supplier level within the PARR's, although there are some exceptions to that rule. Members were reminded that the March 2022 PARR's would be based on January 2022 data, and as a consequence, parties that are coming and going are not always obvious.

When RH briefly displayed the data contained within the Mod520A Excel spreadsheet (2A.5) held within the Huddle system, FC pointed out that the newer (replacement) GPAP portal makes it easier to view this type of data.

### 3.2 Dedicated Sprint Planning Update

Karen Kennedy (KK) provided an overview of the 'DDP Update' presentation during which discussions centred around the 'XRN5321 Progress Update' slide, with the key points noted (by exception) as follows.

- The Shipper Agreed Read (SAR) process is not a 'closed out' style of process and therefore the reported positions can change on a monthly basis;
  - Concerns centre around the constantly moving positions which in an earlier version of the Code of Practice would have been closed;
- Gazprom is currently involved in developing a new UNC Modification looking to consider the Shipper Agreed Reads Process which has already had an airing at a recent ICoSS meeting – this could be provided to KK and the Joint Office for information purposes if required;

- Draft Modification is in the very early stages of development and therefore is unlikely to be ready to be presented at the 17 March 2022 Panel meeting for consideration;
- Seeks to truncate the SAR process and introduce CDSP enactment of SAR requests in order to deliver a more efficiency gains and associated benefits;
- One option could to adjust either the draft Modification or DDP-389 (or a combination of both) to better align with actual requirements;
- User Story DDP-389 will be delivered in two (2) parts, with monitoring of replacement read provisions forming part of this delivery;
  - The lack of accurate 'closed out' position related information at Change of Supplier (COS) remains a concern, especially where estimations are being utilised, as this does not successfully manage energy movements and/or associated timings which therefore potentially generates volatility within the market;
  - Whilst the percentage (%) of actual reads utilised for opening read purposes remains relatively low, it is the levels of estimations involved that cause concern. In short, it is the value of the energy (incorrectly apportioned or inaccurately presented and recorded) that is the main issue – a volume and duration related issue;
    - It is recognised that there may not be a straight forward solution to this potential problem;
    - One option proposed was the provision of an MPRN report that identifies the SAR periods involved, in order to enable PAC to have an informed view on estimations vs. agreed read process utilisation;
      - Noting that estimated reads might be acceptable to those parties involved, it is the obtaining of a 'balanced' view around corrective energy volume related shifts which might prove more beneficial;
    - It was pointed out that User Story DDP-400 (from the backlog list) looks to introduce enhanced monitoring mechanisms through reconciliation processes – Members were asked to note that this would be delivered via an enhancement request during FY2023-24, which means that an interim solution would be needed in the short term, potentially monitored at a Shipper MPRN level of detail;
  - It was noted that until DDP-400 is enacted, we would only ever have 'half the story', without DDP-389;
    - A clear PAC consensus on whether to defer progression of DDP-389 whilst the Gazprom Modification is developed further was not forthcoming;
    - DDP-389 and DDP-400 could be bundled together for delivery at a later date;
  - DDP-389 is aiming to provide PAC with a view of the agreed reads adjustment positions, as DDP-400 will deliver the energy monitoring aspect of the requirements (as referred to in the earlier paragraphs on this page);
    - Potentially it could be left open ended rather than having either a monthly / 6 monthly / 12 monthly closeout, especially if any data generated is utilised for information purposes;
      - It was recognised that having an open ended process potentially provides for improved visibility of the issues;



- It was proposed that the estimation process could be generating material industry impacts from an energy perspective;
  - The goal for this User Story is to resolve PAC concerns around opening read provisions and quality of the reads via provision of enhanced granular information;
  - Some Members questioned whether DDP-389 would really assist PAC bearing in mind that Poor Performance data is already available to them via other PARR provisions;
- Concern was voiced that the proposed XRN5321 report is potentially becoming too 3-Dimensional, thereby making presentation of meaningful information more difficult;
    - Some PAC Members favour the report remaining as a 'standalone' report, on the grounds that attempting to interplay with other information repositories makes the provision of information too difficult;
    - PAC Members agreed that this is a form of a snapshot provision with an open end date;
  - It was pointed out that a SAR is the result of a failure and that perhaps one way forward would be to focus on identifying any peaks in order to tease out issues, rather than simply focusing on monthly movements;

In summarising the discussion, RH proposed, and PAC Members present agreed, that the report should be in a non-truncated and open ended format and providing a 'snapshot' only perspective.

**New Action PAC0203:** *Reference XRN5321 Progress Update – SAR Process Report Provision – CDSP (KK) to double check with CDSP / Xoserve colleagues whether there are any potential issues associated to adoption of an open-ended SAR process based approach.*

RH proposed changing the agenda item title "Dedicated Sprint Planning Update" to read as 'DDP Update' going forward.

### 3.3 PAC Budget and Spend Update

FC explained that the the current FY2022-23 budget provision is being spent on DDP User Story delivery.

When asked whether there is any MI provision that tracks actual spend against budget, FC confirmed that we only look at that aspect by exception, as effectively the whole of the funding for ad-hoc PAC reporting has already been used up by the DDP Sprint Stories, in this current financial year (as it was last year). FC also pointed out that XRN5321 delivers DDP Sprints with specific reporting elements for the PAFA and that the current cost estimate is £112k for this financial year.

### 3.4 Standards of Service Liabilities Report (information only)

Report provided for information only, with no additional queries to report.

### 3.5 Strategic Workshop Update

RC provided a verbal update on the 26 January 2022 Strategic Workshop citing key items that were discussed / considered as being indicators of a positive meeting:

- What does good look like?
- Mission Statement;
- Action 0101 requirement to arrange a follow up Workshop;
- Targeting of under Performing Parties, and
- Consideration on where best to publish information relating to Workshop outputs.

The consensus amongst PAC Members in attendance was that publicising the outcomes, aims and performance targets etc, from this Workshop (and others that follow) would be beneficial. In response, RC advised that she would look to prepare a suitable 'Mission Statement and Future Regime Change' document for the Joint Office to issue in due course.

**New Action PAC0204:** Reference Strategic Workshop Mission Statement & Future Regime Changes document – PAFA (RC) to prepare a draft document for PAC Members to agree (ex. Committee meeting) prior to formal publication / distribution.

**New Action PAC0205:** Reference Strategic Workshop 2 – Joint Office (RH/MB) to look to set up a 2<sup>nd</sup> Workshop meeting to take place before 01 April 2022, if possible.

#### 4. Update on Potential Changes to Performance Assurance Reporting and PARR

In referring to the action assigned to her at the 26 January 2022 Strategic Workshop meeting (PACSW0102), RH advised that she would be attempting a new presentation style for this agenda item.

##### 4.1 Modification 0763R – Review of Gas Meter By-Pass Arrangements

RH advised that the Request Workgroup is due to report to the 21 April 2022 Panel meeting and the next scheduled Workgroup meeting is 24 February 2022.

The Workgroup are due to consider a 'strawman' of a guidance document including input from E Fowler in his Metering role (under REC).

##### 4.2 Modification 0674 - Performance Assurance Techniques and Controls

RH advised that following the Panel 6 month send back to Workgroup request at the 15 July 2021 Panel meeting<sup>2</sup>, development had been ongoing within the Workgroup (the original schedule of 4 meetings has now expanded to 6), in order to prepare a Supplemental Report addressing some of the Panel concerns.

Following a final Workgroup meeting scheduled for 28 February 2022, it is expected that the Final Modification Report + Supplemental Report will be presented to the 17 March 2022 Panel for consideration.

When it was noted that the 02 February 2022 Workgroup had considered another iteration of the Modification (v16.0, dated 24 January 2022), RC provided a brief overview of the 'UNC674 v16 (24<sup>th</sup> January 2022) amendments' presentation, during which the following discussion items are noted (by exception) below:

##### Amendments – slide 3

- In considering bullet point a), RC apologised for misunderstanding the significance of the 'sub-contractors' definition;
- In noting the reference to '.....notification to PAFA at least 1 working day prior to commencement of the meeting' in the highlighted final statement, RH suggested that this should be a role undertaken by the Joint Office and follow a similar process model as that utilised by the Panel (i.e. 8 day notification supported by Chairperson's approval of attendance request);
  - Format for the confidential and public PAC meeting sessions could be a back-2-back style approach similar to the previous Bratislava performance review meetings in 2021. Committee members discussed the agenda split and concluded that they would expect that the majority of the meeting would be held during the public session;
  - Transparency will be key to the proposed meeting split working successfully;
- It was confirmed that the presentation is provided on an information only basis at this PAC meeting;

PAC Able to Raise Modifications – slide 5

- Referring to bullet point a)(iii), RH confirmed that any party other than a specific PAC Member would be able to raise a PAC related Modification under 0674 provisions, and that this is NOT a change to current Code provisions (MR6.1.1);
  - It was noted that the gas world is changing, and should the Joint Office change from a Code Administrator to a Code Manager, they too would be able to raise a Modification. This was not a unanimously supported concept by those in attendance including any other 'service providers' being able to raise a Modification;
- Concerns were voiced around the adoption of a PAC majority vote, with some parties believing that this should actually be a 'unanimous' vote of the PAC;
  - It was generally acknowledged that the Proposer of 0674 might be looking to address 'sponsorship' issues when trying to raise PAC Performance related Modifications;
  - Care will be needed around any funding aspects, especially relating to any potential indirect apportionment of costs on industry parties by the PAC;
    - Any Proposer of a Modification would need to accept responsibility for resourcing and associated costs;
  - The useful role of a 3<sup>rd</sup> party support in raising Modification (e.g. ICoSS etc.) was noted;
  - PAC Budget amendments in order to accommodate new Modification might also need to be considered;
- Concerns were voiced that these proposals appear to go against the principle that Workgroups cannot raise a Modification – so why should PAC be able to do so;
- It was acknowledged that a new DSC Service Line might be needed should Modification 0674 be implemented in due course;
- Concerns were voiced around potential cost impact upon the PAFA as a consequence of the provisions of 0 Modification 674 being enacted. The PAFA had no impact assessment at this stage as this is simply an 'information only' presentation and no agreed new actions are yet sufficiently defined for an assessment to be made;
  - Concerns were voiced at an apparent lack of visibility around potential costs for PAFA service provisions going forward;
  - It was noted that should Modification 0674 be approved, the PARR suite of reports would not change, it is the change in PAC powers going forward, which might impact or influence costs;
  - The current (PAFA) contractual provisions would only change if PAC undertakes new changes (i.e. utilises new sanctions etc.) as a consequence of Modification 0674 implementation – it is a known unknown at present;
  - In the main, costs would be targeted at under-performing parties (i.e. not socialised) wherever possible;
  - There is no Day 1 (hidden) uplift in costs anticipated with the implementation of Modification 0674;
- Sallyann Blackett (SB) provided a brief resume behind the proposal to allow PAC to raise Modifications, including how benefit and risk assessments have been offset against costs etc., in order to ensure suitable justification for moving to a new model;

- It was confirmed that at present there is not a supporting XRN for Modification 0674 on the grounds that PAC / industry may well choose to do nothing in the first instance – it is believed at this time that there is sufficient funding within the current budget to sustain PAC in its role;
  - Ring fenced budget of circa £125k for next financial year;
  - Concerns were reiterated around reopening budget considerations and the limitations that these actions potentially impose – forward planning for next year will be crucial in alleviating any potential issues and pinch points;
  - Some PAC Members are of the view that in the first instance, Modification 0674 will have little impact upon the current and next financial year budget provisions, and
  - When it was suggested that how we build PAC budgets and any supporting narratives going forward would be of paramount importance, especially for 2023/24, FC responded by pointing out that the current regime has a tried and tested framework for identifying and establishing PAC budgets.

Concluding the discussions, RH pointed out that these matters would be considered at the forthcoming Strategic Workshop 2 meeting, and she reiterated that the final Workgroup 0674 meeting is scheduled for 28 February 2022 following which Modification 0674 is currently due to report to the 21 April 2022 Panel meeting.

#### **4.3 Modification 0734S – Reporting Valid Confirmed Theft of Gas into Central Systems**

When RH explained that the Final Modification Report would be considered at the 17 February 2022 Panel meeting, ER advised that she would also be providing an additional update (on her outstanding action PAC1202) under agenda item 5. below.

#### **4.4 Modification 0778R – Gas Vacant Sites Process review**

RH advised that the Request Workgroup are currently scheduled to report to the 18 August 2022 Panel meeting and that the next Workgroup meeting is scheduled for 08 March 2022.

As part of the ongoing development, a (draft) UNC Modification is also being considered.

#### **4.5 Modification 0781R – Review of Unidentified Gas process**

RH explained that work remains ongoing on an 'Options Definition Table' which is setting the foundation for a UNC Modification to be raised in due course.

#### **4.6 Modification 0782 – Creation of Independent AUGE Assurer (IAA) role**

RH advised that further progression of the Modification has been deferred pending clarification of the new Xoserve Contract Manager role provisions.

FC pointed out that the first (draft) of the audit of Xoserve procedures would be considered at the 18 February 2022 AUG meeting.

#### **4.7 Modification 0783R – Review of AQ Correction Processes**

RH explained that four (4) Request Workgroup meetings had been undertaken so far (focus being on TPD Section G2.3 changes) and that the expectation is that the Workgroup will report to the 21 April 2022 Panel meeting.

RH undertook a brief onscreen review of the proposed meeting schedule, during which ER highlighted the potential PAC role aspects.

#### **4.8 Any Other changes**

None to consider.

### **5. Review of Outstanding Actions**

## 5.1 PAC Actions

**PAC1001:** *Reference PC4 Monthly Read Performance* – PAFA (SU) and Correla (KK) to liaise with the DDP team to derive reporting on the number of sites being moved from PC4 Annual to PC4 Monthly. Reporting to be presented back to the PAC at the earliest opportunity.

**Update:** FC provided an overview of the CDSP responses to the outstanding actions before also pointing out that one read per month might be a good starting point.

Additionally, the IGTs have requested a pause on SoLRs for a period of 4 months.

In light of the information provided in the summary document, and the verbal update PAC Members in attendance agreed the action could now be closed. **Closed**

**PAC1106:** *Reference Class 1 Isolations* – Correla (NC) to look to liaise with the CAMs for the four (4) Shipper organisations with the largest number of isolations to identify a suitable way forward in resolving the issue.

**Update:** FC provided an overview of the CDSP response to the action before handing over to Neil Cole (NC) to provide an overview of the ‘*Accuracy of Data in Relation to Isolated Sites*’ presentation.

The following points are noted from the ensuing discussion (by exception), as follows:

### Isolated Sites with Progressive Reads – February 2022 – slide 4

- Referring to the two highest peaks on the graph, NC confirmed that these are the same two Shippers as referred to on the previous slide.

### Isolated Sites with Progressive Reads Post Mod0723 – slide 5

- It was suggested, and largely supported that any site with a progressive read should not be deemed as ‘isolated’;
  - Responding, NC advised that he would look to write to the 7 Shippers involved and offer assistance in resolving their sites;
    - It was noted that the 7 large Shippers hold 80% of the whole pot;
- It was recognised that identifying how many of these sites have taken advantage of Modification 0723 (Urgent) COVID-19 Isolations functionality is not possible, as there is no specific indicator for that;
- When asked how many of these reads are progressive reads following previous estimated reads, NC agreed to investigate and report back.

Recognising that a new action is being raised, PAC Members in attendance agreed the action could now be closed. **Closed**

**New Action PAC0206:** *Reference Isolated Sites with Progressive Reads* – CDSP (NC) to write to the 7 largest Shippers involved and offer assistance in resolving their issues and to also investigate how many of these reads are progressive reads following previous estimated reads.

**PAC1202:** *Reference UNC Modification 0734S* – Xoserve (ER) to provide a draft PARR including expected implementation timeline for consideration at the 18 January 2022 PAC meeting.

**Update:** When ER provided an overview of the Xoserve ‘*Proposed PARR Report*’ presentation, she also confirmed that Xoserve are proposing to await Modification approval (potentially at the February Panel meeting) before presenting the (draft) PARR to the UNCC for approval.

ER also provided a brief review of the (draft) change marked Report focusing attention on the Example Reports, during which RC responded by indicating that she would consider the proposals and discuss the matter with Ellie offline.



RH suggested, and PAC Members in attendance agreed, that it would be preferable for them (the PAC Members) to review and provide feedback on the PARR before formal submission to the UNCC. It is envisaged that this document will be considered and hopefully approved at the 17 March 2022 PAC meeting.

In light of the above discussion, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC1203:** *Reference PC4 Monthly Read Performance* – Correlá (FC) to investigate whether there will be a window after receipt of the AQ Notification (.NRL file) that a site must be updated to Monthly read for the Shipper to make the update themselves, before the CDSP's automatic processes run, and report back to the 18 January 2022 PAC meeting.

**Update:** FC provided an overview of the CDSP response to the action, after which PAC Members in attendance agreed that the action could now be closed. **Closed**

**PAC0101:** PAFA (SU/RC) to include in the Shipper Performance Improvement Plans graphs the months when each SoLR was awarded.

**Update:** In noting that this action had now been completed, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PAC0102:** PAFA (SU/RC) to investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting.

**Update:** When RC apologised and advised that consideration of the action remains ongoing, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0103:** PAFA (RC) to investigate an Industry engagement session in September/October following the August Carve out session.

**Update:** When RC enquired whether the action remains open or should it be closed, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0104:** Correlá (KK) To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.

**Update:** When KK explained that work on this item remains ongoing, especially consideration on achieving an efficient delivery and that a further progress update would be provided at the March meeting, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

## 6. Any Other Business

### 6.1 Suggested Update for Publication of WAR Band and NDM Sample Reports

FC provided an overview of the document during which attention focused mainly on the *'Timing of this change'* statements.

In considering the three (3) potential options (a, b and c) PAC Members in attendance concluded that option b. provided the preferred route and that perhaps this could be presented at the 17 March 2022 UNCC for consideration (inc. changing 'Huddle' to read as 'GPAP').

### 6.2 Xoserve Customer Census Survey

In advising that Xoserve had sent out their *'Customer Census Survey'* to interested parties during w/c Monday 07 February 2022 (from the Xoserve leadership email account), FC requested that parties please consider providing feedback to Xoserve by close of play on Friday 25 February 2022.

## 7. Next Steps

### 7.1 Key Messages



Published at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>

## 8. Diary Planning

### 8.1 2021 meeting dates

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Tuesday 15 March 2022	17:00 Monday 07 March 2022	Teleconference	Standard Agenda
10:00, Tuesday 12 April 2022	17:00 Monday 04 April 2022	Teleconference	Standard Agenda
10:00, Tuesday 17 May 2022	17:00 Monday 09 May 2022	Teleconference	Standard Agenda
10:00, Tuesday 14 June 2022	17:00 Monday 06 June 2022	Teleconference	Standard Agenda
10:00, Tuesday 12 July 2022	17:00 Monday 04 July 2022	Teleconference	Standard Agenda
10:00, Tuesday 16 August 2022	17:00 Monday 08 August 2022	Teleconference	Standard Agenda
10:00, Tuesday 13 September 2022	17:00 Monday 05 September 2022	Teleconference	Standard Agenda
10:00, Tuesday 11 October 2022	17:00 Monday 03 October 2022	Teleconference	Standard Agenda
10:00, Tuesday 15 November 2022	17:00 Monday 07 November 2022	Teleconference	Standard Agenda
10:00, Tuesday 13 December 2022	17:00 Monday 05 December 2022	Teleconference	Standard Agenda

For details of the informal sub-group meetings and topics please contact the PAFA directly.  
[PAFA@gemserv.com](mailto:PAFA@gemserv.com)

### PAC Action Table (as at 15 February 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
<b>PARR Report Actions 2022:</b>					
PARR 0201	15/02/22	2.1	Reference Contact "Reykjavik" to close performance plan for PC1 and thank them for their efforts - PAFA (SU) to speak to Shipper about the two new sites in PC2	PAFA (SU)	Pending 15/03/22

			requiring 'data loggers' and clarifying whether the sites are in the correct product class.		
PARR 0202	15/02/22	2.1	PAFA (SU) to obtain resolution dates for Shipper "Praia" on when they expect to achieve UNC target by, including incremental milestones.	PAFA (SU)	<b>Pending</b> 15/03/22
PARR 0203	15/02/22	2.1	PAFA (SU) to liaise with Shipper "Seoul" informing them that any non-communicating SMART meters where reads are not able to be obtained should be moved into PC4.	PAFA (SU)	<b>Pending</b> 15/03/22
PARR 0204	15/02/22	2.1	PAFA (SU) to contact "Warsaw" and offer them support (via the CDSP) in providing meter readings for the two outstanding meters.	PAFA (SU)	<b>Pending</b> 15/03/22
PARR 0205	15/02/22	2.1	PAFA (SU) to bring an update to the PAC once "Tallinn" have no sites remaining on their portfolio.	PAFA (SU)	<b>Pending</b> 15/03/22
<b>PAC Actions 2021/22:</b>					
PAC1001	12/10/21	2.1	<i>Reference PC4 Monthly Read Performance</i> – Correlá (FC) to look to report on the number of sites being moved from PC4 Annual to PC4 Monthly and the associated rollout timelines.	Correlá (FC)	Update provided. <b>Closed</b>
PAC1106	16/11/21	5.1	<i>Reference Class 1 Isolations</i> – Correlá (NC) to look to liaise with the CAMs for the four (4) Shipper organisations with the largest number of isolations to identify a suitable way forward in resolving the issue.	Correlá (NC)	Update provided. <b>Closed</b>
PAC1202	14/12/21	4.4	<i>Reference UNC Modification 0734S</i> – Xoserve (ER) to provide a draft PARR including expected implementation timeline for consideration at the 18 January 2022 PAC meeting.	Xoserve (ER)	<b>Carried Forward</b> Update due 15/03/22
PAC1203	14/12/21	5.	<i>Reference PC4 Monthly Read Performance</i> – Correlá (FC) to investigate whether there will be a window after receipt of the AQ Notification (.NRL file) that a site must be updated to Monthly read for the Shipper to make the update themselves, before the CDSP's automatic processes run, and report back to the 18 January 2022 PAC meeting.	Correlá (FC)	Update provided. <b>Closed</b>

PAC0101	18/01/22	2.1	To include in the Shipper Performance Improvement Plans graphs the months when each SoLR was awarded.	PAFA (SU/RC)	Update provided. <b>Closed</b>
PAC0102	18/01/22	2.3	To investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting.	PAFA (SU/RC)	<b>Carried Forward</b> Update due 15/03/22
PAC0103	18/01/22	2.6	To investigate an Industry engagement session in September/October following the August Carve out session.	PAFA (RC)	<b>Carried Forward</b> Update due 15/03/22
PAC0104	18/01/22	3.2	To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.	CDSP (KK)	<b>Carried Forward</b> Update due 15/03/22
PAC0201	15/02/22	2.3	PAFA (RC) to investigate the new additions to the PC1 market to ascertain whether there was a correlation between these sites and a drop in Read Performance.	PAFA (RC)	<b>Pending</b> Update due 15/03/22
PAC0202	15/02/22	2.5	<i>Reference Meter By-Passes with an 'Open' flag status</i> – CDSP (MA) to engage with the Meter Owners and their respective CAM's for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.	CDSP (MA)	<b>Pending</b> Update due 15/03/22
PAC0203	15/02/22	3.2	<i>Reference XRN5321 Progress Update – SAR Process Report Provision</i> – CDSP (KK) to double check with CDSP / Xoserve colleagues whether there are any potential issues associated to adoption of an open-ended SAR process based approach.	CDSP (KK)	<b>Pending</b> Update due 15/03/22
PAC0204	15/02/22	3.5	<i>Reference Strategic Workshop Mission Statement &amp; Future Regime Changes document</i> – PAFA (RC) to prepare a draft document for PAC Members to agree (ex. Committee meeting) prior to formal publication / distribution.	PAFA (RC)	<b>Pending</b> Update due 15/03/22
PAC0205	15/02/22	3.5	<i>Reference Strategic Workshop 2</i> – Joint Office (RH/MB) to look to set up a 2 <sup>nd</sup> Workshop meeting to take place before 01 April 2022, if possible.	Joint Office (RH/MiB)	<b>Pending</b> Update due 15/03/22
PAC0206	15/02/22	5.1	<i>Reference Isolated Sites with Progressive Reads</i> – CDSP (NC) to write to the 7 largest Shippers involved and offer assistance in resolving their issues and to	CDSP (NC)	<b>Pending</b> Update due 15/03/22

			also investigate how many of these reads are progressive reads following previous estimated reads.		
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