



Performance Assurance Committee Meeting

Summary – 13th February 2024

KEY MESSAGES

■ AREAS OF PAC CONCERN

- **AUGE Update:** Engage Consulting joined the PAC meeting to deliver their bi-annual AUGE Issues Reporting presentation. Their focus was around the four areas:
 - No Read at Line in the Sand – There is still further to go in this area, but the number of sites has improved compared to the last 2 years.
 - Isolated Sites - These were being addressed and a lot of work has been done last year, however, focus appears to have diminished and there has been a general increase over the last year.
 - Dead Sites – Steady increase over the last year in the numbers of sites that appear to be advancing.
 - Prepayment Numbers – Despite some recent improvement’s large numbers of gas prepayment meters are not identified in CDSP data.

They will present an updated AUGE Issues list, including any new issues at the November or December 2024 PAC meeting.

- **Use of AQ Correction Codes:** The PAC are aware of instances where there has been increased usage of AQ Correction Code 2 – Change in Consumer Plant, where it has not been used in accordance with UNC requirements. Parties are reminded that AQ Corrections should only be made for the reasons and in the manner provided in the UNC (under TPD Section G 2.3).

TPD G 2.3.20 & 2.3.21 – from 24th February 2024

2.3.20 *The Registered User may request a change in the Annual Quantity of a Supply Meter Point on the grounds that the most recently calculated Annual Quantity does not reflect the expected (seasonally adjusted where relevant) consumption of gas over the 12 months following the date of the request due to an eligible cause which occurred after the Read Date of the AQ Opening Reading used in the most recent calculation of the Annual Quantity (or, in the case of the eligible cause set out in paragraph 2.3.21(e), on or after such Read Date).*

2.3.21 *For the purpose of paragraph 2.3.20 “eligible cause” means:*

- (a) the confirmed theft of gas (which resulted in the metered consumption in the AQ Metered Period at the Supply Meter Point being less than the actual consumption);*
- (b) the installation, replacement or removal of Consumer's Plant which results in a material change in the basis on which gas is consumed;*
- (c) the commencement of a new business activity or discontinuance of an existing business activity at the consumer's premises.*
- (d) a change having occurred in respect of the use made of gas offtaken from the*



*Total System at the Supply Meter Point (“Erroneous AQ (Change in Operation and/or Use)”); or
(e) the Annual Quantity attributed to the Supply Meter Point not being representative of the quantity of gas (seasonally adjusted where relevant) which would be offtaken from the Total System at that Supply Meter Point in a period of 12 months due to read history outside the User’s ownership (“Erroneous AQ (Read History)”).*

[Modification 0816S – Update to AQ Correction Processes](#) is due to be implemented on 24th February 2024 which will introduce two new reason codes (included in red in the UNC quote above as ‘eligible causes’ (d) and (e)). Training for this change can be found on the Xoserve website [here](#).

If an organisation believes that there is not an appropriate code for the circumstance being encountered, they are invited to raise a new modification or request a review to introduce or explore the issue further.

▪ **SHIPPER PERFORMANCE ANALYSIS**

- **HPM Distribution Graphs:** The PAC considered the graphs of the distribution of Shipper scores in the Holistic Performance Matrix (HPM) in each Product Class below. In each graph the proportion of Shippers meeting UNC requirements for the factors incorporated in the HPM are shown on the extreme right and the poor performing Shipper outliers are shown towards the left. PAC plan to keep the Holistic Performance (HPM) scores and engagement thresholds under review.

POOR PERFORMERS IN EACH MARKET

