

**UNC Performance Assurance Committee**  
**Tuesday 14 September 2021**  
**via Microsoft Teams**

**Attendees**

Rebecca Hailes (Chair)	(RH)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office

**Shipper Members (Voting)**

Alison Wiggett	(AW)	Corona Energy
Andy Knowles	(AK)	Utilita
Graeme Cunningham	(GC)	Centrica/British Gas (Alternate)
Lisa Saycell	(LS)	Gazprom
Louise Hellyer	(LH)	Total
Sallyann Blackett	(SB)	E.ON

**Transporter Members (Voting)**

Jenny Rawlinson	(JR)	BUUK (Alternate)
Leteria Beccano	(LB)	Wales & West Utilities
Shiv Singh	(SS)	Cadent

**Observers/Presenters (Non-Voting)**

Amelia Gallini	(AG)	Correla on behalf of Xoserve
Anne Jackson	(AJ)	PAFA/Gemserv
Barry Coughlan	(BC)	Observer, Ofgem
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Correla on behalf of Xoserve
Karen Kennedy	(KK)	Correla on behalf of Xoserve
Lorraine O'Shaughnessy	(LO)	Observer, Joint Office
Martin Attwood	(MA)	Correla on behalf of Xoserve
Neil Cole	(NC)	Correla on behalf of Xoserve
Sara Usmani	(SU)	PAFA/Gemserv
Shona Fisher	(SF)	Observer, Ofgem

**Apologies**

Carl Whitehouse	(CW)	Shell Energy
Mark Bellman	(MB)	ScottishPower
Michael Walls	(MW)	Ofgem
Oorlagh Chapman	(OC)	Centrica/British Gas
Rachel Clarke	(RC)	PAFA/Gemserv

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/PAC/170821>

**1. Introduction**

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

### **1.1 Apologies for absence**

Carl Whitehouse, Shipper Member,  
Mark Bellman, Shipper Member,  
Michael Walls, Ofgem  
Oorlagh Chapman, Shipper Member,  
Rachel Clarke, PAFA.

### **1.2 Note of Alternates**

Graeme Cunningham, Centrica and  
Jenny Rawlinson, BUUK.

### **1.3 Quoracy Status**

The Committee meeting was confirmed as being quorate.<sup>1</sup>

### **1.4 Approval of Minutes (17 August 2021)**

The minutes from the previous meetings were approved.

### **1.5 Approval of Later Papers**

None.

## **2. Monthly Performance Assurance Review Items**

### **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 the updates on all Shippers are available for viewing on Huddle, but the Performance Assurance Framework Administrator (PAFA) would only be reporting on six Shippers this month.
- A number of Shippers have made significant progress on their plans and are close to achieving UNC target.
  - PAC members were happy with the progress made and agreed with the Performance Assurance Framework Administrators (PAFAs) proposal to continue monitoring performance against the provided plans.
  - Committee members would like to thank Shippers for the effort, resource deployed and commitment illustrated to achieve UNC target.

#### **UNDERPERFORMING SHIPPERS**

- The PAFA updated the Committee on two Shippers who are underperforming (Khartoum and Yerevan) in the markets they are operating in. The PAFA and the Customer Advocate Managers (CAMs) have been working closely to discuss the actions taken by these Shippers to improve read performance.
- The PAFA will continue to monitor these Shippers and provide PAC with updates on their performance

#### **AQ AT RISK**

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<sup>1</sup> 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.

- The total AQ at Risk within the gas market has seen a further increase between June and July, mainly driven by Class 4 >293000 kWh, though there have also been small increases within the PC3 and PC4 annual market.
- The PAFA will continue to bring updates on the worst performing Shippers and their read performance statistics to Committee members.

**New Action PAC0901:** Reference the Bratislava 2<sup>nd</sup> stage Escalation progress monitoring – Xoserve CAM's to provide monthly progress (on their weekly meetings with the Shipper) updates to PAC going forward.

## 2.2 Review of Outstanding PARR Actions

None to consider.

## 2.3 Risk & Issues Register Update (PAFA)

In noting that additional information is also available on the Huddle portal, Sara Usmani (SU) provided a brief update. PAFA supplied the following observations for this section:

- PAC Members were informed that a full update of the risk register and evaluation tool will be presented to the Committee at the October PAC meeting.
- The initial schedule indicated the update was to be provided in September. However, it was not possible for the CDSP to provide all the data needed in the time due to insufficient notice for the data requests.
  - To mitigate this risk in the future, a data request schedule has been drawn up by the PAFA detailing the data requests and when they are required based on the plan provided to PAC previously.

## 2.4 Measurement Error Risk Update

### 2.4.1. Measurement Error (EM009 – Alrewas EM MTD) Update

RH explained that in-line with previous discussions, the matter is now being progressed via the Offtake Arrangements Workgroup, which last met on 01 September 2021 during which it was noted that the magnitude of the error is somewhat large and in the region of 650 – 1005 GWh.<sup>2</sup>

The next OAW meeting is scheduled to take place on 29 September 2021 where it will be debated as to whether it would be beneficial to appoint a 2<sup>nd</sup> Independent Technical Expert (ITE) (a 2<sup>nd</sup> ITE is normally appointed for errors >500GWh), and if so, what their Terms of Reference (ToR) would be.

### 2.4.2. Measurement Error (SE007 – Isle of Grain) Update

Due to be considered at the next Offtake Arrangements Workgroup meeting scheduled to take place on 29 September 2021.

### 2.4.3. Wales North UIG Error Update

L Beccano (LB) explained that whilst she did not have any additional information to provide at the meeting, she would double check with her Wales & West Utilities colleagues and provide an update in due course.

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<sup>2</sup> Please note: A copy of the 01 September 2021 OAW meeting minutes are available to view and/or download from the Joint Office web site at: <https://www.gasgovernance.co.uk/OA/010921>

## 2.5 Open / Meter By-Pass Update

M Attwood (MA) provided an overview of the 'Meter By-Pass Update' presentation during which attention was focused on the 'By-Pass Consumption Adjustments' slide, with the following key items noted:

- MA is periodically chasing responses for the 52 sites where to date there have been zero response to the Consumption Adjustment requests;
  - Xoserve CAMs are also undertaking direct discussions with their respective organisational contacts;
- The 5 'Static Readings' sites remain a concern;
  - FC explained that the 5 sites with 'static readings' could infer that gas is being consumed, but not going through the meter;
- Parties noted that UNC Request 0763R – Review of Gas Meter By-Pass Arrangements is currently considering matters;
  - PAC Members in attendance were of the view that as the roles of the Request Workgroup and PAC are dissimilar, there is a low risk of dual governance taking place, although this position could change when the Request Workgroup produces its Report and associated outcomes – this may take the form of a request for a new PARR provision;
  - It was noted that the matter is already included within the PAC Risk Register and that good governance and process management remain of paramount importance;

**New Action PAC0902:** Reference *By-Pass Consumption Adjustments - Correla (MA)* and *PAFA (AJ/SU)* to consider the potential risk levels involved, what figures are currently available and what potential mitigation actions might be required going forward.

Concluding the discussions, MA advised that he would continue to provide regular update reports on the statistics which should hopefully involve more engagement with the various organisations involved, especially those 50 sites where the by-pass remains in the 'open' status.

**New Action PAC0903:** Reference *Meter By-Pass Update - PAFA (AJ/SU)* to consider the breakdown of the Shipper population and establish whether there is anything that merits reporting on.

## 3. PAC Performance Escalation Meeting – 2<sup>nd</sup> Stage 11:00 – 12:00

A separate and confidential meeting was undertaken, the minutes for which will be circulated to a restricted distribution listing only and held on the PAC Huddle space. For access to Huddle please contact: [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk).

## 4. Matters for Committee Attention

### 4.1 PAC/PAFA Access to Data / Dedicated Sprint Planning Update

In providing a very brief verbal update K Kennedy (KK) advised that progression of XRN5321 remains 'on track' and that she would provide a more detailed update at the 12 October 2021 PAC meeting.

KK then went on to explain that she would liaise with RH on organising (rescheduling) the proposed additional DDP Sprint meeting following the meeting.

#### 4.2 Performance Issues Impacting the Success of Faster Switching

In providing a brief verbal update, K Kennedy (KK) advised that a new DDP User Story 805 had now been raised which would be considered at the additional DDP meeting (as per item 4.1 above) in due course.

#### 4.3 PAC Budget Spend Update

When RH advised that she did not have a specific update to provide at the meeting, F Cottam (FC) explained that she is still working with the PAFA on their scope of assignment aspects and resolution of their existing work plan areas.

In referring to the document being considered under item 4.5 below, FC pointed out that the two (2) week countdown for the PAFA commenced last week.

When A Jackson (AJ) made reference to the current 3 workplans per month (9 in a quarter) provisions, FC explained that she would be making suitable recommendations to PAC before anything goes ahead.

When asked whether there are any potential impacts upon the current PAC budget, FC responded by suggesting that this would very much depend on what budget amount remains at the time and what the cost of any additional work items might be, although she asked parties to note that it is highly likely that an overall increase in industry costs would result and that PAC would be asked to vote to extend the scope for any extra workplans.

When asked whether there is any 'head room' within this years budget, FC responded by stating that she does not have sight of this as yet, and that she cannot guarantee that there would be no increases come Spring 2022.

When asked, AJ advised that presently there are no known issues for the 48 in-flight workplans and that they (the PAFA) are not actively refraining from supplying workplan information.

AJ went on to question whether PAC Members believe that we should continue 'as-now' or look to ramp up on requirements. At this point RH suggested that perhaps it would be beneficial to consider undertaking a separate dedicated PAC meeting in order to better consider matters and establish a strategic approach going forward. It was noted that there would be a potential benefit in seeking to reduce the number of 'blanket' workplans.

When asked, PAC Members present indicated their support for the setting up of a dedicated PAC strategic meeting.

**New Action PAC0904:** Joint Office (RH), Correla (FC) and PAFA (AJ) to consider a potential date for a dedicated PAC strategic review meeting, including identification of a possible scope and aims.

In referring to the current budget for April 2021 through to March 2022, RH enquired whether this is completely allocated to XRN5321 work areas to which FC responded by advising that any extension in the role of the PAFA would need approval by the appropriate body (i.e. DSC Change Management Committee).

KK advised that at the recent 11 August 2021 DSC Change Management Committee meeting the BER associated with XRN5321 had been signed off for drawdown including an additional £12k provision.

#### 4.4 Standards of Service Liabilities Report (information only)

Provided for information only with no additional queries to report.

#### 4.5 Annual Review 2021 Update

S Usmani (SU) provided a brief resume of the most recent changes made to the 'Performance Assurance Framework – Annual Review and Feedback Request 2021' document during which she thanked parties for providing responses and feedback which has now been incorporated within the document.

A quick review of the change marked version of the document confirmed the alignment of the changes to the feedback provided.

AJ advised that the questions at the front of the document would now form the basis of the future survey which would include a six (6) week consultation window, with feedback expected to be provided at the 16 November 2021 PAC meeting.

In thanking PAC Members for their (additional) feedback provided during consideration of item 4.3 above, AJ advised that the document would now be updated again to reflect the points raised and requested that PAC Members approve the (final) version ahead of the 12 October 2021 PAC meeting – an approach supported by those PAC Members in attendance.<sup>3</sup>

### 5. Update on Potential Changes to Performance Assurance Reporting and PARR

#### 5.1 PAFA Industry Meeting Update

AJ advised that she did not have a specific update to provide at this time.

#### 5.2 Modification 0674 - Performance Assurance Techniques and Controls

RH advised that the Modification was returned to the Workgroup for a further 6 month consideration of issues identified within the consultation responses at the 15 July 2021 Panel meeting.

Parties are encouraged to attend the Workgroup meetings in order to ensure that all views are considered – the next Workgroup meeting is scheduled to take place on Tuesday 28 September 2021.

#### 5.3 Modification 0734S – Reporting Valid Confirmed Theft of Gas into Central Systems

RH advised that she did not have an update at this time.

It was noted that the next Workgroup meeting is scheduled to take place on Thursday 23 September 2021 under the Distribution Workgroup banner.

#### 5.4 Any Other changes

None to consider.

### 6. Review of Outstanding Actions

#### 6.1 PAC Actions

**PAC0602:** *Reference Orifice Plate Data Provisions* – Joint Office (RH) to request OP overview data from all Gas Transporters.

**Update:** RH provided a brief overview of the 'Orifice Plates summary PAC' presentation as provided at the 17 August 2021 PAC meeting, during which it was noted that other forms of metering (i.e. ultrasonic) of the gas flowing are not without risk.

It was noted that with the introduction of ultrasonic measurement mechanisms in-line with the proposed exchange plans, the orifice plate related issues should reduce.

The Offtake Arrangements Workgroup are also tracking progress of this matter.

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<sup>3</sup> Post meeting note: a new short PAC meeting has been set up for Tuesday 21 September 2021 from 11:00 – 12:00 in order to sign off the final version of the document at: <https://www.gasgovernance.co.uk/pac/210921>

PAC Members present agreed to close the action. **Closed**

**PAC0706:** *Reference PAFA Future Projects* – PAFA (AJ) and Correlá (FC) to consider the immediate issues presented and provide options for mitigation or resolution. Update to be given at August PAC meeting.

**Update:** In referring to the discussions under items 4.3 and 4.5 above, PAC Members present agreed to carry forward the action. **Carried Forward**

**PAC0707:** *Reference Confirmation of the Transporter User Representation Appointment Period* – Joint Office (RH) to check and confirm whether and how Transporter Representatives are appointed for a 2 year period.

**Update:** When RH confirmed that the Transporter Members are appointed for an ‘open’ period, PAC Members present agreed to close the action. **Closed**

When LB enquired whether or not the Joint Office had been formally notified of her impending retirement from the PAC Transporter Membership, RH responded by accepting a new action to double check.

**New Action PAC0905:** *Reference a Replacement for the Wales & West Utilities PAC Transporter Member* – Joint Office (RH) to double check whether the Joint Office has received a formal notification of the retirement of L Beccano.

**PAC0801:** PAFA (AJ) to issue Bratislava with a letter inviting them to the 14 September 2021 PAC meeting.

**Update:** When RH confirmed that the letter had been issued, PAC Members present agreed to close the action. **Closed**

**PAC0802:** *Reference the WWU Wales North LDZ Metering Error* – Correlá (FC) to consider where best to highlight the D+5 validation aspects and impacts (e.g. the Demand Estimation Portal perhaps).

**Update:** When FC advised that this matter had been discussed within DESC and development of a suitable tracker mechanism is being considered.

When RH suggested that this is really a DESC related matter, PAC Members in attendance agreed. **Closed**

**PAC0803:** *Reference Meter Serial Number Rejections* – Xoserve (ER) to look to clarify whether ‘fuzzy’ matching system functionality was completely removed as part of the Project Nexus delivery, or whether any remains, and if so, what processes still utilise it.

**Update:** ER provided a brief overview of the ‘Fuzzy Matching Logic’ document during which parties enquired whether the correct Faster Switching MSN’s are being captured. Responding, KK advised that this is not the case as the DDP enhancements only tease out meter rejections.

When asked if there are any potential outstanding issues that need consideration, KK advised that she has been looking at the wider picture for meter rejections within DDP, for which a User Story already exists, although it is feasible that a ‘fuzzy matching’ issue could still exist.

PAC Members present concluded that there are no real fuzzy matching concerns relating to this action and therefore agreed to close the action. **Closed**

**PAC0804:** *Reference SHIPPER EVALUATION CASE Bratislava* – Joint Office (EF/RH) to provide a copy of the Joint Office email correspondence with Bratislava to the PAFA.

**Update:** When RH apologised for not sending the full email to the PAFA (i.e. including header details) and confirmed she would send the full version of the email after the meeting, PAC Members present agreed to close the action. **Closed**

**PAC0805:** *Reference the Performance Assurance Framework Administrator – Annual Review and Feedback Request 2021* – All parties to look to provide comments / feedback (inc. commentary on the questions) to the PAFA via email by the end of August 2021 at the very latest.

**Update:** In-line with the discussions undertaken under item 4.5 above and the forthcoming 21 September 2021 dedicated PAC meeting, PAC Members present agreed to carry forward the action. **Carried Forward**

**PAC Extra 0701:** CDSP to ascertain the cost/resource level required to continue the current PAC/PAFA BAU activities and circulate this to PAC Members as soon as possible.

**Update:** In-line with discussions under item 4.3 above, PAC Members present agreed to carry forward the action. **Carried Forward**

**PAC Extra 0702:** CDSP/PAFA to estimate the cost/resource level likely over the next 12-18 months for PAC/PAFA activities, extrapolating from the current BAU activities.

**Update:** In-line with discussions under item 4.3 above, PAC Members present agreed to carry forward the action. **Carried Forward**

## 6.2 DDP Sprint Actions

**PAC DDP0701:** *Reference DDP Review Requirements* – Correlá (KK) and Joint Office (RH) to look to set up an additional Sprint meeting for September 2021.

**Update:** In-line with discussions under item 4.1 above, PAC Members present agreed to carry forward the action. **Carried Forward**

## 7. Any Other Business

### 7.1 Transporter Member for Wales & West Utilities PAC Retirement

RH thanked L Beccano for her support and commitment to the PAC over the years and wished her well for the future.

## 8. Next Steps

### 8.1 Key Messages

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

## 9. Diary Planning

### 9.1 2021 meeting dates

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Tuesday 21 September 2021	17:00 Monday 20 September 2021	Teleconference	Extraordinary Agenda
10:00, on a date to be determined in October 2021	To be confirmed	Teleconference	Additional DDP Agenda
10:00, Tuesday 12 October 2021	17:00 Monday 04 October 2021	Teleconference	Standard Agenda
10:00, Tuesday 16 November 2021	17:00 Monday 08 November 2021	Teleconference	Standard Agenda



10:00, Tuesday 14 December 2021	17:00 Monday 06 December 2021	Teleconference	Standard Agenda
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For details of the informal sub-group meetings and topics please contact the PAFA directly.  
[PAFA@gemserv.com](mailto:PAFA@gemserv.com)

**PAC Action Table (as at 14 September 2021)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
<b>PARR Report Actions:</b>					
<b>PAC Actions 2020/21:</b>					
PAC 0602	15/06/21	2.4.1	<i>Reference Orifice Plate Data Provisions – Joint Office (RH) to request OP overview data from all Gas Transporters.</i>	Joint Office (RH)	Update provided. <b>Closed</b>
PAC 0706	13/07/21	3.5	<i>Reference PAFA Future Projects – PAFA (AJ) and Correla (FC) to consider the immediate issues presented and provide options for mitigation or resolution. Update to be given at August PAC meeting.</i>	PAFA (AJ) & Correla (FC)	<b>Carried Forward</b> Update due 12/10/21
PAC 0707	13/07/21	6.1	<i>Reference Confirmation of the Transporter User Representation Appointment Period – Joint Office (RH) to check and confirm whether and how Transporter Representatives are appointed for a 2 year period.</i>	Joint Office (RH)	Update provided. <b>Closed</b>
PAC 0801	17/08/21	2.1	PAFA (AJ) to issue Bratislava with a letter inviting them to the 14 September 2021 PAC meeting.	PAFA (AJ)	Update provided. <b>Closed</b>
PAC 0802	17/08/21	2.4.3	<i>Reference the WWU Wales North LDZ Metering Error – Correla (FC) to consider where best to highlight the D+5 validation aspects and impacts (e.g the Demand Estimation Portal perhaps).</i>	Correla (FC)	Update provided. <b>Closed</b>
PAC 0803	17/08/21	3.2	<i>Reference Meter Serial Number Rejections – Xoserve (ER) to look to clarify whether ‘fuzzy’ matching system functionality was completely removed as part of the Project Nexus delivery, or whether any remains, and if so, what processes still utilise it.</i>	Xoserve (ER)	Update provided. <b>Closed</b>
PAC 0804	17/08/21	5.1	<i>Reference SHIPPER EVALUATION CASE Bratislava – Joint Office (EF/RH) to provide a copy of the Joint Office email</i>	Joint Office (EF/RH)	Update provided. <b>Closed</b>

			correspondence with Bratislava to the PAFA.		
PAC 0805	17/08/21	6.1	<i>Reference the Performance Assurance Framework Administrator – Annual Review and Feedback Request 2021 – All parties to look to provide comments / feedback (inc. commentary on the questions) to the PAFA via email by the end of August 2021 at the very latest.</i>	All parties	<b>Carried Forward</b> Update due 12/10/21
PAC 0901	14/09/21	2.1	<i>Reference the Bratislava 2<sup>nd</sup> stage Escalation progress monitoring – Xoserve CAM's to provide monthly progress (on their weekly meetings with the Shipper) updates to PAC going forward.</i>	Xoserve (CAMs)	<b>Pending</b>
PAC 0902	14/09/21	2.5	<i>Reference By-Pass Consumption Adjustments - Correla (MA) and PAFA (AJ/SU) to consider the potential risk levels involved, what figures are currently available and what potential mitigation actions might be required going forward.</i>	Correla (MA)	<b>Pending</b>
PAC 0903	14/09/21	2.5	<i>Reference Meter By-Pass Update - PAFA (AJ/SU) to consider the breakdown of the Shipper population and establish whether there is anything that merits reporting on.</i>	PAFA (SU/AJ)	<b>Pending</b>
PAC 0904	14/09/21	4.3	Joint Office (RH), Correla (FC) and PAFA (AJ) to consider a potential date for a dedicated PAC strategic review meeting, including identification of a possible scope and aims.	Joint Office (RH) & Correla (FC) & PAFA (AJ)	<b>Pending</b>
PAC 0905	14/09/21	6.1	<i>Reference a Replacement for the Wales &amp; West Utilities PAC Transporter Member – Joint Office (RH) to double check whether the Joint Office has received a formal notification of the retirement of L Beccano.</i>	Joint Office (RH)	<b>Pending</b>
<b>PAC DDP Sprint Actions 2020/21:</b>					
PAC DDP 0701	13/07/21	5.2	<i>Reference DDP Review Requirements – Correla (KK) and Joint Office (RH) to look to set up and additional Sprint meeting for September 2021.</i>	Correla (KK) & Joint Office (RH)	<b>Carried Forward</b> Update due 12/10/21
<b>PAC Extraordinary Actions 29 July 21:</b>					
New Action	29/07/21	2.	CDSP to ascertain the cost/resource level required to continue the current PAC/PAFA BAU activities and circulate	CDSP	<b>Carried Forward</b>

0701 (extra)			this to PAC Members as soon as possible.		Update due 12/10/21
New Action 0702 (extra)	29/07/21	2.	CDSP/PAFA to estimate the cost/resource level likely over the next 12-18 months for PAC/PAFA activities, extrapolating from the current BAU activities.	CDSP/PAFA	<b>Carried Forward</b> Update due 12/10/21