

Meters without a
Read for 4 years or
greater

PAC Meeting – 13th April 2021

The logo for xserve, featuring the word "xserve" in a blue sans-serif font. The "x" is stylized with a blue and white diamond shape.

Provided by:

The logo for correla, featuring two overlapping circles, one blue and one yellow, forming a stylized "C".
correla
ON BEHALF OF **xserve**

PAC Action 0302:

Correla to look to provide an update on the status of the circa 164k MPRNs involved and what actions are being undertaken to resolve the issue

Background: General Read Performance

- Read Performance (incl. aged reads) is reported in the Performance Assurance Report Register (PARR) and monitored by Performance Assurance Committee (PAC)
- In early 2020, PAFA issued performance observation letters to a number of shippers relating to read performance but due to the Covid19 pandemic, measures were put on hold by PAC
- Measures resumed in July'20 with PAFA working with CAMs to highlight poor read performance with their shipper customers
- After little improvement, Dec'20 saw the first round of performance improvement letters issued, followed by a second round in March 2021

Background: Meters with no reads over 4 years

- In February 2021 there were more than 172,000 meters without an Actual meter reading in UKLink in over 4 years
- Following a targeted communication by CDSP the number of affected meters has reduced to 159,159 (as of 4th April 2021)
- On 1st April 2021, LIS moved from 1st April 2017 to 1st April 2018 and therefore the period prior to 1st April 2018 for these meter will forever remain un-reconciled
- However, shippers should still aim to provide an actual read for these meters ASAP, to minimise further un-reconciled periods

Actions to resolve remaining Meters

How Shippers will be supported?:

- 'No Reads' topic as standing agenda item for CAMs/Shipper meetings (for affected shippers) and **Shipper Constituency meetings**
- News article on Xoserve.com with links to CDSP Performance Assurance Committee awareness training material (which includes guidance on submitting reads)
- Customer Performance Analysis team to target top 10 shippers (top 5 by AQ & top 5 by meter count) and provide support/guidance
- Where necessary, PAC to escalate via performance improvement plan

Thank you

