JUNE 23 - GEMSERV

PARR DASHBOARDS

13TH JUNE 2023

Gemserv

MAKING THINGS THAT MATTER WORK BETTER

2A.1 ESTIMATED & CHECK READS – PRODUCT CLASSES 1 & 2

Report measures the average percentage across all Shippers portfolio in each market, where estimated reads were provided. Count of each Shippers portfolio where check reads were not provided

PC1

Industry movement:
↑ 0.15% - Monthly change
↑ 1.50% - Annual change

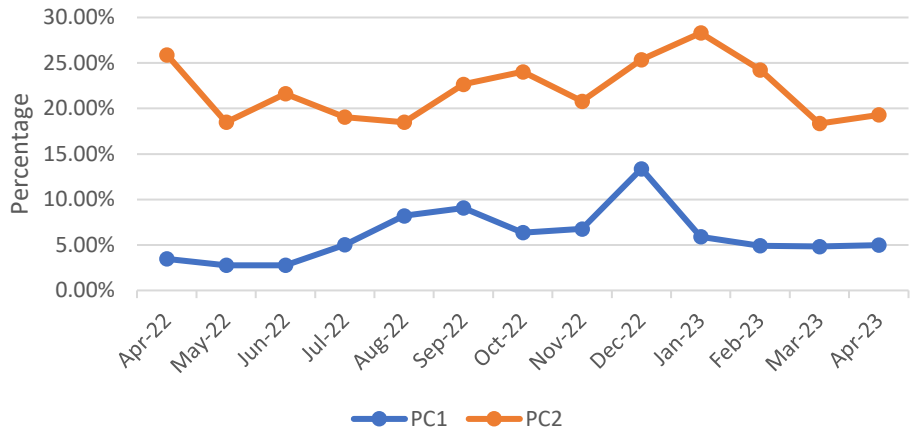
Monthly changes:
↑ 3.50% Valletta
↑ 10.00% Lisbon
↑ 23.36% Tehran
↓5.08% Canberra
↓5.97% Abuja
↓29.03% Taipei

PC2

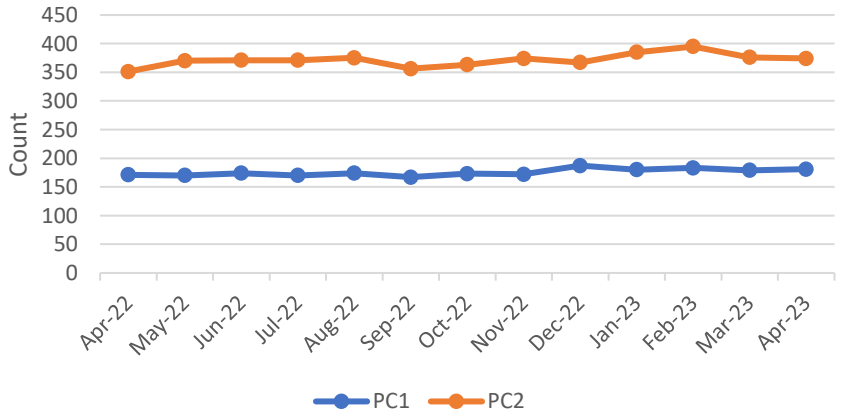
Industry movement:
↑ 0.95% - Monthly change
↓ 6.58% - Annual change

Monthly changes:
↑ 5.63% Brazzaville
↑ 5.87% Thimphu
↑ 7.11% Papeete
↓1.30% Gitega
↓3.87% Rome
↓8.09% Philipsburg

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



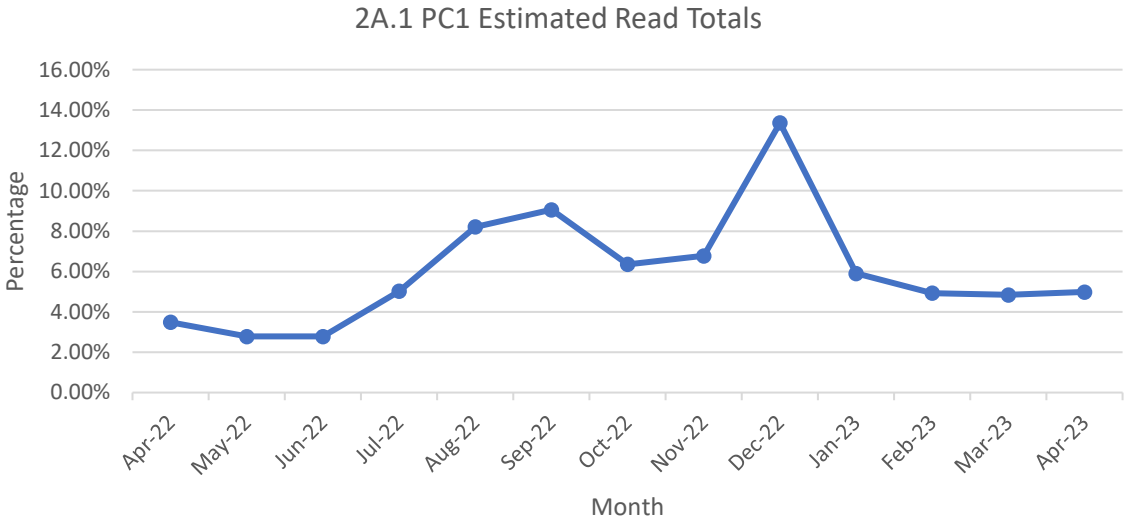
2A.1 Count of Check Reads not completed for PC1 and PC2

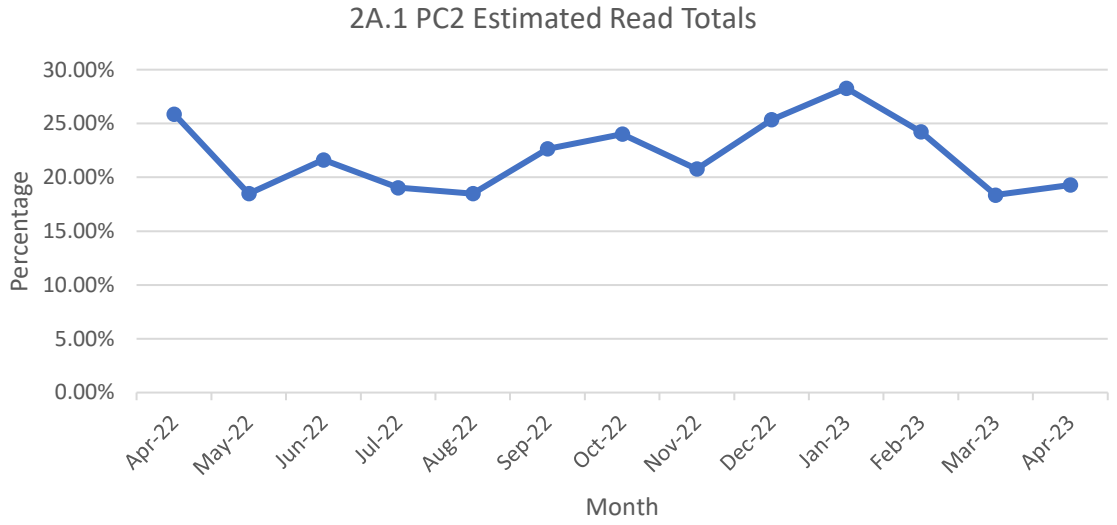


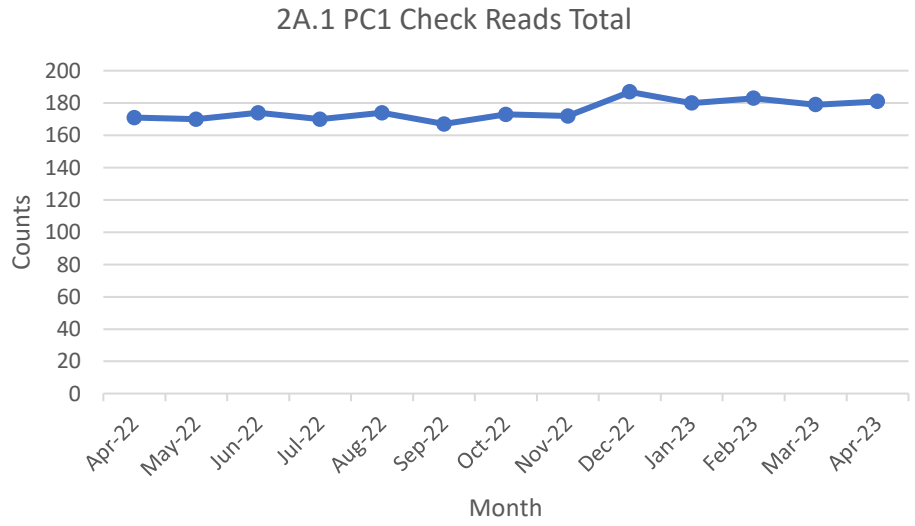
Observations:

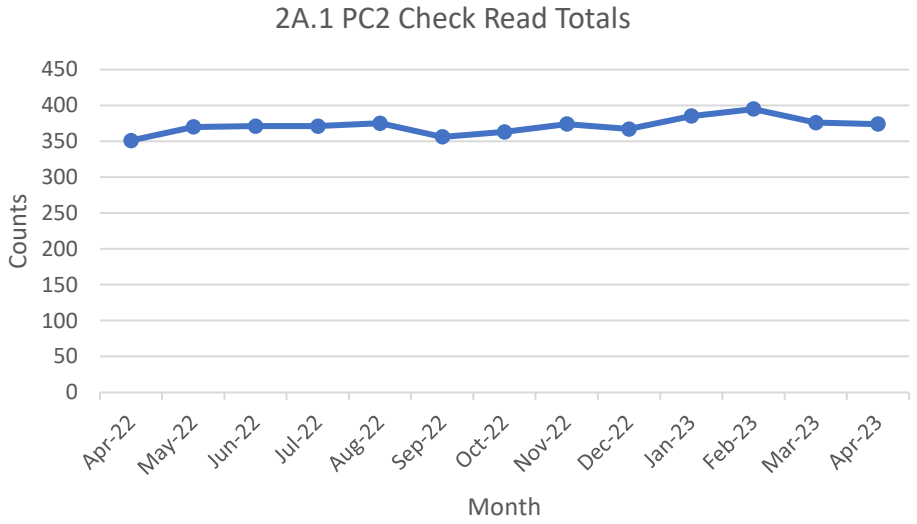
- The CDSP took on the responsibility for the provision of Class 1 meter readings from the 1st April 2023 following the implementation of UNC MOD0710S (CDSP provision of Class 1 read service)
- An RFI letter has been issued to 5 Shipper parties in respect of PC2 read performance, the purpose of this RFI is to better understand challenges faced in meeting PC2 UNC read requirements
- DDP Check read reporting is currently under review. PAFA is working with Xoserve & Correla to improve reporting logic & methodology
- A change to existing DDP Check read report logic is expected to be delivered in June 2023

2A.1 ESTIMATED & CHECK READS - PRODUCT CLASSES 1 & 2

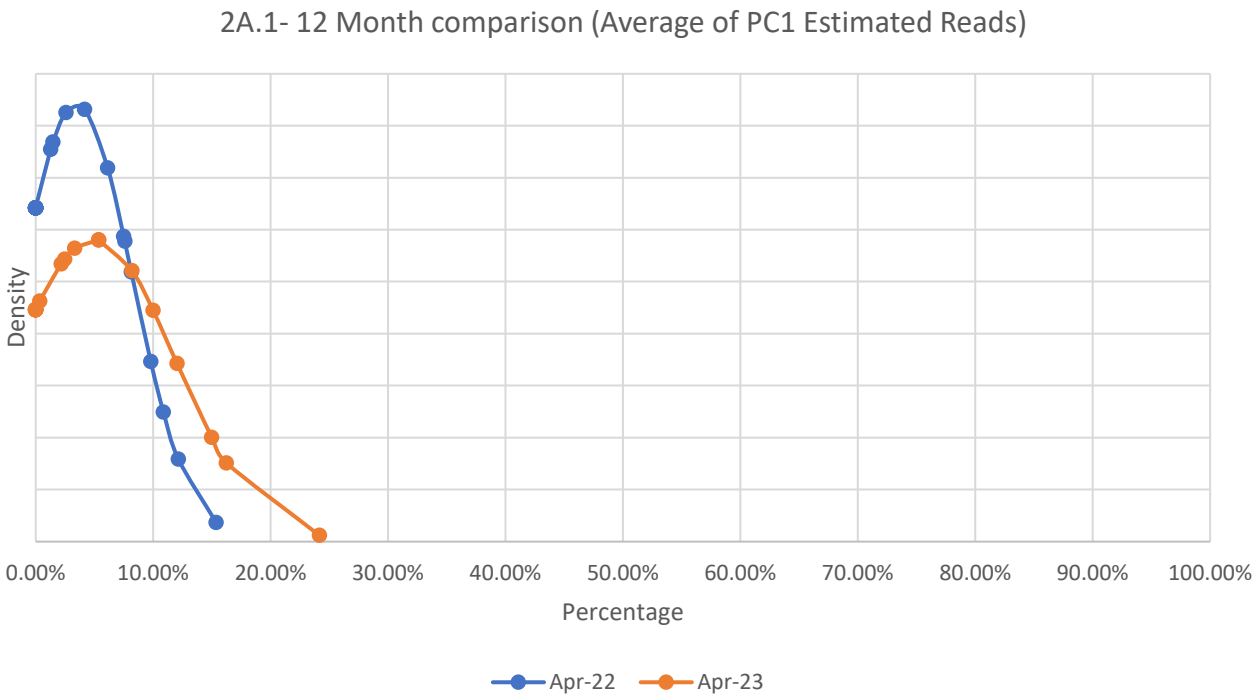


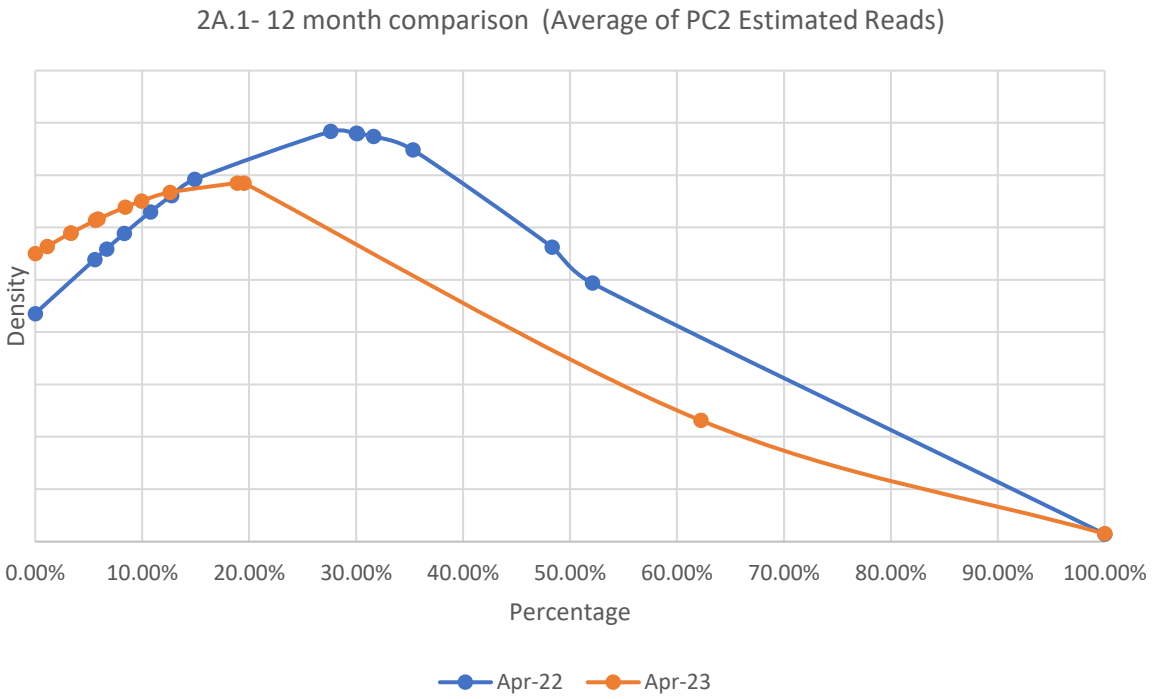






2A.1 ESTIMATED & CHECK READS - PRODUCT CLASSES 1 & 2





2A.2 – NO METER RECORDED

Report measures the percentage of each Shipper's portfolio where no meter is recorded in the Supply Point (SP) Register

PC1

0% for all Shippers

PC2

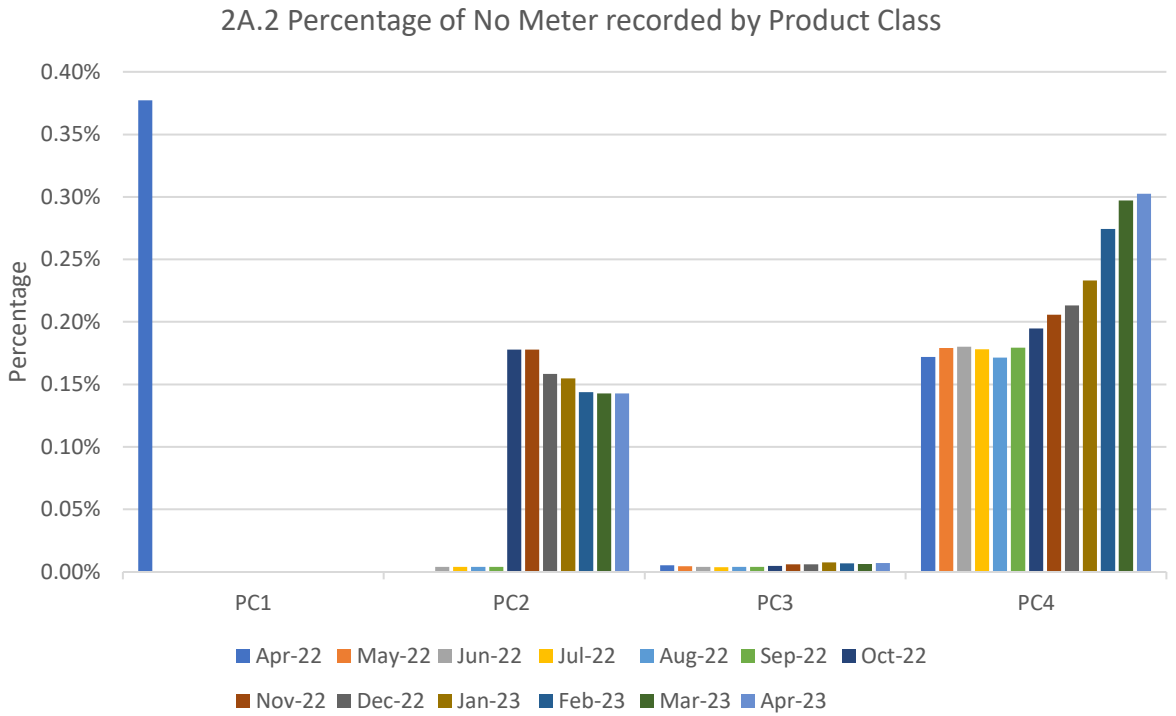
Highest Shippers:
Tehran 100%

PC3

Highest Shippers:
Taipei 0.02%
Rome 0.06%
Mogadishu 2.40%

PC4

Highest Shippers:
Maputo 12.50%
Reykjavik 14.29%
Luxembourg 42.11%



Observations:

- The percentage values within the PC4 category has gradually increased over the period Apr 2022 – Apr 2023 this is also reflected in the volume of SPs with no meter recorded in this market.
- PC4 (by volume of SPs) continues to rise month upon month, count is now 61,414 SPs across all Shipper portfolios
- Shipper Tehran has experienced problems submitting a voluntary withdrawal to remove the one affected PC2 SP from its portfolio, the Shipper is however aware of the root cause of the problem and is looking to resolve accordingly

2A.3 NO METER RECORDED AND DATA FLOWS RECEIVED

Report measures the percentage of each Shipper's portfolio where no meter is recorded in the Supply Point Register and data flows received

PC1
0% for all Shippers

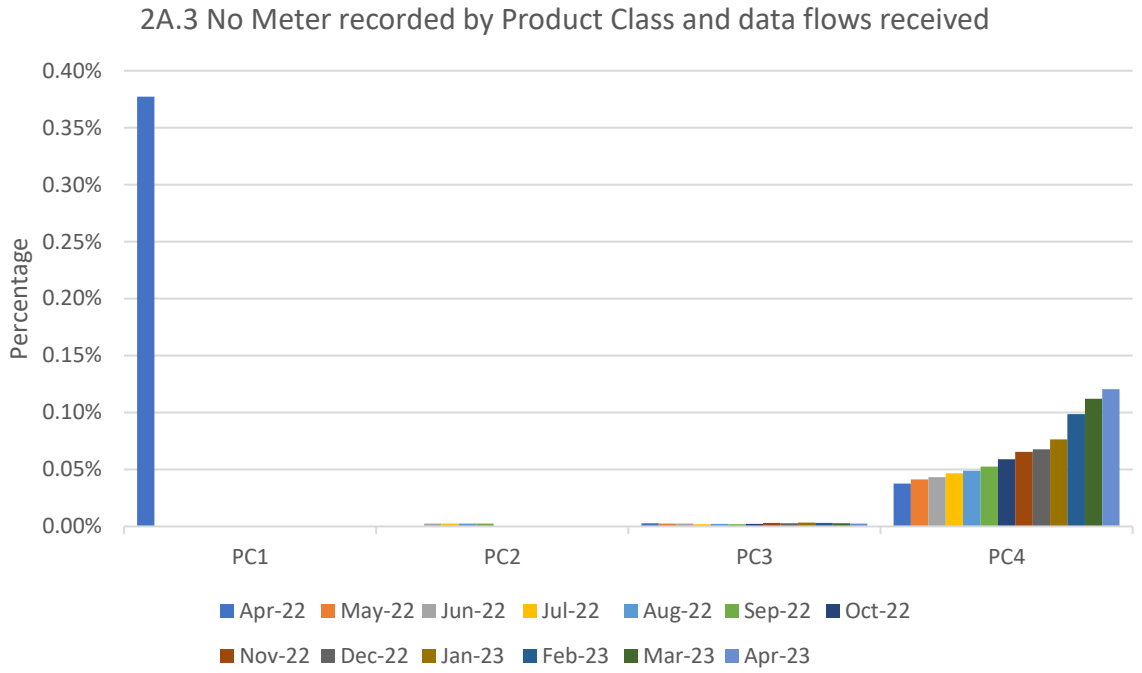
PC2
0% for all Shippers

PC3

Highest Shippers:
6 Shippers 0.01%
Mogadishu 0.60%

PC4

Highest Shippers:
Accra 0.52%
Roseau 0.59%
Thimphu 0.68%



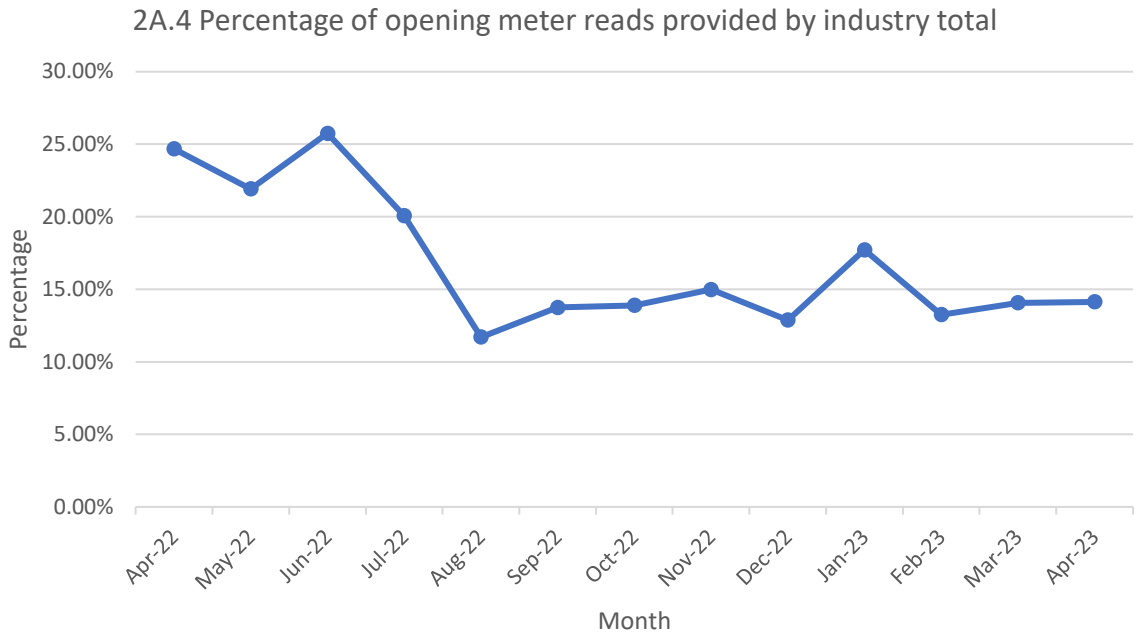
Observations:

- At the April PAC meeting PAFA highlighted that increasing volumes of SPs were identified for a small number of Shipper parties suggesting that no remedial action was being undertaken by these parties to resolve these instances
- The CDSP agreed to communicate with these Shipper parties via its Customer Experience Team to assist in attempting to reduce these volumes going forward by promoting remedial actions that can be taken to allow future meter readings to be accepted

2A.4 - SHIPPER TRANSFER READ PERFORMANCE

Report measures the percentage of Shipper portfolio of opening meter readings provided by the incoming Shipper passing read validation following transfer of ownership

Industry movement:
↑ 0.07% - Monthly change
↓ 10.54% - Annual change



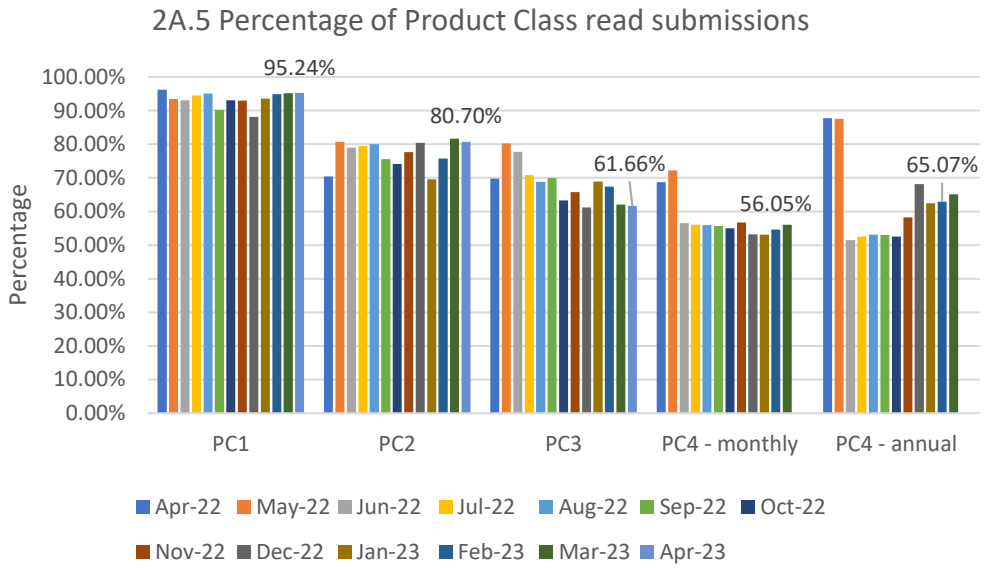
Observations:

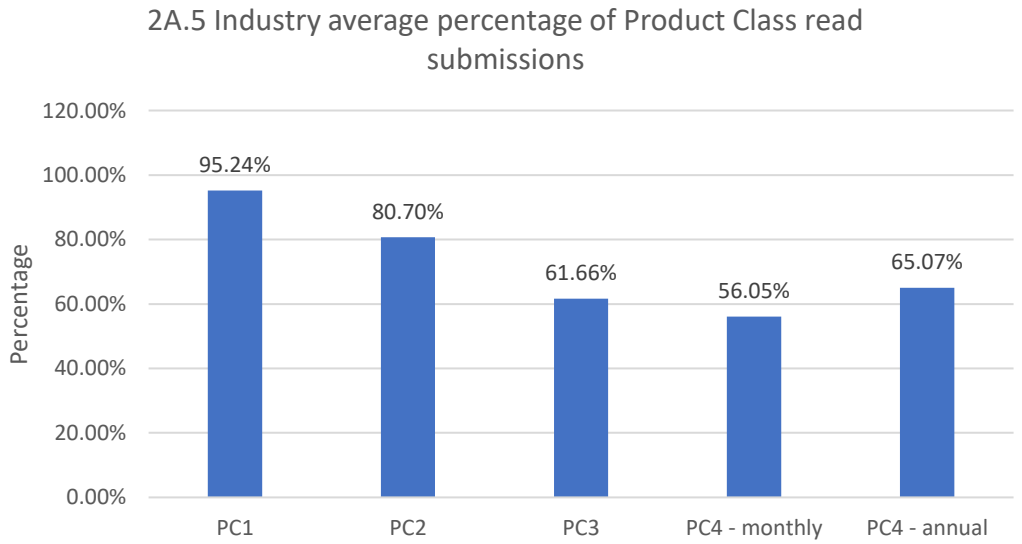
- Shipper Transfer Read Performance (measured across all PC categories) of which entails the provision of an opening meter reading by the incoming Shipper has remained under 30% for the reporting period
- Data suggests that certain Shipper parties have processes in place to obtain and submit opening meter reading data i.e. Shipper Doha has a 12 month rolling performance figure of 74% whilst Shipper Nuuk has registered a Transfer Read Performance of 0% since August 2022

2A.5 - READ PERFORMANCE

Report measures the average percentage of Shipper portfolio submitting reads in April 2023.

PC4 Monthly and Annually read measures the average percentage of Shipper portfolio submitting reads in March 2023.





Poorest performing Shippers:

PC1
75.83% Tehran
83.75% Valletta
85.00% Abuja

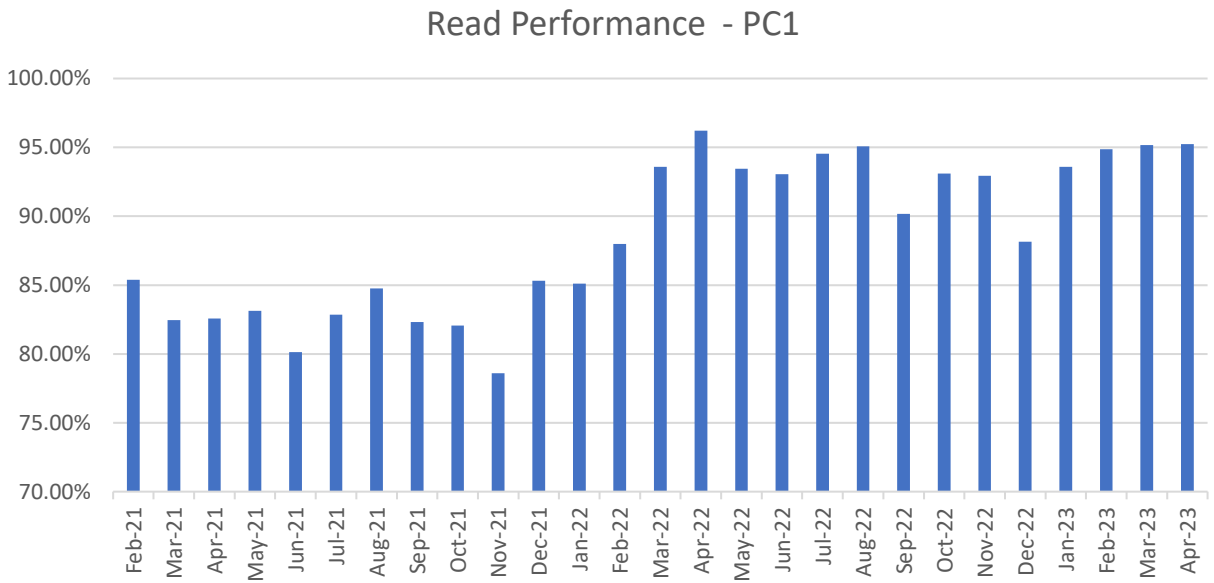
PC2
0% Tehran
37.78% Abuja
80.48% Manama

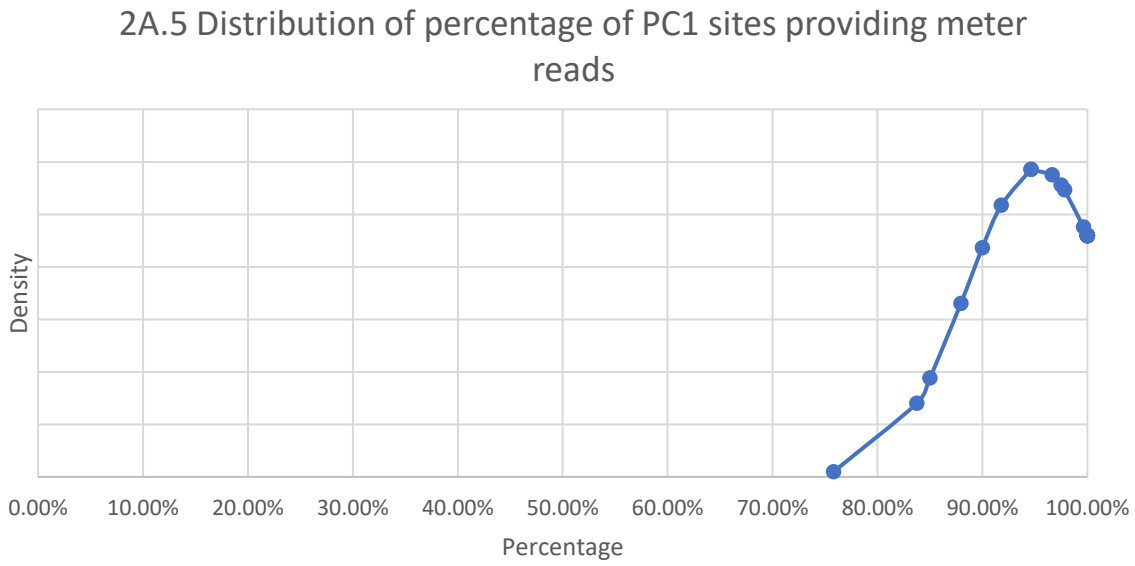
PC3
0% Zagreb
0% Hamilton
0% Castries
0% Sarajevo
0% Philipsburg
0.19% Yerevan
5.00% Avarua
23.44% Roseau

PC4 (Monthly)
0% Ashgabat
0% Berlin
0% Gibraltar
0% Khartoum
0% Luxembourg
0% Maputo
0% Reykjavik
0% Vienna

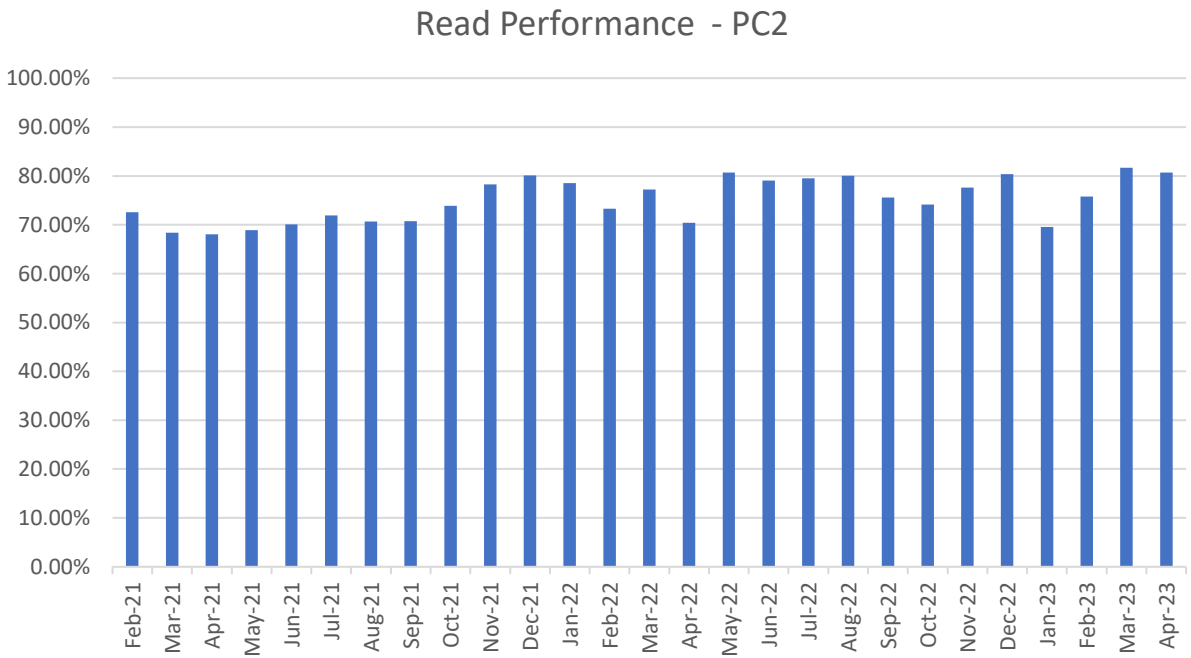
PC4 (Annual)
0% Bamako
0% Berlin
0% Bishkek
0% Djibouti
0% Gibraltar
0% Luxembourg
0% Majuro
0% Reykjavik
0% Sarajevo
0% Tallinn

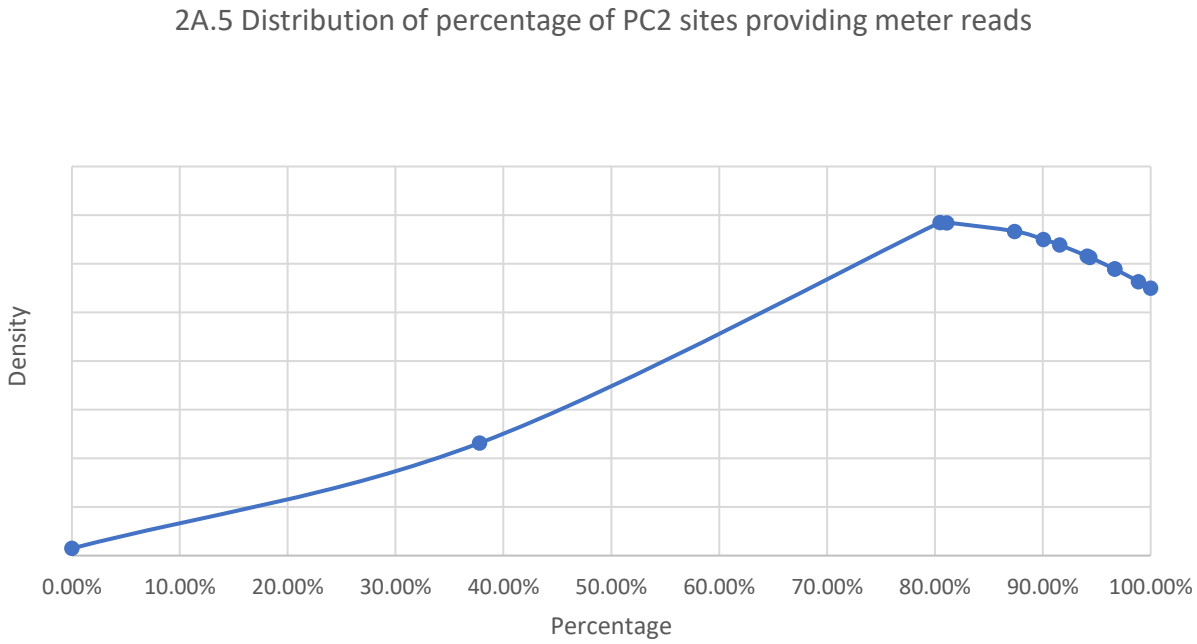
2A.5 - READ PERFORMANCE (PC1)



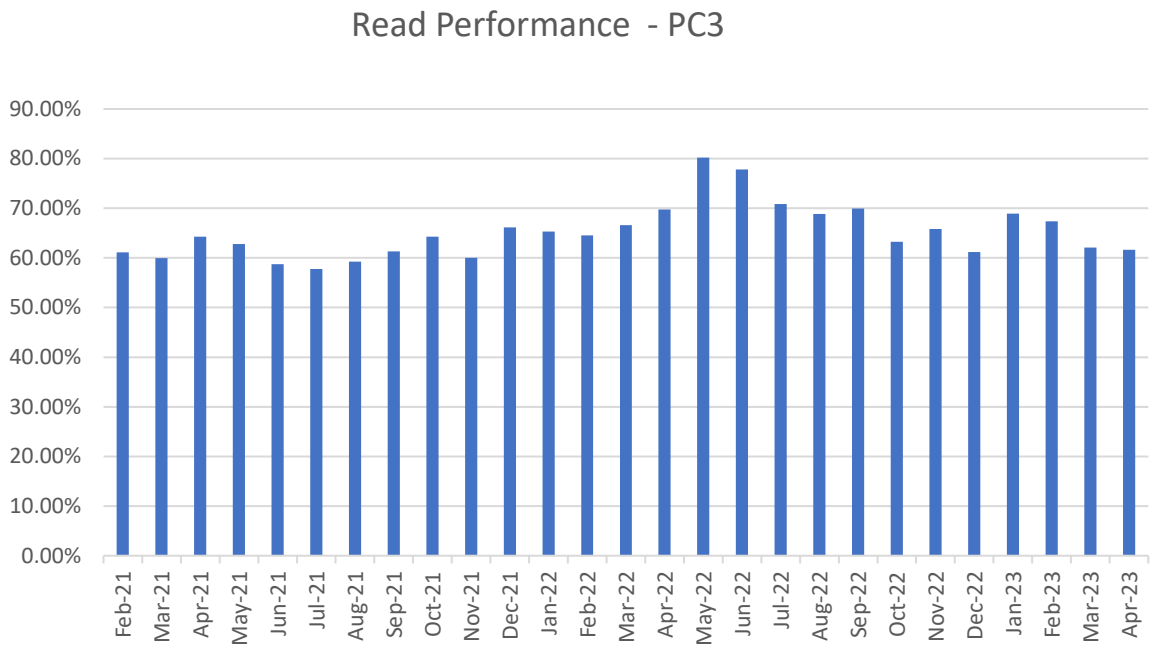


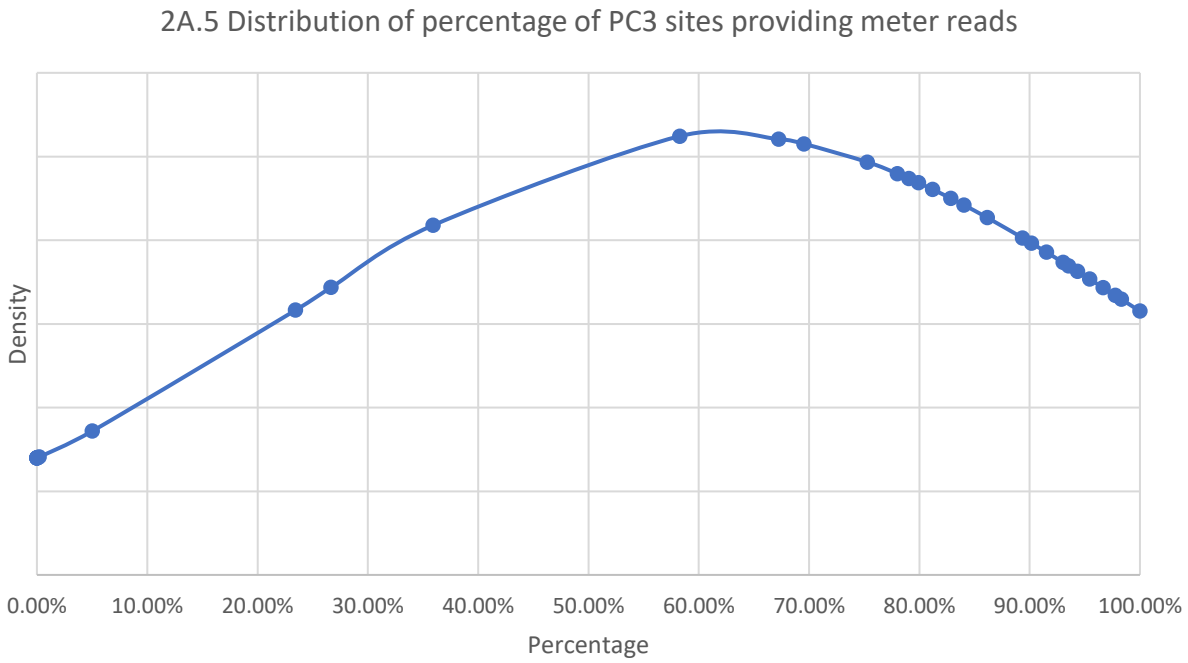
2A.5 - READ PERFORMANCE (PC2)



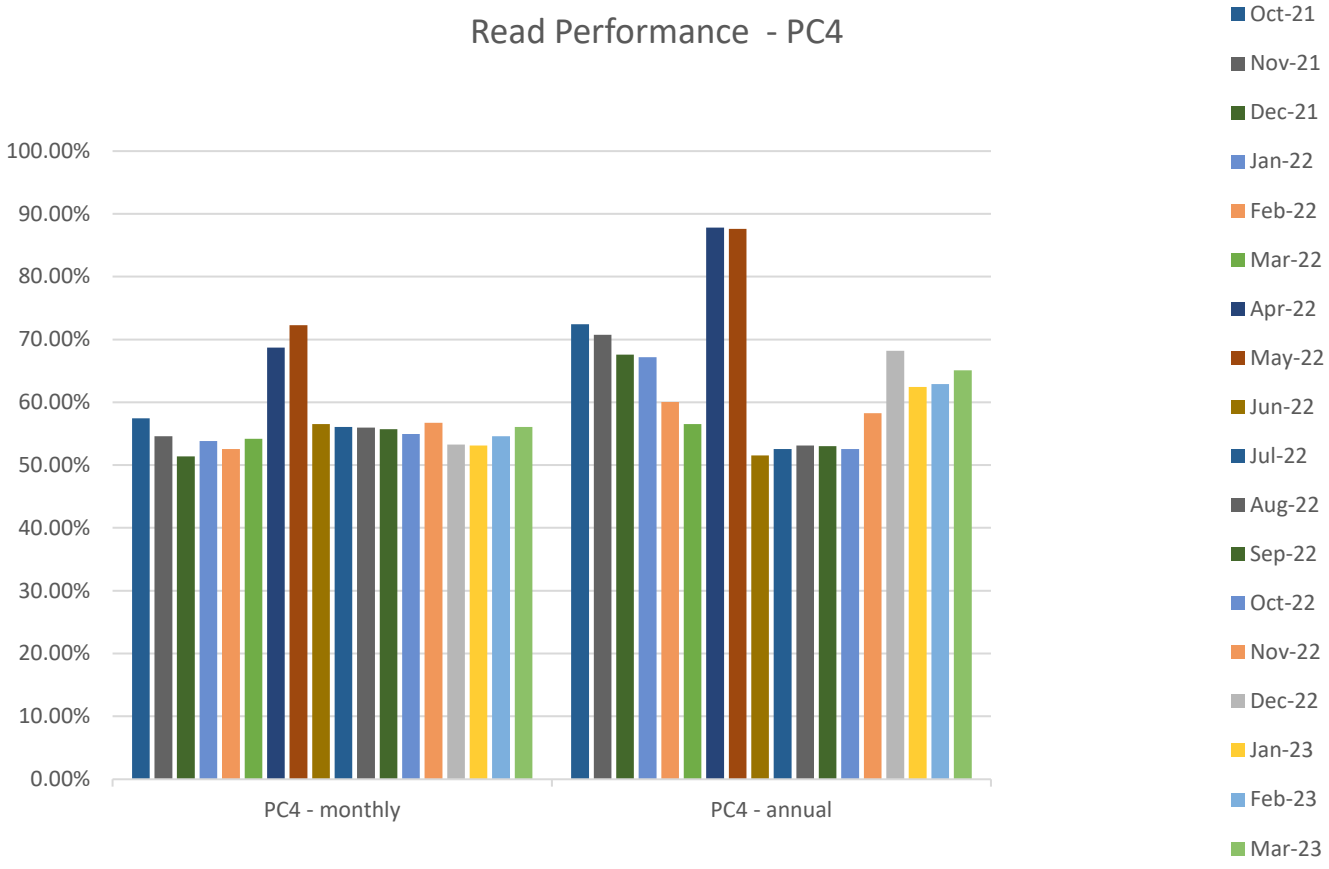


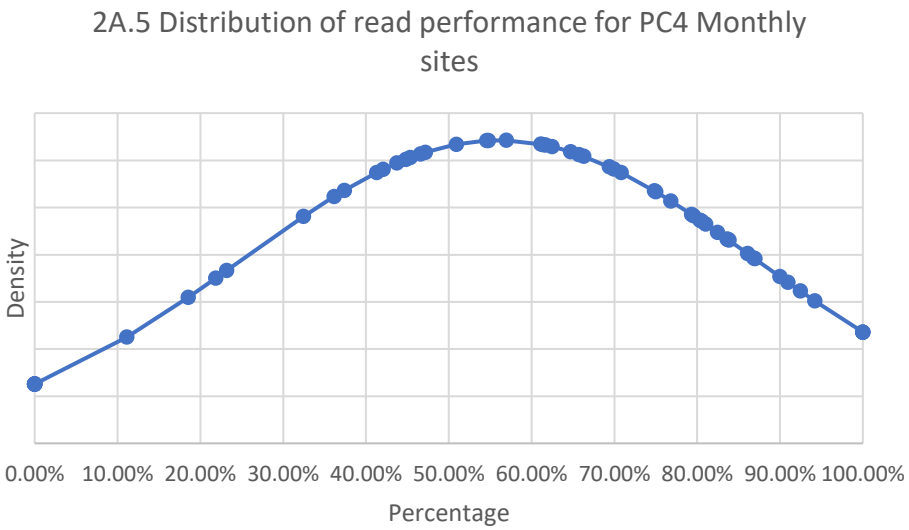
2A.5 - READ PERFORMANCE (PC3)

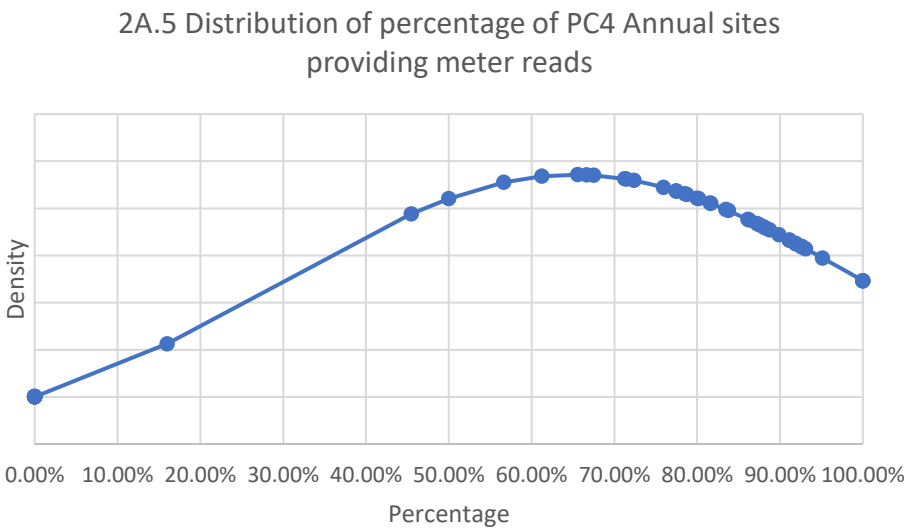




2A.5 - READ PERFORMANCE (PC4)

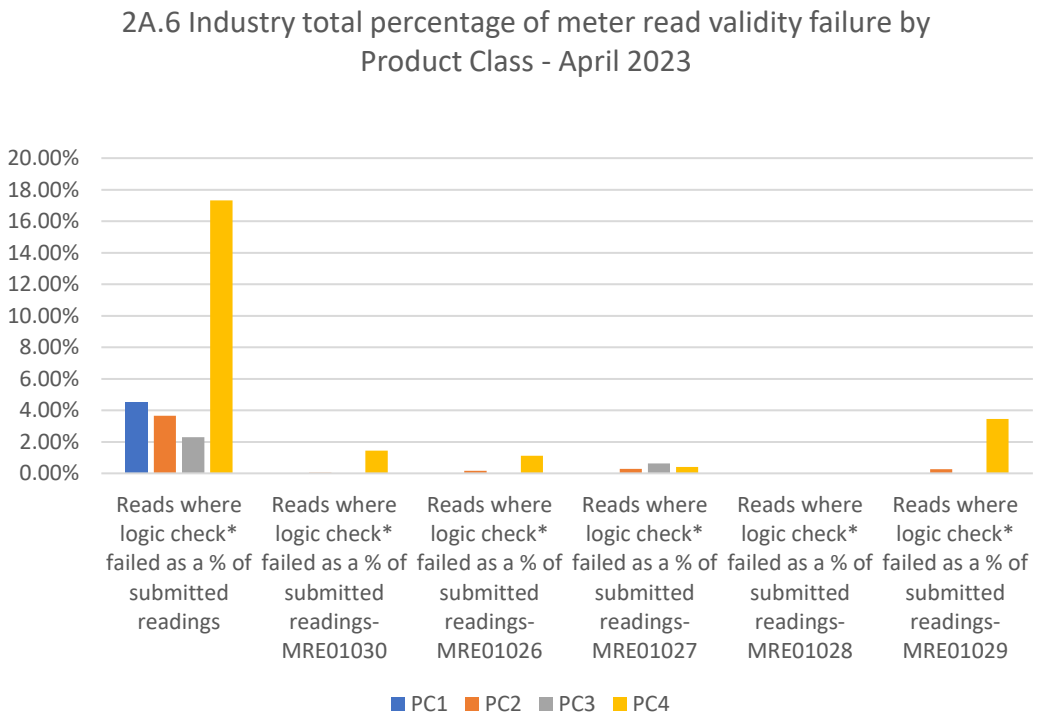






2A.6 METER READ VALIDITY MONITORING

Report measures the percentage of Shipper portfolio where readings submitted failed read validation

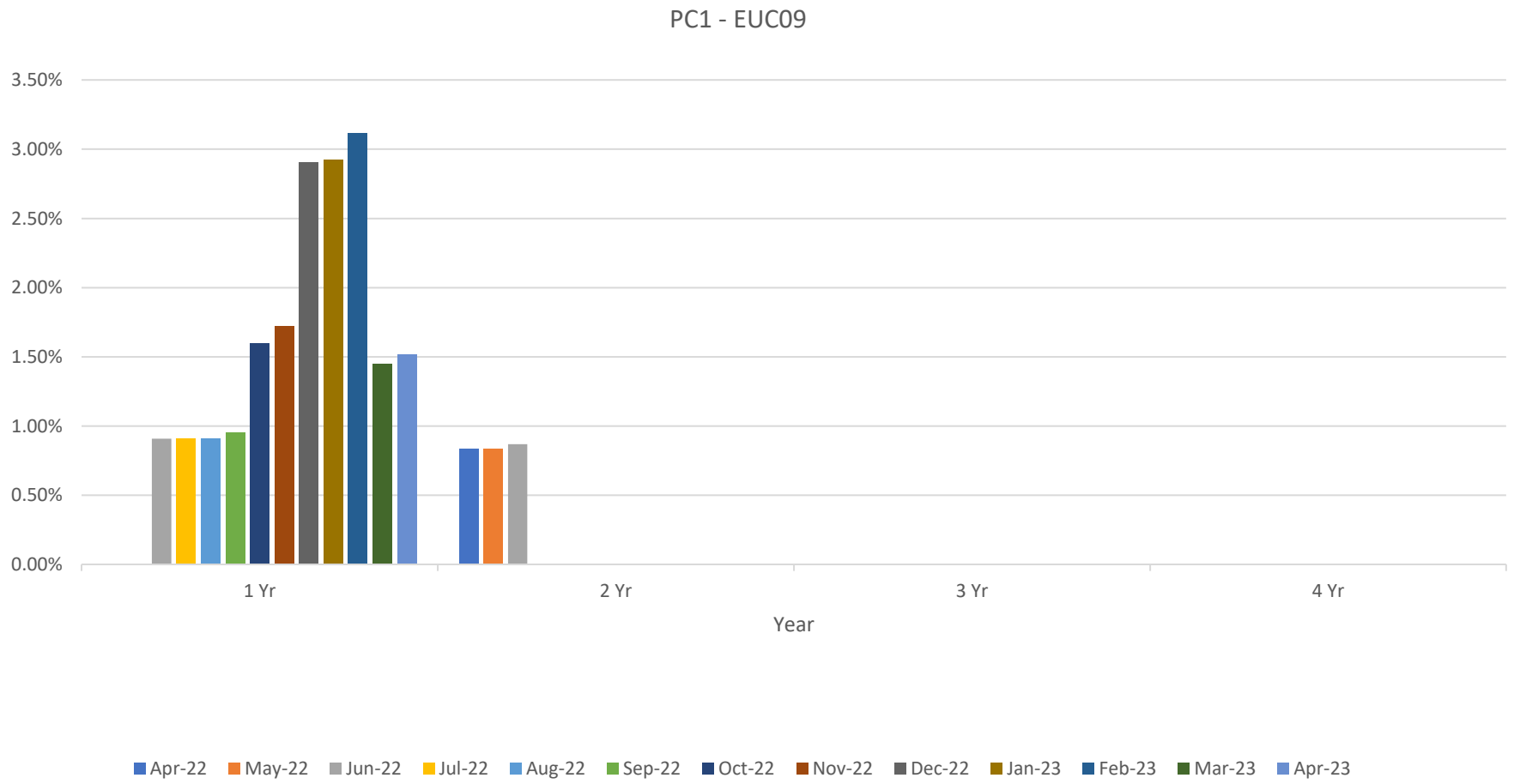


PAFA took an action (May 2023) in respect of the correlation between high levels of meter read validity failures & meter read performance

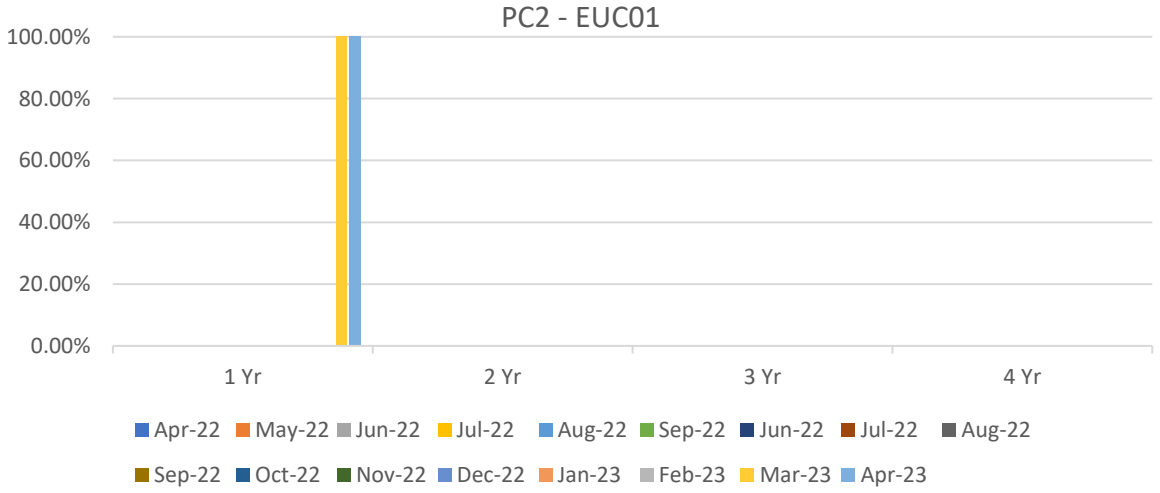
Product Class	Reads where logic check* failed as a % of submitted readings	MRE01030	MRE01026	MRE01027	MRE01028	MRE01029
1	Marigot – 26.83%	N/A	N/A	N/A	N/A	N/A
2	Lisbon – 32.22%	Philipsburg – 0.10%	Philipsburg – 0.41%	Manama – 3.46%		Abuja – 1.37%
3	Roseau – 55.50%	Valletta – 22.06%	Manama – 0.01%	Monaco – 4.09%		Marigot – 22.86%
4	Monaco – 86.49%	Khartoum – 14.29%	Doha – 5.25%	Khartoum – 14.29%		Skopje – 28.90%

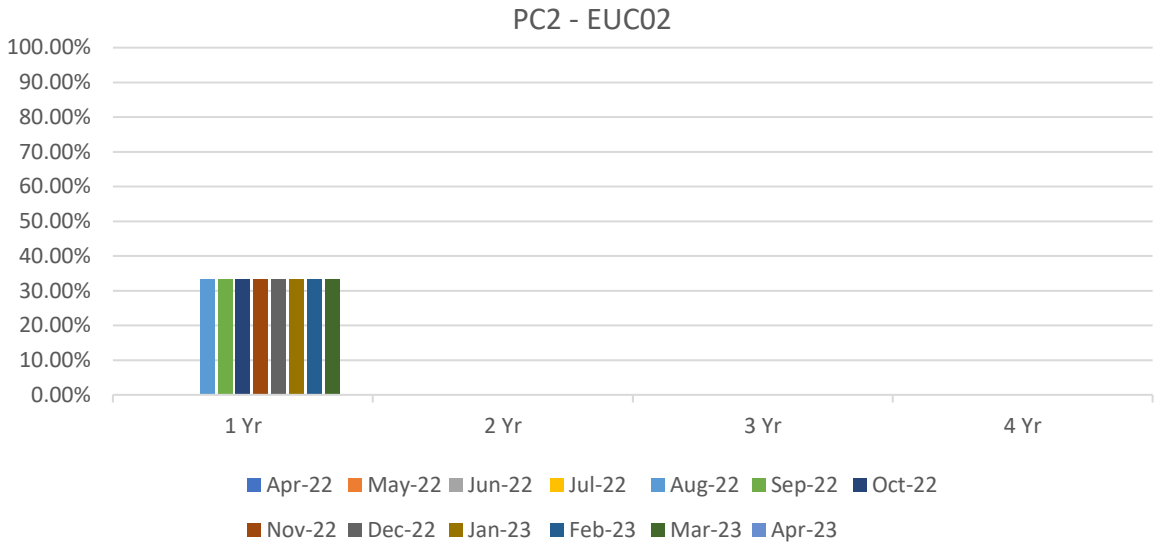
2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 1

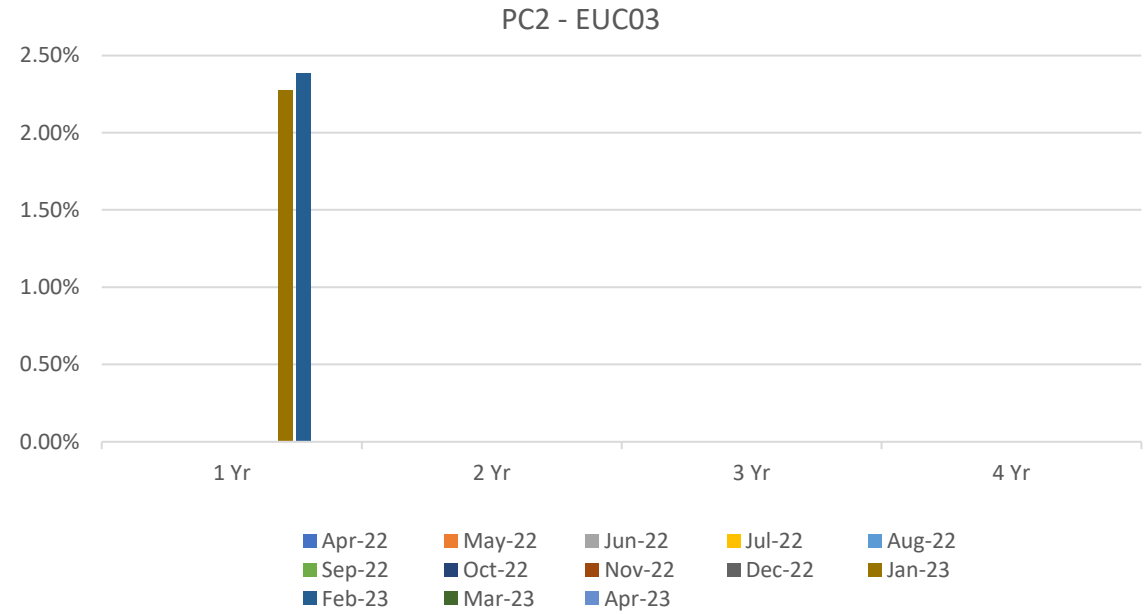
All reports measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period

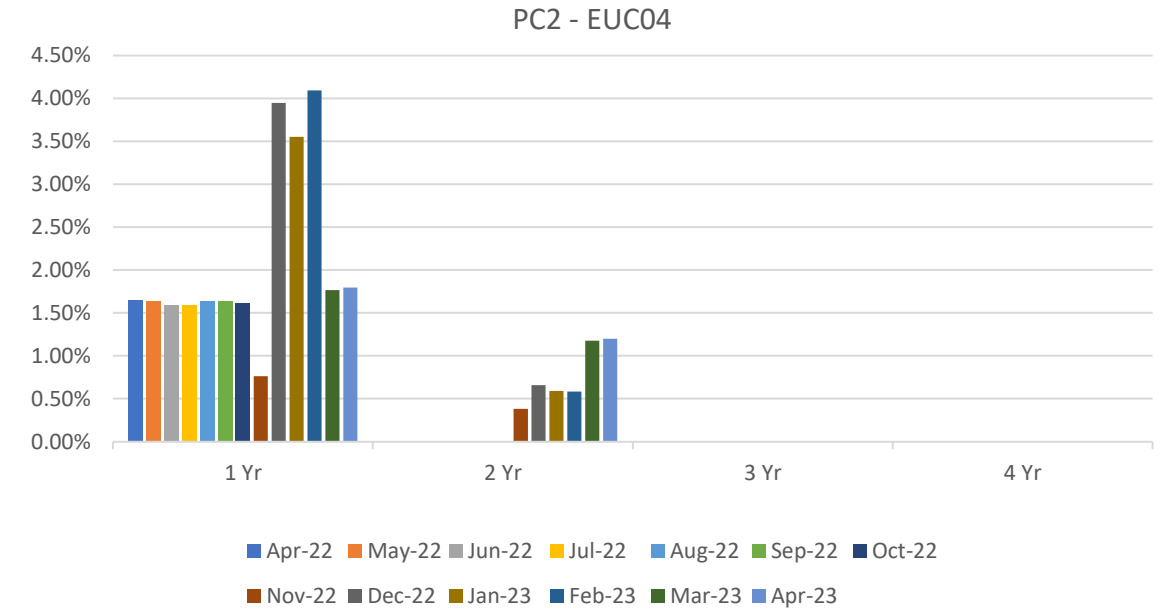


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 2

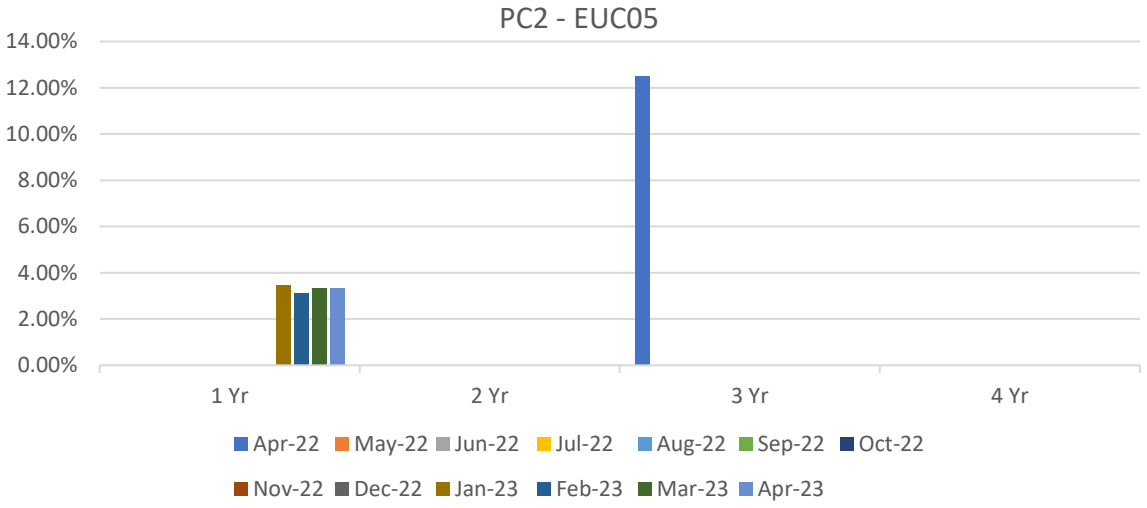


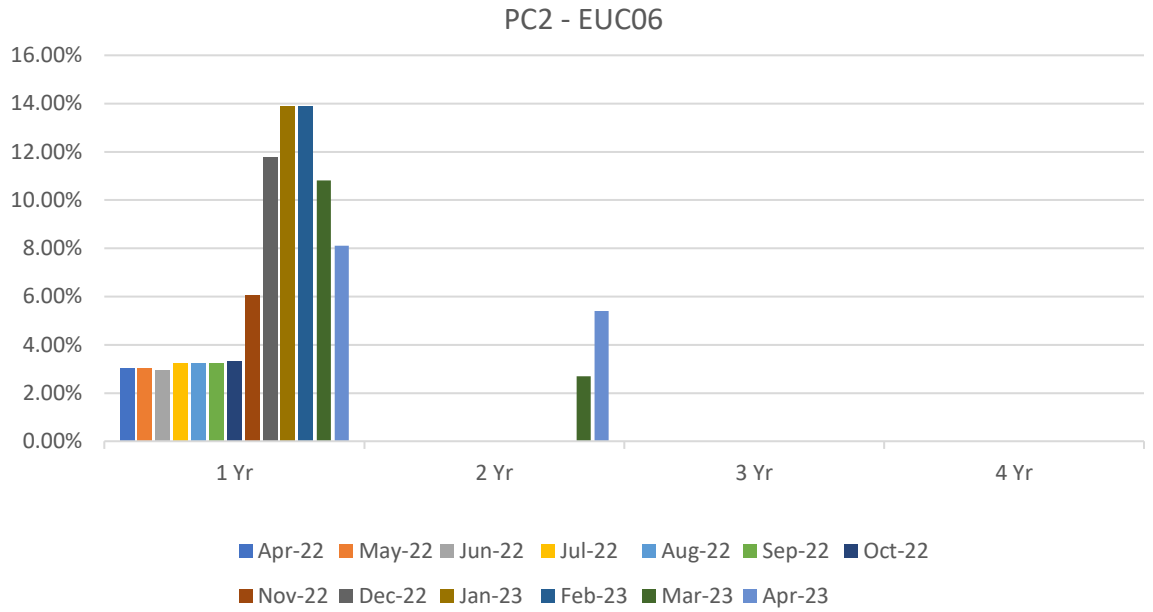


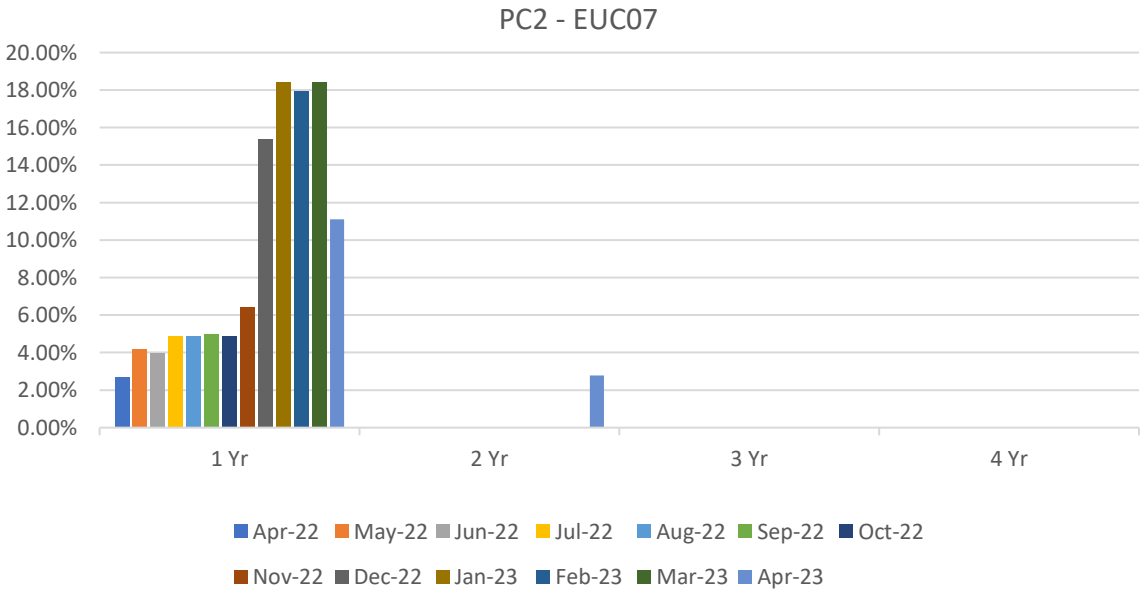


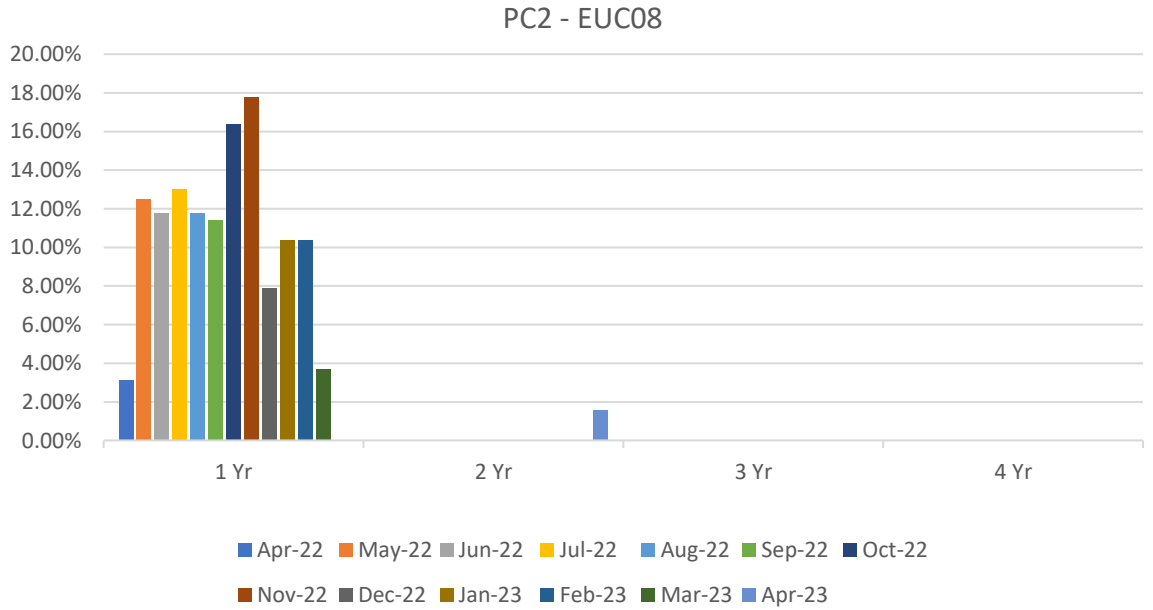


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 2

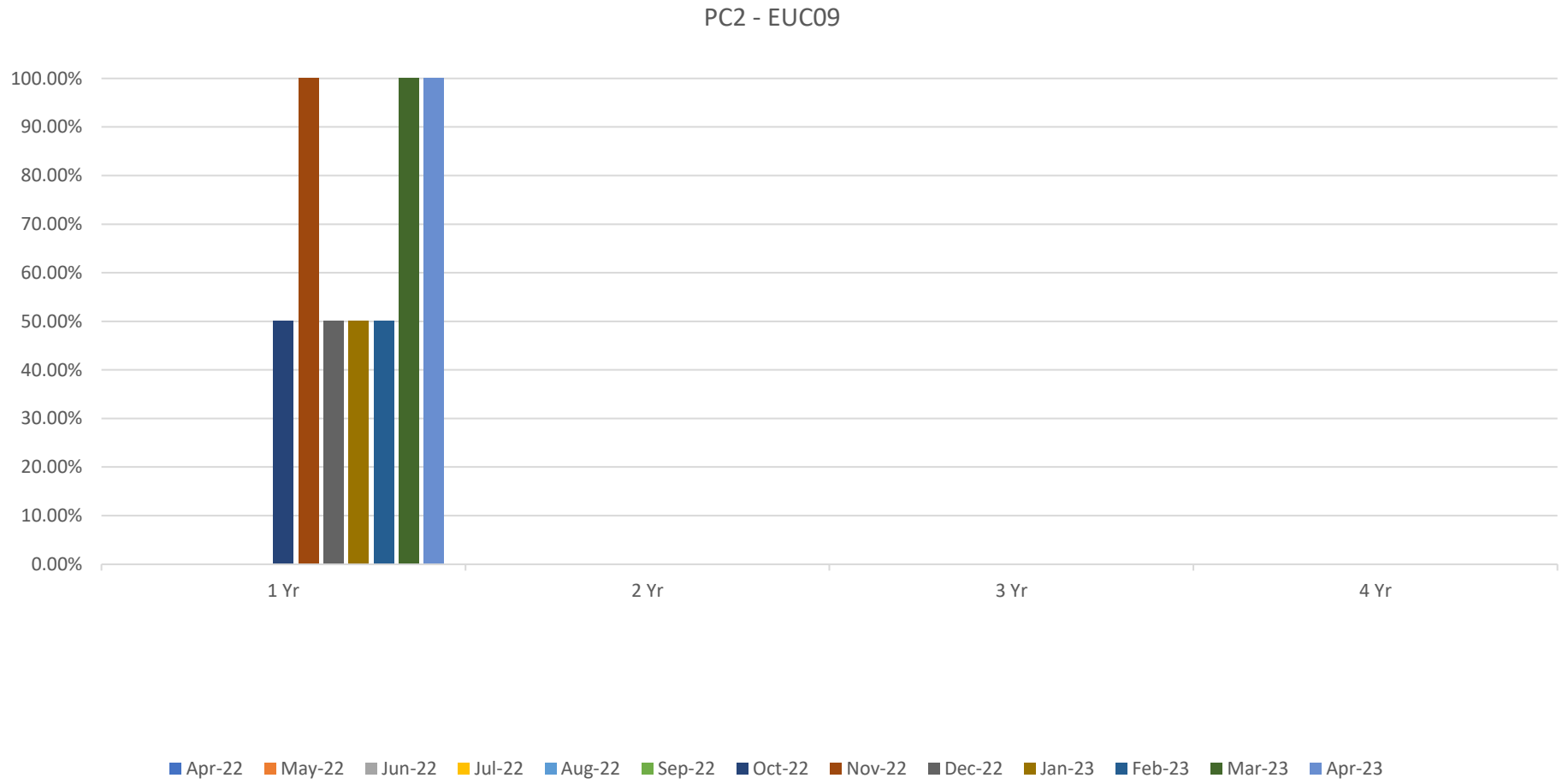




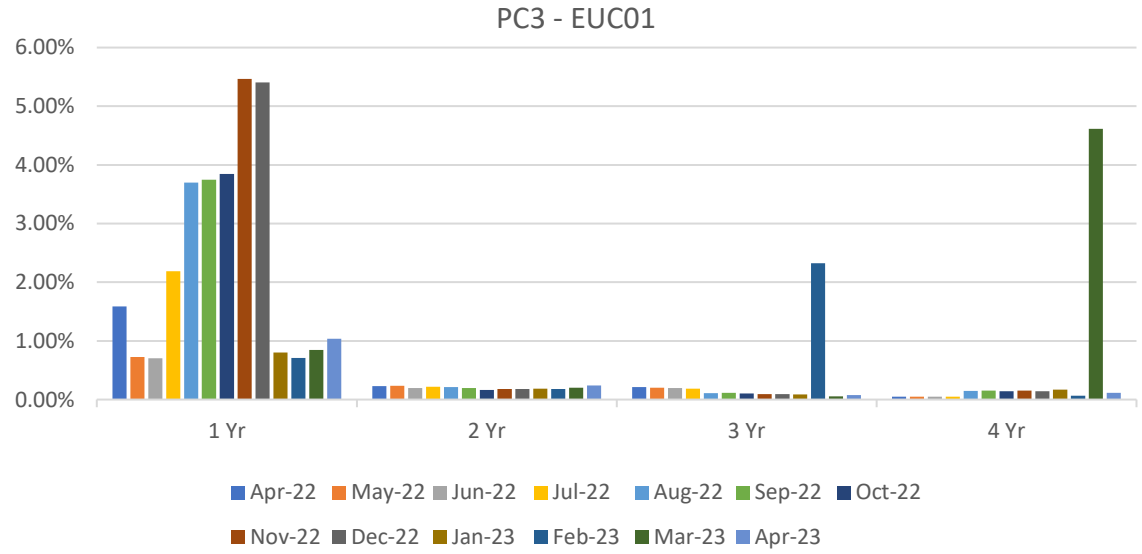


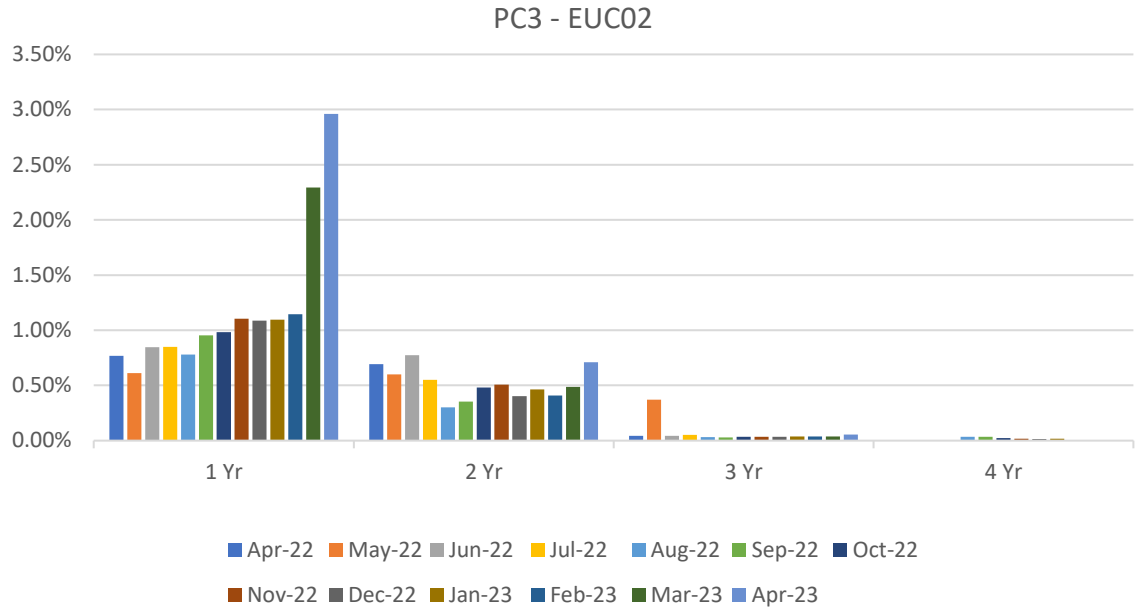


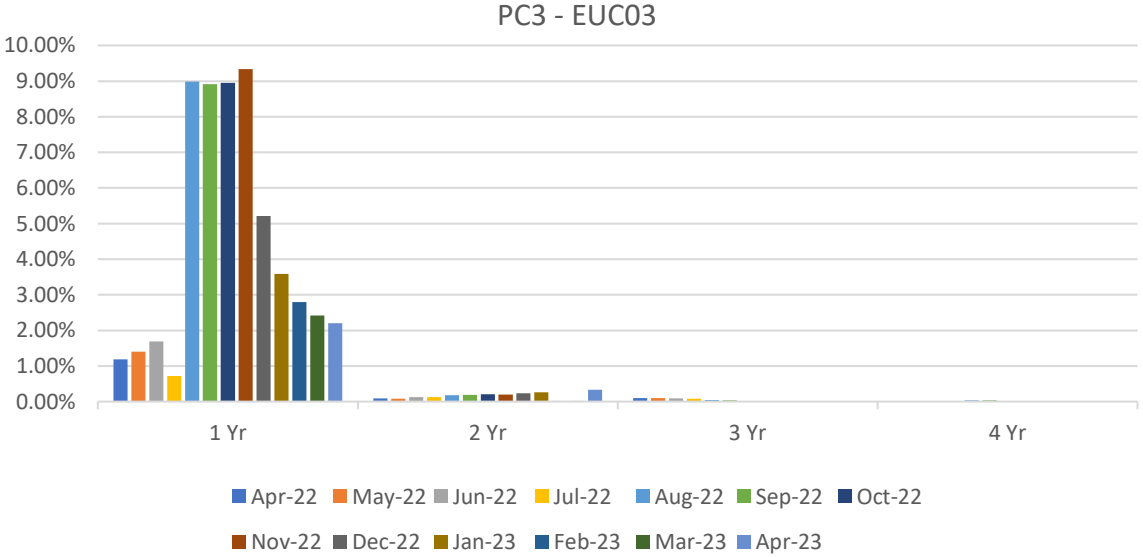
2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 2

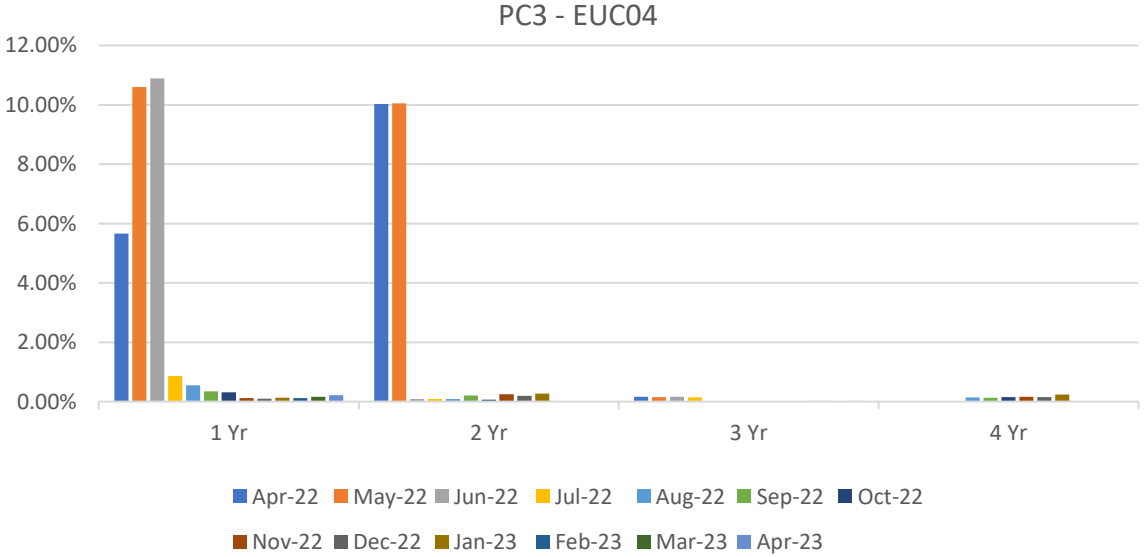


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 3

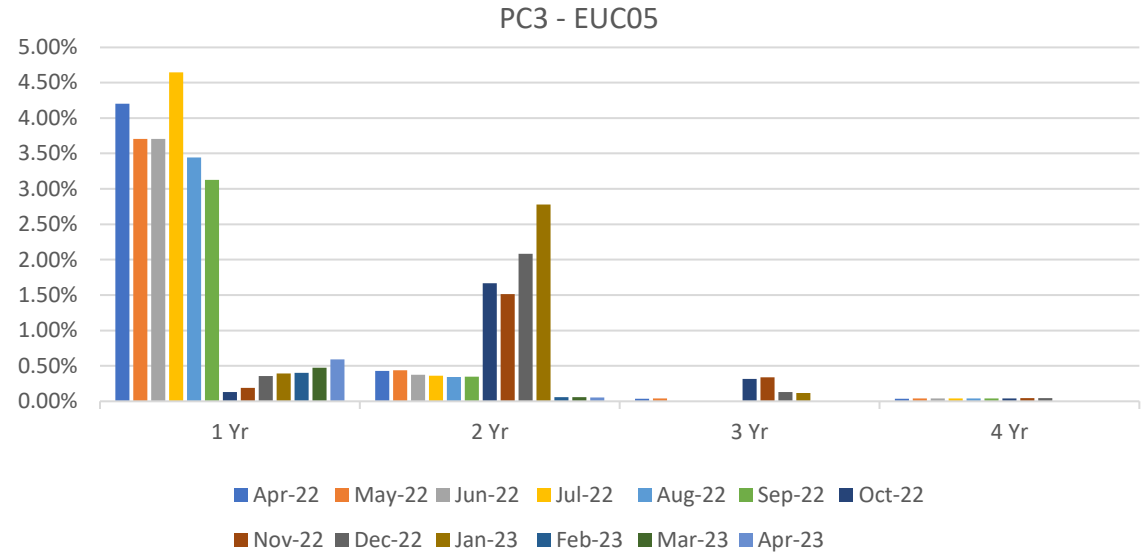


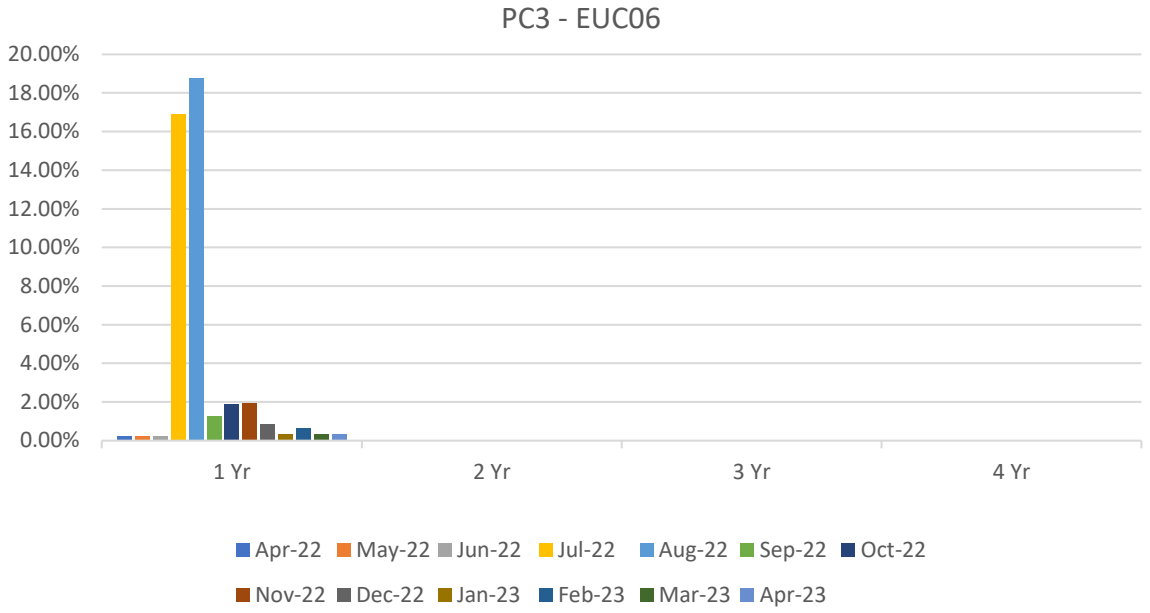


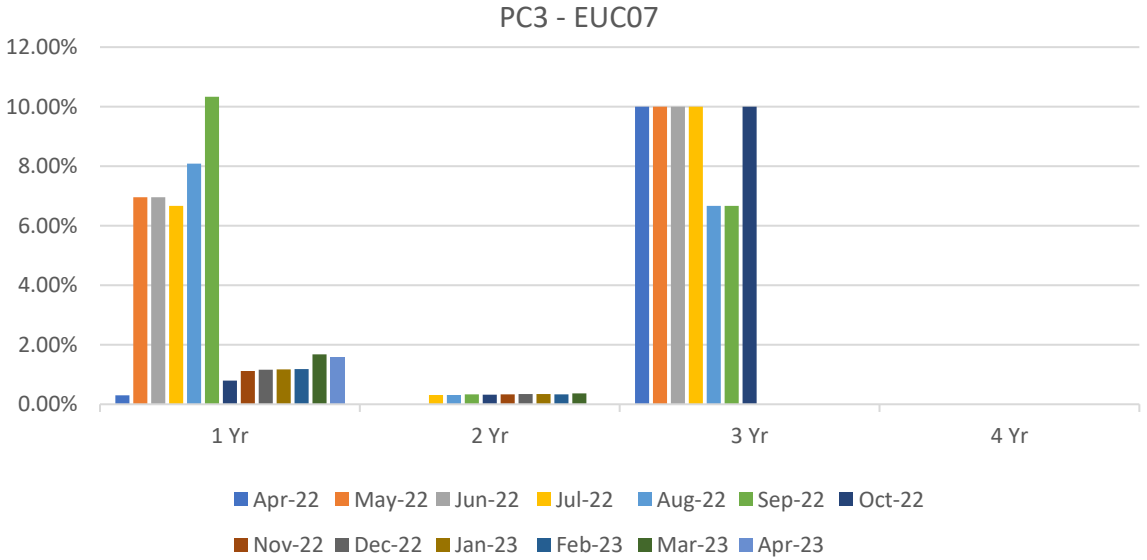


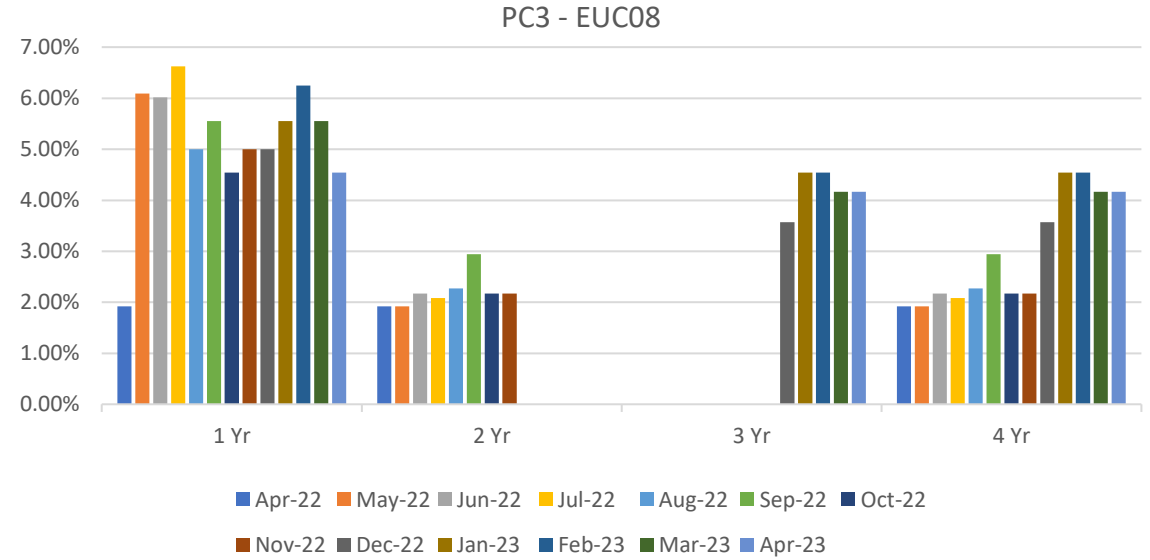


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 3

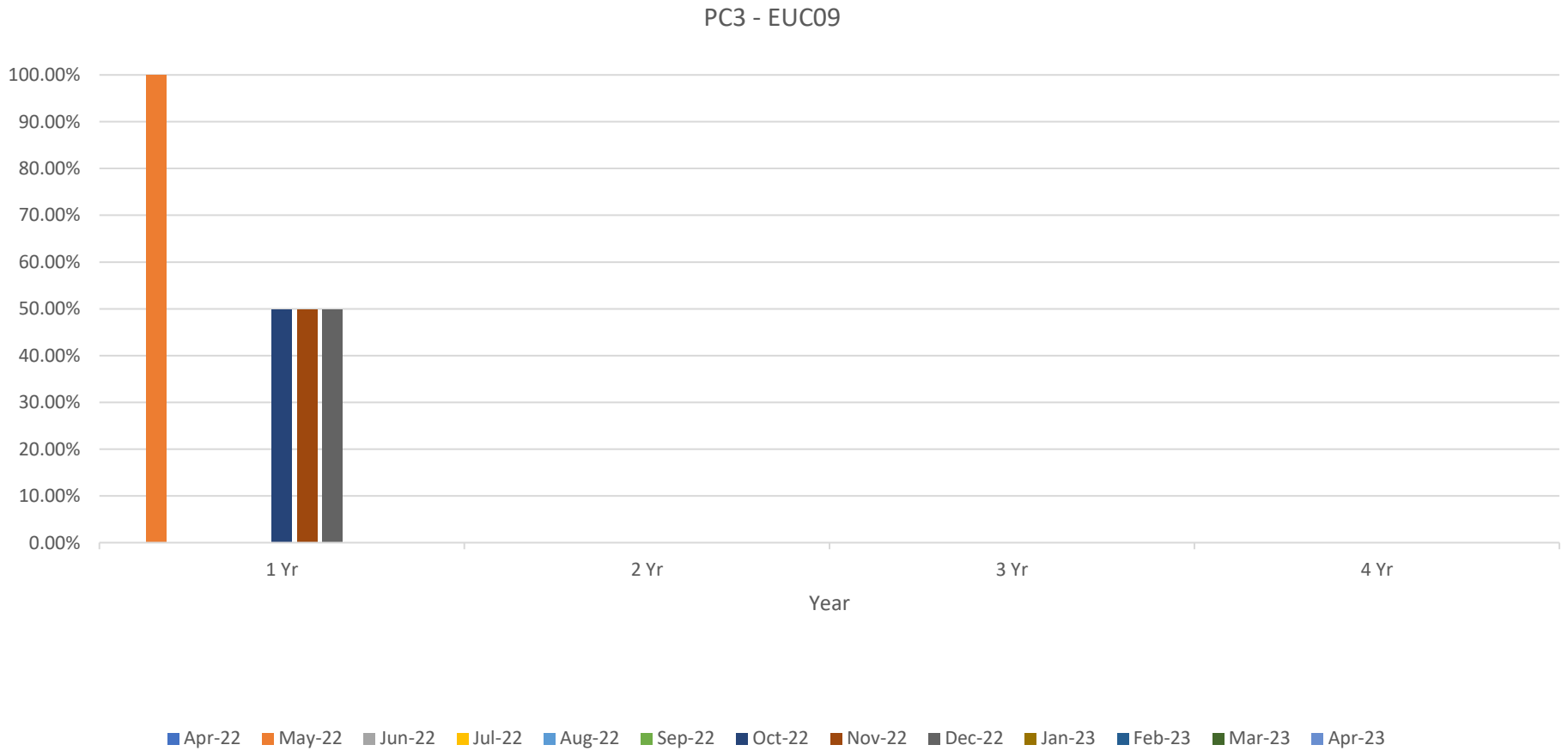




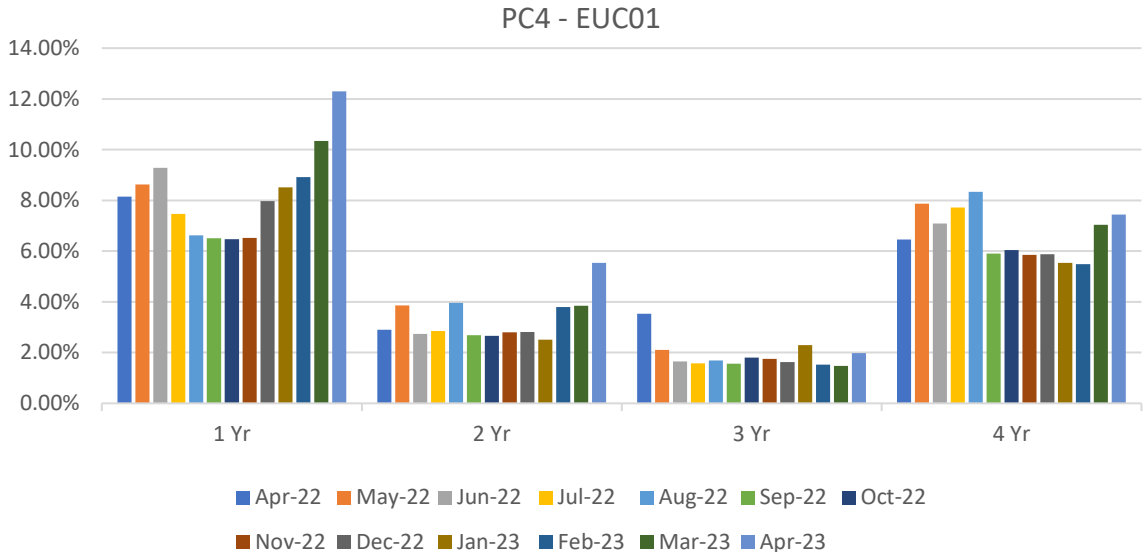


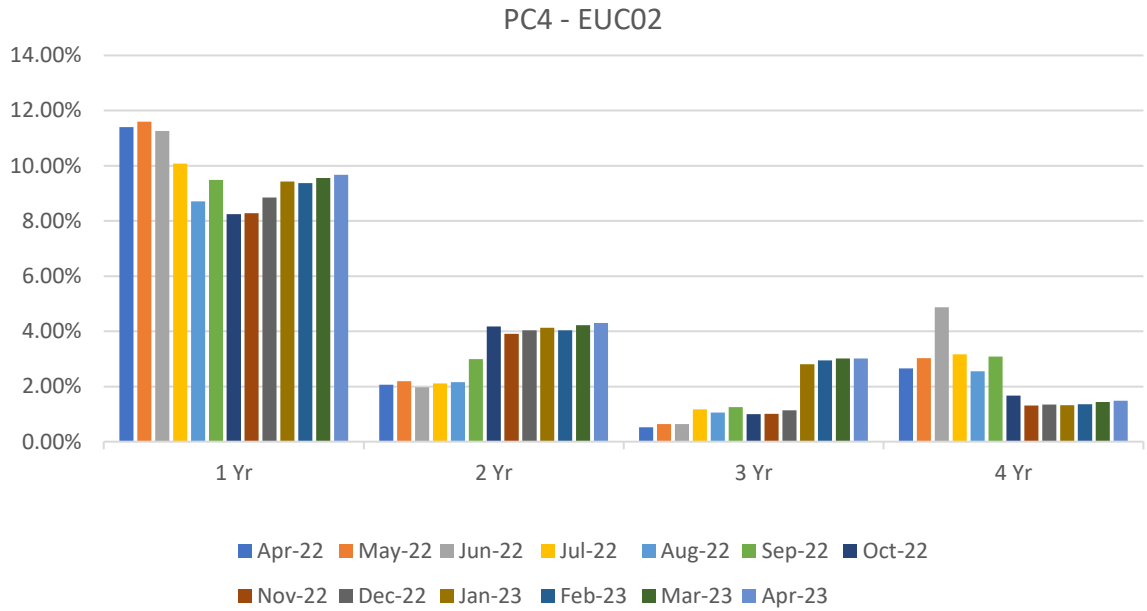


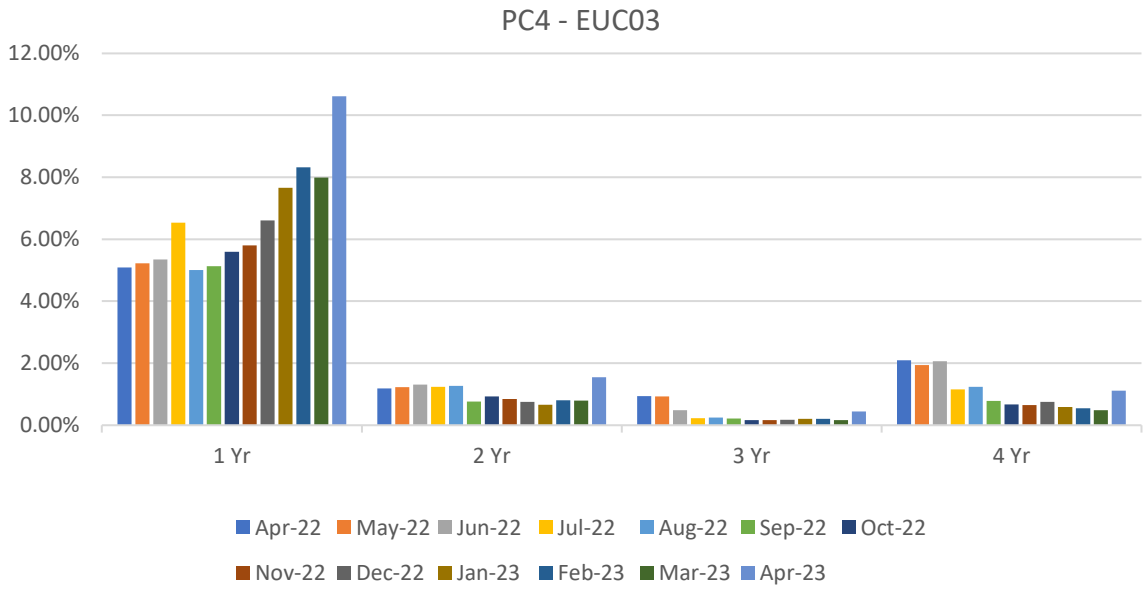
2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 3

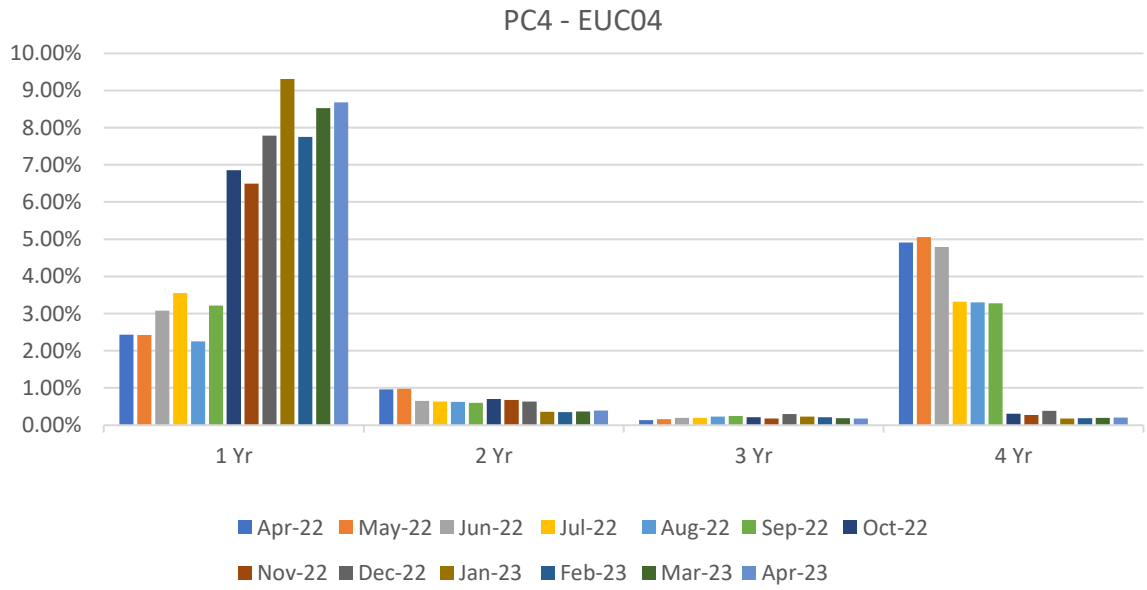


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 4

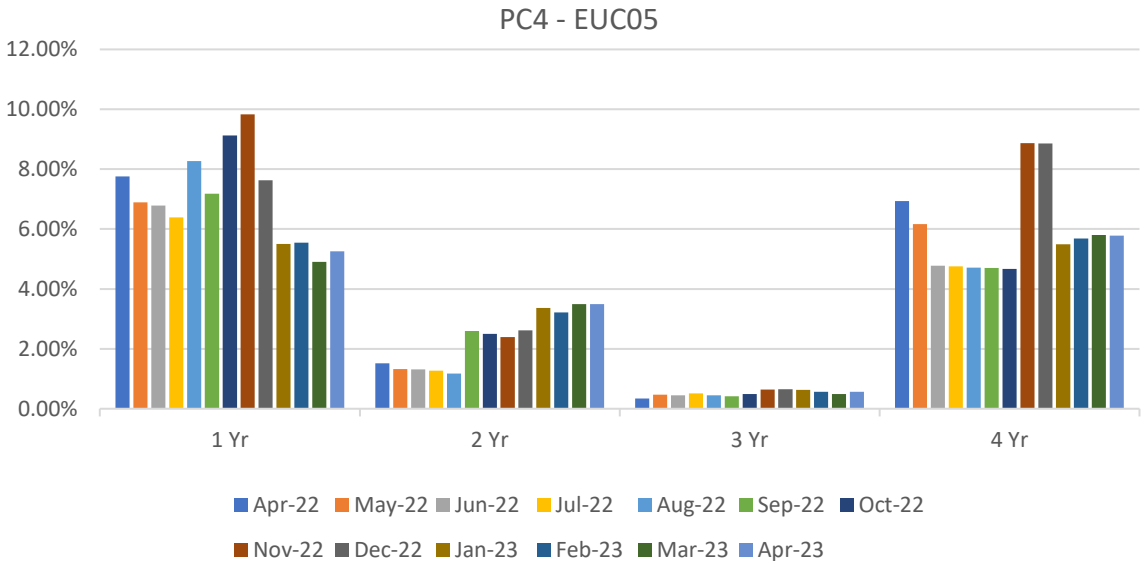


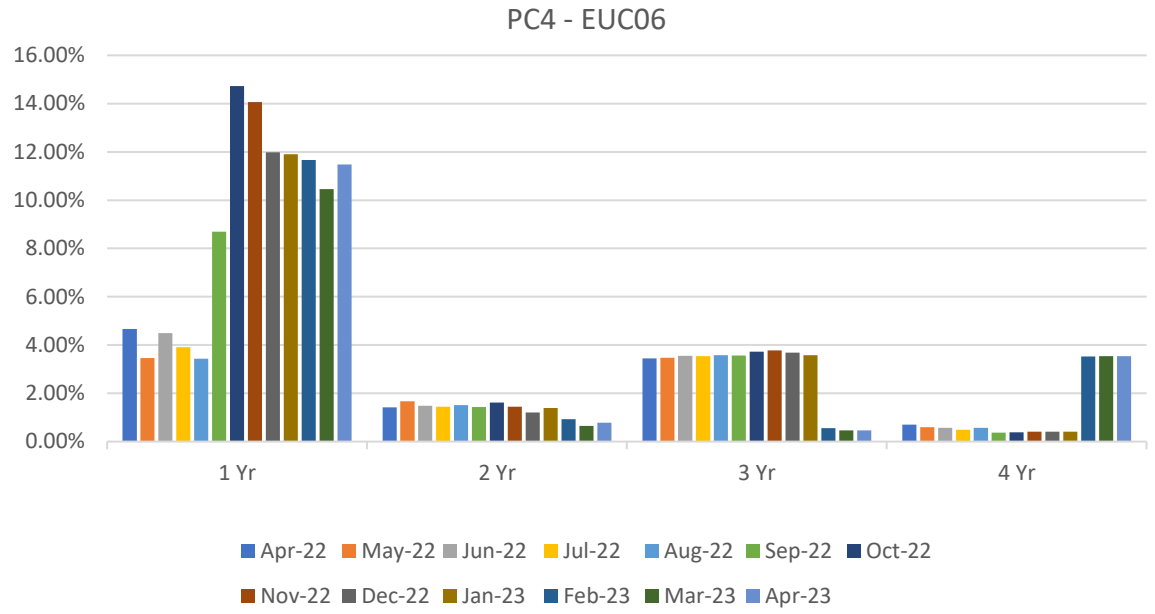


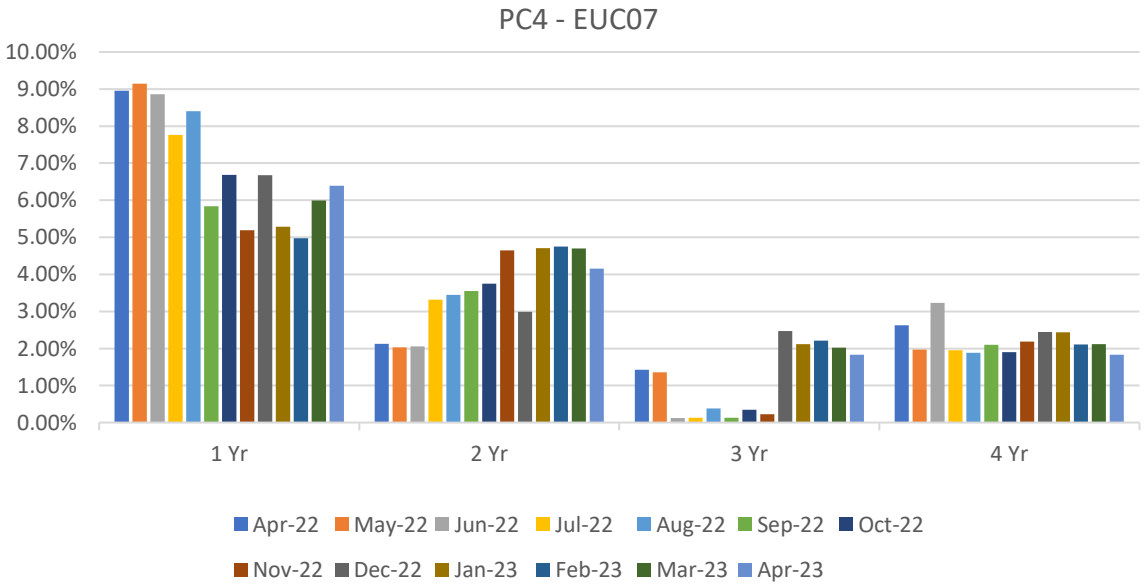


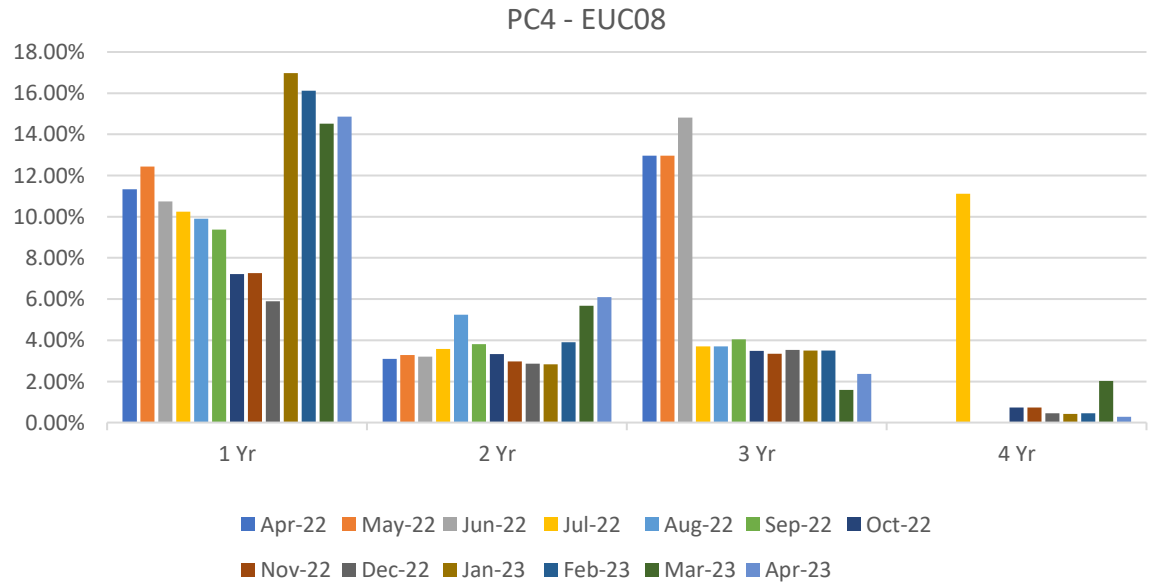


2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 4

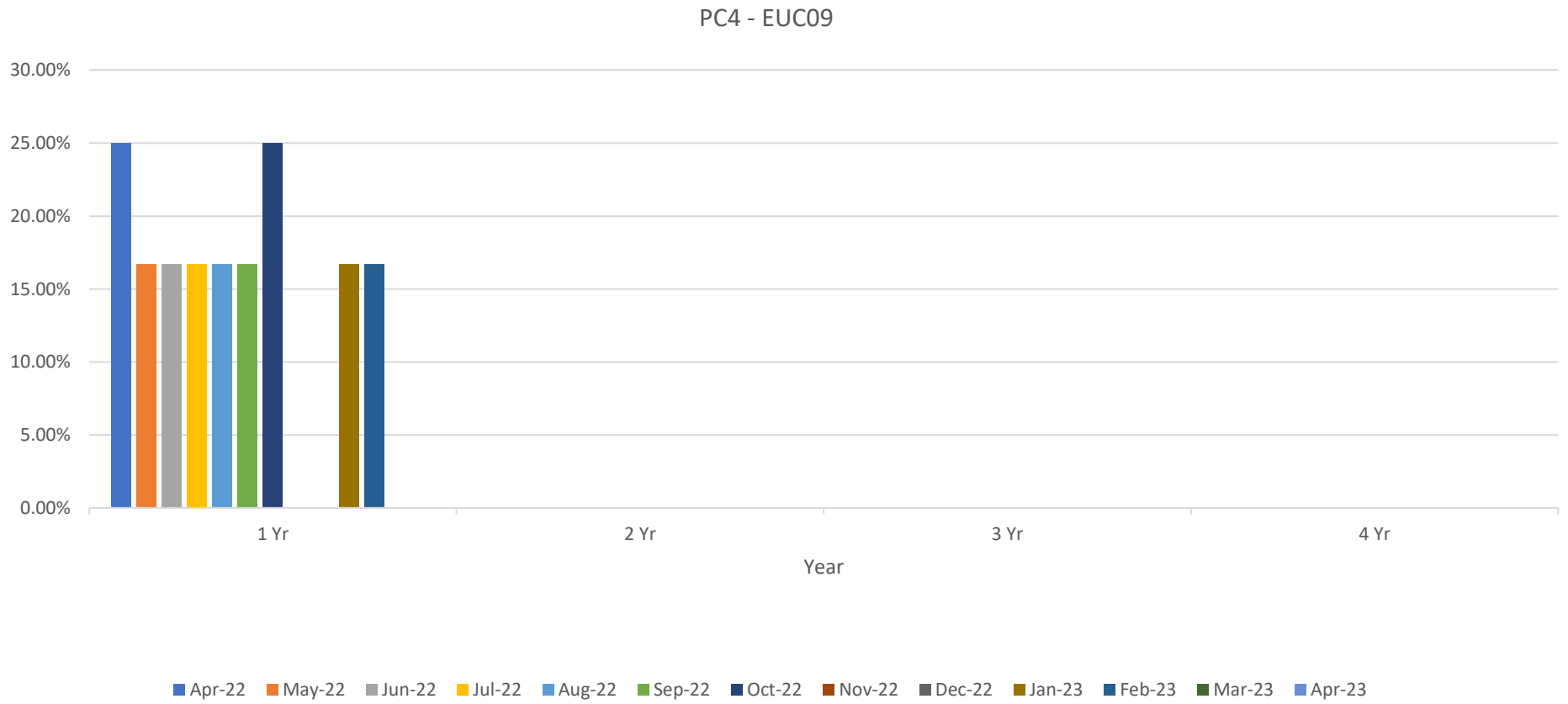








2A.7 NO READS RECEIVED FOR 1, 2, 3 OR 4 YEARS – PRODUCT CLASS 4



2A.8 AQ CORRECTION BY REASON CODE

Report measures the count of Shipper Portfolio of MPRNs where successful AQ Correction(s) has been submitted

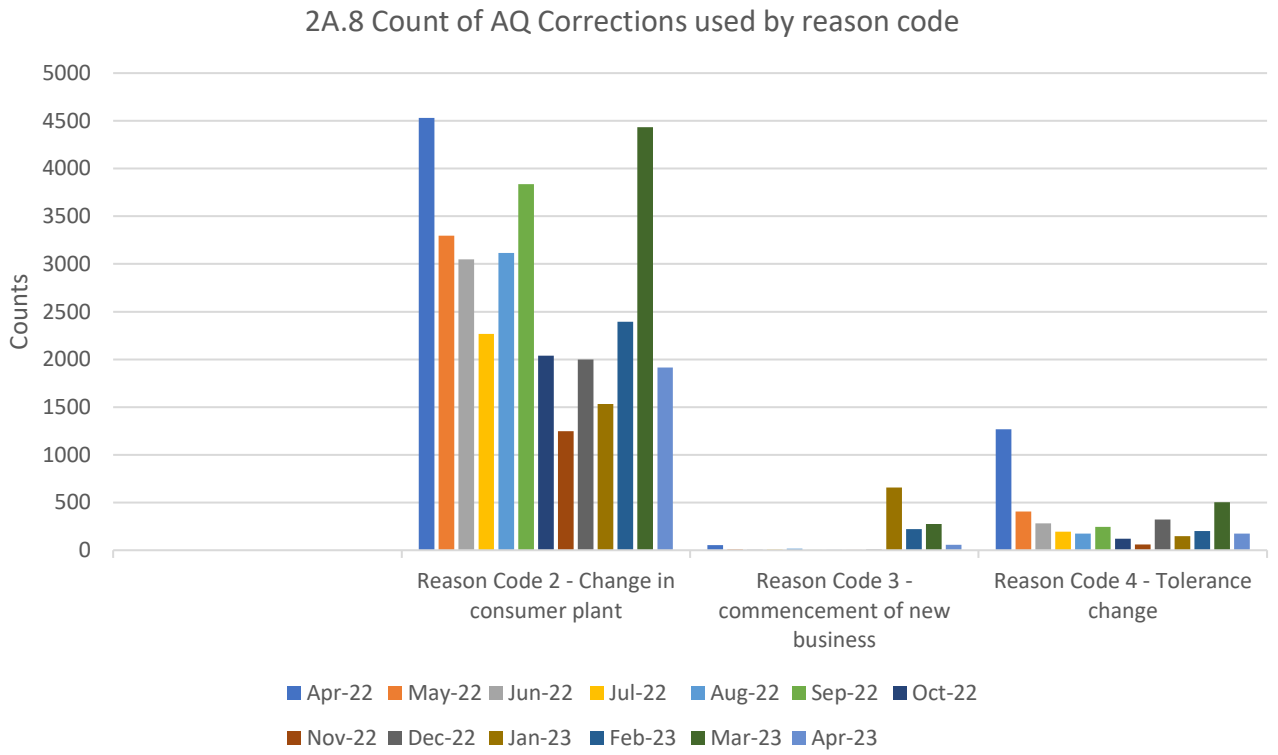
Changes in total number of AQ corrections used

Reason Code 01- Confirmed Theft
No Monthly or Annual Change

Reason Code 02- Change in Consumer Plant
↓ **2,518** Monthly Change
↓ **2,616** Annual Change

Reason Code 03- Commencement of New Business Activity
↓ **216** Monthly Change
↑ **5** Annual Change

Reason Code 04- Tolerance Change
↓ **328** Monthly Change
↓ **1,094** Annual Change



Observations:

- There have been no Theft of Gas (Reason Code '01') instances since August 2021, expectation is that a small volume of cases would have been raised within this period
- PAFA will continue to closely monitor this subject matter with due consideration to the development of 'Modification 0816S – Updates to AQ Correction Processes'

2A.9 STANDARD CF AQ > 732,000 KWH

Report measures the count of sites with an AQ >732,000 kWh whereby a standard correction factor (1.02264) is associated with the relevant SP yet an individual (bespoke) correction factor is required

EUC04

↑ **61** Monthly Change
↓ **268** Annual Change

EUC07

↓ **1** Monthly Change
↓ **3** Annual Change

EUC05

↑ **3** Monthly Change
↑ **36** Annual Change

EUC08

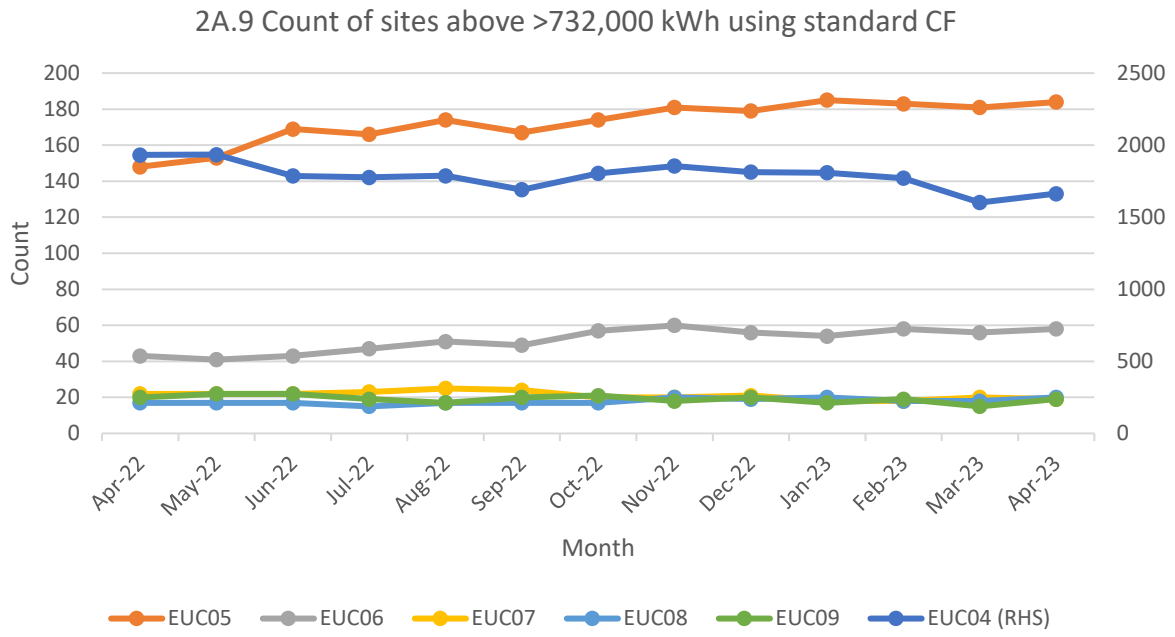
↑ **2** Monthly Change
↑ **3** Annual Change

EUC06

↑ **2** Monthly Change
↑ **15** Annual Change

EUC09

↑ **4** Monthly Change
↓ **1** Annual Change



Observations:

- Volumes within EUC04 have reduced within the last 6 calendar months however remain at circa 1,750 SPs across this period
- PAFA will liaise with the CDSP to further understand the impact of UNC681S and subsequent amendments undertaken by the CDSP to amend correction factor values where required

2A.10 REPLACED METER READ

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

EUC01

↓ **3,060** Monthly Change
↓ **51,533** Annual Change

EUC02

↓ **238** Monthly Change
↓ **83** Annual Change

EUC03

↓ **56** Monthly Change
↓ **39** Annual Change

EUC04

↓ **21** Monthly Change
↑ **8** Annual Change

EUC05

↓ **8** Monthly Change
↓ **1** Annual Change

EUC06

↓ **8** Monthly Change
↑ **1** Annual Change

EUC07

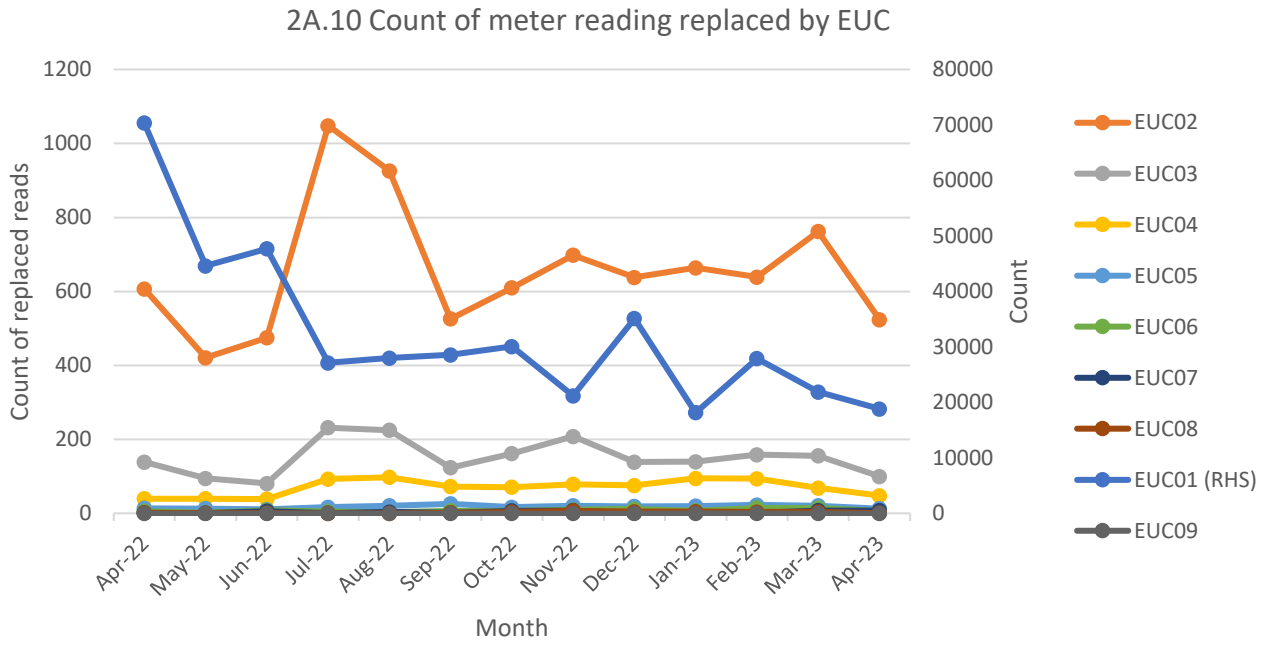
No Monthly Change
↑ **6** Annual Change

EUC08

↓ **3** Monthly Change
↓ **1** Annual Change

EUC09

No Monthly Change
No Annual Change

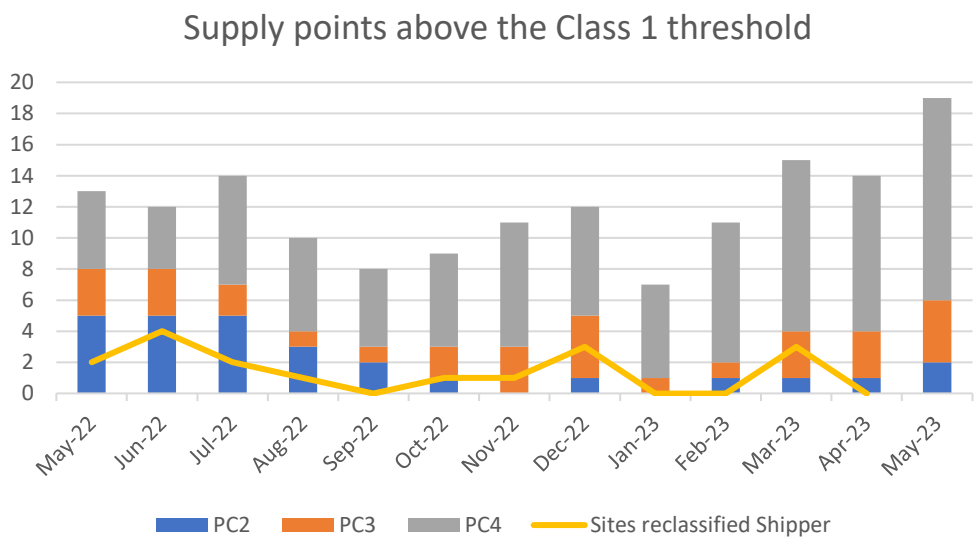


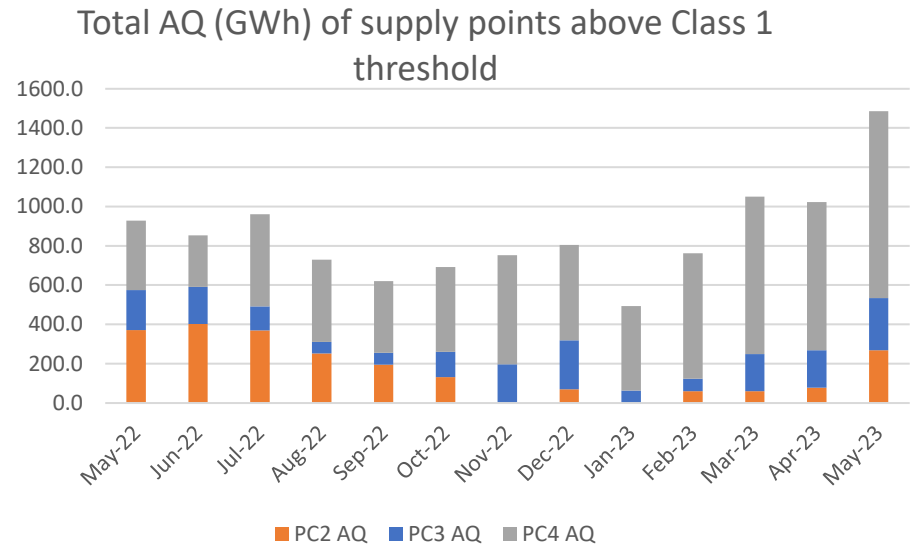
Observations:

- Read replacement activity within EUC01 is driven by the volume of SPs within this particular End User Category and volumes continue to fluctuate month by month
- Read replacement volumes within EUC01 have seen a gradual reduction since December 2022, however historical data suggests that monthly volumes can be unpredictable based upon individual Shipper behaviour
- PAFA will continue to monitor this subject matter

2A.11 SITES ABOVE CLASS 1 THRESHOLD NOT IN CLASS 1

Report measures the number of sites meeting, approaching or have reached the criteria for re-confirmation as Class 1 as set out in UNC G2.3.15b



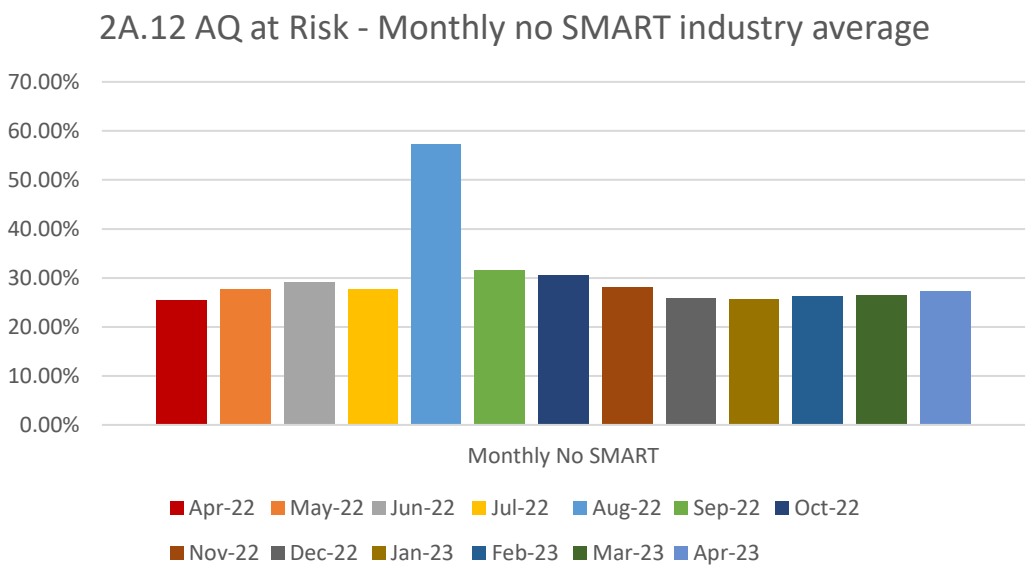


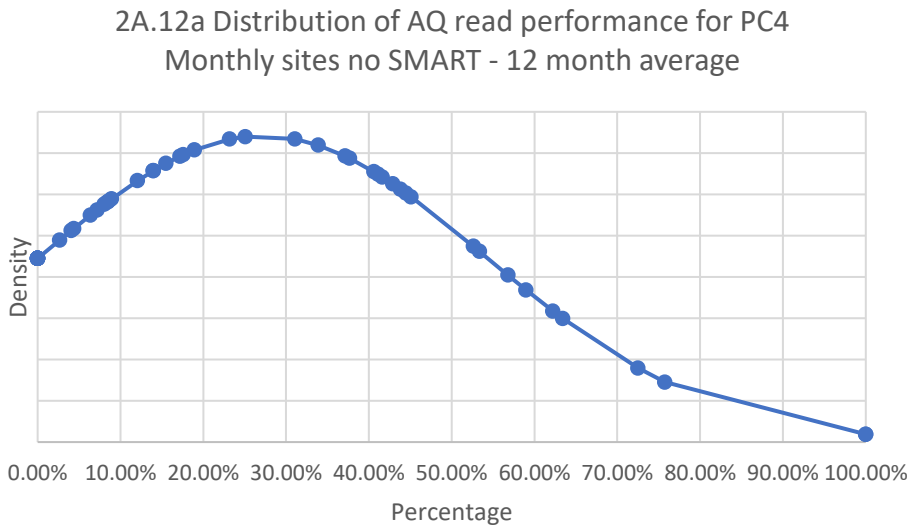
Observations:

- There are currently 13 SPs within the PC4 sector of which meet PC1 threshold requirements (RAQ = 58.6m kWh)
- There are currently 4 SPs within the PC3 sector of which meet PC1 threshold requirements (RAQ = 58.6m kWh)
- There is currently 2 SPs within the PC2 sector of which meets PC1 threshold requirements (RAQ = 58.6m kWh)
- The collective GWh value of 1485.7 (May 2023) represents the highest GWh figure since January 2022
- No SPs were reclassified by a Shipper party in the month of April 2023

2A.12A AQ READ PERFORMANCE – PC4 MONTHLY 'NO SMART'

Report measures the percentage of PC4 monthly read performance at AQ level for sites without a SMART meter with an AQ>=293,000 kWh



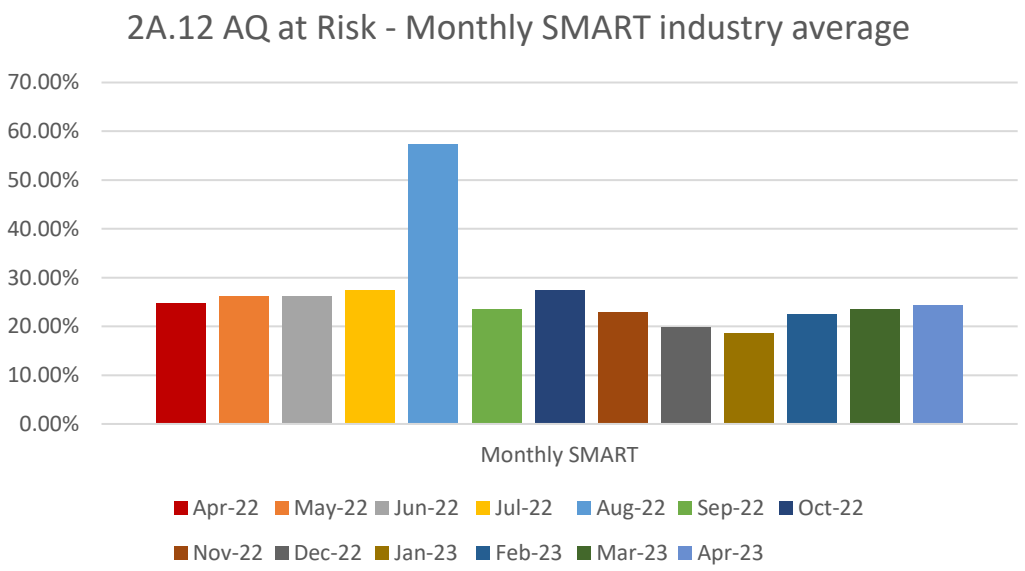


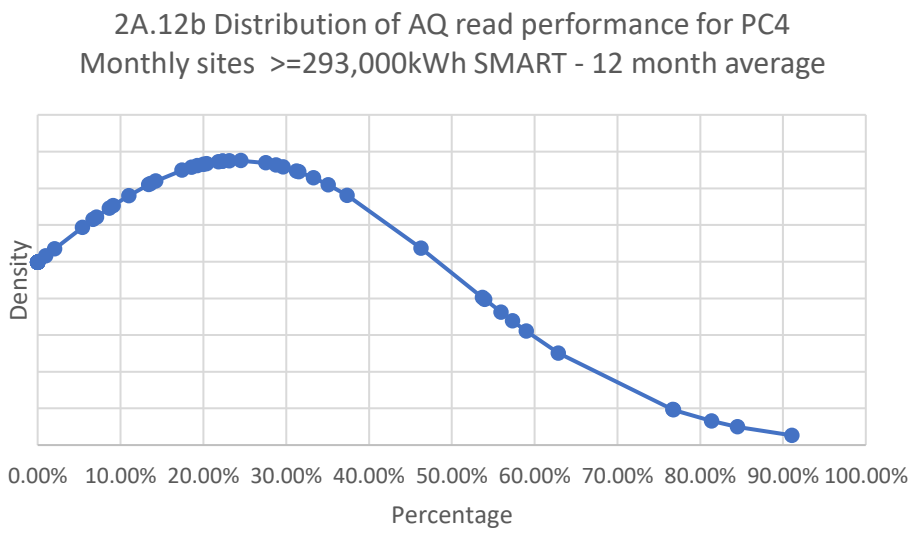
Observations:

- PAFA will continue to review and monitor this subject matter however it is clear that required UNC industry performance levels are not being achieved on a consistent basis
- 2 Shippers (Castries & Monaco) achieved a perfect score of 100% for its portfolio in this market category

2A.12B AQ READ PERFORMANCE – PC4 MONTHLY 'SMART'

Report measures the percentage of PC4 monthly read performance at AQ level for sites with a SMART meter with an AQ >=293,000 kWh



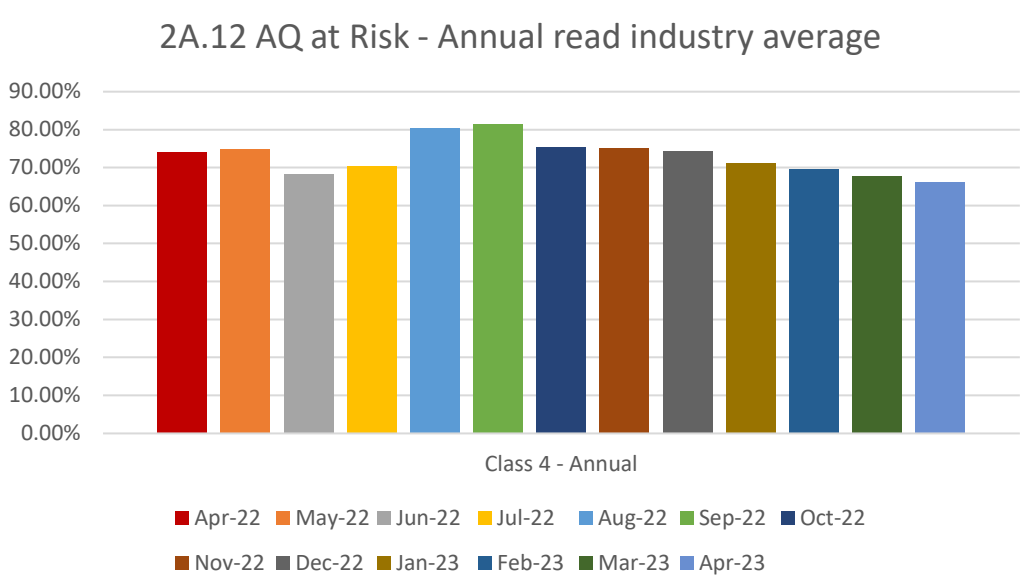


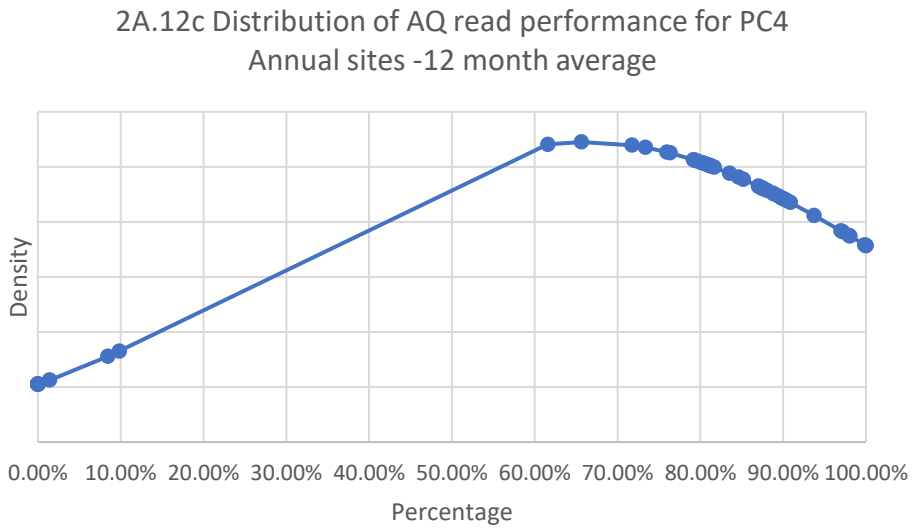
Observations:

- PAFA will continue to review and monitor this subject matter however it is clear that required UNC industry performance levels are not being achieved on a consistent basis
- The best Shipper performer was Lisbon achieving a value of 91% for its portfolio in this market category
- PAFA is continuing to investigate potential root causes that are impacting smart meter reading performance levels. Work is ongoing in respect of this task and updates will be provided to PAC going forward

2A.12C AQ READ PERFORMANCE – PC4 ANNUAL

Report measures the percentage of PC4 annual read performance at AQ level for sites <293,000 kWh with no SMART/AMR



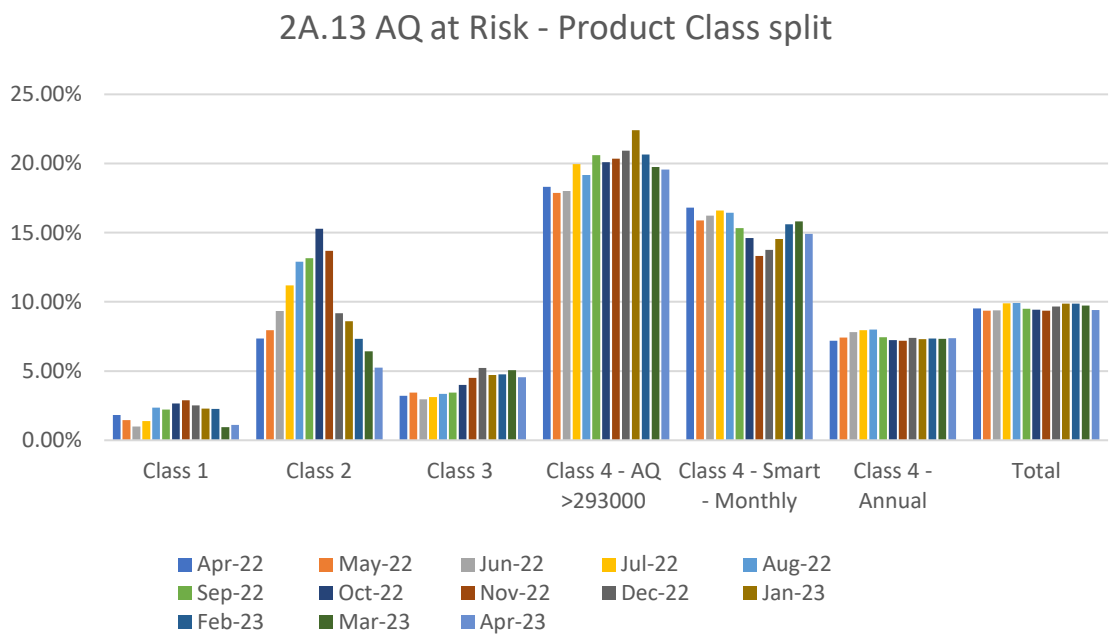


Observations:

- PAFA will continue to review and monitor this subject matter however it is clear that required UNC industry performance levels are not being achieved on a consistent basis

2A.13 AQ AT RISK

Report measures the percentage of Annual Quantity within each product class without a meter reading within timescales as set out in the UNC



Observations:

- PAFA will monitor PC4 AQ>293000 kWh performance closely going forward due to Shippers with larger portfolio volumes appearing on the radar in respect of AQ at risk
- PAFA will review existing & future RFI response data received from Shipper parties to further understand factors affecting AQ at risk volumes
- PAFA will continue to monitor existing Performance Improvement Plans (PIPs) to determine the impact upon AQ at risk volumes

Shippers with the highest percentage of AQ at Risk within their portfolio in April 2023:

Product Class 1

Rome **0.95%**
Valletta **3.52%**
Philipsburg **5.03%**

Product Class 2

Thimphu **3.74%**
Rome **17.81%**

Product Class 3

Kampala **27.12%**
Mogadishu **31.82%**
Sarajevo **100%**

Product Class 4 – AQ >293000 kWh

Accra **53.56%**
Sukhumi **68.14%**
Warsaw **73.14%**
Skopje **90.00%**
Kampala **100%**
Maputo **100%**

Product Class 4 – Monthly SMART

12 Shippers **100%**

Product Class 4 - Annual

8 Shippers **100%**

APPENDIX – PARR REPORT DETAILS

Report ID	Topic	Details	Split By	12 Rolling Months	Report Format	Report Period	Condition
2A.1	Estimated & Check Reads	Estimated Reads: The percentage of Shippers portfolio where actual reads were not provided. Excludes NTS and Telemetered sites Check Reads: The number of MPRNS which have not had a site visit read for <=13 months	Class	Annual	Percentage	April	M-1
2A.2	No Meter Recorded on the Supply Point Register	The percentage of a Shipper's portfolio where no meter is fitted at the supply point for more than 6 months.	Class	Annual	Percentage	April	M-1
2A.3	No Meter Recorded on the Supply Point Register and Data Flows Received	The percentage of a Shipper's portfolio where no meter is fitted at the supply point for more than 6 months but data flows are received	Class	Annual	Percentage	April	M-1
2A.4	Shipper Transfer Read Performance	Shipper provided an opening meter read within D+10 of transfer of ownership	Total	Annual	Percentage	April	M-1
2A.5	Read Performance	Shipper to provide read as per frequency for each Product Class. Class and Shipper transfer are excluded. 6 monthly are considered as annual sites.	Class	Monthly	Percentage	April/ March (PC4 only)	M-1/M-2 (PC4)
2A.6	Meter Read Validity Monitoring	Percentage of Shippers portfolio which failed meter read validation MRE01026: Reading Breached lower outer tolerence MRE01027: Reading Breached upper outer tolerence MRE01028: Reading Breached lower inner tolerence and no override flag provided MRE01029: Reading Breached upper outer tolerence and no override flag provided MRE01030: Override tolerence passed and no override flag provided	Class	Monthly	Percentage	April	M-1

APPENDIX – PARR REPORT DETAILS

Report ID	Topic	Details	Split By	12 Rolling Months	Report Format	Report Period	Condition
2A.7	No read for 1,2,3 or 4 years	Percentage of Shipper portfolio in the specified EUC band which has not received a read for the specified period. Estimates are not counted	EUC Band and Class	Annual	Percentage	April	M-1
2A.8	AQ Corrections by reason code	Count of MPRNs on each Shippers portfolio where the AQ correction process was used.	Reason code	Annual	Count	April	M-1
2A.9	Standard Correction Factors	Count of sites with an AQ>732,000 kWh which have used a standard correction factor instead of using a site specific correction factor as per the requirements	EUC Band	Annual	Count	April	M-1
2A.10	Replaced Meter Reads	Count of sites which have replaced a meter read (actual meter reading with another actual meter read), with an updated AQ for the MPRN	EUC Band	Annual	Count	April	M-1
2A.11a	Sites above the Class 1 threshold which are not in Class 1	Reports on all sites with an Annual Quantity over the mandatory Daily Metered threshold which are not in Class 1 as a count and as a total AQ. Separated between those that have fully met the UNC G2.3.15b criteria, and those that have not yet met them.	Current Class	Annual	Count and sum of AQ	April	M
2A.11b	Count of sites reclassified to Class 1 by the Shipper and CDSP	Compares the number of qualifying sites which have been moved to Class 1 by the Shipper and by the CDSP each calendar month.	Shipper v CDSP	Annual	Count and sum of AQ	April	M-1

APPENDIX – PARR REPORT DETAILS

Report ID	Topic	Details	Split By	12 Rolling Months	Report Format	Report Period	Condition
2A.12	Class 4 read submission performance as a percentage of portfolio AQ	Assesses performance against the Class 4 meter read performance, expressed as a percentage of total AQ in that Shipper's ownership. Targeting larger AQ sites would aid settlement by ensuring that more energy is reconciled more quickly. Sites are excluded if there was a change of Shipper or where an “operational” Smart or Advanced meter was fitted for the first time in the calendar month. Sub-divided by Meter reading obligations, a = Monthly due to AQ, b = Smart/AMR fitted c = non-Monthly	Meter reading obligation	Annual	Percentage Read	April	M-1
2A.13	Breakdown of AQ overdue for a Meter Reading	Reports on the total AQ by Shipper which is overdue for a meter reading. "Overdue" for the purposes of this report is UNC obligation plus 2 or 3 months, i.e. - Class 1, 2, 3 - no read for **three** months - Class 4 monthly read sites - no read for **three** months - Class 4 non-monthly read sites - no read for 15 months	Meter reading obligation	Current and prior month only	Percentage overdue	April	M-1

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