

PARR Dashboards

20 November 2018

PAFA



2A.1 Estimated & Check Reads - Product Classes 1 & 2



Report measures the percentage of each shippers portfolio where estimated reads were provided. Count of each shippers portfolio where check reads were provided

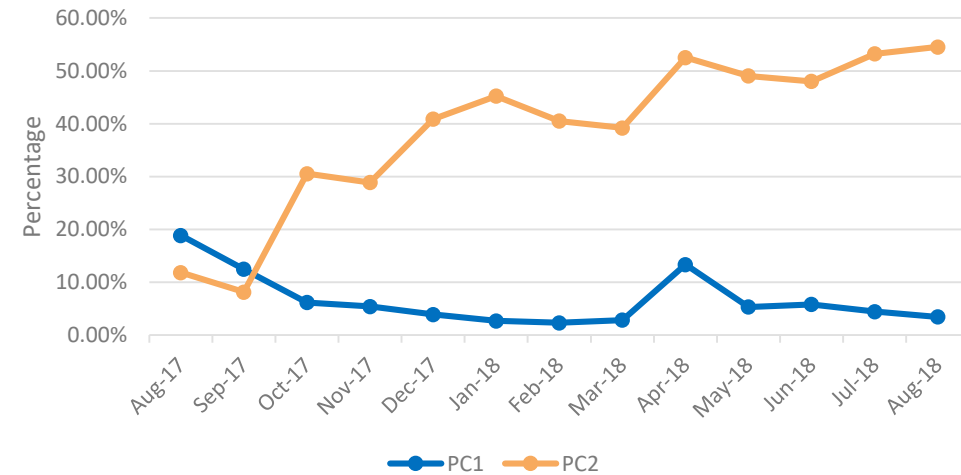
PC1

- ↓ 13.44% Weymouth
- ↓ 6.13% Ramsey
- ↓ 3.16% Southsea Clarence
- ↓ 0.99% - Monthly change
- ↓ 15.42% - Annual change
- ↑ 4.03% Folkestone
- ↑ 1.94% Falmouth
- ↑ 0.67% Mumbles
- Harwich **16.60%**, Mumbles **11.48%**, Southsea Clarence **8.70%**

PC2

- ↓ 12.10% Folkestone
- ↓ 6.45% Canary Wharf
- ↓ 1.32% Harwich
- ↑ 1.27% Monthly change
- ↑ 42.69% Annual change
- ↑ 11.29% Hastings
- ↑ 6.99% Colwyn Bay
- ↑ 5.94% Gravesend
- Walton on the Naze **100%**, Ramsey **100%**, Clacton **100%**

2A.1 Percentage of Estimated Reads for PC1 & PC2



Observations:

- Period between August 2017 and November 2017 because of the increase in estimated reads submitted

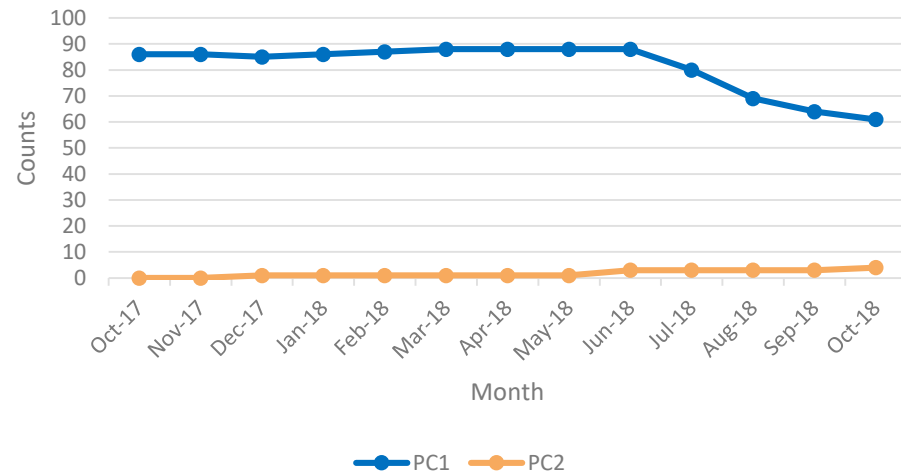
Recommendations:

- Engagement with Harwich, Mumbles and Southsea Clarence in PC1 to understand their processes
- Engagement with Walton on the Naze, Ramsey and Clacton in PC2 to understand their processes

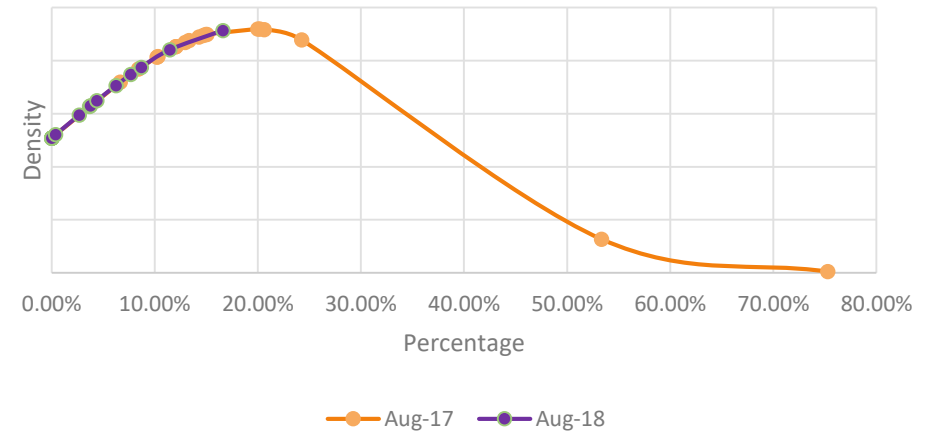
2A.1 Estimated & Check Reads - Product Classes 1 & 2



2A.1 Count of Check Reads Completed for PC1 and PC2



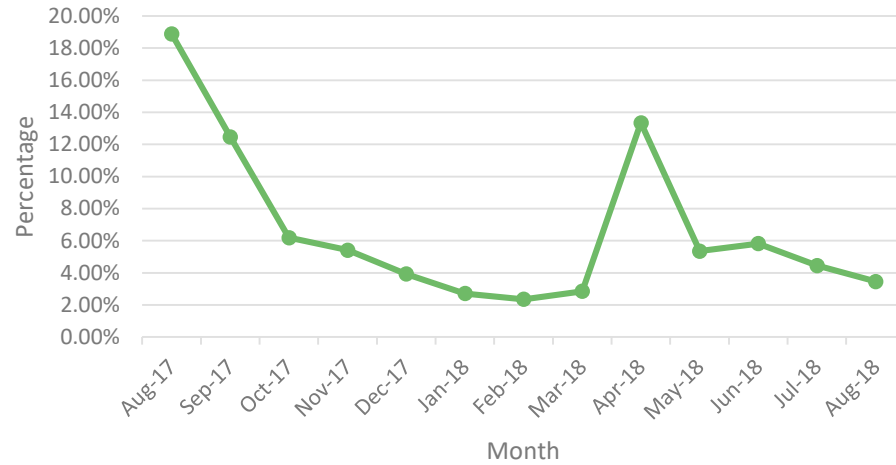
2A.1- 12 month comparison (Average of PC1 Estimated Reads)



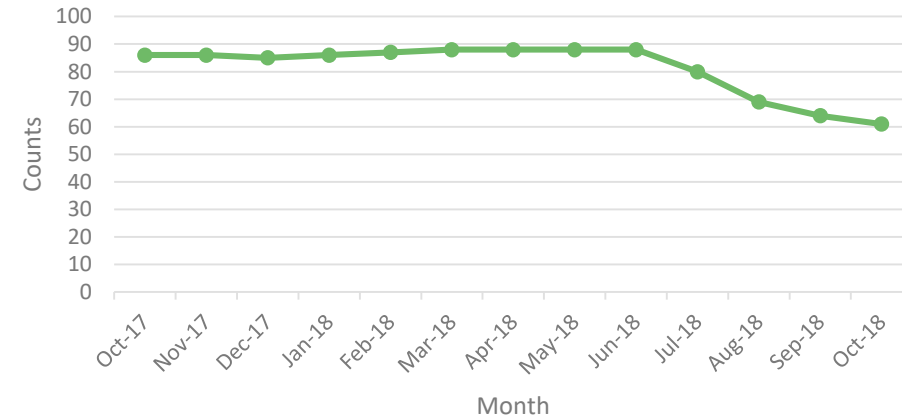
2A.1 Estimated & Check Reads - Product Classes 1 & 2



2A.1 PC1 Estimated Read Totals



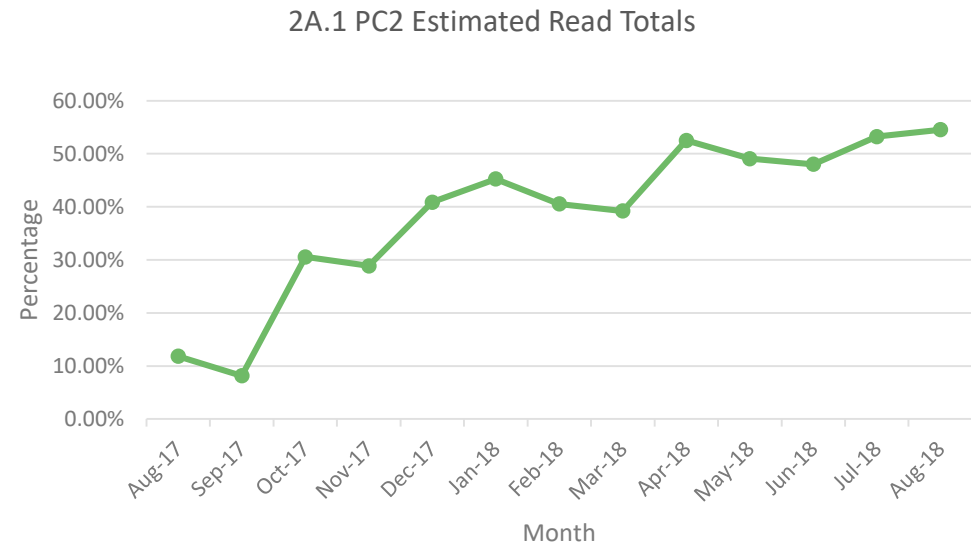
2A.1 PC1 Total Check reads



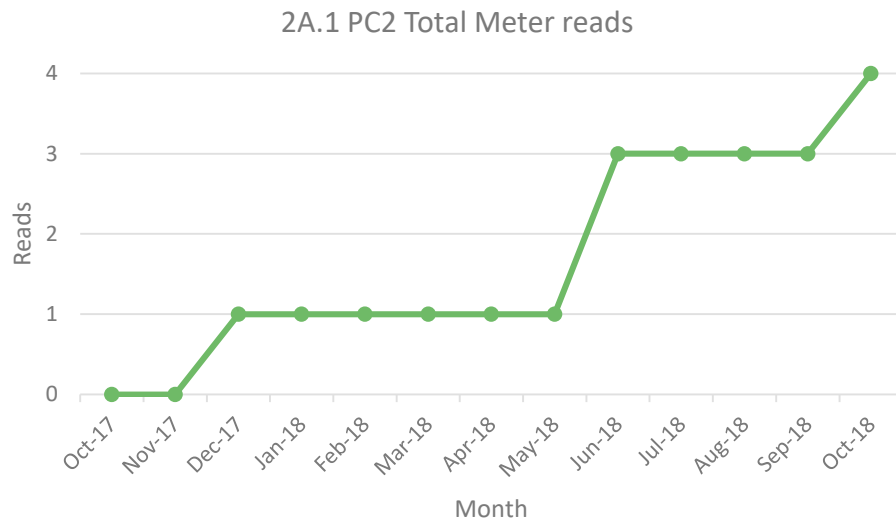
2A.1 Estimated & Check Reads - Product Classes 1 & 2



PC2
Data cannot be normalised for distribution graph.



2A.1 Estimated & Check Reads - Product Classes 1 & 2



2A.2 – No Meter Recorded



Report measures the count of each shippers portfolio where no meter recorded in the supply point register

PC1 & PC2 0% for both product classes

PC3

- ↓ 0.01% Clevedon
- ↑ 0.02% Falmouth
- ↑ 0.01% Weymouth Bandstand

- ↑ 0.012% Monthly Change
- ↑ 0.019 % Annual Change

Falmouth **0.027%**, Clevedon **0.020%**,
Weymouth Bandstand **0.018%**

PC4

- ↓ 0.06% Birnbeck
- ↓ 0.05% Gravesend
- ↓ 0.05% Eastbourne
- ↑ 0.002% monthly change
- ↓ 0.010% Annual Change

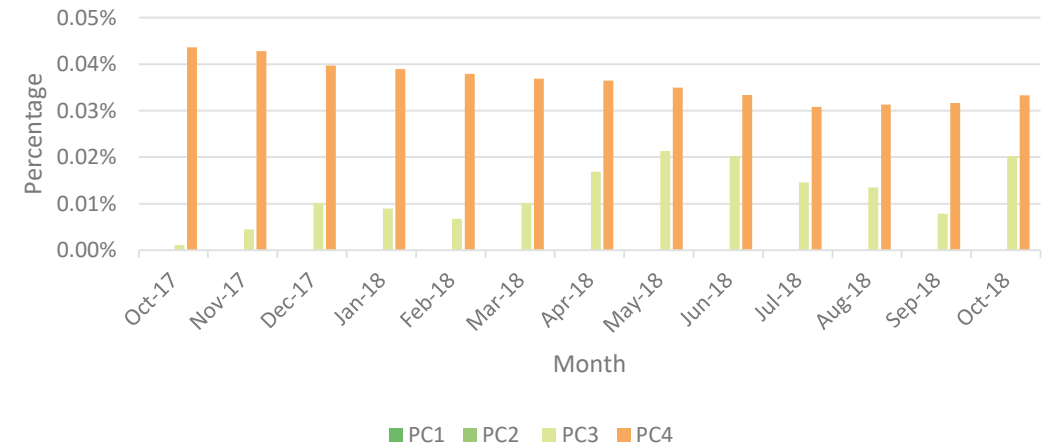
- ↑ 0.17% Canary Wharf
- ↑ 0.05% Lytham
- ↑ 0.05% Folkstone

Eastbourne **0.725%**, Lytham
0.639%, Bankside **0.470%**

Observations:

- Increase in no meter recorded for PC3 in the past twelve months
- PC3 reached a peak in May 2018 which then declined to match the rate in June 2018

2A.2 Percentage of no meter recorded by Product Class



Share findings with customer account managers:

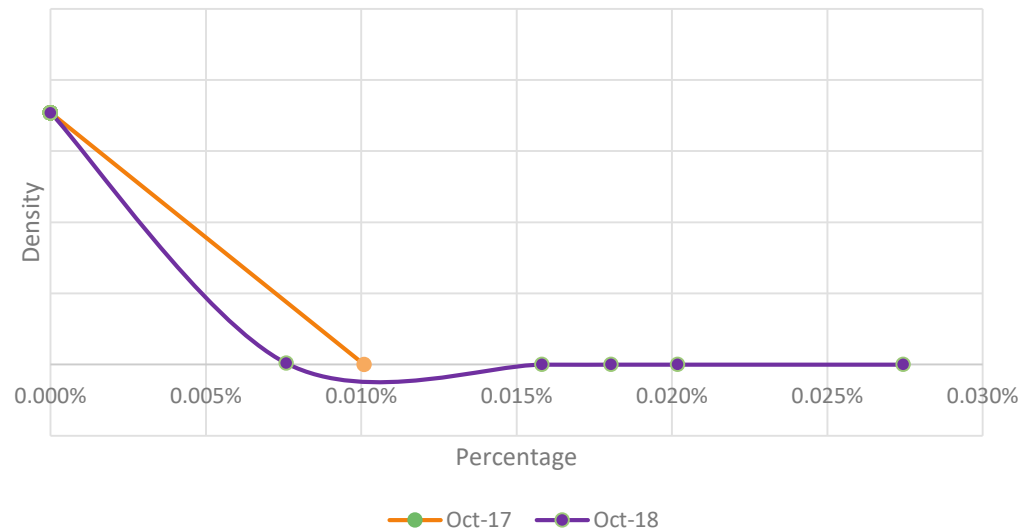
- PC3: Engagement with Falmouth, Clevedon and Weymouth Bandstand to understand their processes
- PC4: Engagement with Eastbourne, Lytham and Bankside to understand their processes

2A.2 – No Meter Recorded

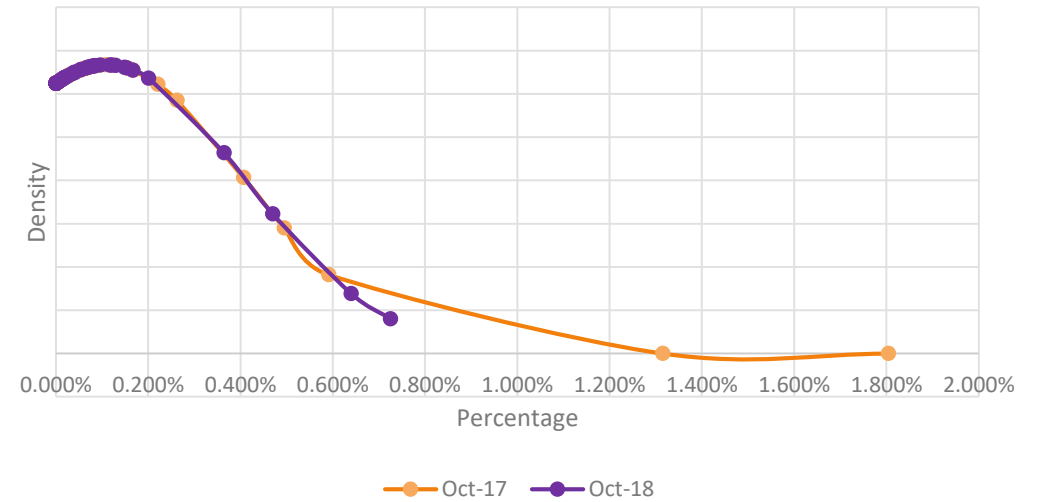


PC1 & PC2 0% for both product classes

2A.2- 12 Month comparison (no meter recorded PC3)



2A.2- 12 Month comparison (no meter recorded PC4)



2A.3 No Meter Recorded and data flows received



Report measures the count of each shippers portfolio where no meter recorded in the supply point register and data flows received

PC1 & PC2

0.0% for both product classes

PC3

- ↓ 1 Clevedon
- ↑ 1 Weymouth Bandstand
- ↑ 9 Falmouth

- ↑ 9 Monthly Change
- ↑ 14 Annual Change

Falmouth 10, Clevedon 2, Southsea
Clarence 1, Weymouth Bandstand 1,
Hastings 1

PC4

- ↓ 12 Deal
- ↓ 6 Claremont
- ↓ 6 Morecambe Central

- ↑ 88 Colwyn Bay
- ↑ 24 Felixstowe
- ↑ 14 Folkstone

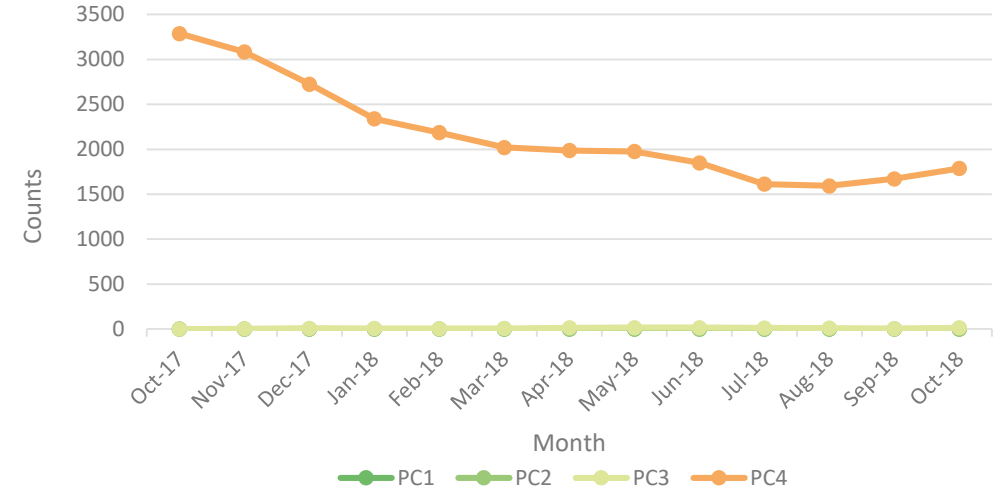
- ↑ 114 Monthly Change
- ↓ 1502 Annual Change

Colwyn Bay 875, Deal 278, Claremont 108

Observations:

- The industry processes used to manage no meter recorded.
- PC4: Industry trend has declined over the last twelve months but the trend from July 2018 has seen an increase, which will be monitored over the coming months.

2A.3 No meter recorded by Product Class and data flows received



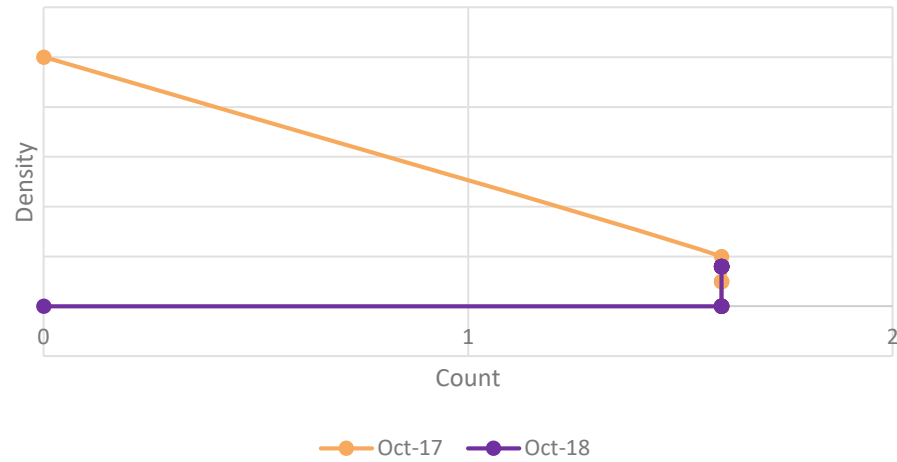
Share findings with customer account managers:

- PC3: Industry engagement with Clevedon, Falmouth, Hastings, Weymouth Bandstand and Southsea Clarence
- PC4: Industry engagement with Claremont, Colwyn Bay and Deal

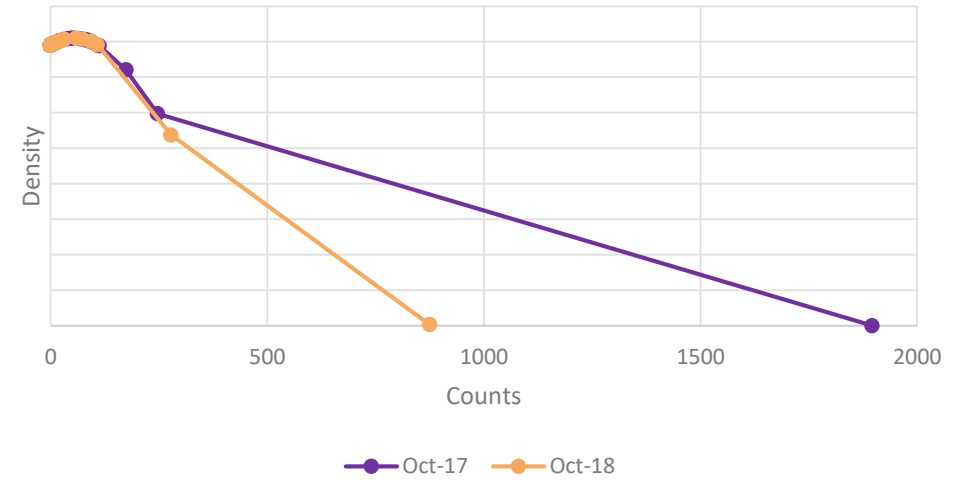
2A.3 No Meter Recorded and data flows received



2A.3- 12 month comparison PC3



2A.3-12 Month comparison PC4



2A.4- Shipper Transfer Read Performance



Report measures the percentage of Shipper portfolio of opening meters reads provided following confirmation

- ↓ 28.10% Torquay
- ↓ 24.84% Birnbeck
- ↓ 21.65% Falmouth
- ↑ 35.29% Woolwich
- ↑ 32.18% Barrier Gardens
- ↑ 31.20% Greenwich

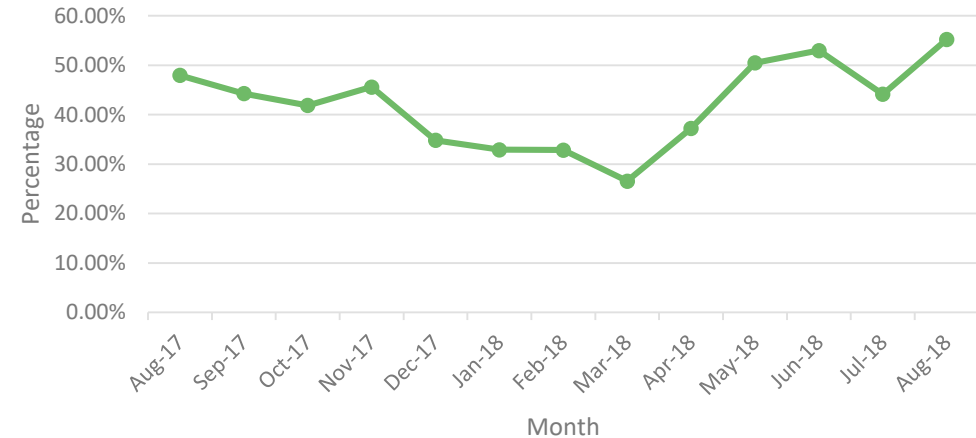
↑ 11.08% - Monthly change

↑ 7.25% - Annual change

Observations:

- Improvements across the industry
- August 2018 meter readings at the highest rate over the last 12 months
- Monthly change between July and August 2018 is the second sharpest change (+11.1%) with the sharpest being between April and May 2018 (13.3%)

2A.4 Percentage of total industry of opening meter reads provided



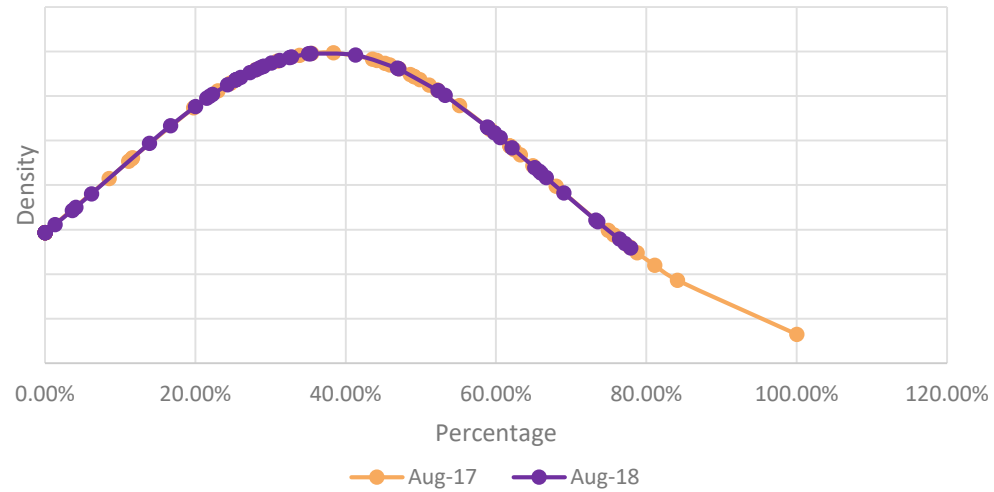
Recommendations:

- Further analysis of months leading up to March 2018.
- Industry education on obligation to provide opening meter readings following confirmation.
- Industry engagement on the difficulties providing opening meter reading following confirmation.
- Industry engagement with Torquay, Birnbeck and Falmouth

2A.4- Shipper Transfer Read Performance



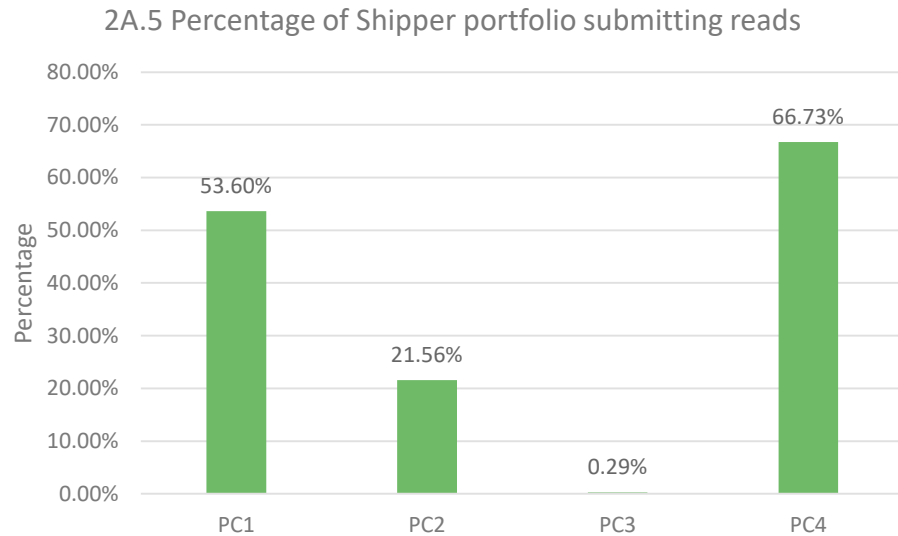
2A.4- 12 Month Comparison of Shipper Transfer Read Performance



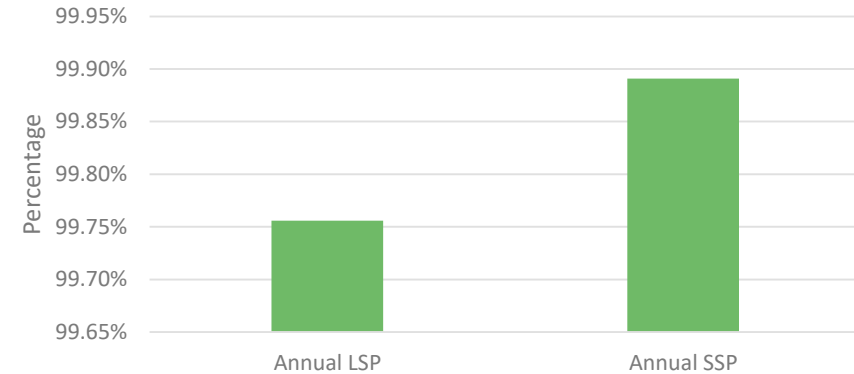
2A.5- Read Performance



Report measures the percentage of Shipper portfolio submitting reads.



2A.5 Percentage of Shipper portfolio submitting reads



PC1

- 100% Canary Wharf
- 100% Ramsey
- 100% Eastbourne

PC2

- 100% Canary Wharf
- 61.31% Falmouth
- 30.49% Morecambe Central

PC3

- 83.33% Colwyn Bay
- 80.00% Ryde
- 75.00% Rothesay

PC4

- 100% Rhyl
- 100% Worthing
- 92.08% Gravesend

Observations:

- The industry processes used to manage the submitting of reads for each Product Class. With specific reference to PC1 to begin with.
- PC1: Industry trend is low despite some shippers performing well

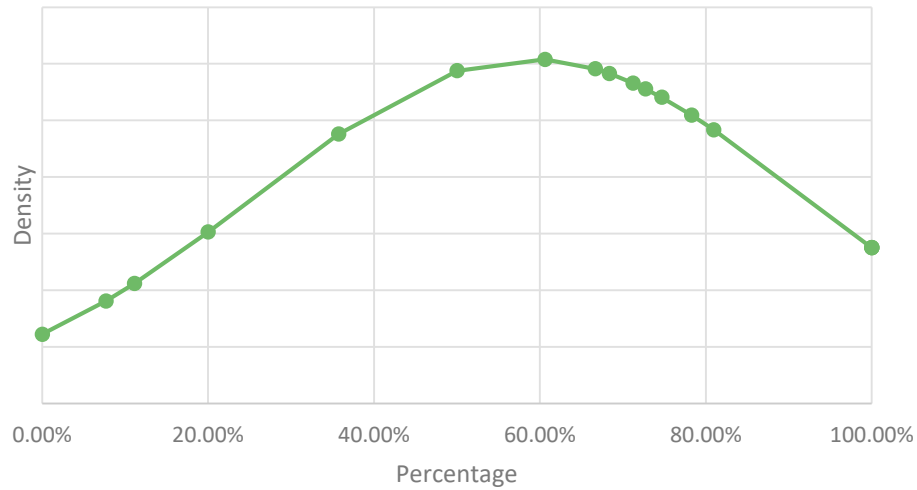
Recommendations:

- Investigate the current industry standard for the last twelve months.
- Engage with industry in understanding any obstacles they might be having in relation to submitting reads specifically PC1

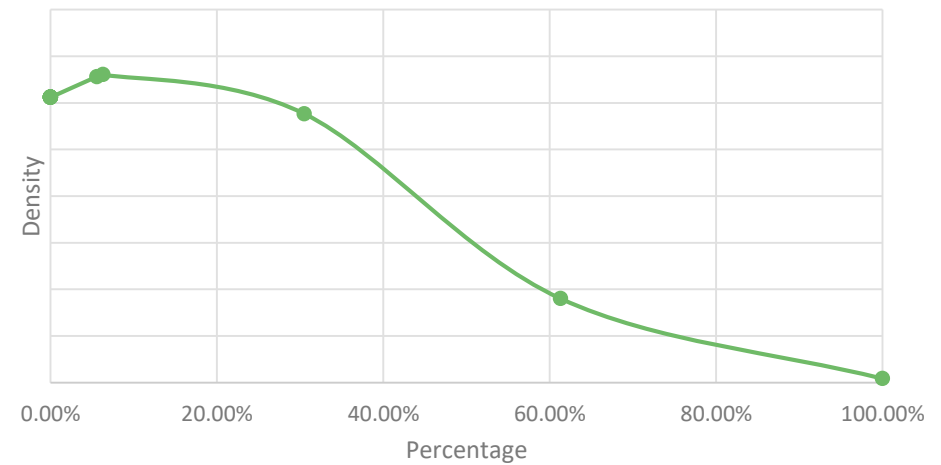
2A.5- Read Performance



2A.5 Distribution of percentage of PC1 sites providing meter reads



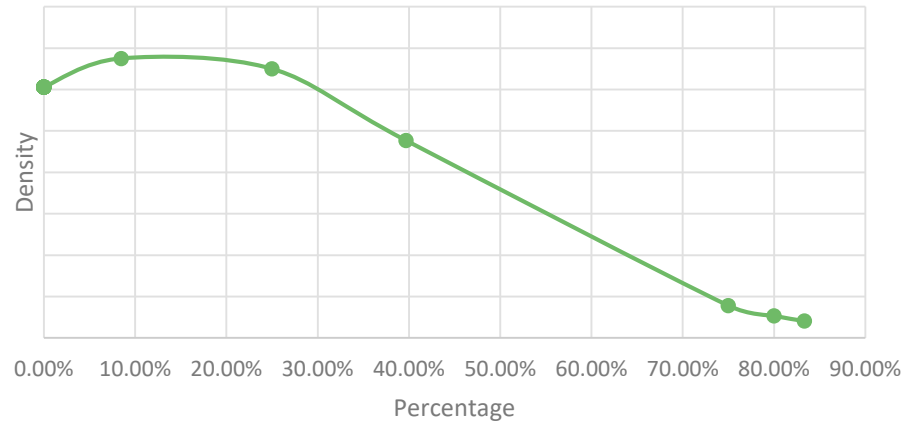
2A.5 Distribution of percentage of PC2 sites providing meter reads



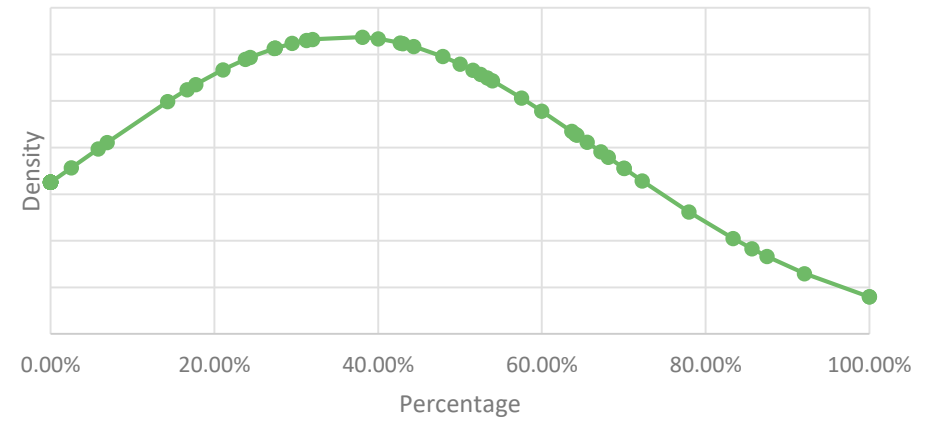
2A.5- Read Performance



2A.5 Distribution of percentage of PC3 sites providing meter reads



2A.5 Distribution of percentage of PC4 sites providing meter reads

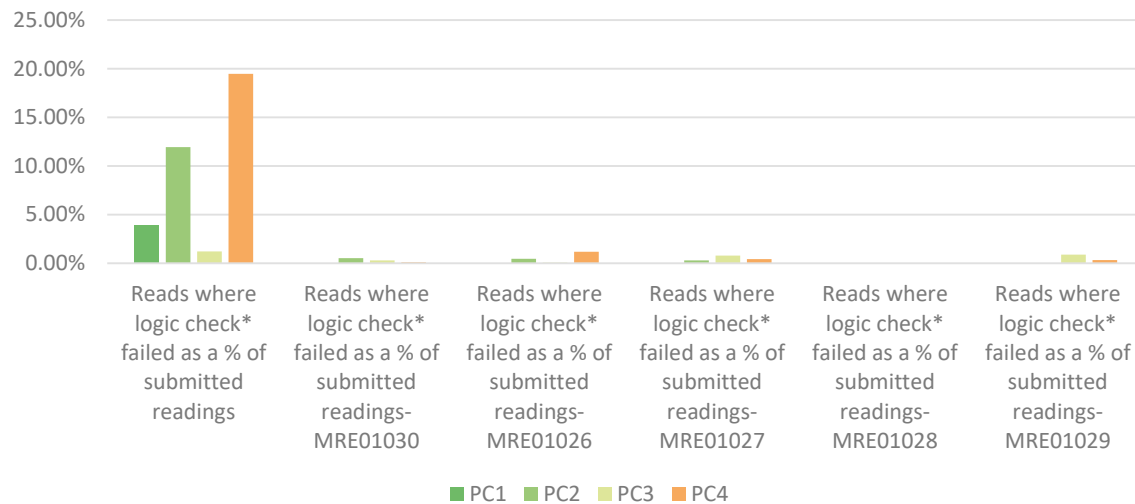


2A.6 Meter Read Validity Monitoring



Report measures the percentage of Shipper portfolio where reads submitted failed validation.

2A.6 Percentage of meter read validity by Product Class



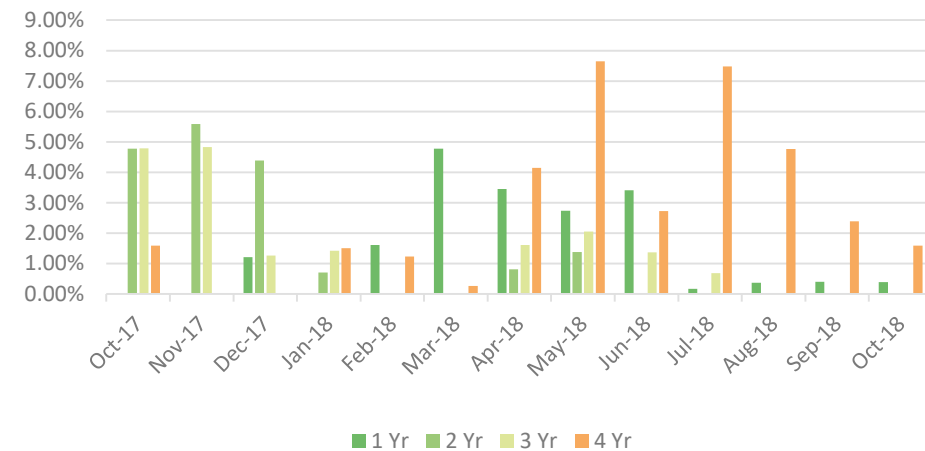
Product Class	Reads where logic check failed as a % of submitted readings	MRE01030	MRE01026	MRE01027	MRE01028	MRE01029
1	100% Paignton					
2	64.12% Hastings	1.19% Falmouth	2.57% Morecambe Central	4.28% Eastbourne		
3	50.00% Cromer	2.67% Weymouth Bandstand	5.07% Colwyn Bay	23.01% Mumbles		2.72% Mumbles
4	100% Ramsey	5.00% Cleethorpes	14.29% Culver	14.29% Culver		42.86% Totland Bay

2A.7 No Reads Received for 1, 2, 3 or 4 years

Report measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period.

PC1 & PC2
Limited or no data both product classes

PC3- EUC01



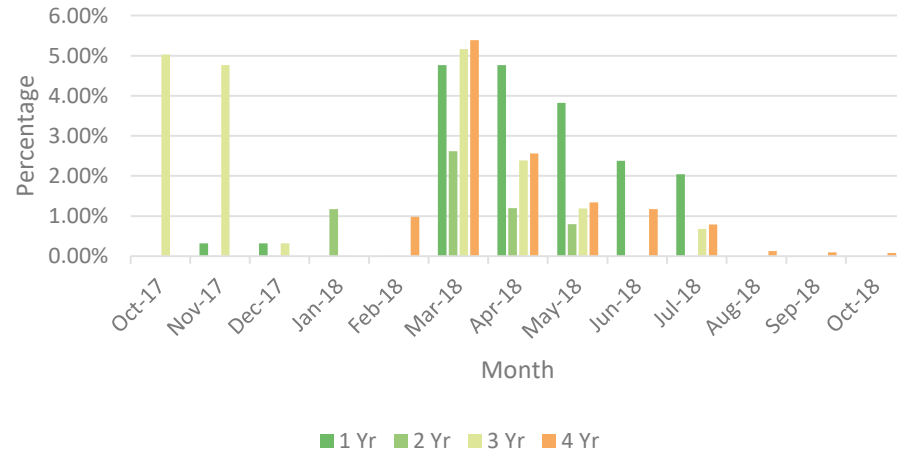
Observations:

- PC3: Highest number of no meter readings for the specified period for EUC01-EUC03 occurred between March and June 2018.
- PC4: No meter readings for each specified period are consistent across all EUC bands.

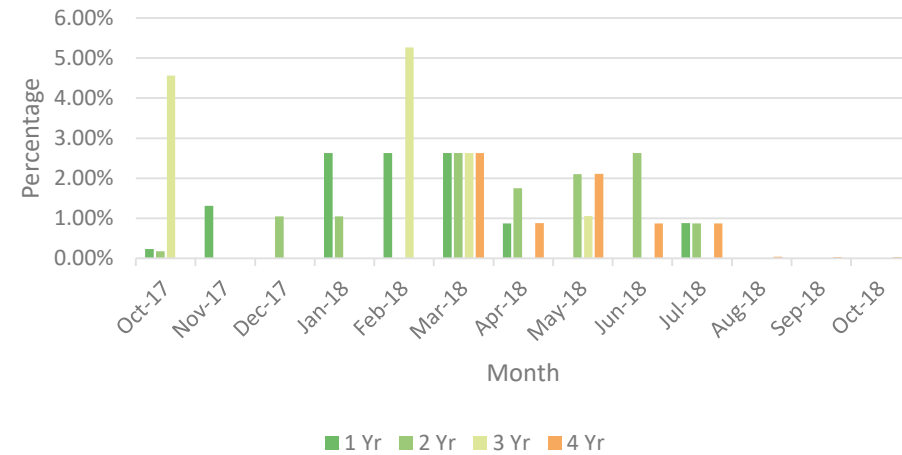
2A.7 No Reads Received for 1, 2, 3 or 4 years



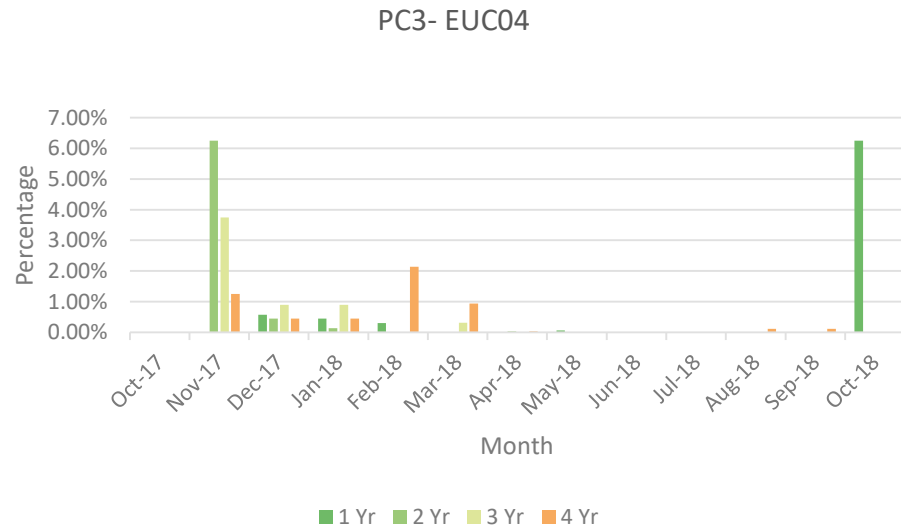
PC3-EUC02



PC3-EUC03



2A.7 No Reads Received for 1, 2, 3 or 4 years

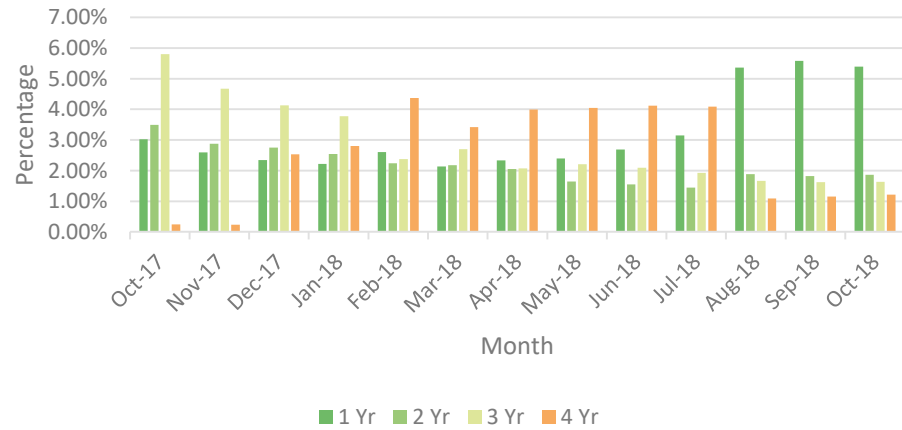


EUC05 – EUC09
No data

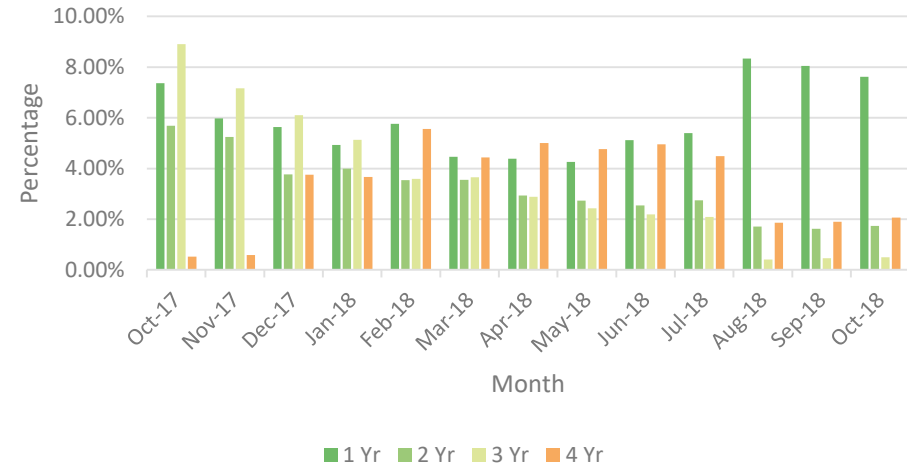
2A.7 No Reads Received for 1, 2, 3 or 4 years



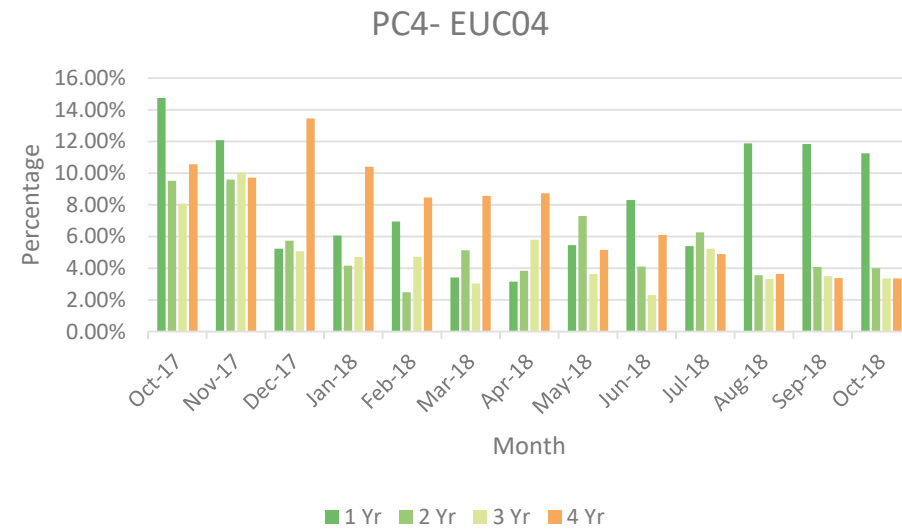
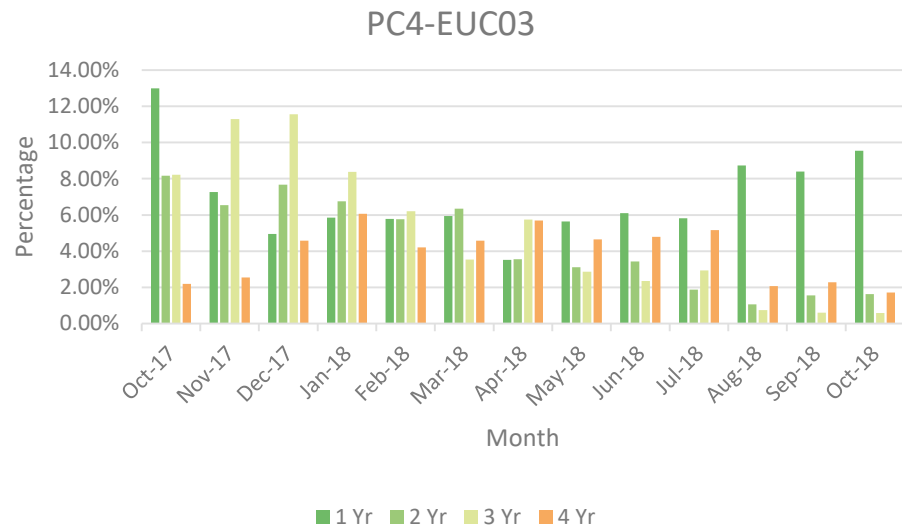
PC4- EUC01



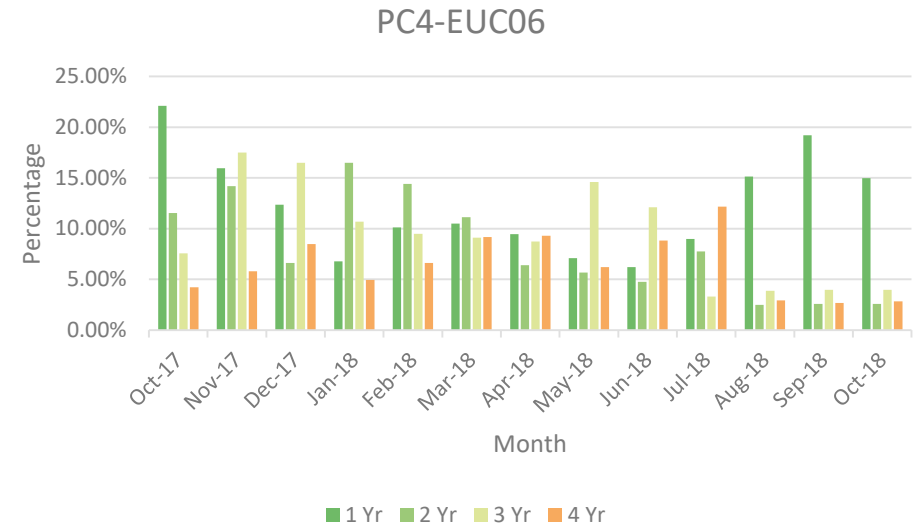
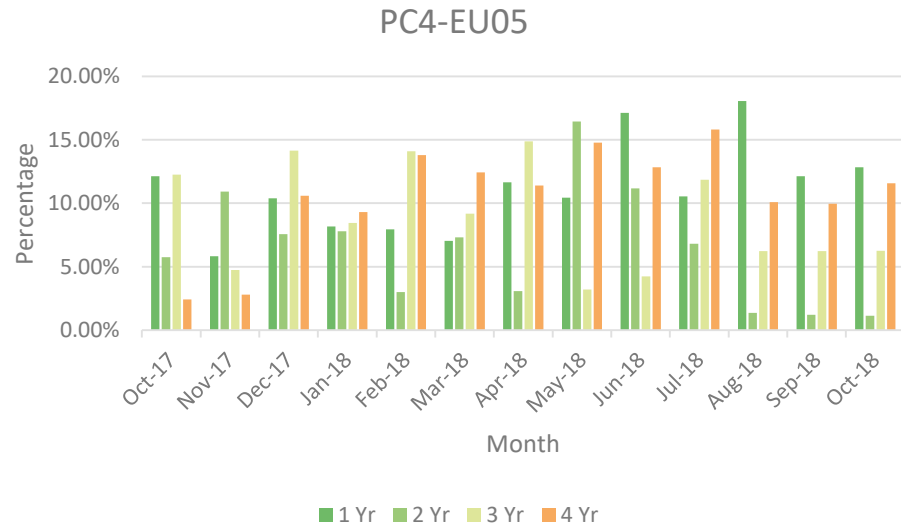
PC4 EUC02



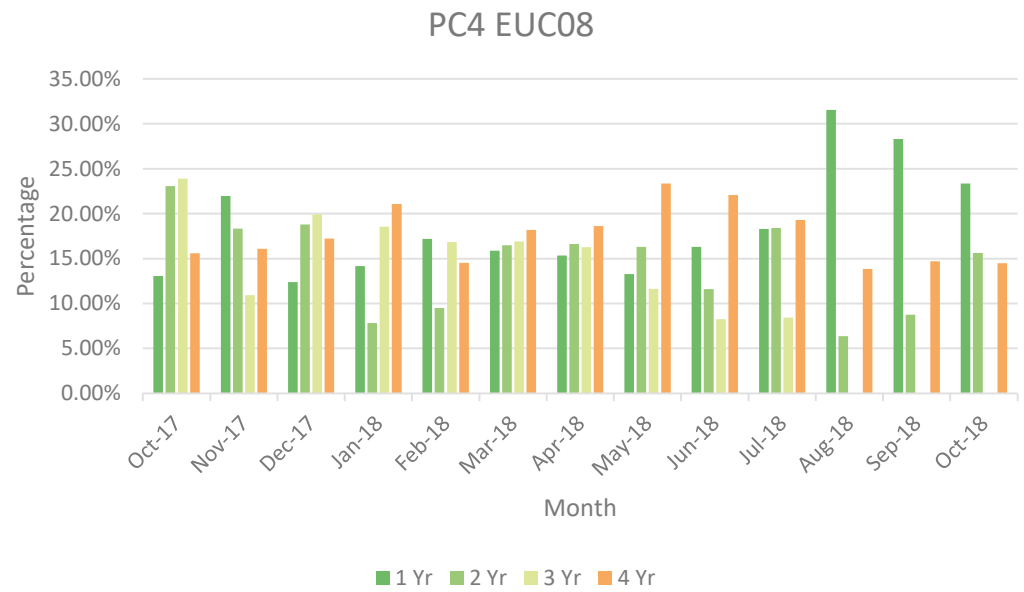
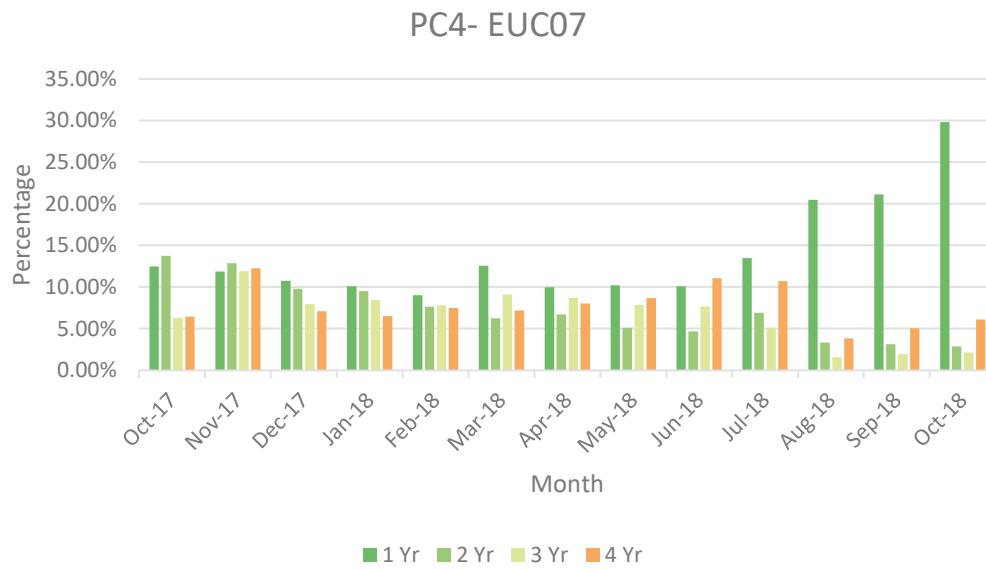
2A.7 No Reads Received for 1, 2, 3 or 4 years



2A.7 No Reads Received for 1, 2, 3 or 4 years



2A.7 No Reads Received for 1, 2, 3 or 4 years



2A.8 AQ Correction by Reason Code

Report measures the count of Shipper Portfolio of MPRNs where AQ Correction process Used

Reason Code 01- Confirmed Theft

30 Colwyn Bay
4 Falmouth
3 Eastbourne

Reason Code 02- Change in Consumer Plant

291 Saltburn
168 Herne Bay
128 Claremont

Reason Code 03- Commencement of New Business

625 Herne Bay
176 Southend
4 Eastbourne

Reason Code 04- Tolerance Change

545 Colwyn Bay
78 Beaumaris
50 Felixstowe

2A.8 Count of AQ Corrections by reason code



Observations:

- Reason Code 1- Colwyn Bay September 2018
- Reason Code 2- Weymouth, March & August 2018
- Reason Code 3- Herne Bay, August & September 2018
- Reason Code 4 – Colwyn Bay between March & September 2018

Recommendations:

- Investigate the relative increase in use of AQ corrections between March 2018 to June 2018
- Engage with Herne Bay and Weymouth Bandstand in understanding any obstacles they might have in relation to submitting reads with tolerance changes
- Reason Code 02 AQ corrections have declined by 1027 between August & September 2018.

2A.9 Standard CF AQ > 732,000 kWh

Report measures the count of sites with an AQ>732,000 kWh, but having a standard correct factor

EUC04

- ↑ 33 Colwyn Bay
- ↑ 20 Mumbles
- ↑ 18 Folkstone

- ↓ 26 Morecambe Central
- ↓ 25 Falmouth
- ↓ 11 Gravesend

Morecambe Central 928, Falmouth 880, Colwyn Bay 619.
 ↑ 65 Monthly Change
 ↑ 1347 Annual Change

EUC06

- ↑ 3 Southsea Clarence
- ↑ 2 Morecambe Central
- ↑ 2 Mumbles
- Southsea Clarence 14.
- ↓ 3 Gravesend
- ↓ 3 Falmouth
- ↓ 1 Canary Wharf
- ↓ 3 Monthly Change
- ↑ 17 Annual Change

EUC05

- ↑ 3 Folkstone
- ↑ 3 Burnham on Sea
- ↑ 3 Morecambe Central

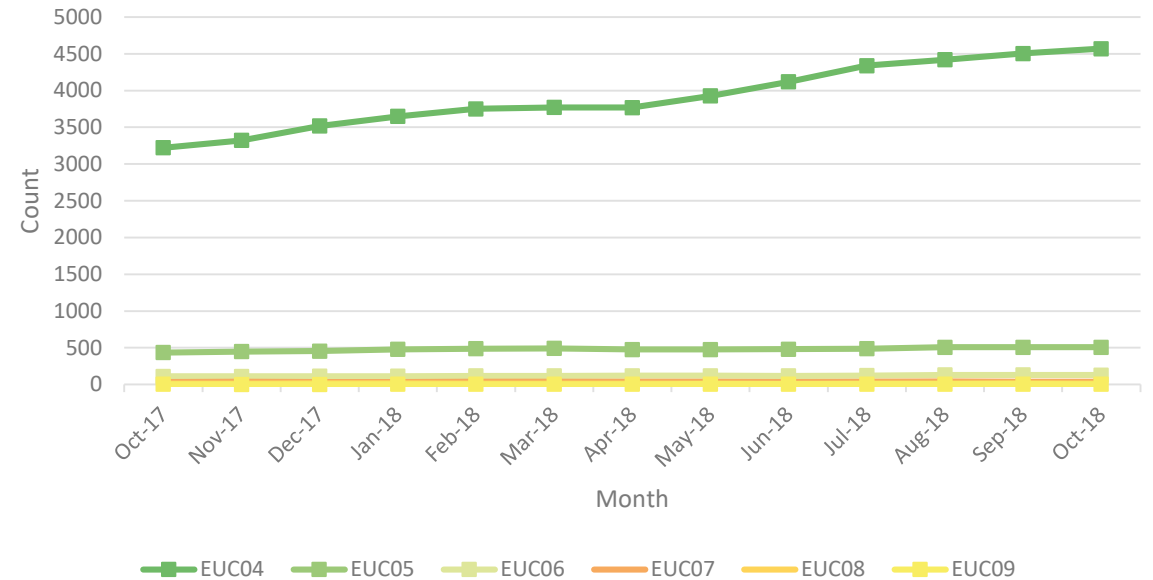
- ↓ 3 Gravesend
- ↓ 3 Falmouth
- ↓ 3 Colwyn Bay

Falmouth 110, Morecambe Central 95, Colwyn Bay 67.
 ↑ 2 Monthly Change
 ↑ 72 Annual Change

Observations:

- EUC04: Morecambe Central & Falmouth above the 12-month average despite a decline in the count of MPRN

2A.9 Count of sites above >732,000 kWh using standard CF



Share findings with customer account managers:

- Engagement with Morecambe Central & Falmouth to understand why their average count is the highest over the last 12 months
- Engage with Colwyn Bay to gain insight into the increasing trend in counts over the last 12 months

2A.9 Standard CF AQ > 732,000 kWh



EUC07

- ↑ 1 Falmouth
- ↑ 1 Burnham on Sea

- ↓ 1 Hastings
- ↓ 1 Southsea Clarence

Falmouth 9, Colwyn Bay 8, Southsea Clarence 8,

No Monthly Change
↑ 7 Annual Change

EUC09

No negative changes

- ↓ 1 Morecambe Central
- ↓ 1 Llandudno

Falmouth 9, Colwyn Bay 8, Southsea Clarence 8,

No Monthly Change
↑ 7 Annual Change

EUC08

- ↑ 1 Hastings
- ↑ 1 Burnham on Sea
- ↑ 1 Herne Bay

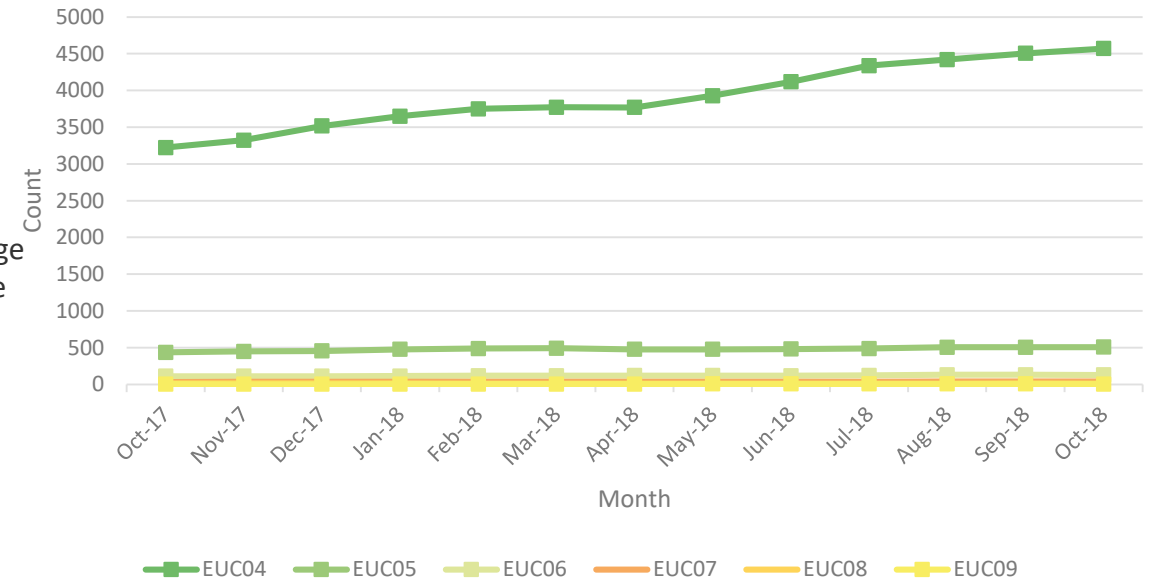
Falmouth 9, Colwyn Bay 8, Southsea Clarence 8,

- ↓ 2 Llandudno
- ↓ 1 Harwich
- ↓ 1 Morecambe Central
- ↓ 3 Monthly Change
- ↓ 1 Annual Change

Observations:

- EUC09: Investigate periods October 2017 to August 2018 for Eastbourne as counts have reduced to 0 for the previous two months

2A.9 Count of sites above >732,000 kWh using standard CF



Share findings with customer account managers:

- EUC07: Engagement with Falmouth to understand why their count is the highest over the last 12 months
- EUC09: Engagement with Morecambe Central, Harwich, Southsea Clarence and Eastbourne to understand trends

2A.10 Replaced Meter Reads

Report measures the count of meter reading replacements which results in reconciliation adjustments.

EUC01

↑ 3714 Claremont
 ↑ 1169 Deal
 ↑ 952 Weymouth
 ↓ 91 Falmouth
 ↓ 73 Folkstone
 ↓ 35 Weymouth Bandstand
 Claremont **7192**,
 Deal **1169**,
 Weymouth **952**
 ↑ 8618 Monthly Change
 ↓ 5651 Annual Change

EUC03

↑ 10 Morecambe Central
 ↑ 4 Folkstone
 ↑ 3 Falmouth
 ↓ 220 Claremont
 ↓ 178 Herne Bay
 ↓ 134 Deal
 Deal **110**, Claremont
 79, Weymouth **33**.
 ↓ 966 Monthly Change
 ↑ 298 Annual Change

EUC05

↑ 5 Morecambe Central
 ↑ 3 Gravesend
 ↑ 2 Mumbles
 ↓ 196 Deal
 ↓ 81 Claremont
 ↓ 42 Weymouth
 Claremont **128**, Deal
 91, Weymouth **30**.
 ↓ 485 Monthly Change
 ↑ 332 Annual Change

EUC02

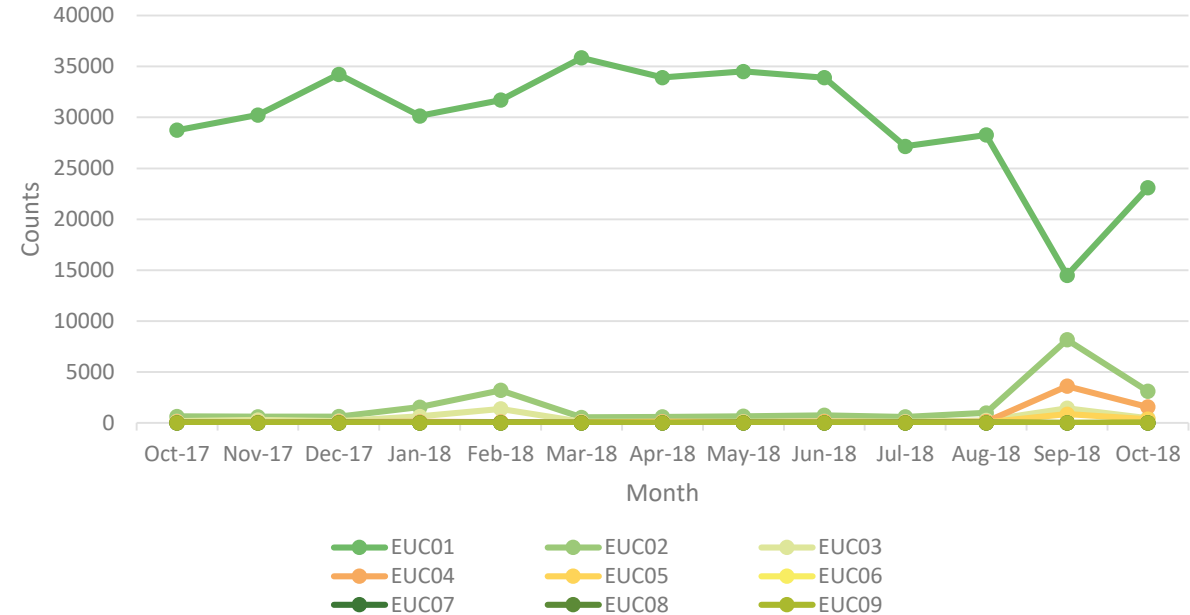
↑ 6 Gravesend
 ↑ 5 Lytham
 ↑ 4 Barrier Gardens
 ↓ 1061 Claremont
 ↓ 746 Herne Bay
 ↓ 667 Deal
 Claremont **717**,
 Deal **571**,
 Weymouth **314**
 ↓ 5073 Monthly Change
 ↑ 2463 Annual Change

EUC04

↑ 5 Morecambe Central
 ↑ 3 Gravesend
 ↑ 2 Eastbourne
 ↓ 442 Deal
 ↓ 429 Claremont
 ↓ 278 Herne Bay
 Claremont **514**,
 Deal **405**,
 Weymouth **111**.
 ↓ 2050 Monthly Change
 ↑ 1469 Annual Change

Data cannot be normalised for EUC06 - 09

2A.10 Count of industry total of meter reading replacements



Observations:

- Investigate August data for shippers with higher sites due to volatility
- EUC03: Falmouth data for July 2018
- EUC05: Claremont and Deal have seen spikes in counts over August and September which would result in letters next month if this continues

Share findings with customer account managers:

- Engage with Weymouth regarding August data across EUC bands 1-4

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