

UNC Performance Assurance Committee Minutes
Tuesday 12 March 2019
at Radcliffe House, Blenheim Court, Warwick Road, Solihull B91
2AA

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office
Alex Travell	(AT)	Transporter Member
Anne Jackson*	(AJ)	PAFA
Billy Howitt	(BH)	PAFA
Carl Whitehouse	(CW)	Shipper Member
Emma Smith	(ES)	Observer, Xoserve
Fiona Cottam	(FC)	Observer, Xoserve
John Welch	(JW)	Shipper Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Max Pemberton	(MP)	Observer, Xoserve
Sallyann Blackett	(SB)	Shipper Member
Sally Hardman*	(SH)	Transporter Member
Sara Usmani	(SU)	PAFA
Shanna Key*	(SK)	Transporter Member
Shelley Rouse	(SR)	PAFA

Apologies

Mark Bellman	(MB)	Shipper Member
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* via teleconference

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/120319>

1. Introduction and Status Review

1.1 Confirm Quorate Status

In formally welcoming A Travell (IGT Transporter Member) to his first Committee meeting, BF then welcomed everyone else 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

None.

1.4 Review of Minutes (12 February 2019)

The minutes of the previous meeting were approved.

2. Review of Outstanding Actions

PAC0101: *Reference Future PAF Reviews* - PAFA (SR) to look to provide a separate document with questions around Industry performance requirements whilst also providing an outline of how many Industry Performance related letters have been issued, and how these and any responses received to date are reflected in the metrics, with an outline plan of action to be provided by early May for consideration at the May 2019 meeting.

Update: Committee Members noted that an update on this action would be provided at the 14 May 2019 meeting. **Carried Forward**

PAC0103: *Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only)* - Xoserve (FC) to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place.

Update: In the absence of her colleague D Turpin, FC explained that work remains ongoing on this matter and had now reached the 'handover' phase. An update would now be provided at the 09 April 2019 meeting. **Carried Forward**

PAC0104: *Reference the Pot 2 sites not loading actuals as at 21/12/18 by Anonymous Shipper, Average Age (days) and Action Owner* - Xoserve (FC) to look to undertake an assessment of the Pot 2 nominations compared to allocations in Gemini in order to look to identify any discrepancies with these sites and whether the issues have been flagged up to the respective Shippers, including whether or not, any site visits would be required.

Update: As per outstanding action PAC0103 update above. **Carried Forward**

PAC0110: *Reference the Xoserve / PAFA Contract* – Xoserve (DT) to confirm what the current contract terms allow the PAFA to view in terms of Shipper pack related information and whether if needed, any contract changes could be progressed via the DSC Change Management Committee route.

Update: MP advised that work remains ongoing, including investigations involving the Xoserve legal team. **Carried Forward**

PAC0111: *Reference Xoserve Industry/Shipper Communications Summary* – Xoserve (DT) to look to provide a summary breakdown of communications with parties who have received a performance letter; what if anything has been done to identify a root cause; and what corrective actions might be undertaken (inc. an indication of associated timelines).

Update: In noting that work remains ongoing in respect of this action, MP advised that discussions had taken place between Xoserve and the PAFA focusing on the communication mechanisms between the two parties.

LS advised that she was aware that some parties might not have received the letter and asked for delivery to be checked.

In referring to the previously circulated Xoserve summary, SR explained that an enhanced (supporting) Huddle system view would be provided in due course. In light of this update, the Committee agreed the action could now be closed. **Closed**

PAC0112: *Reference Outstanding Read Performance* – Xoserve (DT) to look to provide an update on what progress to resolve these has been made to date, and what if any, timelines are involved.

Update: When it was noted that this action is also broadly related to outstanding actions PAC0103 and PAC0111 above, BH reminded everyone that it relates to Product Class 1 and 2 daily read performance aspects which would be discussed in more detail under agenda item 4.2 below. The Committee then agreed that this action could now be closed. **Closed**

PAC0201: *Reference Shipper Performance Analysis Report 2A.4 Shipper Transfer Read Performance* – PAFA (SR) & Xoserve (FC/ES) to provide analysis for those Shippers with a 0% transfer read performance level and identify the number of sites involved as a precursor to issuing performance letters.

Update: SR explained that work remains ongoing around the data set provisions **Carried Forward**

PAC0202: *Reference Review of Monthly PARR Reports (inc. Dashboard update)* – Joint Office (BF/MiB) to ensure that this item is placed as early as possible on the 12 March 2019 agenda.

Update: The Committee agreed that this action had (largely) been completed. **Closed**

PAC0203: *Reference the 2019/20 PAC Budget Provision – Xoserve (ES)* to request a £200k PAC budget provision.

Update: A brief discussion was undertaken around what was agreed at the previous meeting, culminating in agreement that the Committee would look to utilise the existing £75k budget provision before looking to procure an additional £200k in due course should the need arise.

When asked, ES confirmed that any request for funding would potentially only involve a one (1) month delay, whilst awaiting formal DSC Change Committee approval. **Closed**

PAC0204: *Reference a Change to the Current PAC Membership election/appointment process from 1 year to 2 years* – PAFA (AJ) to draft a one page summary document for submission to the UNC Panel/UNCC in due course.

Update: In noting that the 2019 Elections process commences in June, BF suggested that the summary document would need to be presented to the April Panel meeting at the very latest. **Carried Forward**

3. Committee Matters

3.1 For Attention

3.1.1. **Modification 0664 – Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4 (JW)**

JW explained that he would be meeting with Xoserve in the following week in order to look to amend the Modification prior to further consideration at the forthcoming UIG Workgroup meeting scheduled for 08 April 2019.

3.1.2. **Modification 0674 – Performance Assurance Techniques and Controls (MB)**

When SR pointed out that an amended version of the Modification had been provided ahead of the meeting for discussion purposes and in order to obtain Committee Members views, BF advised that in M Bellman's absence, A Jackson would be looking to submit the amended the Modification on his behalf.

When asked whether a formal amendment to the Modification would be forthcoming (i.e. in time for consideration at the 21 March 2019 Panel meeting), AJ replied in the positive.

When BF undertook an onscreen review of the latest iteration of the Modification, AJ suggested that as there are still some controversial elements within the Modification, the PAFA would support a six (6) month Workgroup assessment phase.

In noting that the supporting ancillary documents should be ready (i.e. completed as part of the Workgroup development and therefore included within the Draft Modification Report) by the time the Modification is issued out to consultation, BF reminded everyone that the ancillary documents could be attached to the Modification and approved with it and so avoid the need for additional UNCC approval being sought – the UNCC governance approval would be required going forwards.

When asked, there were no adverse comments provided by the Committee Members in attendance.

Concluding discussions, AJ advised that she would consider the comments received on the Modification and look to include an amended timeline before formally submitting the amended version to the Joint Office on behalf of ScottishPower.

3.1.3. Modification 0677R – Shipper and Supplier Theft of Gas Reporting Arrangements (CW)

CW explained that at the recent 01 March 2019 Workgroup meeting, participants had discussed the SPAA/UNC relationship and agreed the Terms of Reference (i.e. what is in or out of scope etc.), and the potential wider industry issues with the aim of producing a workplan (being developed with the involvement of both the SPAA and the Joint Office).

The next Workgroup meeting is scheduled to take place on Friday 29 March 2019.

BF pointed out that it would be possible to append a copy a draft Modification to the Workgroup 0677R Report for submission to Panel and thereafter the draft modification could be issued straight out to consultation, on the grounds that the modification had been assessed by the Workgroup.

3.1.4. Standards of Service Liabilities Reporting (ES)

BF pointed out that the report(s) are published each month, and should any party have any comments to provide, these should be directed to Xoserve in the first instance.

3.2 For Decision

3.2.1. Shipper Responses to the PAC Performance Observation Letters Update (SR/BH)

During an onscreen review of the commercially sensitive '*Shipper Performance Letter response*' presentation, only new assigned actions are recorded for the purposes of the minutes, as follows:

<p>New Action 0301: Reference Submission of Reads Issues for Product Class 2 – PAFA (SR) and Xoserve (FC) to discuss the issues being experienced by one Shipper and thereafter write to the party concerned requesting a written response within two weeks (inc. a proposed resolution timeline).</p>

4. Monthly Review Items

4.1 Risk & Issues Register Review

The Committee undertook a brief review of the draft document provided by JW ahead of the meeting, during which it was noted that this form the basis of a sound start in looking to address the various 'known' issues at this time. It was also noted that the document also provides a view on the potential gaps between the various risks.

It was noted that as far as the application of Conversion Factors is concerned, E.ON's new related Modification 0681 '*Improvements to the quality of the Conversion Factor values held on the Supply Point Register*', is being presented to the 21 March 2019 Panel meeting.

In concluding the discussions, SR advised that she would liaise with JW offline with a view to developing the document further.

4.2 Review of Monthly PARR Reports (inc. Dashboard update)

The Committee agreed that this agenda item had been covered during consideration of item 3.2.1 above.

5. Annual Work Plan and Budget

5.1 Draft Work Plan and Budget Actions Update

JW provided a brief background explanation to the '*(Gas) Energy Settlement Performance Assurance Committee: Annual Work Plan and Budget 2018/19*' document outlining that it had been updated following the 12 February 2019 Committee meeting.

During a brief overview of the latest round of changes the Committee agreed to 'adopt' the document going forward and for it to now be formally published on the main Performance Assurance Committee page on the Joint Office web site.¹

It was then agreed that the Committee would look to review the document annually going forwards.

6. Best Practices (News Bulletin) Update

Consideration deferred.

7. Any Other Business

7.1 Change Proposals – PARR report changes (ES)

In providing a brief outline of the single page summary, ES agreed to provide a further update on the delivery aspects of Change Proposal XRN4795 at the 09 April 2019 Committee meeting.

SR pointed out that her understanding was that the CP was due to be delivered in time for the March run of the PARR reports, but this has been delayed with no new estimated delivery date given and that furthermore, the change is still being worked on by the CDSP.

ES went on to point out that Change Proposal XRN4779 funding would be via the DSC budget provisions.

It was agreed to move this item to permanently sit under agenda item 3.1 going forwards.

8. Next Steps

8.1 Key Messages – PAFA

¹ Please note: a copy of the '*(Gas) Energy Settlement Performance Assurance Committee: Annual Workplan and Budget 2019*' is now available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/PAC>

SR provided a brief verbal overview of the draft Key Points to be provided by the PAFA in due course and thereafter subject to formal approval at the next meeting, as follows:

- To be provided in due course.

9. Diary Planning

Further details of planned meetings are available at:

<https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
10:30, Tuesday 09 April 2019	Elexon, 350 Euston Road, London NW1 3AW	Standard Agenda

PAC Action Table (as at 12 March 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0101	08/01/19	2.	<i>Reference Future PAF Reviews - PAFA (SR) to look to provide a separate document with questions around Industry performance requirements whilst also providing an outline of how many Industry Performance related letters have been issued, and how these and any responses received to date are reflected in the metrics, with an outline plan of action to be provided by early May for consideration at the May 2019 meeting.</i>	PAFA (SR)	Carried Forward (Update due 14 May 2019)
PAC 0103	08/01/19	2.	<i>Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only) - Xoserve (FC) to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place.</i>	Xoserve (FC)	Carried Forward (Update due 09 April 2019)
PAC 0104	08/01/19	2.	<i>Reference the Pot 2 sites not loading actuals as at 21/12/18 by Anonymous Shipper, Average Age (days) and Action Owner - Xoserve (FC) to look to undertake an assessment of the Pot 2 nominations compared to allocations in Gemini in order to look to identify any discrepancies with these sites and whether the issues have been flagged up to the respective Shippers, including whether or not, any site visits would be required.</i>	Xoserve (FC)	Carried Forward (Update due 09 April 2019)

PAC 0110	29/01/19	6.3	<i>Reference the Xoserve / PAFA Contract – Xoserve (DT) to confirm what the current contract terms allow the PAFA to view in terms of Shipper pack related information and whether if needed, any contract changes could be progressed via the DSC Change Management Committee route.</i>	Xoserve (DT)	Carried Forward (Update due 09 April 2019)
PAC 0111	29/01/19	6.4	<i>Reference Xoserve Industry/Shipper Communications Summary – Xoserve (DT) to look to provide a summary breakdown of communications with parties who have received a performance letter; what if anything has been done to identify a root cause; and what corrective actions might be undertaken (inc. an indication of associated timelines).</i>	Xoserve (DT)	Update provided. Closed
PAC 0112	29/01/19	6.4	<i>Reference Outstanding Read Performance – Xoserve (DT) to look to provide an update on what progress to resolve these has been made to date, and what if any, timelines are involved.</i>	Xoserve (DT)	Update provided. Closed
PAC 0201	12/02/19	4.2.1	<i>Reference Shipper Performance Analysis Report 2A.4 Shipper Transfer Read Performance – PAFA (SR) & Xoserve (FC/ES) to provide analysis for those Shippers with a 0% transfer read performance level and identify the number of sites involved as a precursor to issuing Performance Letters.</i>	PAFA (SR) & Xoserve (FC/ES)	Carried Forward (Update due 09 April 2019)
PAC 0202	12/02/19	4.2	<i>Reference Review of Monthly PARR Reports (inc. Dashboard update) – Joint Office (BF/MiB) to ensure that this item is placed as early as possible on the 12 March 2019 agenda.</i>	Joint Office (BF/MiB)	Update provided. Closed
PAC 0203	12/02/19	5.1	<i>Reference the 2019/20 PAC Budget Provision – Xoserve (ES) to request a £200k PAC budget provision.</i>	Xoserve (ES)	Update provided. Closed
PAC 0204	12/02/19	5.1	<i>Reference a Change to the Current PAC Membership election/appointment process from 1 year to 2 years – PAFA (AJ) to draft a one page summary document for submission to the UNC Panel/UNCC in due course.</i>	PAFA (AJ)	Carried Forward (Update due 09 April 2019)
PAC 0301	12/03/19	3.2.1	<i>Reference Submission of Reads Issues for Product Class 2 – PAFA (SR) and Xoserve (FC) to discuss the issues being experienced by one Shipper and</i>	PAFA (SR) & Xoserve (FC)	Pending

			thereafter write to the party concerned requesting a written response within two weeks (inc. a proposed resolution timeline).		
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