

**UNC Performance Assurance Committee Minutes**  
**Tuesday 10 April 2018**  
**at St Johns Hotel, 651 Warwick Road, Solihull, B91 1AT**

**Attendees**

Rebecca Hailes (Chair)	(RHa)	Joint Office
Mike Berrisford (Secretary)	(MB)	Joint Office
Alex Mann	(AM)	Alternate Shipper Member
Carl Whitehouse	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Hilary Chapman	(HC)	Transporter Member
John Welch	(JW)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Nirav Vyas*	(NV)	PAFA
Rachel Hinsley	(RHi)	Observer, Xoserve
Richard Pomroy*	(RP)	Transporter Member, Alternate for S Key
Shiv Singh	(SS)	Alternate Transporter Member
Rob Johnson	(RJ)	Transporter Member

**Apologies**

Andy Clasper	(AC)	Transporter Member
Lisa Saycell	(LS)	Shipper Member
Mitch Donnelly	(MD)	Shipper Member
Tricia Quinn	(TQ)	Observer, Ofgem
Shanna Key	(SK)	Transporter Member

\* *via teleconference*

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/100418>

**1. Introduction and Status Review****1.1 Confirm Quorate Status**

RH 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**

Alex Mann for Lisa Saycell, Shiv Singh for Andy Clasper and Richard Pomroy for Shanna Key.

**1.4 Review of Minutes (05 March and 26 March 2018)**

The minutes of the previous meetings were approved.

## 2. Monthly Review Items

### 2.1 Risk Register Review

When NV explained that he had no specific updates to provide since the previous meeting, RHa made reference to comments put forward by Naomi Anderson (Electralink) at the 15 March 2018 Panel meeting.<sup>1</sup> In looking to clarify the views expressed, JW explained that Naomi's concerns relate more to the risk model than the register itself – in short, she is concerned by the figures generated by the model when utilising only one LDZ which was a concern shared by JW, although he does believe that the model(s) would be reviewed in future.

Responding, NV explained that the model would be evaluated in due course and that work had already commenced towards this end. When asked, it was agreed to have a new agenda item for consideration at the 08 May 2018 PAC meeting.

During a brief debate it was suggested that perhaps the PAFA should also look to provide an update on the progress being made towards updating the model, along with a view on how the model works in reality.

When asked for an update on two (potentially new) risks, NV explained that he has completed the evaluation of the DM Meter Reads and Meter Correction Factor issues and would look to provide an update at the next PAC meeting.

### 2.2 Issues Register

#### 2.2.1. PAC10 – Product Class 2 and 3 Meter Read Submission Performance

Opening discussions on this item, RHa read out the guidance notes kindly provided to her by her colleague B Fletcher, as follows:

*"Xoserve to provide reporting on this issue, members to consider actions needed and whether modifications are needed to incentivise performance (short and long term). Currently the view is Class 2 meter reads submissions are okay and a watch should be maintained. However, Class 3 read submission is poor and might need incentives sooner rather than later. The meeting on 26 March discussed this issue and possible remedies so further discussion required."*

FC advised that she had already drafted a letter on behalf of the Performance Assurance Committee (PAC), to remind Users of their obligation, and that this had since been issued by the Joint Office the previous week.

RHi explained that she had recently contacted the worst performing party to discuss the matter, who has indicated that they will re-evaluate their approach. At the same time, Xoserve are also helping the industry to review the outer and inner read acceptance tolerance levels.

Moving on, RHi then provided a brief overview of the Xoserve 'Nexus Meter Read Performance' presentation during which she focused attention on the following items, by exception:

- Slide 4 – different to the test and Xoserve are struggling to provide analysis, although matters are expected to improve around June time;
- Slide 5 – the figures provided are as of December 2017, so slightly out of date.

The February 2018 Class 2 statistics are showing improvements, with circa 40 sites left to resolve, which Xoserve expects to migrate over in due course. However, it should be noted that Xoserve has to check for Shipper updates that are moving these sites into Class 4 from Class 1 (i.e. still receiving daily reads from DSP). It is hoped that these sites will be fully migrated out of Class 1 by end of this month.

<sup>1</sup> A copy of the 15 March 2018 Panel meeting minutes are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/panel/150318>

<sup>2</sup> Please note: a 'UIG Resolution – Weekly Update' is available to view and/or download from the Xoserve web site at:

RHi confirmed that the majority of sites already migrated out (by Shippers) have gone into Class 2. FC drew attention to Xoserve's previous graph for SSP/LSP performance for reads;

- Slide 6 – displays a 'general' trend of improvement;
- Slide 9 – involves the minimum Class 2 sites at this time, with one Shipper's figures skewing the data;
- Slide 10 – issues around MPRNs remain which are skewing the (responses) data;
- Slide 11 – still observing multiple read submissions for the same site;
- Slide 12 – reference MRE1029 – this has increased since December 2017 and was considered during the recent meter read tolerance discussions with interested parties;
- Slide 13 – industry are looking at outer meter read tolerance matters via the Distribution Workgroup discussions/initiatives;
- Slide 14 – displays a consistent pattern;
- Slide 15 – reference MRE00419 – British Gas raised this matter at the recent DSC Change Management Committee meeting, questioning whether or not the rule is still suitable/reflective.

It was noted that as far as the SSP annual reads are concerned, a party cannot submit the next read within 25 days after the previous accepted read;

- Slide 16 – Xoserve anticipate that the figures may have changed between December 2017, and now, so expects to update the figures in time for consideration at the next PAC meeting.

FC explained that potential for 'tripping' the inner tolerance level increases in winter and noted the potential seasonal effects on AQs.

FC also confirmed that at this stage, these are purely 'raw' figures, rather than weather sensitive ones.

FC also explained how WAALPs potentially impact on sites, with a knock on (or not) to AQs;

- Slide 18 – reference MRE01032 – Xoserve are currently in discussion with the party concerned;
- Slide 20 – no standout items, and
- Slides 21 & 22 – will need further consideration;

**New Action PAC0401: Reference 'Nexus Meter Read Performance' presentation - Xoserve (RHi) to request that her Xoserve colleagues provide an updated presentation in time for consideration at the May PAC meeting.**

There then followed a brief discussion around a potential new UNC modification, covering the Class 2 and 3 read submission area, which would be proposed for implementation in time for inclusion within the June 2019 release.

In referring to UNC Modification 0634(Urgent) 'Revised estimation process for DM sites with D-7 zero consumption', CW enquired whether a 'similar' modification should be implemented, it would need to include an Xoserve 'Warnings Report' in some form or other, to which FC responded suggesting it would.

When asked how long sites can be left in a Class, FC indicated that Xoserve would need to look into the matter, especially how a change in Supplier potentially impacts as well. It was also suggested that there would be benefit in also considering 'dead band' testing aspects.

FC moved on to explain the Class 3 site targets and how these can lead to issues around the 90% target – if a Shipper has fewer than 10 sites they effectively have a 100% target and no 'dead band'. Currently Xoserve is looking at what more it can do now in terms of coaching and education.

RHi explained that having only received the anonymised reports the previous day, she had yet to extrapolate the data.

JW suggested that a 'incentives' style modification could be considered at some point in the future, on the grounds that this is potentially a complex area, especially any benefits process.

There was discussion of introducing business rules to move sites to Class 4 for non-compliance with the read obligations of the current Class. However, the challenge would be, which sites to move, if say the Shipper only achieved an 80% performance on Class 3, as 10% failure was allowable.

**New Action PAC0402: Shipper Member (JW) to prepare a draft UNC modification for consideration at the May 2018 PAC meeting.**

FC suggested and JW agreed that adopting a flexible approach to developing the new modification would be beneficial. In discussing a possible governance route for the new modification, JW suggested that perhaps the Distribution Workgroup would be a more suitable location, supported by regular updates to PAC – FC noted that previously, modifications have also been developed in 'open' PAC meetings.

When asked whether the new modification would propose a solution involving either automatic or semi-automatic moving of sites, JW explained whilst it would not be his modification per se, he would be happy to raise it on behalf of the PAC. It was noted that the modification could also look to consider timelines and DM obligation proposals etc.

**2.2.2. New Issues**

None raised.

**2.3 Implementation Plan**

During a brief onscreen review of the Project Plan, NV advised that this had been amended following the previous PAC meeting. When asked, those in attendance indicated that they were happy with the amended document.

A brief discussion was then undertaken around whether this really relates to previous Workplan discussions, during which it was agreed to rename this agenda item as 'Project Plan'.

**2.4 Assumptions Register**

Consideration deferred until the 08 May 2018 meeting.

**2.5 Ofgem Update**

There was no formal update submitted by Ofgem and no representative present.

During a brief discussion, PAC members noted Ofgem's assessment of need in terms of topics currently being considered by PAC.

**2.6 PARR Schedule 2 Reporting Update**

When RHi questioned whether or not this is still a viable agenda item, FC provided a brief overview of the three (3) Schedule 2 Reports, supported by input from NV. It was noted that there have been no adverse comments regarding the reports.

When NV posed a question on refresh rates for portfolio information and the subsequent impact on the accuracy of the figures, FC advised that in considering the matter, Xoserve are proposing to provide the information relating to portfolios etc. on a quarterly basis (i.e. a quarterly refresh of market SSP, LSP and AQ totals) for NV to then utilise in his monthly percentage statistics, even though this might potentially involve a slight decrease in overall accuracy.

When FC went on to add that Xoserve are also considering automating the supporting processes in due course. PAC members in attendance felt that this was a step in the right direction, as long as it is made perfectly clear to recipients why the changes are being made. It was noted that the matter does not currently involve any materiality concerns.

FC explained that Xoserve are still investigating the fourth (4<sup>th</sup>) report relating to Transfer Read Performance.

Concluding discussions, NV requested that should anyone have any questions relating to the reports, to contact him direct.

It was agreed to rename this agenda item as 'Review of Monthly PARR Reports' going forwards.

FC kindly provided a post meeting statement for inclusion within the minutes, as follows:

*"The meeting reviewed the Performance Assurance Reports for February 2018. Three reports were available, namely "Sites with No Meter Attached", "Sites with no read received since x period" and "Sites with AQ >732,000 having standard correction factor". These reports were available in unanonymised format to PAC members only via the PAFA's secure portal. This was the first time that these reports had been available since Project Nexus implementation.*

*It was noted that sites with no meter had been steadily improving since September 2017. It was noted that one small Shipper had a very poor meter read performance, especially in the SSP market. It was also highlighted that one Shipper has over a quarter of the sites with a standard correction factor, and that the numbers had been creeping up since Nexus.*

*Xoserve reminded the meeting that the majority of the reports will be available following UKLink Release 2, and that they are still investigating report 4, as they are experiencing technical difficulties."*

### **3. Annual Work Plan and Budget**

#### **3.1 Draft Work Plan and Budget Actions Update**

Opening discussions, NV pointed out that the Committee still need to agree the budget going forwards.

When RHa made reference to the DSC Change Management Committee discussions on 'calling off' the £50k PAC reporting budget, RHi explained that Xoserve are awaiting the provision of a cost code before initiating any reporting runs.

RHi advised that to date the Class 3 and 4 reports have involved a great deal of work, and she now needs to consider how best to identify the itemised items.

When JW voiced his ongoing concerns around who requests and receives the data, RHi explained that in instances where the PAFA approaches Xoserve for the information, the cost to provide said information, would come out of the £50k budget pot – to date nothing has been sent.

RHa noted that in instances where Xoserve are undertaking PAC actions, the associated costs need to be reported back to the PAC (i.e. in the form of a running budget total etc.).

### **4. Communications Plan**

When RHa suggested that there was nothing specific to consider and discuss at this meeting, members suggested that there is still value in retaining this item on the agenda, especially from a forerunner to the 'key messages' perspective.

## 5. Any Other Business

### 5.1 Potential PAF AQ Reports Potential facilitating Modification for PAC Reports - (JW)

JW provided a brief overview of his 'Potential PAF AQ Reports' presentation, which is in response to outstanding action PAC0304.

In reviewing the 'Latest proposal' slide JW explained that this had been compiled following discussions with Xoserve. In examining the 'Number of MPRNs with AQ calculation 1 month, 4 months, 12 months, 12 months plus' table, JW pointed out that this might need changing to read as a 'percentage' value (in reference to UNC Modification 0520A concerns over commercially sensitive information etc.).

When asked, JW indicated that depending upon PAC feedback/views, the information would need developing further before inclusion in a new draft modification.

When RHi enquired whether or not there are any real issues or concerns around PAC being able to view commercially sensitive information, the members present suggested that perhaps the draft modification needs to also consider whether or not anonymised reports would be needed going forwards.

FC suggested that perhaps the draft modification should also look at adding items to the PARR document aspects as well, at which point, NV outlined one potential option.

The remaining pages of the presentation were not specifically considered before discussions moved on to briefly consider the draft 'Adding AQ reporting to the PARR reporting suite' modification.

During a very brief onscreen review of the draft modification, RHa enquired whether or not PAC members would like JW to progress the development of the modification further.

RHa then pointed out that should JW wish to formally raise the modification for consideration at either the May or June 2018 Panel meetings, then the respective submission cut off dates are either Friday 04 May 2018 or Friday 08 June 2018.

**New Action PAC0403: Reference the draft 'Adding AQ reporting to the PARR reporting suite' modification - Parties to provide views to JW direct for possible inclusion in the (formal) modification going forwards.**

### 5.2 Daily Meter read performance and consumption adjustments – draft Ofgem Letter

RHi provided a brief verbal update on the draft Ofgem letter explaining that this was not suitable for publication on the Joint Office web site since it was only a draft.

RHa provided a brief extract of her colleague B Fletcher's pre meeting comments, as follows:

*"Ofgem want to understand what PAC are doing about the issue of consumption adjustments following the DM reads issue after Nexus implementation. Also what support do PAC want from Ofgem. Some members feel the business as usual processes have kicked in and the issue should diminish soon, and PAC should maintain a watching brief. Ofgem may submit a formal letter prior to the meeting which should be published."*

An onscreen review of the draft Ofgem letter then followed, during which FC provided a brief background to why Ofgem may have felt the need to compile the letter.

When asked whether or not a UNC modification would be needed in order to satisfy the requirements, FC suggested that this is not necessarily the case, as she feels that the matter is more of an immediate transitional concern relating to the circa 77

remaining (out of 177) DM Meter Points issue. She went on to add that her colleague E Lyndon currently runs a weekly teleconference meeting in order to progress this matter – JW pointed out that unfortunately this meeting is poorly attended by Shipper representatives at present.

CW explained that as a PAC member, he is heavily dependent upon guidance from Xoserve and that it appears that whilst progress is being made, it is slow. FC pointed out for the avoidance of any doubt, the 77 DM Meter Points in question, are no longer affecting UIG on an ongoing basis.

When asked if the matter relates to a discretionary shipper activity, FC responded by advising that in essence it does.

When asked whether or not Xoserve believe that DM Shippers know what consumption adjustments are all about, FC indicated that she believes they do, as Xoserve are in weekly discussions with the parties concerned over this matter. However, she acknowledges that the respective parties response rates do differ for varying reasons.

Some parties felt that there would be benefit in PAC writing an open letter to the Shippers concerned in order to highlight the importance of moving this matter forwards.

It was noted that whilst the Ofgem letter has been considered, PAC have decided upon a subtly different course of action for resolving this matter.

When asked whether or not it is certain that this only a 'transitional issue', FC responded by explaining that when the matter was previously discussed, no adverse comments/views had been forthcoming, especially bearing in mind the previous rationale behind corrections and consumption adjustments. She also noted that whilst the possibility of a UNC modification had been discussed previously, it remains unclear whether or not this would be successful.

When asked whether it is possible to place a value (i.e. potential numbers involved and any level of risk) on this matter, FC explained that this is currently very difficult, although the weekly update does provide a figure for what has been processed so far, and what will shortly be invoiced, it is probably unwise to extrapolate what potential monetary values are involved to the remainder of the population.<sup>2</sup>

When CW advised that his concerns centre on the 'no contact' and 'invalid contact' areas, FC enquired what PAC would like Xoserve to include in the draft letter. In making reference to Ofgem's letter, RHa suggested that perhaps we should focus on 'energy that consumers that have not yet paid for' aspects, especially credit / debit aspects.

**New Action PAC0404: Reference Daily Meter read performance and consumption adjustments – Xoserve (FC) to draft an 'open letter' (to be sent to offending parties only) for consideration at the May 2018 PAC meeting.**

### 5.3 Transfer Read Performance / AQs of 1

In acknowledging that no materials had been provided prior to the meeting, RHi explained that this matter relates to an issue identified a few weeks ago relating to potential negative consumptions. In short, known defect 933 is causing the issue that Xoserve are currently looking to resolve. However, it should also be noted that Transfer Read Performance (change of Supplier reads) is also impacting the issue.

When RHi explained that this is basically an early 'heads up' exercise, FC indicated that it appears that actual transfer read performance is in the region of 80%, when the target is 100%. She went on to point out that the issue occurs in instances where NO read is submitted and Xoserve then does an estimation, only for this to then be

<sup>2</sup> Please note: a 'UIG Resolution – Weekly Update' is available to view and/or download from the Xoserve web site at: <http://www.xoserve.com/index.php/unidentified-gas-uig/>

followed by a subsequent actual read submission, which can potentially result in a negative value being generated – RHi referenced UNC TPD Section M, paragraph 5.13.4(a) and (b) timings and provisions.

When it was suggested that the fundamental underlying problem seems to stem from Shippers NOT providing an opening read, JW highlighted that incoming Shippers can still replace an estimated opening read.

When it was noted that this matter has been heavily debated in other industry forums and could potentially involve UIG aspects as well, FC advised that AQs of 1 make getting meter reads accepted more difficult.

RHi pointed out that Xoserve are looking into the matter and would be undertaking an Impact Assessment before bringing the matter back to the attention of the PAC at a future meeting.

When some parties enquired whether or not the increase in 'switching activities' are also having a potential impact, it was noted that care is needed in order to avoid potentially creating a barrier to switching. When FC suggested that the core problem is mostly related to a timing issue, RHi made reference to Xoserve's report to Ofgem. RHa suggested that perhaps the report should be provided to PAC in a subtly different (and more suitable) form.

It was agreed to keep this AOB item on the May agenda for further consideration.

#### **5.4 Consumption Adjustments (SSP and Theft) – (JW)**

JW provided a brief overview of his 'SSP Adjustments & Smart Meter Installs' presentation, during which attention focused on slide 2.

With regards to the 'SSP and LSP adjustments', parties felt that there would be benefit in considering this matter in more detail.

FC enquired as to what PAC are actually looking for? – in short what is the perceived problem. Responding, JW explained that there have been some discussions within the RAASP arena that have posed the question over whether or not we have a problem in this area.

FC pointed out that for SSP correcting historic periods back beyond the AQ calculation period is not necessary, although LSP is different and are we looking for a target count of transactions (i.e. SSP to LSP for 1 year pre, and 1 year, post Nexus at a National and not Shipper level).

**New Action PAC0405: Reference SSP and LSP adjustments – Xoserve (FC) to provide a high level view (from June 2016 to date and SSP from 'go-live' date).**

JW explained that in terms of the 'Adjustment and theft' item, this is currently a 'heads up' highlight.

#### **5.5 Smart Meters (Exchanges and Read Submission) – (JW)**

JW provided a brief overview of his 'SSP Adjustments & Smart Meter Installs' presentation, during which attention focused on the 'Smart meter installs' slides 3 and 4.

In examining the 'Smart meter installs – Elexon reporting in electricity' slide, HC enquired as to how this 'ties in' with SPAA reporting, at which point JW indicated that he was not sure.

When asked what has happened with regards to UNC Modification 0632S 'Shipper asset details reconciliation' implementation aspects, RHi advised that the modification (solution) was implemented as of 10 April 2018, with the first report due 10 May 2018. She also advised that the shipper CNG Services has requested splitting the information provisions even further before providing a brief outline of the main 0632 Workgroup discussions.



It was noted that the Smart Metering obligations do not necessarily help matters.

When JW made reference to UNC Modification 0638V 'Mandate monthly read submission for Smart and AMR sites from 01 April 2018', RHi once again outlined the potential reporting weaknesses presented to the Workgroup.

When it was suggested that perhaps there would be value in raising a PAC risk/issue, FC suggested that we would need to consider whether we could enhance the current asset data assessment aspects.

JW indicated that he would be more than happy to monitor the matter at 'arms length' for the time being, with a view to reviewing at some point in the future, should the need arise – potentially adding a new agenda item to the June/July PAC agendas. Responding, RHi explained that Xoserve would be looking to raise a Change Proposal relating to this matter for consideration at the May 2018 DSC Change Management Committee meeting. Should anyone wish to help with the initial assessment aspects, please contact her.

In referring to CMA Order associated with UNC Modifications 0570 'Obligation on Shippers to provide at least one valid meter reading per meter point into settlement once per annum' and 0638V 'Mandate monthly read submission for Smart and AMR sites from 01 April 2018', RHi asked parties to note that there are no reporting aspects associated with Modification 0570.

**New Action PAC0406: Reference Smart Metering Statistics – Xoserve (RHi) to provide a draft Change Proposal for consideration at a future PAC meeting.**

## 6. Review of Actions Outstanding

**PAC 0202:** PAFA (NV) to produce a view in relation to the reporting of non-anonymised data formats to assist the PAFA with assurance work.

**Update:** NV explained that whilst an initial view was provided at the March meeting, he is once again requesting that the action is carried forward in order to consider the governance on approving changes made to the report specifications and creating new reports (i.e. modification or PAC related).

In noting that any modification would need to look at changing the current governance arrangements, FC suggested that PAC should identify a proposed solution before 'sounding out' Panel or the UNCC.

When RHa suggested that a new UNCC agenda item covering governance changes to PARR would be appropriate, FC pointed out that a simple solution that avoids raising a new modification each and every time PARR needed updating, would be the preferable option.

It was suggested that perhaps it would be better to raise both JW's AQ modification and the PARR Governance changes modification at the same time. **Carried Forward.**

**PAC 0301:** PAFA (NV) to send the Final Project Plan to Joint Office with specific areas highlighted by month for inclusion into the monthly agenda's, as appropriate.

**Update:** In referring to the 'final' Project Plan provided earlier in the meeting by NV, it was agreed this action was complete. **Closed**

**PAC 0302:** Shipper Member (GW) to consider amending the PAC ToR in relation to increasing the Shipper membership numbers of PAC.

**Update:** In the absence of G Wood, it was agreed to carry forward the action. **Carried Forward**

**PAC 0303:** PAFA (NV) to provide a summary of what a low level process would look like by using the techniques presented in January 2018.

**Update:** In referring to the 26 March 2018 meeting outcomes, it was agreed to carry forward this action. **Carried Forward**

**PAC 0304:** Shipper Member (JW) to further discuss the content of the reports with Xoserve with view to submit the Modification to the May Panel.

**Update:** JW confirmed that this action had now been completed. **Closed**

**PAC 0305:** Xoserve (FC) to investigate the LSP non anonymised data and break it down by Shipper/Read Rejection/Rejection Code.

**Update:** In noting that only partial information has so far been provided, FC advised that her colleague RHi would look to provide more up to date information in due course. In referring to the new actions assigned to Xoserve at today's meeting, RHi suggested, and those in attendance agreed, that this action could now be closed. **Closed**

**PAC 0306:** Xoserve (FC) to supply information on the Read Rejections and the Rejection Codes.

**Update:** As per action PAC0305 above. **Closed**

**PAC 0307:** PAFA (NV) to include the Read Submission process on the March PAC meeting summary Key Points. To include drafting a communication on the Read Submission process to be sent out to the Contract Managers.

**Update:** In explaining that he had completed the PAC meeting summary element of this action, NV suggested that the Contract Managers aspects are an Xoserve action.

FC suggested that in reviewing the 05 March 2018 meeting minutes, and in the absence of any reference therein, this action should now be closed. **Closed**

**PAC 0308:** Shipper Member (LS) will investigate the Rejection Reads and Reasons codes to try to ascertain the issues the Shippers are experiencing.

**Update:** In the absence of L Saycell, AM requested that the action be carried forward. **Carried Forward**

**PAC 0309:** Xoserve (RHi) to investigate AQ data to assist with materiality proof for an urgent modification.

**Update:** it was agreed that this action had been completed as part of the 26 March 2018 meeting, and could therefore be closed. **Closed**

**PAC 0310:** PAFA (NV) to assess if this risk can be incorporated into an existing risk of it should be in its own right.

**Update:** It was agreed that this action had been completed during discussions on agenda item 2.1 earlier in the meeting. **Closed**

**PAC UIG 1113:** Xoserve (FC) to meet with the PAFA to sense check the Risk Register and the PAFA Contract in order to determine materiality.

**Update:** FC confirmed that the first pass had now been completed and that Xoserve remain in discussions with NV over the outstanding elements. **Carried Forward**

**Class 2&3 Meter Reads PAC0301:** Xoserve (FC) to investigate the system complexity regarding Read Submissions of moving Shippers between Class 3 and Class 4.

**Update:** When RHi confirmed that the work associated with this action is not complex in nature and therefore relatively easy to complete, it was agreed the action could now be closed. **Closed**

**Class 2&3 Meter Reads PAC0302:** Xoserve (RHi) to investigate the read rejection reasons in more depth, especially regarding systems errors and '*Reading breached the upper Inner tolerance value and no override flag provided*'.

**Update:** RHi explained that this action links to the previous Xoserve presentation and confirmed that whilst there are no system errors involved, further consideration would be needed.

However, parties were asked to note, that Xoserve may not be able to complete the work until after Release 2. **Carried Forward**

**Class 2&3 Meter Reads PAC0303:** Xoserve (FC) and (RHi) to draft a communication for comment by the PAC members regarding Shippers adhering to the read submission process.

**Update:** RHi explained that a communication had been issued and therefore the action could now be closed. **Closed**

**DM Reads PAC0304:** Xoserve (FC) to investigate the weekly statistics on how the DM Reads were progressing and the level of engagement.

**Update:** When FC advised that she believes that this matter is covered under Xoserve's weekly teleconference, JW indicated that he thinks the action can now be closed.

Whilst noting that action could now be closed, MJ suggested that an update should be added to forthcoming PAC agendas – in the end, the consensus amongst those in attendance was it is preferable to keep the action open. **Carried Forward**

**7. Next Steps**

**7.1 Key Messages - PAFA**

It was agreed the PAFA would provide the Key Messages communications for this and future meetings, as per the summary below:

- The Performance Assurance Committee (PAC) agreed the PAC financial year 2018/19 project plan that was presented by the Performance Assurance Framework Administrator (PAFA);
- Xoserve presented Post Nexus meter read performance analysis across Product Classes and highlighted the guidance provided to Shippers on this issue;
- The PAC discussed the Daily Metered (DM) read submission performance for Product Classes 2 & 3 along with the issue of delays in DM consumption adjustment;
- Conversations were had by PAC around incentivisation of positive performance in the industry and challenges to be addressed for an effective process to be in place;
- The PAC discussed industry performance on lack of transfer read submission and resulting issue of AQs of 1;
- The PAFA presented the three finalised PARR reports with analysis on trends;
- The PAC looked into AQ reports as a reporting area not covered by MOD520A reporting and will consider raising a Modification next month to implement this reporting;
- The PAC to introduce a Smart Meter agenda item for future meetings to discuss smart meter related issues e.g. Smart meter exchanges and read submission statistics;
- The PAFA to continue to develop the PRIDe performance assurance approach to provide a low level summary of a toolset for the PAC to consider, and
- The next face to face meeting will take place on 08 May 2018.

**8. Diary Planning**

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

Time/Date	Venue	Programme
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10.30, Tuesday 08 May 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	Standard Agenda items plus <ul style="list-style-type: none"> <li>• Monthly Review Items</li> <li>• Annual Work Plan &amp; Budget</li> <li>• Communications Plan</li> <li>• Smart Meter Exchanges &amp; Read Submission Statistics</li> </ul>
10.30, Tuesday 12 June 2018	Solihull – Venue TBC	• <i>To be confirmed</i>
10.30, Tuesday 10 July 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	• <i>To be confirmed</i>
10.30, Monday 06 August 2018	Solihull – Venue TBC	• <i>To be confirmed</i>
10.30, Tuesday 11 September 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	• <i>To be confirmed</i>
10.30, Tuesday 09 October 2018	Solihull – Venue TBC	• <i>To be confirmed</i>
10.30, Monday 05 November 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	• <i>To be confirmed</i>
10.30, Tuesday 11 December 2018	Solihull – Venue TBC	• <i>To be confirmed</i>

**Action Table (as at 10 April 2018)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0202	05/02/18	4.0	PAFA (NV) to produce a view in relation to the reporting of non-anonymised data formats to assist the PAFA with assurance work.	PAFA (NV)	<b>Carried Forward</b>
PAC 0301	05/03/18	4.1	PAFA (NV) to send the Final Project Plan to Joint Office with specific areas highlighted by month for inclusion into the monthly agenda's, as appropriate.	PAFA (NV)	Update provided. <b>Closed</b>
PAC 0302	05/03/18	4.1	Shipper Member (GW) to consider amending the PAC ToR in relation to increasing the Shipper membership numbers of PAC.	Shipper Member (GW)	<b>Carried Forward</b>

**Action Table (as at 10 April 2018)**

<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Status Update</b>
PAC 0303	05/03/18	6.1	PAFA (NV) to provide a summary of what a low level process would look like by using the techniques presented in January 2018. Including adding into the Project Plan development of a low level impact investigation tool kit for April onwards with a summary of what the in-depth process will look like.	PAFA (NV)	<b>Carried Forward</b>
PAC 0304	05/03/18	6.4	Shipper Member (JW) to further discuss the content of the reports with Xoserve with view to submit the Modification to the May Panel.	Shipper Member (JW)	Update provided. <b>Closed</b>
PAC 0305	05/03/18	6.5	Xoserve (FC) to investigate the LSP non anonymised data and break it down by Shipper/Read Rejection/Rejection Code.	Xoserve (FC)	Update provided. <b>Closed</b>
PAC 0306	05/03/18	6.5	Xoserve (FC) to supply information on the Read Rejections and the Rejection Codes.	Xoserve (FC)	Update provided. <b>Closed</b>
PAC 0307	05/03/18	6.5	PAFA (NV) to include the Read Submission process on the March PAC meeting summary Key Points. To include drafting a communication on the Read Submission process to be sent out to the Contract Managers.	PAFA (NV)	Update provided. <b>Closed</b>
PAC 0308	05/03/18	7.0	Shipper Member (LS) will investigate the Rejection Reads and Reasons codes to try to ascertain the issues the Shippers are experiencing.	Shipper Member (LS)	<b>Carried Forward</b>
PAC 0309	05/03/18	7.0	Xoserve (RH) to investigate AQ data to assist with materiality proof for an urgent modification.	Xoserve (RH)	Update provided. <b>Closed</b>
PAC 0310	05/03/18	7.0	PAFA (NV) to assess if this risk can be incorporated into an existing risk of it should be in its own right.	PAFA (NV)	Update provided. <b>Closed</b>
PAC 0401	10/04/18	2.2.1	<i>Reference 'Nexus Meter Read Performance' presentation - Xoserve (RHi) to request that her Xoserve colleagues provide an</i>	Xoserve (RHi)	<b>Pending</b>

**Action Table (as at 10 April 2018)**

<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Status Update</b>
			updated presentation in time for consideration at the May PAC meeting.		
PAC 0402	10/04/18	2.2.1	To prepare a draft UNC modification for consideration at the May 2018 PAC meeting.	Shipper Member (JW)	<b>Pending</b>
PAC 0403	10/04/18	5.1	<i>Reference the draft 'Adding AQ reporting to the PARR reporting suite' modification - Parties to provide views to JW direct for possible inclusion in the (formal) modification going forwards.</i>	All parties	<b>Pending</b>
PAC 0404	10/04/18	5.2	<i>Reference Daily Meter read performance and consumption adjustments – Xoserve (FC) to draft an 'open letter' (to be sent to offending parties only) for consideration at the May 2018 PAC meeting.</i>	Xoserve (FC)	<b>Pending</b>
PAC 0405	10/04/18	5.4	<i>Reference SSP and LSP adjustments – Xoserve (FC) to provide a high level view (from June 2016 to date and SSP from 'go-live' date).</i>	Xoserve (FC)	<b>Pending</b>
PAC 0406	10/04/18	5.5	<i>Reference Smart Metering Statistics – Xoserve (RHi) to provide a draft Change Proposal for consideration at a future PAC meeting.</i>	Xoserve (RHi)	<b>Pending</b>

**Action Table PAC – UIG DM Read Issues (as a 10 April 2018)**

<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Status Update</b>
PAC UIG 1113	14/11/17	2.0	Xoserve (FC) Xoserve (FC) to meet with the PAFA to sense check the Risk Register against known UIG causes and the Performance Report register.	Xoserve (FC)	<b>Carried Forward</b>

**Action Table from Teleconference (Product Class 2&3 Meter Reads Submissions) (as at 10 April 2018)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
Class 2&3 Meter Reads PAC 0301	26/03/18	1.4	Xoserve (FC) to investigate the system complexity regarding Read Submissions of moving Shippers between Class 3 and Class 4.	Xoserve (FC)	Update provided. <b>Closed</b>
Class 2&3 Meter Reads PAC 0302	26/03/18	1.4	Xoserve (RH) to investigate the read rejection reasons in more depth, especially regarding systems errors and <i>Reading breached the upper Inner tolerance value and no override flag provided.</i>	Xoserve (RHi)	<b>Carried Forward</b>
Class 2&3 Meter Reads PAC 0303	26/03/18	1.4	Xoserve (FC) and (RH) to draft a communication for comment by the PAC members regarding Shippers adhering to the read submission process.	Xoserve (FC & RH)	Update provided. <b>Closed</b>
DM Reads PAC 0304	26/03/18	2.1	Xoserve (FC) to investigate the weekly statistics on how the DM Reads were progressing and the level of engagement.	Xoserve (FC)	<b>Carried Forward</b>