



Performance Assurance Committee Meeting

Summary – 13th June 2023

KEY MESSAGES

- **AREAS OF PAC CONCERN**

- **Ofgem Performance Information Request:** PAFA advised PAC that Ofgem had written to them and had requested a report on the performance of parties in relation to UNC requirements. PAFA would therefore be providing Ofgem with access to GPAP (Gas Performance Assurance Portal) where they will be able to view the un-anonymised stats for all the Performance Assurance Reports Register (PARR) reports. PAFA also recommended that a message is sent to all UNC parties advising that Ofgem have requested access to these reports and have expressed an intent to take a more active interest in performance against UNC requirements.
- **AUGE Issues Review:** Engage Consulting joined the PAC meeting to deliver their Bi-Annual AUGE Issues Reporting presentation in which the focus was around the four areas: Theft Data, No Read at Line in the Sand, Isolated Sites and Prepayment Numbers. They will present an updated AUGE Issues list, including any new issues during their, at the November or December 2023 PAC meeting.
- **Meter By-Pass Annual Update:** The CDSP provided an Annual Meter ByPass update which highlighted a reduction in both the number of sites recorded as having a ByPass and in the number of sites recorded as having an Open ByPass over the last couple of years (July'20 – June'23). CDSP to continue to write to Shippers who have meters recorded as having an 'Open' ByPass for status updates.
- **Meter Read Validity:** CDSP confirmed that there has been a Change Proposal raised to look at Inner Tolerance Ranges used in the Meter Read validation process for Product Classes 3 and 4. There is currently a disproportionate volume of read rejections during periods of increased consumption (Winter). CDSP will be taking this to the next Distribution Workgroup and would like the change to be implemented ahead of the next Winter period.

- **SHIPPER PERFORMANCE ANALYSIS**

- **RFI on Meter Read Validity:** PAFA highlighted increased levels of failures relating to Meter Read Validity performance. 12 Shippers who are underperforming in Read Performance as well as having poor Meter Read Validity Performance have been identified. PAC approved a Request for Information (RFI) to be sent to these Shipper parties to ask for the top five issues they were experiencing in meeting UNC obligations in this area.
- **PC3 PIP Request Suspension:** The PAC lifted the Performance Improvement Plan (PIP) suspensions for Product Class 3 Performance for four Shipper parties. The plan requests will be reinstated for these Parties.
- **New PIP Request in PC3:** The PAC approved the issuing of a PIP request to another Shipper party for Product Class 3 Read Performance, as they had fallen under the approved Holistic Performance Matrix score.



- **RFI on Meter Read Submission in PC3 and 4:** PAFA presented an update on the RFI for Product Classes 3 and 4 Meter Read Submission, which was issued to Shippers in April/May 2023. Responses to the mandatory request are still required from 12 Shippers, and once received final findings will be presented to PAC and to responding parties.