

UNC Performance Assurance Committee Minutes
Tuesday 12 July 2022
via Microsoft Teams

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Helen Bennett (Secretary)	(HB)	Joint Office

Shipper Members (Voting)

Andy Knowles	(AK)	Utilita Energy
Alison Wiggett	(AW)	Corona
Graeme Cunningham	(GC)	Centrica
Louise Hellyer	(LH)	Totalenergies Gas & Power
Sallyann Blackett	(SB)	E.ON
Steve Mulinganie	(SM)	Gazprom Energy (Alternate)
Tzern Toh	(TT)	ESB Generation & Trading (Alternate)

Transporter Members (Voting)

Jenny Rawlinson	(JR)	BUUK (Alternate)
Shiv Singh	(SS)	Cadent
Ben Mulcahy	(BM)	Northern Gas Networks (Alternate)

Observers (Non-Voting)

Anne Jackson	(ER)	PAFA/Gemserv
Helen Field	(HF)	Correla on behalf of Xoserve
Kate Lancaster	(KL)	Xoserve
Martin Attwood	(MA)	Correla on behalf of Xoserve
Neil Cole	(NC)	Correla on behalf of Xoserve
Rachel Clarke	(RC)	PAFA/Gemserv

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/120722>

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.

1. Introduction

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

1.1 Apologies for absence

Alex Travell, Transporter Member
Lisa Saycell, Shipper Member
Mark Bellman, Shipper Member
Sara Usmani, PAFA
Tracey Saunders, Transporter Member

1.2 Note of Alternates

Steve Mulinganie for Lisa Saycell
Jenny Rawlinson for Alex Travell
Ben Mulcahy for Tracey Saunders

1.3 Quoracy Status

The Committee meeting was confirmed as being quorate.

1.4 Approval of Minutes (14 June 2022)

The minutes from the 14 June meeting were approved.

1.5 Approval of Later Papers (06 June)

RHa noted there were no late papers to consider.

1.6 User Representative Appointment Process Update

RHa reminded delegates of the key stages and dates associated with the User Representative Appointment process:

Key Stages	Commencing:	Respond by:
Single Point of Contact (SPoC) to submit nominations for Membership	by 06 June 2022	by 24 June 2022
Membership Election (<i>if nominations received exceed the required representative's positions</i>)	by 11 July 2022	by 29 July 2022
Notification of Membership	01 September 2022	
Membership Commences	01 October 2022	

The current registered SPoCs and related documents are published at:

<https://www.gasgovernance.co.uk/elections>

Helen Bennett (HB) noted the Shipper User Representatives Further Nomination Window for the UNC Sub-Committees closed on Friday 08 July 2022 and that the Performance Assurance Committee has 2 vacancies remaining.

HB further advised that the DSC Committees have an appointment process which includes the redistribution of votes where there is a shortfall in nominations. Therefore, subsequent vacancies will not be sought unless the relevant Committee requests this option. Both the DSC Change and Contract Management Committees will discuss this at their next planned meetings (13 July and 10 July).

2. Monthly Performance Assurance Review Items

2.1 PARR Report Review – Dashboard update (PAFA)

In the absence of Sara Usmani, Rachel Clarke provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following July industry performance observations for this section:

July Industry Performance Observations

- **SHIPPER PERFORMANCE IMPROVEMENT PLANS**
 - Performance Assurance Committee (PAC) members were informed that updates on all Shippers on improvement plans were available for view on the Gas Performance Assurance Portal (GPAP). There were five 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 were on a performance improvement plan for PC2, PC3 and PC4. A revised performance improvement plan was submitted to the PAFA in March 2022 which included milestones. RC informed the PAC that this Shipper no longer had a presence in the PC2 market following reclassification of these meters into PC3. PC noted that this element of the Shipper’s performance improvement plan would now cease. Within the PC3 market, the Shipper continued to perform higher than they had forecast and moved closer to UNC requirement. In both PC4 markets

the Shipper's performance came in just below their forecast, however, due to the Shipper's open communication this did not pose a concern for the PAFA. PAC acknowledged the update.

- Updates on Shipper "Manama" were provided to the PAC. The Shipper had been on a performance improvement plan for PC3 and PC4 Monthly since March 2020. Progress in the PC3 market was above the Shipper's forecast in May. There was not enough data available for the PC4 market to measure against the Shipper's forecast and a further update will be brought to the August PAC. PAC acknowledged the update.
- RC updated the PAC on "Roseau" and their performance in the PC3 and PC4 markets. The PAFA noted that although an updated plan was received in April 2022, no milestones were given by the Shipper, despite further requests from the PAFA. A sharp improvement in this Shippers performance was seen in the PC3 market, with read performance increasing from 20% in April 2022 to 70% in May 2022. There was not enough data available for the PC4 market to measure against the Shipper's forecast and a further update will be brought to the August PAC. PAC acknowledged the update.

- **SUPPLIER OF LAST RESORT (SoLR): PERFORMANCE UPDATE**

- The PAC were updated on nine Shippers who all received SoLR meter points in the last quarter of 2021 and into the first quarter of 2022. The PAFA noted that the performance of these Shippers had been monitored by the PAFA since the SoLRs had been announced and six Shippers required informal communications on their performance since acquiring the additional meter points. All Shippers mentioned were on existing performance improvement plans for PC4 and therefore no formal action was required at this time other than the informal recommendations suggested by the PAFA. The PAC agreed to all informal communications and the PAFA resolved to approach Shippers in the following weeks.

- **WAR BANDS UPDATE**

- The PAC were informed that the CDSP had provided the latest Winter Annual Ratio (WAR) bands information following the completion of the most recent submission window. PAFA noted that the report showed out of an eligible 60 Shippers, only three submitted in the window. The PAFA recommended an industry communication to highlight the latest situation and to encourage submissions in September before the new gas year. The PAC supported this approach and urged that the letter should highlight the benefits of submitting WAR bands to the industry.

New Action PARR0701: PAFA to draft letter to industry to encourage submission of WAR bands in the September window prior to the end of the gas year for PAC decision outside of PAC and to send the letter once agreed.

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

2.2 Review of Outstanding PARR Actions

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

Update: Ahead of the meeting Fiona Cottam provided the following update:

Performance Month	Expected Reads	“Smart” Performance	“Standard” Performance	Overall Performance
January 2022	145,000	27.4%	67.4%	45.9%
February 2022	1,017,000	53.9%	57.7%	54.4%
March 2022	2.8m	61.2%	64.9%	61.6%
April 2022	5.4m	69.9%	55.5%	68.7%

Steadily increasing number of “expected reads” was due to the ongoing update to Meter Read Frequency to Monthly as part of UNC Modification 0692S Implementation, which ran from 21 January 2022 to 14 April.

Note: May data will not be available until c. 12 July, due to the 25-day read submission window.

In the absence of Fiona Cottam, Martin Attwood (MA) clarified the data for the table provided was downloaded from DDP and noted that he would expect the SMART performance to be much better and added that changes in meter read frequencies could be affecting the results being shown.

AJ noted that readings are not getting into the CDSP system, this table is reporting what is actually loading as opposed to looking at any root causes. She added there needs to be an understanding of what the issue is.

MA clarified the table shows the volume of reads being received, but this volume is nowhere near the UNC obligation.

Rachel Clarke (RC) advised the Committee that a problem has been identified exclusively within the South East region where the communication hub received an update which made it non-functioning, this is unquantified at the moment and seems to be regional and would affect the volumes of reads being reported.

RC advised that there is a SEC Operational Issues Group that DCC are accountable to where there is an issues log that gets updated regularly. The SEC team is the best place to keep the DCC accountable to the industry and this should be added to their issues log.

RC offered that a member of the SEC Team can attend the next PAC meeting to provide a short update on the South East issue.

The Committee considered the % of reads being rejected and AJ advised it is possible to see the rejections and that a breakdown of SMART and standard meters could be provided to understand the rejections reasons for the two types of meter, this may identify if there is something specific to SMART meters.

SM suggested showing a column that shows the % rate of rejection, then the rejection reasons, to allow analysis of the common rejection reasons.

New Action PARR0703: CDSP and PAFA (MA/AJ) to seek root cause into the reasons behind the PC4 – add in rejection information for smart and standard and look at the rejection reasons.

Carried Forward

PARR0501: *Reference Shipper Performance Improvement Plans* – CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.

Update: Fiona Cottam provided the following pre-meeting update: *CDSP (Correlia) Reads team have drafted this guidance, now reviewing this with PAFA. Request carry forward to August meeting.* **Carried Forward.**

PARR0601: CDSP and PAFA to investigate the underlying information for the increase in Shipperless sites

Update: Fiona Cottam provided the following pre-meeting update: *Low numbers in 2020 were due to issues with sending GSR visit requests to DNs and receiving their responses. Those issues are now being addressed so the higher number in December 2021 is more accurate.*

NC provided a brief background and advised FC and NC have liaised with the Shipperless Reporting Team and received information that confirms between October 2020 and early 2021 a defect has been identified for Gas Safety Regulation (GSR) notification visits where a request to submit to CDSP if the Shipper has any sites that have a live meter was made, NC advised that a few issues have been identified where the full numbers were not being reported correctly, these have now been corrected. The data being reported now is more complete and accurate, therefore, it is safe to say that the previous data reports were too low due to the defect identified.

Anne Jackson (AJ) advised, from the PAFA point of view the volumes are quite stark, the risk value has increased but has not moved into a category that requires action. **Closed**

PARR0602: CDSP to continue to review open meter bypass and report to PAC at annual intervals.
Update: Deferred to June 2023. **Carried Forward**

PARR0603: PAFA to investigate the underlying information for the increase in replaced reads.
Update: AJ advised this action is in progress and requested the update is deferred to August in order for a full picture of the update to be presented. **Carried Forward**

2.3 Risk & Issues Register Update (PAFA)

PAFA supplied the following observations for this section:

- The PAFA (Performance Assurance Framework Administrator) noted that the Risk evaluation tool was currently undergoing an annual update on all its standing data as per the agreed schedule and RC noted that there were no specific updates on risks this month. RC presented the recently updated overview of the Risk Register (published in June 2022) to the PAC and noted that it was available to view on the Gas Performance Assurance Portal (GPAP) and the Joint Office website to all UNC Parties.
- RC noted that the August update would consist of:
 - WAR bands,
 - annual risks schedule and
 - overview of the standing data update.
- ~~Performance Assurance Committee (PAC) members were presented with an update on seven risks this month. The PAFA (Performance Assurance Framework Administrator) noted that there were four areas for PAC attention.~~
- ~~The PAFA presented the following risk updates:-~~
 - ~~**Unregistered sites:** There was a 1% decrease in the Value at Risk (VaR) over the last twelve months. This has been driven by a decrease in the average AQ, though the number of unregistered sites increased by 1%. The risk rating remains a 3 and no additional mitigations were recommended for the risk until the next refresh.~~
 - ~~**Shipperless:** The risk saw a significant increase of 25% over the past 12 months, though the risk rating remains at a level of two (lower risk). The increase was primarily driven by an increase in the number of Shipperless sites, which saw a rise of c. 24%. PAC members discussed the potential reasons for an increase in the number of Shipperless sites and have requested the PAFA and Central Data Services Provider (CDSP) to investigate the increase.~~

New Action PAC0701: Shipperless Sites – CDSP and PAFA to investigate the underlying information for the increase in Shipperless sites.

- ~~**Meter Bypass:** The risk has decreased by 18% over the past 12 months, following a significant reduction in the number of issues and the number of open bypasses. This is following the work conducted over the course of the year by the CDSP. Though there has~~

been a decline in the risk, the risk rating in the register remains a 3 (Medium priority). The PAFA recommend that the CDSP continue to monitor this area as the risk is still medium. PAC agreed that the CDSP continue to review and to report to PAC at annual intervals.

New Action 0702: Meter By-Pass - CDSP to continue to review open meter bypass and report to PAC at annual intervals.

○ **Meter Measurement Drift:** The risk within this area has seen a decrease of 13%, which has primarily been impacted by the number and size of issues identified over the past 12 months. Check reads not submitted increased by 17% for Class 1 and 2, the average AQ decreased by 27%. Similarly, Class 3 and 4 saw an increase in the check reads not submitted by 14%, though average AQ remained relatively unchanged. The net effect of all the classes saw a decrease in the energy impact of the risk, causing a decrease in the value of the risk. The risk rating remains at 2 (low priority). The CDSP suggested that the Customer Advocate Managers (CAMs) highlight this area to customers, which the Committee agreed with.

○ **Line in the Sand:** The risk in this market increased by 63% over the past 12 months with the risk rating remaining at five (high risk). An increase in the percentage of no reads submitted by 4 years across class 3 and 4 was the primary driver behind the increase in the risk. The PAFA reminded the Committee that the line in the sand strategy had been agreed and Shippers would be issued with a letter encouraging submission of reads for those MPRNs which have not had a read for at least 3 years. The letter has been agreed and will be issued imminently. The deployment of the agreed strategy is hoped to mitigate this risk.

○ **Transfer Reads:** The risk increased by 1% across the last 12 months, primarily due to a decrease in the number of transfer reads submitted, which has declined by 8%. The risk rating remains at 2 (low priority). The PAC discussed impact on the risk of missing transfer readings for sites where daily readings are being obtained (Classes 1 and 2) and concluded that where daily reads were actually being obtained the absence of a transfer reading would have no impact on settlement accuracy. It was also recognised that for monthly and annually read sites this would not be true.

○ **Replaced Reads:** The Value at Risk increased by 75% over the last year, as the number of read replacements which were submitted and accepted increased by 111% between April 2021 and April 2022. Consequently, this increased the energy impact of the risk. Despite the increase in the risk, the risk rating remains at 1 (lowest priority). PAC members questioned the increase in the replacement read activity and whether the increase in replacement reads was driven by a particular Shipper.

New Action PAC0703: Replaced Reads - PAFA to investigate the underlying information for the increase in replaced reads.

2.4 Measurement Error (*EM009 – Alrewas EM MTD*) Update

Shiv Singh (SS) confirmed that this is being progressed through the Offtake Arrangements Workgroup meeting, the next one is planned for 27 July 2022 where the two Independent Technical Experts will attend to present their findings. Please see: <https://www.gasgovernance.co.uk/OA/270722>

3. PAC Performance Escalation Meeting – Confidential Session

Notes taken separately and available for PAC Members. Please contact enquiries@gasgovernance.co.uk for more information.

4. Matters for Committee Attention

4.1 Isolated Sites with Progressive Reads

Neil Cole (NC) confirmed he will present a full pictorial level of what changes have happened as a result of requesting confirmation of Meter Point Reference numbers from Shippers where read rejections are being received when systems show a meter has been removed.

NC advised that one Shipper continually has the highest level of escalations and he is currently working with the Customer Account Managers to see if there is any additional support that can be provided, an update will be provided in August.

4.2 Data Discovery Platform (DDP) Update

PAC0502 action: Reference DDP Update – 9 Backlog User Stories BER Development – Correla (FC/DN) to look to provide an update on the potential BER development aspects including initial cost benefit analysis and potential ranking order.

Update: David Newman to provide material for the update. Deferred to August. **Carried Forward**

4.3 PAC Budget and Spend Update

~~No update~~ This update was provided as part of Agenda item 7.-

4.4 Annual Review

An update to this is due August.

4.5 AUGE Risk Items

It is planned that this will be covered as part of the next Strategic Workshop, date to be confirmed. Deferred to Strategic Workgroup 3.

5. Strategic Workshop – Training

Action 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.

Update: (*Fiona Cottam provided this update as pre-meeting material*) When onboarding a User, each new party is provided a readiness document which assesses the areas and system that they need as a Gas Shipper and the CDSP can focus on the areas where they need the most support. The CDSP also provides each user the ability to forecast their DSC costs. At the end of the process the User and CDSP alongside their customer advocates have the opportunity to provide feedback on the process. From the latest feedback CDSP is looking at the presentation of all the information provided throughout the process.

When asked how the importance of meeting performance standards is addressed as part of the Market Entry Process, MO advised that most Suppliers know what standards they are adhering to.

Closed

New Action PACSW0701: (See [also](#) 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.

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

6. Update on Potential Changes to Performance Assurance Reporting and PARR

PAC0603: Correla (FC) to provide a draft/strawman on PARR fit for purpose review for PAC to consider.

Update: It was confirmed that Fiona Cottam provided a draft scope on 04 July 2022 which is published on the meeting page here: <https://www.gasgovernance.co.uk/pac/120722>

The Committee considered how to proceed and concluded that all members should review the **Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE** document with the aim of approving it at the next meeting in August 2022.

Any feedback in the meantime should be sent directly to Fiona Cottam.

New Action PAC0704: PAC members to review the **Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE** document and consider if it is fit for purpose with the aim of approving it August 2022.

7. Review of Outstanding Actions

7.1 PAC Actions

PAC0104: CDSP (DN) to breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.

Update: Deferred to August. **Carried Forward**

PAC0202: *Reference Meter By-Passes with an 'Open' flag status* – CDSP (MA) to engage with the Meter Owners and their respective CAMs for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.

Update: MA advised that analysis of the remaining 37 sites has gone well with 15 sites left to be cleansed and the sites continues to be on their radar to prompt Shippers to provide the correct status of the By-Pass. MA clarified that the original number of sites that required cleansing was 106.

SM commented that CDSP have made a massive improvement in clearing the sites down but the CDSP must be getting to the point where they are spending a lot of resource with little result. SM asked how long resource is going to be applied to this. MA advised he has an action to provide an annual update and that in terms of time and effort, it is now significantly lower than efforts at the start of this piece of work.

RHa advised the Committee that an output of *Request 0763R - Review of Gas Meter By-Pass Arrangements* is a Meter By-Pass flow chart of Who does What which shows the End-to-End life cycle of a meter by-pass and will be presented to the August 2022 UNC Modification Panel.

New Action PAC0705: CDSP (MA) to investigate what training for Meter By-Passes CDSP has, and explore whether more can be provided

Carried Forward

PAC0302: *Reference the Annual Review Awareness Day - Joint Office (RH/MiB)* to look to schedule a meeting for either 20 or 21 September 2022.

Update: RHa confirmed the placeholder to be 21 September 2022. RC suggested Joint Office post a placeholder on the Joint Office Events Calendar and she will consider and plan how to publicise the event. **Closed**

New Action PAC0706: Joint Office to post a placeholder on their Events Calendar for the 21 September *Annual Review Awareness Day*.

New Action PAC0707: PAFA (RC) to consider communication of the *Annual Review Awareness Day*, Timetable, and content.

PAC0501: *Reference PC3 Read Performance - PAFA (RC)* to consult with Smart Energy Code Manager to obtain contact details of relevant persons in DCC to investigate any issues around non-communicating Smart Meters

Update: RC advised she is looking into the root causes for non-communicating SMART Meters before engaging with SEC and will provide more information for the August meeting. **Closed**

New Action PAC0708: PAFA (RC) to arrange for SEC to attend the September 2022 PAC meeting and gather more data to provide to August 2022 PAC.

PAC0502: *Reference DDP Update – 9 Backlog User Stories BER Development – Correlá (FC/DN)* to look to provide an update on the potential BER development aspects including initial cost benefit analysis and a potential ranking order

Update: David Newman (DN) provided an update and advised he is working on the BER and provided an online view of the work to date. The draft BER lists reporting requirements and advised the Committee that in order to understand which User Stories are the highest priority, he would be seeking a prioritisation order from them. RC advised, as the PAFA, there may be some input from Sara Usmani when she returns.

It was agreed that the PAFA would review the User Stories with the CDSP and provide a suggested priority to discuss at the August 2022 meeting where PAC members will be asked to approve the document.

SM noted it would be helpful if resource and time could be understood as well.

DN to reach out to SU and AJ using PAFA@Gemserv.com

Carried Forward

In providing a DDP update DN advised he has seen a noticeable decrease of PAFA using DDP and asked if PAFA are using it and if it is still offering what they need.

RC advised PAFA are still using DDP and agreed to have an offline discussion with DN.

PAC0504: *Reference Settlement Risk* – Joint Office (RH/MB) to add a new item to the 14 June 2022 PAC agenda to cover the consideration of risk to Settlement arising from the topics identified by the AUGÉ in its presentation.

Update: RC proposed the AUGÉ Issues List will form part of the agenda for the Annual Plan Review on 21 September 2022. **Closed**

PAC0601: *Reference 50GWh Threshold Change* – Joint Office (RH) to formally write to Offtake Arrangements Workgroup with PAC's conclusions of the discussion around potential change to the 50GWh threshold for a Significant Meter error.

Update: RHa clarified this has been discussed and concluded there are no grounds for changing the threshold. **Closed**

PAC0602: Correlá (FC) to consider a review of the DSC Contract Managers contact list.

Update: Fiona Cottam provided the following update:

CDSP currently writes to all Contract managers each year to confirm the specific service for the following year, including nominated contract managers. CDSP could update our PEGA system to write out to contract managers more frequently – balancing accuracy with impact to Shippers (previous meeting suggested that monthly was too often).

The Committee considered if a quarterly review was more appropriate and concluded that an annual review was sufficient. **Closed**

Strategic Workshop Actions

PACSW 0501: *Performance Assurance Matrix* - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.

Update: RC and AJ agreed this action came from the original Strategic Workshop and advised they will review the minutes from that meeting and provide update at the next meeting in August. **Carried Forward.**

PACSW 0502: *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: RC advised that Sara Usmani has been working on this with a view to bring an update to the August 2022 meeting.

Fiona Cottam provided the following update:

Transfer readings can be the first read for many months or years and help to close off the position for the losing shipper. Obtaining and submitting a reading within the window can be more efficient than trying to agree a read between parties later. CDSP recommends that this measure is part of the “balanced scorecard” – ultimately this is PAC's decision. **Carried Forward**

PACSW 0503: *Performance Assurance Matrix* - CDSP/PAFA to provide a view on Shipper Transfer Read performance in terms of being a Transporter responsibility for PC1 sites.

Update: Fiona Cottam provided the following update:

While actual read provision is a Transporter obligation, there are Shipper dependencies e.g. Meter Asset accuracy and gaining agreement for site access. Ultimately it is PAC's choice as to whether this measure forms part of the “balanced scorecard” approach.

RC noted the transfer reads being of high % for Produce Class 1, Sara Usmani has been working to address this and will provide an update at the August 2022 meeting. **Carried Forward**

PACSW 0504: *Performance Assurance Matrix* - Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any *potential* improvements/recommendations.

Update: Defer to August 2022. **Carried Forward**

PACSW 0506: *Anonymity of Shippers in PAC discussions only.* Joint Office (RHa) to seek views of all Members not present at the 24 May meeting.

Update: RHa provided an update and advised the majority of members agreed to refer to Shippers without their anonymity during PAC confidential discussions.

RHa advised this has been discussed internally at the Joint Office and she clarified that documentation should still be anonymised in publicly available information, but within meetings it is perceived to be a barrier to discussions.

The view from Joint Office is that the governance process has been followed and there is a clear result from the vote that was taken and that, from the next meeting in August, there should be no more anonymisation within the meeting.

When AJ sought clarity, RHa confirmed that publicly available meeting minutes will remain anonymised. **Closed**

PACSW 0509: *Membership Appointment* - Joint Office (RHa) to establish which documents (including the [PAC Terms of Reference](#) and the [Guidelines for the User Representative Appointment Process](#)) would need to be amended to establish a 2 Year Appointment Period and when this could take effect.

Update: RHa noted that if PAC want to move to 2-year appointments there will be a requirement to make changes to documentation anytime between now and March next year (2023) and would take effect from October 2023.

It was agreed to add this item to the August 2022 PAC agenda in order for PAC to approve the move from 1-year appointments to 2-years.

The Committee considered whether the 2-year appointment should be for all members straightaway or if a staggered approach would be beneficial and noted the following:

- This would create an administrative process
- Some members agreed to a staggered approach
- Some members felt it would be very complicated
- Joint Office should work out a method of how best to achieve a staggered approach

Carried Forward

PACSW 0510: PAC to consider establishing a Decision/Action Log for recording key decisions.

Update: It was agreed to add this to the key messages notification, is useful for new members to know the baseline of when decisions are made and will provide transparency for the industry. Recording with the key messages will start from August. **Closed**

8. Any Other Business

8.1 Implementation of Modification 0674 into PAC

Extract from Modification 0674V:

There was some discussion regarding transition from one regime to another, with some support for an arrangement that allowed an existing remedial action plan to continue under the new framework rather than restarting a plan by applying a new PAT. After implementation, new performance failures would be addressed using the PATs set out in the PAFD and not less than 6 weeks after implementation. It was previously noted that implementation would benefit from a statement on transition and the March WG were advised that this was in PAFD at Section 20.12. The Proposer noted that this included proposals for an industry awareness exercise to be carried out before any new PATs were applied.

SM introduced this item and asked, considering the suggested implementation of 01 October 2022, how will PAC evolve to meet the requirements of *Modification 0674V - Performance Assurance Techniques and Controls*.

This Authority Direction Modification is with Ofgem for a decision, unfortunately the Ofgem Expected Decision Date Register was last updated on 22 June and does not include Modification 0674 as yet.

AJ advised that the PAFA contract will require a review.

New Action PAC0709: CDSP and PAFA to work up an action list of time dependent activities and present a Strawman to PAC in August.

9. Next Steps

9.1 Key Messages

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

10. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Tuesday 16 August 2022	17:00 Monday 08 August 2022	Teleconference	Standard Agenda
10:00, Tuesday 13 September 2022	17:00 Monday 05 September 2022	Teleconference	Standard Agenda
10:00, Tuesday 11 October 2022	17:00 Monday 03 October 2022	Teleconference	Standard Agenda
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 12 July 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)	Carried Forward
PARR 0501	17/05/22	2.1	<i>Reference Shipper Performance Improvement Plans</i> - CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.	CDSP (FC)	Carried Forward
PARR 0502	17/05/22	2.2	<i>Reference 'Maputo' Performance Review meeting</i> – Joint Office (RH/MB) to look to invite suitable company representatives to attend the 14 June 2022 PAC (nested) meeting to undergo a Performance Review exercise.	Joint Office (RH/MB)	Closed
PARR 0601	14/06/22	2.3	CDSP and PAFA to investigate the underlying information for the increase in Shipperless sites	PAFA (AJ) / CDSP (FC)	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
PARR 0603	14/06/22	2.3	PAFA to investigate the underlying information for the increase in replaced reads.	PAFA (AJ)	Carried Forward
PARR 0701	12/07/22	2.1	PAFA to draft letter to industry to encourage submission of WAR bands in the September window prior to the end of the gas year for PAC decision outside of PAC and to send the letter once agreed.	PAFA (AJ/RC/SU)	Pending
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)	Pending
PARR 0703	12/07/22	2.2	CDSP and PAFA (MA/AJ) to seek root cause into the reasons behind the PC4 – add in rejection information for smart and standard and look at the rejection reasons.	PAFA (AJ/RC/SU)	Pending
PAC Actions 2022:					
PAC0104	18/01/22	3.2	To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.	CDSP (DN)	Carried Forward Pending Update
PAC0202	15/02/22	2.5	<i>Reference Meter By-Passes with an 'Open' flag status</i> – CDSP (MA) to engage with the Meter Owners and their respective CAMs for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.	CDSP (MA)	Carried Forward Pending Update
PAC0302	15/03/22	3.6	<i>Reference the Annual Review Awareness Day</i> – Joint Office (RH/MiB) to look to schedule a meeting for either 20 or 21 September 2022.	Joint Office (RH/MiB)	Closed
PAC0501	17/05/22	2.3	<i>Reference PC3 Read Performance</i> - PAFA (RC) to consult with Smart Energy Code Manager to obtain contact details of relevant persons in DCC to investigate any issues around non-communicating Smart Meters.	PAFA (RC)	Closed
PAC0502	17/05/22	3.2	<i>Reference DDP Update – 9 Backlog User Stories BER Development</i> – Correla (FC/DN) to look to provide an update on the potential BER development aspects including initial cost benefit analysis and a potential ranking order.	Correla (FC/DN)	Carried Forward Pending Update

PAC0504	17/05/22	6.1.1	Reference Settlement Risk – Joint Office (RH/MB) to add a new item to the 14 June 2022 PAC agenda to cover the consideration of risk to Settlement arising from the topics identified by the AUGE in its presentation.	Joint Office (RH/MB)	Closed
PAC0601	14/06/22	2.4	Reference 50GWh Threshold Change – Joint Office (RH) to formally write to Offtake Arrangements Workgroup with PAC’s conclusions of the discussion around potential change to the 50GWh threshold for a Significant Meter error.	Joint Office (RH)	Closed
PAC0602	14/06/22	3.0	Correla (FC) to consider a review of the DSC Contract Managers contact list.	Correla (FC)	Closed
PAC0603	14/06/22	8.1	Correla (FC) to provide a draft/strawman on PARR fit for purpose review for PAC to consider.	Correla (FC)	Carried Forward
PAC0701	12/07/22	2.3	Shipperless Sites – CDSP and PAFA to investigate the underlying information for the increase in Shipperless sites	CDSP and PAFA	Pending
PAC0702	12/07/22	2.3	Meter By-Pass – CDSP to continue to review open meter bypass and report to PAC at annual intervals.	CDSP	Pending
PAC0703	12/07/22	2.3	Replaced Reads – PAFA to investigate the underlying information for the increase in replaced reads.	PAFA	Pending
PAC0704	12/07/22	6.0	PAC members to review the Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE document and consider if it is fit for purpose with the aim of approving it August 2022.	PAC Members	Pending
PAC0705	12/07/22	6.0	CDSP (MA) to investigate what training for Meter By-Passes CDSP has, and explore whether more can be provided	CDSP (MA)	Pending
PAC0706	12/07/22	6.0	Joint Office to post a placeholder on their Events Calendar for the 21 September <i>Annual Review Awareness Day</i> .	Joint Office (HB)	Pending
PAC0707	12/07/22	6.0	PAFA (RC) to consider communication of the <i>Annual Review Awareness Day</i> , Timetable, and content.	PAFA (RC)	Pending
PAC0708	12/07/22	6.0	PAFA (RC) to arrange for SEC to attend the September 2022 PAC meeting, and gather more data to provide to August 2022 PAC.	PAFA (RC)	Pending

PAC0709	12/07/22	8.1	CDSP and PAFA to work up an action list of time dependent activities and present a Strawman to PAC in August.	CDSP (FC) and PAFA (RC)	Pending
-------------------------	--------------------------	---------------------	-------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------	-------------------------

PAC Strategic Workshop Action Table (as of 12 July 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PACSW 0501	24/05/22	3.0	<i>Performance Assurance Matrix</i> - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.	PAC (All)	Carried Forward
PACSW 0502	24/05/22	3.0	<i>Performance Assurance Matrix</i> - 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.	CDSP/PAFA	Carried Forward
PACSW 0503	24/05/22	3.0	<i>Performance Assurance Matrix</i> - CDSP/PAFA to provide a view on Shipper Transfer Read performance in terms of being a Transporter responsibility for PC1 sites.	CDSP/PAFA	Carried Forward
PACSW 0504	24/05/22	3.0	<i>Performance Assurance Matrix</i> - Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any potential improvements/recommendations.	Joint Office (RHa) / PAFA (RC)	Carried Forward Pending Update
PACSW 0505	24/05/22	3.0	<i>Performance Assurance Matrix</i> - 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).	Correla (MO)	Carried Forward Closed
PACSW 0506	24/05/22	4.0	<i>Anonymity of Shippers in PAC discussions only.</i> Joint Office (RHa) to seek views of all Members not present at 24 May meeting.	Joint Office (RHa)	Closed
PACSW 0509	24/05/22	8.0	<i>Membership Appointment</i> - Joint Office (RHa) to establish which documents (including the PAC Terms of Reference and the Guidelines for the User Representative Appointment Process) would need to be amended to establish a 2 Year Appointment Period and when this could take effect.	Joint Office (RHa)	Carried Forward

PACSW 0510	24/05/22	8.0	PAC to consider establishing a Decision/Action Log for recording key decisions.	PAC (All)	Closed
PACSW 0701	12/07/22	5.0	(See <u>also</u> New Action PACSW0702) Performance Assurance Matrix - In order that new entrants understand what is expected of them, CDSP/Xoserve/Correl (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	CDSP/Xoserve/Correl (MO)	Pending
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)	Pending