




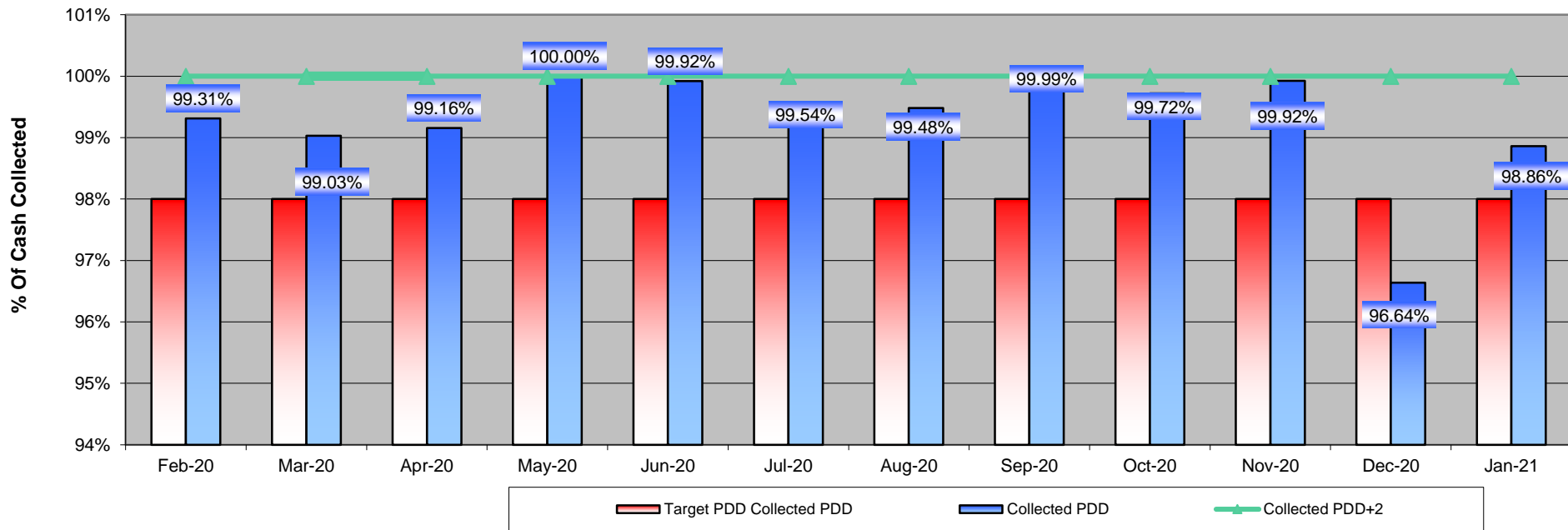
# **Energy Balancing Committee Operational Update**

**February 2021**


# Energy Balancing Credit Committee Scorecard – Quarterly Meeting February 2021

Subject Areas	Areas to cover	Quarterly RAG
	<ul style="list-style-type: none"> <li>98% of Cash Collected by Payment Due Date</li> <li>100% of Cash Collected by Payment Due Date +2</li> </ul>	<ul style="list-style-type: none"> <li>Target achieved of Cash Collected by Payment Due Date for November 2020 and January 2021. An unfortunate dip recorded for Decembers performance, largely due to one high value invoice being missed due to an error at the customers side.</li> <li>Failure to Pay Notices Issued – 2 in November, 11 in December, 4 in January.</li> <li>Target of Cash Collected by Payment Due Date +2 for November, December 2020 and January 2021 achieved.</li> </ul>

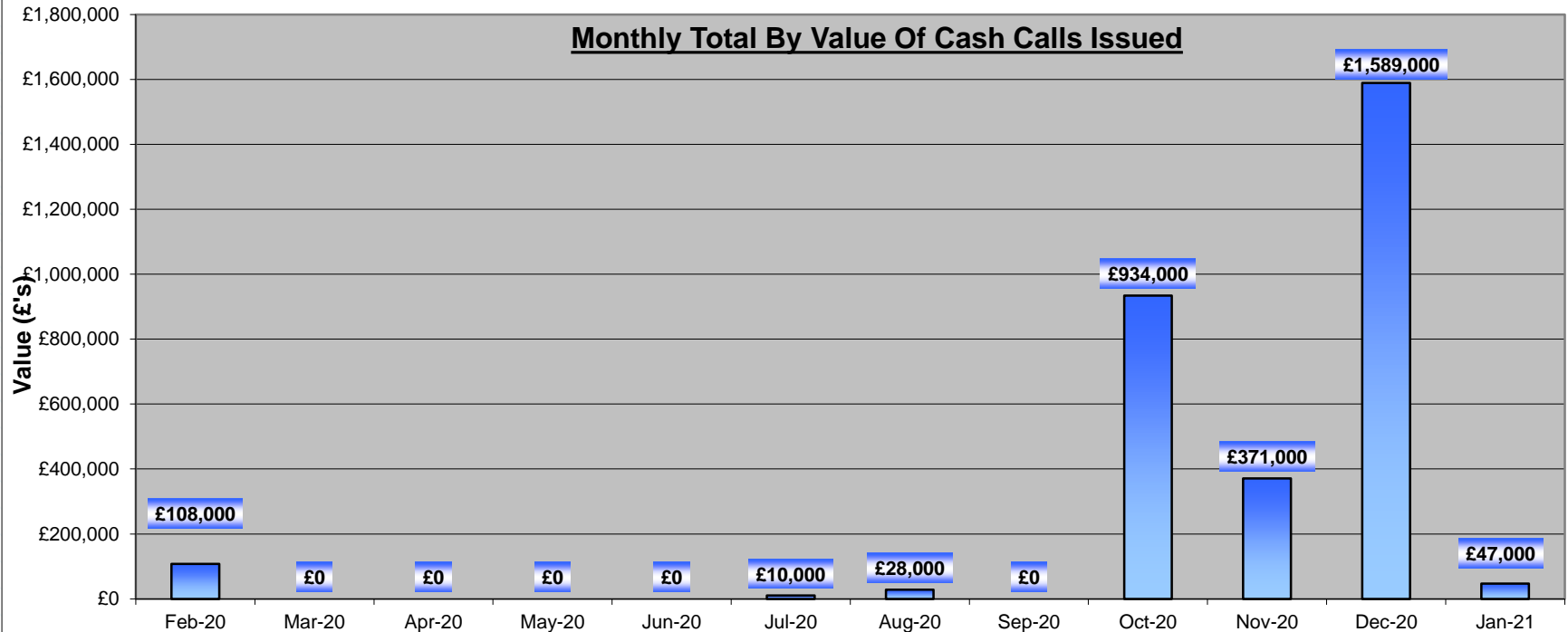
## Monthly Breakdown Of Cash Collected At Payment Due Date




# Energy Balancing Credit Committee Scorecard – Quarterly Meeting February 2021

Subject Areas	Areas to cover	Quarterly RAG
	<ul style="list-style-type: none"> <li>• Security Renewals completed within month</li> <li>• Further Security Requests</li> <li>• Cash Calls</li> <li>• Alerts</li> <li>• Credit Agency Update</li> </ul>	<ul style="list-style-type: none"> <li>• 100% November, December and January securities renewed before expiry date without issue.</li> <li>• 4 Cash Calls issued in November, 1 appealed and withdrawn and 3 paid, 2 in December, 1 appealed and withdrawn, 2 paid and finally 1 in January 2021 which was paid.</li> <li>• No bank downgrades or credit agency alerts requiring action</li> </ul>

**Monthly Total By Value Of Cash Calls Issued**



# Energy Balancing Credit Committee Scorecard – Quarterly Meeting February 2021

Subject Areas	Areas to cover	Quarterly RAG
 Debt	<ul style="list-style-type: none"><li>• Terminated Users</li><li>• Debt</li><li>• Administrator Updates</li></ul>	<ul style="list-style-type: none"><li>• 3 terminated shippers since 2018 with a total debt of £5,829,234.46 which is being pursued through appointed administrators via regular updates.</li><li>• Debt smeared 2 months after invoice due date to community.</li><li>• As of 31<sup>st</sup> January 2021 there has not been any offer of settlement from the administrators.</li></ul>
 Escalations	<ul style="list-style-type: none"><li>• Escalations to Committee</li></ul>	<ul style="list-style-type: none"><li>• No Committee escalations this quarter.</li></ul>

# Energy Balancing Credit Committee Scorecard – Quarterly Meeting February 2021

Subject Areas	Areas to cover	Quarterly RAG
 <p>Invoicing</p>	<ul style="list-style-type: none"><li>• Invoicing Issues</li><li>• Late Paid Interest</li></ul>	<ul style="list-style-type: none"><li>• As of 31<sup>st</sup> January 2021 the financial value for late paid charges accrued between October 2020 and March 2021 is £292.51.</li><li>• No issues with invoicing recorded.</li></ul>
 <p>Outlook</p>	<ul style="list-style-type: none"><li>• Focus Areas for next quarter</li><li>• Team Initiatives</li></ul>	<ul style="list-style-type: none"><li>• Continuing to monitor financial institutions providing security and individual organisations through credit agencies. No impact seen to date in relation to security or cash collection as a result of Covid-19.</li><li>• Continued engagement with customers to identify any issues at an early stage with no indications given.</li><li>• Working closely with invoicing teams to obtain invoice data earlier to forecast any potential cash calls.</li><li>• Having monthly catch up sessions with Customer Life Cycle to check progress of new entrants and leavers.</li><li>• Direct Debit implementation.</li></ul>

# Energy Balancing Adjustments – February 2021 Update

- Numbers have reduced due to the backlog being largely cleared. Further adjustments have been received and are being validated so will be included on the next update.

Billing Period	Shippers Affected	Energy Diff (Kwh)
May - 20	5	0
Jul - 20	1	-2,776,789

# Energy Balancing Adjustments – February 2021 Update

- **In response to action 0802** – *Xoserve to investigate the reason why the February 2020 Energy Balancing Adjustment invoicing figure was high and provide feedback.*
- The high volume of energy in February 2020, which was 50,540,156 Kwh and affected 6 shippers, was not caused by any particular reason and would have been a combination of factors such as particular issues with meters on site and revised allocations being received after D+ 5 closeout.
- This peak in February was not caused by any trend and the volumes they receive are random depending on various meter issues.
- The invoicing team continue to liaise closely with National Grid and communicate frequently to manage the adjustments.

# Direct Debit Update

- Communication sent to users asking their interest in using Direct Debit as a method of payment for Energy invoices.
- 18 customers responded to register their interest.
- Following an audit on Xoserve a recommendation was made to update the name on the Neutrality Bank account to clearly reflect that this is not an Xoserve account.
- This novation of the bank account name, completed on 17<sup>th</sup> December 2020 and the name on the account changed from 'Xoserve NG Gas Neutrality' to 'National Grid Gas Plc – Neutrality'.
- Now this has completed work will begin to implement Direct Debit for Energy invoices and a revised target date of 1<sup>st</sup> July 2021 has been agreed.