

UNC Performance Assurance Committee Minutes
Tuesday 11 October 2022
via Microsoft Teams

Attendees

| | | |
|-----------------------------|------|--------------|
| Rebecca Hailes (Chair) | (RH) | Joint Office |
| Mike Berrisford (Secretary) | (MB) | Joint Office |

Shipper Members (Voting)

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|-----------------------|-------|--------------------------------------|
| Andy Knowles | (AK) | Utilita Energy |
| Claire Louise Roberts | (CLR) | ScottishPower |
| Dan Fittock | (DF) | Corona Energy (Alternate) |
| Lee Greenwood | (LG) | Centrica (Alternate) |
| Louise Hellyer | (LH) | Totalenergies Gas & Power |
| Sallyann Blackett | (SB) | E.ON |
| Steve Mulinganie | (SM) | SEFE Energy Ltd |
| Tzern Toh | (TT) | ESB Generation & Trading (Alternate) |

Transporter Members (Voting)

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|-----------------|------|-----------------------------------|
| Ben Mulcahy | (BM) | Northern Gas Networks (Alternate) |
| Jenny Rawlinson | (JR) | BU UK (Alternate) |
| Sally Hardman | (SH) | SGN |

Observers (Non-Voting)

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|-----------------|------|---|
| Anne Jackson | (AJ) | PAFA/Gemserv |
| David Newman | (DN) | Correla on behalf of Xoserve - 4.2 only |
| Ellie Rogers | (ER) | Xoserve |
| Fiona Cottam | (FC) | Xoserve |
| John Welch | (JW) | Correla on behalf of Xoserve - 4.2 only |
| Martin Attwood | (MA) | Correla on behalf of Xoserve |
| Michele Downes | (MD) | Xoserve |
| Neil Cole | (NC) | Correla on behalf of Xoserve |
| Nikki Lindsell | (NL) | Correla on behalf of Xoserve - 4.2 only |
| Peter Ratledge | (PR) | PAFA/Gemserv |
| Sara Usmani | (SU) | PAFA/Gemserv |
| Talia Lattimore | (TL) | PAFA/Gemserv |
| Trevor Howell | (TH) | Xoserve |

PAC meetings will be quorate where there are at least four Shipper User PAC Members and two Transporters (DNO and/or IGT) PAC Members with a minimum of six PAC Members in attendance.

Copies of the non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/111022>

1. Introduction

Rebecca Hailes (RH) welcomed all parties to the meeting.

1.1 Apologies for absence

Alison Wiggett, Shipper Member
Alex Travell, Transporter Member
Anthony Diccio, Shipper Member
Graeme Cunningham, Shipper Member
Tracey Saunders, Transporter Member

1.2 Note of Alternates

Ben Mulcahy for Tracey Saunders
Dan Fittock for Alison Wiggett
Jenny Rawlinson for Alex Travell
Lee Greenwood for Graeme Cunningham
Tzern Toh for Anthony Dicicco

1.3 Quoracy Status

The Committee meeting was confirmed as being quorate.

1.4 Approval of Minutes (13, 21 & 27 September 2022)

The minutes from the three (3) previous meetings were approved.

1.5 Approval of Later Papers

It was noted that there was one (1) late paper (relating to agenda item 6) submitted ahead of the meeting.

When asked, PAC Members present agreed to consider the document.

2. Monthly Performance Assurance Review Items

Sara Usmani (SU) updated PAC Members on the current position in respect of Shipper “Maputo” with Performance related issues ahead of the 11:00 - 12:00 Shipper Escalation meeting with the Shipper.

During a brief discussion ahead of the Confidential meeting, PAC Members noted several key aspects, namely:

- Recent CDSP communication indicates a zero (0%) percent valid read performance for the latest period;
- 1x reading submitted in September and the company concerned had now gained an additional site, resulting in a total of 8 sites (7 of these sites being monthly read, plus 1 new EUC02 site);
- Concerns voiced around a lack of utilisation of the DDP system by the party concerned;
- PAC Members agreed to avoid direct communication with the associated 3rd Party service provider (Datamere);
- Concerns voiced about a lack of engagement on the part of the company concerned, especially in respect of previous actions placed upon them;
- Concerns also voiced around an apparent lack of a Resolution Plan to improve performance;
- It was recognised that resourcing changes within the company concerned have potentially had a detrimental effect upon its performance;
- Concerns voiced around an apparent lack of understanding of file flow / read rejection processes and triggers;
- An update on the portfolio revealed that 1 site sits just under the DM threshold, 2 sites have had reads during 2022 with the remaining sites having only had reads as far back as 2018;
 - 1 high AQ site has not had a read since July 2022, although how much energy is involved remains to be confirmed;

- Concerns voiced that whilst the company concerned appears to be able to interact within the market, it remains unable to submit successful reads which begs the question as to whether or not their focus is on Change of Supplier activities at the expense of read performance;
- PAC Members remain concerned and therefore may decide to escalate the matter to Ofgem for further monitoring, supported by a recommendation that Ofgem do not allow the company concerned to take on any more customers until such a time as their performance levels reach the required levels;
- In noting that the company concerned have had a Shipper Licence for some time now, their poor performance has necessarily become an issue at a DESC related level, and
- PAC Members remain concerned that there is a clear ‘tension’ between billing and commercial licence requirements.

Confidential meeting notes have been taken separately and made available to PAC Members only.

2.1 PARR Report Review – Dashboard update (PAFA)

Sara Usmani (SU) provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following observations for this section:

SHIPPER PERFORMANCE IMPROVEMENT PLANS

- Performance Assurance Committee (PAC) members were informed that updates on all Shippers on improvement plans were available to view on the Gas Performance Assurance Portal (GPAP). There were four Shippers on performance improvement plans (not including those on Product Class 4 (PC4) monthly plans) and the Performance Assurance Framework Administrator (PAFA) presented updates on three Shippers.
- Shipper “Praia” was presented to the PAC who are on a performance improvement plan for PC3 and PC4. Within the PC3 market, the Shipper’s performance had rebounded from the fall seen in July, though performance has not returned to levels prior to the fall. The decline in performance is attributed to an IT issue the Shipper was facing and performance is expected to return in line with forecast from September 2022.
- Updates on Shipper “Manama” were provided to the PAC. Manama are on an improvement plan for PC3 and PC4 Monthly. Within the PC3 market, the Shipper has achieved UNC target in August 2022 (c. 91%) but remains under their forecast of 95%. However, the PAFA are not too concerned as there is a very small volume of risk on the Shipper’s profile (4 GWh). Within the PC4 monthly market, there remains more concern as there has been no improvement and the party remains behind their forecast. The PAFA will contact the Shipper and provide an update at the November PAC meeting.
- Updates on Shipper “Roseau” who are on an improvement plan for PC3 and PC4 (both monthly and annual markets) were provided to the PAC. The Shipper saw a sharp improvement in the PC3 market in May 2022, however this has declined and remained stagnant since June 2022. There has been no improvement in the PC4 market. The PAFA will meet with the Shipper to discuss performance.

- An overview of the AQ corrections data was provided to the Committee. Since April 2022, there has been a decline in the number of AQ corrections under reason code 02 “Change in consumer plant”. However, the level of corrections remains high compared to the same period last year. Committee Members were informed that the increase in this has been driven by three Shippers; Brazzaville, Nuuk and Islamabad. PAFA are working with the DDP team to understand the impact on Aqs.

New Action PAC1001: PAFA (SU/TL) to investigate the net impact on Aqs following the surge in AQ corrections.

New Action PAC1002: PAFA (SU/TL) to liaise with Brazzaville, Nuuk and Islamabad on the reason behind increasing AQ corrections.

- Replaced meter reads was another area highlighted to the Committee. The PAC were informed that historically EUC01 contains the most amount of replaced meter reads due to the large volume of sites within EUC01. However, the number of replacements has declined since March 2022 and continues to decline to date. EUC02 has seen a sharp increase in replaced meter reads, which has been driven by one Shipper, Alofi. This Shipper has seen a significant increase in replacement reads since July 2022. Committee Members discussed potential reasons behind the increasing replacement reads where the PAFA advised it could be due to general portfolio cleansing and that increasing replacement reads was not necessarily negative performance.

New Action PAC1003: PAFA (SU/TL) to engage with Alofi to understand the reason behind the increasing number of replacement reads.

- The PAFA informed PAC members that the data issue identified in respect of the aged reads report generated on the Data Discovery Platform (DDP) has now been resolved. The PAFA will provide a final overview at the November PAC meeting to the Committee.

Outstanding Action Update

PARR 0901: PAFA (SU) to model Shipper Transfer Read performance factors at 0%, 2.5% and 5% for the PC2 and PC3 market.

Update: Committee Members were provided with an update on the Holistic Performance Matrix. Sara Usmani (SU) provided a brief overview of the ‘*Matrix Weightings – 0901*’ presentation, during which the following key items were noted (by exception), as follows:

PC2 Market – slide 3

- The 0% column information excludes any transfer read element, hence the apparent lower performances, based on a total of 25 rather than 30;
- There have been no transfer reads in the last 3 months in respect of ‘Athens’;
- When asked how the information and process assists customers to ‘switch’ Suppliers, AJ responded by explaining that the system went live in the summer and that market forces have so far ‘smoothed out’ market fluidity impacts, which goes towards explaining why for some parties, scores appear slightly better (artificially uplifted), and
- PAFA recommends utilising the 0% weightings – a recommendation endorsed by PAC Members in attendance.

PC3 Market – slide 4

- As per the PC2 market, PAFA recommends utilising the 0% weightings – a recommendation endorsed by PAC Members in attendance.

PAFA Recommendation – slide 5

- It was noted that Non-Domestic markets are still ‘switching’ freely;
- When asked whether the PAFA recommends a 0% weighting for PC4 sites, AJ responded by explaining that PC1 & 2 tend to comprise Non-Domestic sites whilst PC3 & 4 are predominately Domestic and therefore technically speaking recommendation would not apply to the Non-Domestic market if it is flowing freely;
- When asked why PAC tends to focus on Product Classes (PCs) 1 to 4, FC advised that this is basically to cater for Daily Metered (PC1 & 2) obligations and pointed out that Faster Switching rollout had impacted on PC4 obligations and reporting processes, and
- It was noted that Market Sector utilisation could also potentially provide a different market perspective especially in light of increasing AMR usage within the business sector – recognising the point, FC pointed out that as the PAC interest is related to settlement aspects, there is a need to continue focusing on PCs.

When AJ pointed out that the proposals represent a temporary situation, PAC Members in attendance voted (by exception) to unanimously support the PAFA recommendations to reduce the weightings to 0%.

Thereafter, PAC Members agreed the action could now be closed. **Closed**

2.2 Review of Outstanding PARR Actions

PARR0402: CDSP to inform members of the PC4 monthly read performance split by meter/equipment type.

Update: In referring to the ‘CDSP and PAFA responses to October 2022 PAC Meeting on outstanding actions’ document, FC drew attention to the information contained within the ‘Comparison of read performances between “Smart” and “Standard” (split available in Data Discovery Platform) for Class 4 Monthly Read sites – Updated to include July and August 2022’ table on the final page of the document.

When asked why the DCC performance was only hovering around the 75% mark, FC advised that multiple factors could be involved and that unfortunately at this time she did not have the SMETS1 and 2 information to hand.

Anne Jackson (AJ) went on to outline the Shipper processes involved which contribute to the PAFA’s concerns relating to read rejection issues, especially as any ‘cumulative’ effect is a major concern and that perhaps a review of SMETS1 & 2 (read rejections) might be beneficial (i.e. reads obtained and submitted v’s validated reads loading into the system for settlement purposes).

It was noted by those in attendance that a better understanding of the end-to-end processes involved and where the failure points exist would be beneficial.

New Action PAC1004: Reference SMETS1 & 2 related information - PAFA (SU/TL) to investigate and provide a view on what information is available (for failure rates in the SMART arena) and how this might be utilised and what approach and potential costs might be involved.

When asked, PAC Members agreed the action **PARR0402** could now be closed. **Closed**

PARR0602: CDSP to continue to review open meter bypass and report to PAC at annual intervals.

Update: When FC suggested that the Decision Log could be updated to include this item and an item added to the June 2023 diary, PAC Members indicated that they would prefer to keep the action open and reconsider the matter at the June 2023 meeting. **Carried Forward**

PARR0702: PAFA to provide, where possible, some comparator WAR BAND performance data to give context to the observed performance this year.

Update: AJ indicated that she was under the impression that this action had been completed in July and August.

AJ then took the opportunity to apologise for an error within the recently issued individual WAR Band letters whereby the figure provided (circa 75%) had been found to be incorrect. She confirmed the reason was that the first and second window data had been incorrectly combined. PAFA confirmed the WAR band issue is still valid and apologised for the mistake.

Whilst acknowledging the point, Steve Mulinganie (SM) pointed out that care is needed in order to not inadvertently undermine PAC credibility which had been raised as a potential concern within his organisation.

When asked how it might be possible to avoid a repeat of the error, AJ responded by suggesting that adding an extra Quality Assurance step within the process for validating data and providing the subsequent statistics would prove helpful.

In observing that the review (and approval) of the letter was conducted as an 'ex-Committee' exercise, RH wondered whether this also potentially contributed to the problem and that perhaps in future PAC should avoid such undertakings. It was acknowledged that on occasion, it is a balance between speed and quality and perhaps improved due diligence mechanisms would help.

Concluding the discussion, AJ advised that the PAFA would be undertaking an internal review (QA exercise etc.) of their processes in due course.

When asked, PAC Members agreed the action could now be closed. **Closed**

PARR 0901: PAFA (SU) to model Shipper Transfer Read performance factors at 0%, 2.5% and 5% for the PC2 and PC3 market.

Update: Please refer to the discussion under item 2.1 above.

2.3 Risk & Issues Register Update (PAFA)

In noting that additional information is also available on the GPAP portal, Talia Lattimore (TL) provided an update. PAFA supplied the following observations for this section:

- Performance Assurance Committee (PAC) Members were presented with an update in respect of three risks relating to Read Performance and Correction Factors. The PAFA (Performance Assurance Framework Administrator) noted that there were three areas for PAC attention:
 - **PC1 Read Performance:** TL reported a decrease in the value at risk for 2021-22 by 24%. TL advised that this was due to Read performance across the year having increased by about 2%, the number of sites having increased by 8% and average AQ having increased by 12%. The PAFA are seeing a modestly positive trend and recommended that no further action was required at this time. The risk will be reviewed again in January 2023.

- **PC2 Read Performance:** TL reported an increase in the value at risk for 2021-22 by 18%. TL advised that the increase was due to read performance having dropped by 4% across the year. The PAFA recommended that no further action be taken at this time. The risk will be reviewed again in January 2023.
- **Correction Factor < 732,000kWh:** TL reported a decrease in the value at risk for 2021-22 by 5%. TL advised that this was due to a decrease in the use of Standard Correction Factors by 3%. The risk remains low and the PAFA did not recommend any action at this time and the risk will be reviewed again April 2023. It was added that a standard correction factor of 1.02264 should not be used for sites in this bracket due to their large consumption and that they should have a site specific correction factor applied accordingly, to more accurately measure the consumption.
- The PAFA advised the PAC that there were other risks due to be presented. However, when reviewed these were not inherently correct. The PAFA will bring an update to the PAC in November on the other risks.

2.4 Line in the Sand Strategy 2022-23

Anne Jackson (AJ) provided an update on the line in the sand strategy, confirming that letters had been sent to the two groups (based on either volume or AQ at risk sites) reinforcing the importance of gaining reads, and where no significant improvement had been made a request for parties to focus on providing reads. Supporting the update, SU explained that eleven (11) letters had been issued, but to date, no responses had been forthcoming.

RH observed that “Maputo” had not been included on either of the group listings, suggesting that this makes sense in this context (see item 3).

Claire Louise Roberts (CLR) advised that she is aware that ScottishPower had received a letter, although she had not actually seen it. When it was pointed out that this would have gone to the ScottishPower DSC Contract Manager, AJ offered to discuss the matter offline with CLR. This reinforces the importance of a dedicated Performance Assurance Contact post 0674V implementation.

2.5 Transporter Performance Monitoring – Measurement Errors

Opening the discussions, AJ confirmed that this agenda item relates to previous PAC discussions around issuing of a letter to Cadent, which upon consideration PAFA had decided to not issue until further analysis is undertaken.

RH noted that as Cadent is responsible for 50% of the Distribution Network (4/8 DN networks), this may be part of the picture considering the recent two significant meter errors at Alrewas and Thornton Curtis (both Cadent) and that perhaps there would be a benefit in assessing a 5 year, 2 year or more recent set of data of meter errors overall (not just Cadent) as part of the additional analysis. RH made reference to the previous Cadent presentation which also included RIIO 2 elements for replacement of Orifice Plate meters.

In looking to provide a progress update and recommendation to the November / December PAC meeting, AJ suggested that there might also be benefit in considering any potential risk v’s replacement aspects. A PAC Member pointed out that there have also been some non-direct human risks observed that are more akin to data source issues. RH suggested, and AJ agreed that this is also linked to PAC action 0901.

Concluding the brief discussion AJ advised she would discuss the matter in more detail (i.e. data accuracy on the Joint Office web site related concerns) offline with RH after the meeting.

3. PAC Shipper Performance Escalation Update Meeting 11:00 – 12:00

Notes taken separately are available for PAC Members only.

4. Matters for Committee Attention

4.1 Modification 0674V Implementation (see [plan](#) on main PAC page)

Anne Jackson (AJ) provided an onscreen progress update for each reference item based upon the '*0674V Implementation Plan*' dated 29 September 2022 as published on the main PAC web page on the Joint Office web site.

Opening the debate, AJ advised that circa 50% of the review of PAFD ready for v4.6 had now been completed with the remainder to be completed as soon as practicably possible. RH requested that PAC Members take the opportunity to review the information and provide any comments in time for consideration at the 25 October 2022 PAC meeting.

The most notable points of the update being captured (by exception), as follows:

PAFD

PARR element (which will be an appendix to PAFD v4.6) is currently in the process of being reviewed by FC.

Imp09

FC suggested that the User Contact Details are gathered at the point of accession to Code – a point supported and confirmed by Ellie Rogers (ER).

Imp11

When TL explained that the updated wording for the 0674V Implementation Letter was approved at a previous PAC meeting, and that as a consequence a letter was sent to the Joint Office for release to the wider industry audience, RH advised that since the letter was sent on 06 October, no responses have been received to date.

Imp13

When RH noted that this item remains 'in the pipeline' and resides alongside the Performance Matrix work, TL advised that an update is expected in November.

Imp14

In noting that the Risk Register is not currently included within the PAFD, AJ pointed out that a review is ongoing (especially template aspects) and that a possible update would be available for the December PAC meeting.

Imp16

When asked whether the CDSP had received a copy of the PAFD version 4.6 document, FC confirmed in the positive before indicating that the PARR part of document (for the appendix) might be ready for PAC approval at the 25 October 2022 meeting, although the meeting papers submission window might be a challenge. Responding, RH suggested that the 01 November 2022 backup PAC meeting might be a suitable fallback option – it was noted that any items missed from the 25 October PAC meeting would / could be carried over to the 01 November meeting, subject to the two (2) hour meeting limitation. A brief discussion around various PAC Members availability for both meetings was undertaken.

Referencing the PAFD industry communication strategy (relating to agenda item 4.1.1), RH questioned whether PAC Members believe a more robust strategy would be beneficial, especially refinement of the proposals / actions within the PAFD, or is it preferable to include these within the 'normal' PAC meetings instead – consensus was to include within one of the extra PAC meetings either before or at the January 2023 PAC meeting.

Noting that as there are time constraints, AJ suggested that a target in January 2023 would suggest that clarification at the January meeting would necessitate an early December 2022 review and challenge exercise.

In referring to the proposed February 2023 PAC strategic workshop meeting pencilled in for 01 February 2023, RH wondered whether an additional January meeting might also prove beneficial.

4.1.1. Industry communications strategy

Please refer to the discussions under item 4.1 above.

4.1.2. Implementation plan / actions review

Please refer to the discussions under item 4.1 above.

4.1.3. Next steps

Please refer to the discussions under item 4.1 above.

4.2 User Story Overview – Data Discovery Platform (DDP)

Nikki Lindsell (NL) and David Newman (DN) provided a brief onscreen review via the Miro Board platform / portal, during which the following key discussions were noted (by exception), as follows:

ID1738

In response to questions posed around Modification 0691S implementation delivery (approved with an effective implementation date of 05:00 on 01 April 2021), John Welch (JW) advised that this is an additional DDP item to the already delivered functionality – when challenged, ER confirmed this to be correct.

RH voiced grave concerns that in her opinion the delivery should have already been completed in full as part of the Modification 0691S, and not have any residual items to still be delivered.

ID1857

When SU confirmed that the PAFA already receives the information, parties in attendance agreed that this User Story could now be removed / closed.

ID1858

It was confirmed that this had already been delivered.

ID1860

DN pointed out that this User Story related to circa 60 billion items of data and is therefore a significant piece of work involving an extended delivery timescale.

ID1861

When RH suggested that this item refers to concerns previously raised by Graeme Cunningham (PAC Shipper Member), AJ also pointed out that it ties in with previous PAC discussions – it was noted that there could be additional Shipper training requirements involved.

When asked whether the information / data could be provided via a different route, SU advised she would need to consider the matter, at which point RH wondered whether the Meter Asset / Attribute Misalignment Report (rejections) including MPRN and AQ information provided the information already – DN noted that Shippers already have a read rejection board within the DDP.

At this point, NL kindly provided a screenshot of the 'Reads / Read Rejection' information to clearly demonstrate what is already available – RH requested that the PAFA reviews the information offline and looks to provide a recommendation at the November PAC meeting.

New Action PAC1005: *Reference User Story (DDP topic) ID1861 - PAFA (SU/TL/AJ) to investigate what Read / Read Rejection already exists within the DDP and recommend whether the item is still required going forward.*

DDP Topics

When asked whether this User Story (DDP topic) is still required, SU confirmed that this item had now been delivered.

AQ Read Performance (UNC Modification 0672S)

When SU suggested that this had already been delivered, DN responded by advising that he believes that this item involves subtle alignment differences and whilst what has been delivered so far mainly aligns to the UNC Modification, the question remains whether PAC would require it to FULLY align to the Modification.

RH wondered whether there was another option insofar as we consider that the delivery has already aligned with, and delivered to, the original Modification requirement and therefore we do not undertake any further changes.

ER believed that there has already been a UNC Fast Track Self-Governance Modification (0807FT) raised to address these subtle differences anyway and agreed to discuss the matter offline and report back to the November PAC meeting.

At this point, RH summarised the discussions as follows:

ID1738 – still required

ID1857 – delivered

ID1858 – delivered

ID1860 – still required and relates to reconciliation data

ID1861 - still required and subject to an action update in due course

DDP Topics – delivered

AQ Read Performance (UNC Modification 0672S) - still required and subject to an action update in due course

DN then went on to advise that UNC Modification 0664VVS Dashboards become 'live' as part of the February 2023 Release.

When asked whether delivery of any of the items should be prioritised, RH suggested that from a PAC perspective the Committee really would like the DDP team to deliver everything as soon as practicably possible, especially as in her opinion ID1738 should have been (completely) delivered already as part of the Modification.

A new action was then placed against DN to provide a high-level view on what can be delivered, and by when – PAFA would then be able to 'filter' the information should the need arise.

New Action PAC1006: *Reference User Story Overview – Data Delivery Platform – Correlate (DN) to provide a high-level view on what can be delivered, and by when (inc. any potential budgetary implications) and provide an update at the November 2022 PAC meeting.*

4.3 Isolated Sites with Progressive Readings

Neil Cole (NC) provided an overview of the *'Isolated Sites With Progressive Reads'* presentation, during which the following key discussions were noted (by exception), as follows:

Isolated MPRs with Meter Removed – slide 6

In examining the highest column value (in excess of 160 MPRs), NC confirmed that whilst he did not have a breakdown by class available, he would ensure that the update to be provided ahead of the November 2022 PAC meeting would include this information.

When asked, NC also confirmed that due to the information being related to a PARR topic, company names are not included on this presentation although he believes that these would become available in the November update.

When NC advised that the information presented suggested that incorrect meter asset (isolation) flags are the principle issue here (i.e. degrees of wrongness), FC reminded those in attendance that whilst sites can be isolated with a meter still in situ (i.e. capped / disabled state etc.), where progressive reads are observed, further investigations are triggered.

Isolated MPRs Less Meter Removals – slide 7

NC confirmed that the tallest peak relates to the same Shipper as highlighted in slide 6, and that the MPRNs identified in the graph are still registered on that Shipper's portfolios.

Top 4 Shippers – slide 8

NC pointed out that the information had been provided post the September PAC meeting discussions.

With regards to the Shipper with the highest outstanding population of isolations, NC has been in discussion with a new contact there and is hopeful progress will be made in the coming weeks.

When asked whether there is information available relating to their meter point status (i.e. live or dead), NC responded by advising that he believes that the sites/meters in question are live – he will examine further and update the statuses alongside the Meter Asset status in due course.

AQ at Risk (PAC Action 0903) – slide 9

NC advised that he is in dialogue with the party concerned and would provide a further update at the November 2022 PAC meeting.

When asked, PAC Members agreed that the action could now be closed. **Closed**

During a brief wider discussion, RH enquired whether the isolated sites appear, or are reflected in, the Risk Register to which Peter Ratledge (PR) responded by stating there is not a specific risk against 'isolated' as it currently stands – further consideration on whether there should be one will be undertaken in due course.

Concluding discussions, NC advised that he would continue to discuss matters with the parties concerned whilst also undertaking a more pro-active monitoring based approach going forward.

4.4 Performance Assurance Framework Document (v4.6)

RH undertook a quick onscreen review of the 'Performance Assurance Framework Document' draft version 4.6, during which AJ provided a quick explanation of the proposed changes.

Drawing attention to item 7.1 PAFA Scope on page 9, RH focused on the '*PAC will update the PAFD as appropriate.....*' statement, advising that this is integral to PAC scheme changes (i.e. limited to PAFA scope changes and therefore not a conflict with Section 13) – a point acknowledged by PAC Members.

In assessing the highlighted statement on page 16 of the document, parties enquired whether there are / would be, any industry consultation aspects involved, to which AJ responded by saying yes, especially if more than just 'house keeping' changes are proposed – RH pointed out that care is needed to avoid confusing the PAFA scope and its role aspects.

The change to item 15 on page 17 was duly noted.

It was agreed that further consideration of the proposed PAFD changes would be undertaken at a future PAC meeting.

5. Update on Potential Changes to Performance Assurance Reporting and PARR (UNC Modifications) – 0811S, 0812R, 0816S & 0819

RH provided an overview of the current live UNC Modifications noting the following Modifications with a potential PAC impact:

0811S – Shipper Agreed Read (SAR) exceptions process

Progressing within the Distribution Workgroup with the next meeting scheduled to take place on Thursday 27 October 2022.

Business Rules were 'tweaked' at the previous Workgroup meeting and once finalised the PARR process report can also be finalised. FC pointed out that progress is good with regard to the PARRs with the Workgroup considering requirements (including the interaction between the Workgroup and PAC) – a "win-win" situation.

An amended Rough Order of Magnitude (ROM) is anticipated, subject to submission of an amended Modification.

It is expected that Legal Text will be formally requested at the 20 October 2022 Panel meeting.

Moving on, ER advised that at a previous Workgroup meeting parties considered whether Uniform Network Code Committee (UNCC) approval would be needed, concluding that it was not required. RH suggested, and PAC Members agreed that it would be beneficial to add a 'hook' to this end within the Workgroup Report.

In order to help facilitate progression of this matter, an action was placed against ER to look to provide an 'initial' strawman for consideration at the 27 October 2022 Workgroup meeting.

New Action PAC1007: Reference Workgroup Report 0811S – Xoserve (ER) to look to provide an 'initial' strawman for consideration at the 27 October 2022 Workgroup meeting.

When PR enquired whether provision of such information would form part of the Business Evaluation stage, ER confirmed that it would as part of the system design considerations within the BER. RH then pointed out that the costs for the PARRs would be included within the Modification which could also be considered at the November 2022 PAC meeting.

0812R – Review of Alternative to "Must Read" Arrangements

When RH suggested that the topic (and objectives) for this UNC Review gave some cause for concern, AJ explained that she believes that the Proposer does not want Transporters to provide a 'must read' service going forward.

During a brief onscreen review of the Request, it was noted that it is proposed that Shippers are best placed to provide the information utilising the same service provider, which poses the question as to why the Transporters should continue to provide this centralised service provision going forward.

Noting that regardless of which party undertakes responsibility, PAC Members acknowledged that good governance would be key.

AJ pointed out that this matter also overlaps with concerns surrounding the loading of meter readings and the 'culture' that if a Party does not do this, someone else would complete the task on their behalf – a situation that requires reviewing. ER advised that she has already requested further information from her Xoserve colleagues relating to must reads and rejections for consideration at the next Request Workgroup meeting. PR pointed out that the data is available, but it just needs to be made more user friendly.

Jenny Rawlinson (JR) suggested that obtaining a better understanding of why the obligation was placed within the Uniform Network Code (UNC) in the first instance, and why it is not working would be beneficial.

When RH made reference to the outstanding Request Workgroup action 0309, ER responded by advising that requirements (inc. number of internal rejections involved) are being assessed, but it is highly unlikely the results would be available for consideration at the 27 October 2022 Request Workgroup meeting.

When Lee Greenwood (LG) pointed out that Transporter 'must reads' have been paused since approval of a Modification, FC clarified that this applies to sites where the meter has moved from annual to monthly reads.

Martin Attwood (MA) observed that the monthly must read population is growing which reflects an overwhelming resourcing issue.

When asked whether PAC currently monitor the reads that fall into the must reads obligation (i.e. is PAC monitoring the effect of removing must read obligations), FC responded by suggesting that is already 'covered' within the 'no reads' for 2, 3 and 4 years mechanism. FC went on to suggest that perhaps the first thing to consider would be what would potentially be the PAC obligations (i.e. what would industry expectations be), before noting that as this is currently a Request Workgroup it could be followed by a related UNC Modification under the development of which matters such as these would be considered in more detail. Ultimately, this could require extra PAFD tools being developed.

ER went on to advise that the current approach would suggest a split (multiple) Modification based approach, which could create additional risks.

Ben Mulcahy (BH) went on to say that he believes that the Proposer (Richard Pomroy of Wales & West Utilities) is looking for industry feedback and engagement on development of an alternative (to current processes) solution.

Concluding discussions, AJ provided a brief historical resume of current and previous positions in terms of meter reading and billing aspects.

0816S – Update to AQ Correction Processes

Not specifically considered at the meeting due to time constraints.

0819 – Establishing / Amending a Gas Vacant Site Process

Not specifically considered at the meeting due to time constraints.

6. Review of Outstanding Actions

Please note that due to time constraints, some of the following action updates and decisions were conducted ex-Committee.

PAC0803: PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office.

Update: Please refer to the discussions under item 4.4 above. **Carried Forward**

PAC0804: PAFA (AJ) to review and recalculate the risk profile for Maputo.

Update: Update to be provided at the 15 November 2022 PAC meeting. **Carried Forward**

PAC0805: PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs.

Update: Update to be provided at the 15 November 2022 PAC meeting. **Carried Forward**

PAC0807: Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves.

Update: PAFA has issued the communication, therefore it is agreed the action can now be closed. **Closed**

PAC0901: PAFA (AJ) to draft communication to Transporters with regards to their performance with Measurement Errors for PAC approval.

Update: It has been agreed to carry forward the action, with an update due at the 13 December 2022 PAC meeting. **Carried Forward**

PAC0902: Joint Office (RH) / PAFA (AJ) Additional PAC Sub-Group meetings to be organised to manage 0674V implementation.

Update: Please note that information appertaining to the PAC Sub-Group meetings can be found on the Joint Office web site at: <https://www.gasgovernance.co.uk/PAC>

It is agreed the action can now be closed. **Closed**

PAC0903: Xoserve (NC) to provide AQ at Risk position for remaining Isolated sites.

Update: It is agreed the action can now be closed. **Closed**

PAC0904: PAFA (AJ) to provide an overview of User Stories and reason originally raised to allow PAC to consider the potential costs, benefits and priority changes.

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

PAC0905: Joint Office (RH) to establish a one-day workshop to consider AUGÉ Risk Items.

Update: It is agreed the action can now be closed as a meeting will be set up for Wednesday 01 February 2023 and a notification issued in due course. **Closed**

PAC0906: Joint Office (RH) to set up a Shipper Escalation meeting for October to discuss Maputo.

Update: Meeting set up, therefore it is agreed the action can now be closed. **Closed**

PACSW0501: *Performance Assurance Matrix* – PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

PACSW0502: *Performance Assurance Matrix* – CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2 - PC4 sites and provide a view on what should be incorporated into the reporting.

Update: It is agreed the action can now be closed. **Closed**

PACSW0504: *Performance Assurance Matrix* – Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any *potential* improvements/recommendations.

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

PACSW0505: *Performance Assurance Matrix* – CDSP/Xoserve/Correla (Mike Orsler) to review the Market Entry Process for onboarding market participants to ensure they understand the importance of meeting performance standards. (RHa to contact Mike Orsler directly. Linked to action 0504 above.)

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

PACSW0701: *Performance Assurance Matrix* – In order that new entrants understand what is expected of them, CDSP/Xoserve/Correla (Mike Orsler) to add to the process what reports and what standards new entrants will be measured against, this should also explain the role of the PAC to new entrants

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

PACSW0702: PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC.

Update: It has been agreed to carry forward the action, with an update due at the 15 November 2022 PAC meeting. **Carried Forward**

7. Any Other Business

None.

8. Next Steps

8.1 Key Messages

Published at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>

9. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

RH noted that the 2023 dates are currently being considered and will be shared at the next full PAC meeting on 15 November to confirm the planned dates.

| Time/Date | Paper Publication Deadline | Venue | Programme |
|--------------|----------------------------|-----------------|----------------------|
| 14.30-16.00, | ASAP | Microsoft Teams | 0674V implementation |

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|---------------------------------------|-------------------------------|-----------------|--------------------------------|
| Tuesday 25 October 2022 | | | tasks TBC |
| 14.00-16.00, Tuesday 01 November 2022 | ASAP | Microsoft Teams | 0674V implementation tasks TBC |
| 10:00, Tuesday 15 November 2022 | 17:00 Monday 07 November 2022 | Teleconference | Standard Agenda |
| 10:00, Tuesday 13 December 2022 | 17:00 Monday 05 December 2022 | Teleconference | Standard Agenda |

PAC Action Table (as of 11 October 2022)

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Status Update |
|----------------------------------|--------------|------------|---|-----------------|--|
| PARR Report Actions 2022: | | | | | |
| PARR 0402 | 12/04/22 | 2.2 | CDSP to inform members of the PC4 monthly read performance split by meter/equipment type. | CDSP (FC) | Update provided. Closed |
| PARR 0602 | 14/06/22 | 2.3 | CDSP to continue to review open meter bypass and report to PAC at annual intervals. | CDSP (FC) | Carried Forward Update June 2023 |
| PARR 0702 | 12/07/22 | 2.1 | PAFA to provide, where possible, some comparator WAR BAND performance data to give context to the observed performance this year. | PAFA (AJ/RC/SU) | Update provided. Closed |
| PARR 0901 | 13/09/22 | 2.1 | PAFA (SU) to model Shipper Transfer Read performance factors at 0%, 2.5% and 5% for the PC2 and PC3 market. | PAFA (SU) | Update provided. Closed |
| PAC Actions 2022: | | | | | |
| PAC0803 | 16/08/22 | 4.1 | PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office. | PAFA (AJ) | Carried Forward Update November |
| PAC0804 | 16/08/22 | 4.1 | PAFA (AJ) to review and recalculate the risk profile for Maputo. | CDSP (FC) | Carried Forward Update November |

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|---------|----------|-----|---|-------------------------------|--|
| PAC0805 | 16/08/22 | 4.1 | PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs. | PAFA (AJ) | Carried Forward Update November |
| PAC0807 | 16/08/22 | 4.1 | Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves. | Joint Office (RH) | Update provided. Closed |
| PAC0901 | 13/09/22 | 2.5 | PAFA (AJ) to draft communication to Transporters with regards to their performance with Measurement Errors for PAC approval | PAFA (AJ) | Carried Forward Update December |
| PAC0902 | 13/09/22 | 3.1 | Joint Office (RH) / PAFA (AJ) Additional PAC Sub-Group meetings to be organised to manage 0674V implementation. | Joint Office (RH) / PAFA (AJ) | Update provided. Closed |
| PAC0903 | 13/09/22 | 3.3 | Xoserve (NC) to provide the AQ at Risk position for remaining Isolated sites | Xoserve (NC) | Update provided. Closed |
| PAC0904 | 13/09/22 | 3.4 | PAFA (AJ) to provide an overview of User Stories and reason originally raised to allow PAC to consider the potential costs, benefits and priority changes. | PAFA (AJ) | Carried Forward Update November |
| PAC0905 | 13/09/22 | 3.6 | Joint Office (RH) to establish a one-day workshop to consider AUGE Risk Items | Joint Office (RH) | Update provided. Closed |
| PAC0906 | 21/09/22 | 5.0 | Joint Office (RH) to set up a Shipper Escalation meeting for October to discuss Maputo. | Joint Office (RH) | Update provided. Closed |
| PAC1001 | 11/10/22 | 2.1 | PAFA (SU/TL) to investigate the net impact on AQs following the surge in AQ corrections. | PAFA (SU/TL) | Pending |
| PAC1002 | 11/10/22 | 2.1 | PAFA (SU/TL) to liaise with Brazzaville, Nuuk and Islamabad on the reason behind increasing AQ corrections. | PAFA (SU/TL) | Pending |
| PAC1003 | 11/10/22 | 2.1 | PAFA (SU/TL) to engage with Alofi to understand the reason behind the increasing number of replacement reads. | PAFA (SU/TL) | Pending |
| PAC1004 | 11/10/22 | 2.2 | <i>Reference SMETS1 & 2 related information</i> - PAFA (SU/TL) to investigate and provide a view on what information is | PAFA (SU/TL) | Pending |

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| | | | available (for failure rates in the SMART arena) and how this might be utilised and what approach and potential costs might be involved. | | |
| PAC1005 | 11/10/22 | 4.2 | <i>Reference User Story (DDP topic) ID1861 - PAFA (SU/TL/AJ) to investigate what Read / Read Rejection already exists within the DDP and recommend whether the item is still required going forward.</i> | PAFA (SU/TL/AJ) | Pending |
| PAC1006 | 11/10/22 | 4.2 | <i>Reference User Story Overview – Data Delivery Platform – Correla (DN) to provide a high-level view on what can be delivered, and by when (inc. any potential budgetary implications) and provide an update at the November 2022 PAC meeting.</i> | Correla (DN) | Pending |
| PAC1007 | 11/10/22 | 5. | <i>Reference Workgroup Report 0811S – Xoserve (ER) to look to provide an ‘initial’ strawman for consideration at the 27 October 2022 Workgroup meeting.</i> | Xoserve (ER) | Pending |
| PACSW 0501 | 24/05/22 | 3.0 | <i>Performance Assurance Matrix - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.</i> | PAC (All) | Carried Forward Update November |
| PACSW 0502 | 24/05/22 | 3.0 | <i>Performance Assurance Matrix - CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2-PC4 sites and provide a view on what should be incorporated into the reporting.</i> | CDSP/PAFA | Update provided. Closed |
| PACSW 0504 | 24/05/22 | 3.0 | <i>Performance Assurance Matrix - Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any potential improvements/recommendations.</i> | Joint Office (RHa) / PAFA (RC) | Carried Forward Update November |
| PACSW 0505 | 24/05/22 | 3.0 | <i>Performance Assurance Matrix - CDSP/Xoserve/Correla (Mike Orsler) to review the Market Entry Process for onboarding market participants to ensure they understand the importance of meeting performance standards. (RHa to contact Mike Orsler directly. Linked to action 0504 above).</i> | Correla (MO) | Carried Forward Update November |
| PACSW 0701 | 12/07/22 | 5.0 | <i>(See New Action PACSW0702) Performance Assurance Matrix - In order that new entrants understand what is expected of them, CDSP/Xoserve/Correla (Mike Orsler) to add to the process what reports and what standards new entrants will be measured against, this should also explain the role of the PAC to new entrants</i> | CDSP/Xoserve/Correla (MO) | Carried Forward Update November |

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|---------------|----------|-----|---|--------------|--|
| PACSW 0702 | 12/07/22 | 5.0 | PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC | PAFA (RC) | Carried Forward Update November |
|---------------|----------|-----|---|--------------|--|