

**UNC Performance Assurance Committee Minutes**  
**Tuesday 15 March 2022**  
**via Microsoft Teams**

**Attendees**

Alan Raper (Chair)	(AR)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office

**Shipper Members (Voting)**

Alison Wiggett	(AW)	Corona Energy
Andy Knowles	(AK)	Utilita Energy
Carl Whitehouse	(CW)	Shell Energy Retail Limited
Claire Louise Roberts	(CLR)	ScottishPower (Alternate)
Graeme Cunningham	(GC)	Centrica
Sallyann Blackett	(SB)	E.ON

**Transporter Members (Voting)**

Alex Travell	(AT)	BUUK – <i>am only</i>
Jenny Rawlinson	(JR)	BUUK (Alternate) – <i>pm only</i>
Shiv Singh	(SS)	Cadent
Tracey Saunders	(TS)	Northern Gas Networks

**Observers (Non-Voting)**

Anne Jackson	(ER)	PAFA/Gemserv
Fiona Cottam	(FC)	Correla on behalf of Xoserve
Helen Field	(HF)	Correla on behalf of Xoserve
Karen Kennedy	(KK)	Correla on behalf of Xoserve – <i>item 3.2</i>
Kate Lancaster	(KL)	Xoserve
Lee Greenwood	(LG)	Centrica
Martin Attwood	(MA)	Correla on behalf of Xoserve
Rachel Clarke	(RC)	PAFA/Gemserv
Sara Usmani	(SU)	PAFA/Gemserv

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/150222>

**1. Introduction**

Alan Raper (AR) welcomed all parties to the meeting.

**1.1 Apologies for absence**

Ellie Rogers, Xoserve,  
Lisa Saycell, Shipper Member,  
Louise Hellyer, Shipper Member, and  
Neil Cole, Correla on behalf of Xoserve

**1.2 Note of Alternates**

Claire Louise-Roberts for Mark Bellman, and  
Jenny Rawlinson for Alex Travell.

### **1.3 Quoracy Status**

The Committee meeting was confirmed as being quorate.

### **1.4 Approval of Minutes (15 February 2022)**

The minutes from the previous meetings were approved.

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

It was noted that there were three (3) late papers submitted ahead of the meeting. When asked, PAC Members present agreed to consider the documents.

## **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 updates on all Shippers on improvement plans are available for view on Huddle and the Gas Performance Assurance Portal (GPAP), but the Performance Assurance Framework Administrator (PAFA) would only be reporting on four Shippers this month.
- Shipper “Reykjavik” was highlighted to the PAC, who following the closure of their Product Class 1 (PC1) plan in February, were on a read performance plan for Product Class 2 only. Performance improved in February following the slight dip seen in January 2022. At the February PAC meeting, the PAFA were requested to liaise with the Shipper, as they had informed the PAFA that there were two meters which required data loggers. PAC members believed these sites would be in PC1 and not PC2 and requested the Shipper to clarify whether these were in the correct market. Following communication with the Shipper, the PAFA confirmed that the Shipper deemed these to be correctly classified in PC2 as the meters require data loggers to send remote reads which are required to fulfil the obligations in PC2. PAC members discussed that the terminology the Shipper used may have been misunderstood and remained comfortable with the sites sitting in PC2. The PAFA informed PAC members that the Shipper advised that all sites in PC2 would be migrated across to another Shipper by the end of April and as a result the plan would automatically terminate. PAC members had concerns around the performance of these sites before migrating across to the new Shipper. PAFA informed Committee members that they would continue to work with the Shipper to improve performance and also monitor the impact of read performance for the Shipper gaining these sites as they move across.
- Updates were provided on Shipper “Praia” who had been achieving UNC target in PC2 for two months, but there had been a dip in performance in February 2022. In the PC 3 and PC4 markets, performance remained stable but below target. The PAFA had updated Committee members on the output of a meeting held with the Shipper on the 1st March 2022, whereby the Shipper had been experiencing issues with their CRM system which meant reads for a number of meters were not being submitted. However, this should be corrected, and performance should see an improvement from March 2022. The PAFA also requested the Shipper to submit a milestone plan which will be due on the 21st March 2022, the PAFA will present this at the April PAC meeting.

- Shipper “Seoul” was presented to Committee members, who had been on a performance improvement plan for the PC3 market and had achieved UNC target for the first month (November 2021). However, performance appeared to have dipped in January and there remains a large portion of AQ at risk on their portfolio which appeared to be growing. At the February PAC meeting, Committee members were informed a large portion of this was due to non-communicating SMART meters. Whilst the Shipper had exhausted all efforts to obtain these, they had been unable to get these meter readings successfully for these meters. The PAC had requested the Shipper to move the non-communicating meters to PC4 until they are able to comply with the requirements in PC3, in line with the advice issued to all Shippers. The PAFA informed Committee members that the letter was issued to the Shipper on the 18th February and work had begun immediately. An update was provided by the Shipper on the 3rd March, informing the PAFA that there had been 75% of rejections received on class changes under an error code “Meter Reading Frequency is not acceptable for the Meter Point”. The Shipper had raised a ticket with Xoserve and were working with their Customer Advocate Manager (CAM) to resolve these. The Shipper had requested an extension to the initial deadline from 18th March to 18th April. PAC members approved the request.
- The final Shipper presented to the PAC was “Warsaw” who had been on a performance improvement plan for both PC4 monthly and annual markets. The Shipper was nearing completion of the plan, with UNC target having been achieved in the PC4 annual market for several months whilst the PC4 monthly market achieved UNC target for the first time in November 2021. However, performance had dipped and there are two meters which had not been read for a period greater than 2 years. The PAFA have been working with the Shipper and they had confirmed that the reads were being submitted for this meter point and should be reflected in the data. Due to the lag in reporting, this would not be available for two months and once available, the PAFA would update the PAC on the position.

#### **GB ENERGY CRISIS: SUPPLIER OF LAST RESORT (SoLR) AWARDED SHIPPER PERFORMANCE**

- Committee members were provided performance and portfolio updates for the eight Shippers which had been awarded SoLR sites (as at the end of November 2021). The Shippers include: “Avarua”, “Brazzaville”, “Bucharest”, “Dili”, “Mogadishu”, “Paramaribo”, “Sukhumi” and “Wellington”.
- Some of the impacts were beginning to filter through, particularly within the transfer read performance data, but no real read performance effects were visible with only one month of data available for the majority of Shippers. PAFA will continue to bring these performance updates each month to the PAC as the data becomes available.

#### **REPLACED METER READS: BUCHAREST**

- The PAFA informed the Committee on increased meter reads occurring under Shipper “Bucharest” which was a trend that had begun to form in November and December 2021. However, in January 2022, the data appeared to have stabilised, with the level of replacement reads falling to the usual level.
- PAFA had been working with the CDSP and the Shipper to understand the reasoning behind the increase, which was driven by an increase in sites under this Shipper code which were incorrectly classified into PC3 on transfer. However, these sites should be classified in PC4 but as the Shipper corrected the class change, the 10-day window to submit an actual was not applied which resulted in an estimate being generated for these sites.
- PAFA advised PAC members that the Shipper was doing the right thing in managing their portfolio, to which the Committee agreed with.

## AQ CORRECTIONS: PERFORMANCE ASSURANCE REPORTS REGISTER VS DDP

- Committee members were updated on the 2A.8/2B.8 AQ Corrections report that the PAFA currently receive from the CDSP. The logic on the current report contained data on the number of times a Shipper used the AQ correction process under each of the reason codes – Confirmed theft/Change in consumer plant/Commencement of new business/Tolerance change.
- The PAFA were also able to access the AQ corrections report on the DDP, which illustrated the number of times an AQ correction was used effective from under each reason code.
- Both reporting deliveries were assessed and the PAFA recommended that the reporting figures should be switched to the report provided by the DDP, as it provides a more rounded view on the measure. This accounted for any AQ corrections that may be rejected or not effective in the month when an AQ correction was submitted. PAC members agreed and approved the revised approach.

### 2.2 Review of Outstanding PARR Actions

**PARR0201:** Reference Contact “Reykjavik” to close performance plan for PC1 and thank them for their efforts - PAFA (SU) to speak to Shipper about the two new sites in PC2 requiring ‘data loggers’ and clarifying whether the sites are in the correct product class.

**Update:** When AR suggested that as these items are now being monitored via the PARR reporting mechanism, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PARR0202:** PAFA (SU) to obtain resolution dates for Shipper “Praia” on when they expect to achieve UNC target by, including incremental milestones.

**Update:** When AR suggested that as these items are now being monitored via the PARR reporting mechanism, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PARR0203:** PAFA (SU) to liaise with Shipper “Seoul” informing them that any non-communicating SMART meters where reads are not able to be obtained should be moved into PC4.

**Update:** When AR suggested that as these items are now being monitored via the PARR reporting mechanism, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PARR0204:** PAFA (SU) to contact “Warsaw” and offer them support (via the CDSP) in providing meter readings for the two outstanding meters.

**Update:** When AR suggested that as these items are now being monitored via the PARR reporting mechanism, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PARR0205:** PAFA (SU) to bring an update to the PAC once “Tallinn” have no sites remaining on their portfolio.

**Update:** When AR suggested that as these items are now being monitored via the PARR reporting mechanism, PAC Members in attendance agreed that the action could now be closed. **Closed**

### 2.3 Risk & Issues Register Update (PAFA)

In noting that additional information is also available on the Huddle portal and the GPAP, Rachel Clarke (RC) provided an update. PAFA supplied the following observations for this section:

- Performance Assurance Committee (PAC) Members were presented with an update on several risks in relation to Drift, Replaced Reads, Line in the sand and Transfer reads. The PAFA (Performance Assurance Framework Administrator) noted that one decision was required from PAC for drift mitigations.
- The PAFA presented the following risk updates on all areas;
  - **Drift:** The Value at Risk (VaR) increased by 20% within the market over 2020-21, with the risk rating remaining two. PAFA noted that the impact had come from the count of Class 1 and 2 Check reads not received within last 12 months which increased by 12%, alongside an increase in the average AQ (Annual Quantity) of 7%. The count of Class 3 and 4 Check reads not received within last year had increased by 13%, with the average AQ (Annual Quantity) remaining the same. Committee members were informed that as Check Reads are a physical activity, it has been inferred that this is a Covid impact, and the lack of Check Reads being submitted has had a compounding effect on this risk. PAFA suggested that now Covid restrictions have lifted this activity should be a Business-as-Usual activity. The PAFA added that a piece should be added to the Key Messages following PAC endorsement to urge Shippers to address Check Reads. PAC Members agreed with the PAFA view.
  - **Transfer Reads:** The risk in this market increased by 55% over the past 12 months, with the risk rating remaining at a level of two. RC noted that the difference was primarily impacted by the increase in transfers occurring the past 12 months by 54% and a drop in transfer reads submitted by 6%. Throughout the past six months, there has not been the same level of usual transfers following the recent SOLRs (Supplier Of Last Resort), therefore, the levels in the data are directly attributed to these SOLRs. PAFA recommended no action was required until the next refresh where there should be more data following the completion of movement.
  - **Replaced Reads:** The risk in this market increased by 12% over the past 12 months with the risk rating remaining at a low level of one. RC noted that use of read replacement had increased by 20% from December 2020 to December 2021 which was reflective in the increase in energy impact of the risk. RC noted that the increase was directly attributed to the EUC01 market and particularly to one Shipper 'Bucharest'. PAFA recommended no action was required as the PAC were aware of the Shipper and the PAFA and CDSP (Central Data Service Provider) were engaging with them regarding this issue.
  - **Line in the sand:** The risk in this market increased by 85% over the past 12 months with the risk rating remaining at the highest level of five. RC noted that the increase in the percentage of no reads submitted by 4 years across Classes 3 and 4 in the past 12 months was responsible for the surge in risk, with the count of MPRNs (Meter Point Reference Numbers) in Class 3 and 4 with reads not submitted by year 4 had increased by 0.5% which was reflective in the increase in energy impact of the risk. PAC members had agreed drafting of a letter to be sent to Shippers on 'line in the sand.' However, due to the timing of such a letter, the code cut-off date was fast approaching. Following these comments, the PAFA held off issuing the letter and suggested a revised approach that would look at a more prolonged and meaningful engagement with Shippers on this risk. The PAC were sympathetic to this view and noted that work on 'line in the sand' would take dedicated resource and is not a small task. PAFA concluded that the upcoming line in the sand should roll over and work should start soon after on a sustained project to drive down no reads.

- **Action update** – Meter Asset: RC summarised the outstanding action, noting that this had come out of a discussion on the Meter Asset risk. Within this risk discussion, the PAFA noted that Incorrect Read Factors had risen by 81% and theorised with the PAC on why this could be. Some PAC members suggested it could be to do with MDD (Market Domain Data) data but wanted to know how many Shippers were involved and how many meters. RC noted in the update that 31 Shippers were involved across 500+ meters. The PAFA highlighted four main Shippers whose incorrect read factor submissions had risen dramatically over the past 12 months. The PAFA suggested approaching these four Shippers informally to highlight this and offer support in working to correct these. The PAC agreed with this approach and the outputs would be presented at the next refresh of the Meter Asset risk.

## 2.4 Measurement Error Risk Update

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

In providing a brief verbal update, Shiv Singh (SS) advised that Cadent had so far:

1. Cadent have provided all the detail for the Computational Flow Dynamics (CFD) analysis and the second ITE is currently undertaking that analysis. This will be ready mid-April, and
2. Cadent are arranging site works to physically test the orifice plates at Alrewas. This is more difficult due to flow availability on site and confirmed dates are not yet known.

SS pointed out that Cadent are working to the times of the first MER even though with the site visit involved this may prove difficult, they would ask whether Shippers require this to be completed by a confirmed date?

When SS suggested that whilst Cadent can commit to the same standard of MER reconciliation as the first one, incorporating CFD analysis), it is just the site visit aspects that Cadent have concerns about, AR pointed out that in the end accuracy is a key factor and reminded Cadent the industry is awaiting the second ITE Report.

When AR then suggested that this matter should really be progressed via the Offtake Arrangements Workgroup / Offtake Committee, PAC Members in attendance agreed.

AR advised that the Joint Office would look to include the issue on the next Offtake Arrangements Workgroup agenda to progress the matter further.

## 2.5 Open / Meter By-Pass Update

Martin Attwood (MA) provided an overview of the '*Meter By-Pass Update*' presentation during which the following key points were considered (by exception), as follows:

### By-Pass Flag and Status Update – slide 3

- The information provided is based upon a 'snapshot' taken on 02 March 2022, and
- The latest figures would appear to suggest that the PAC action undertaken last month is taking effect.

### Open Status & Progressing Readings: Background – slide 4

- MA highlighted the outstanding action PAC0202 which is being undertaken since the 15 February 2022 meeting.

### Open Status & Progressing Readings: Progress – slide 5

- MA confirmed that the three (3) Shippers who had failed to respond to the email request, (by close of play on Monday 14 March 2022), for them to resolve the (7 MPRN related) issues would 'normally' happily engage with Xoserve;

- A clear view on the ‘churn’ of ‘Open’ by-pass status meters is not available at this time which also means a clear view on whether the process as a whole is being utilised correctly also remains unclear;
  - MA agreed to investigate further once Xoserve have done all it can on resolving the current issues;
  - Perhaps going forward a new PAC Report (utilising a bypass open ‘trigger’ window of circa 3 months) might prove beneficial;
  - MA was asked to consider whether the by-passes have been opened and then closed again within a specified (short) period (i.e. is it a legacy or contemporary matter);
    - Any meter by-passes open for more than a single day potentially generate reconciliation related impacts;
    - What is deemed to be a healthy exercise/action by a Shipper is a key consideration;
  - The **earliest** by-pass opening event identified on UK Link occurred in 2004, although it is acknowledged the information might not be 100% accurate.

#### By-Pass Consumption Adjustments – slide 8

- MA explained that little has changed since the 15 February 2022 presentation whilst circa 15 new requests for information were issued on Monday 14 March 2022;
- The 7 ‘Static Readings’ figure is the most important consideration on this slide, and
- PAC Members requested that MA should continue chasing Consumption Adjustments information from industry parties.

**New Action PAC0301:** *Reference Newly Opened Meter By-Passes – Correla (MA) to look to provide a contemporary view on meter by-passes in the last 3 years.*

### 3. Matters for Committee Attention

#### 3.1 GB Energy Crisis Update

PAC Members in attendance agreed that this had already been sufficiently debated under discussions on earlier agenda items.

#### 3.2 DDP Update

Karen Kennedy (KK) provided a verbal progress update during which discussions centred around her two outstanding action items (please refer to actions PAC0104 and PAC0203 under agenda item 5. Below for more details).

KK advised that work remains ongoing in respect of DDP193 and therefore finalisation of the delivery elements for XRN5321 would be completed over the next few weeks.

#### 3.3 PAC Budget and Spend Update

FC explained that whilst she did not have a specific update to provide at the meeting, she would like to remind PAC Members that all of the PAC budget is going towards the development of PAFA reports in DDP at present.

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

Report provided for information only, with no additional queries to report.

#### 3.5 Strategic Workshop Update

SU provided a verbal update on the 26 January 2022 Strategic Workshop explaining that ideas on how best to target poor performing Shippers are being developed.

In providing a brief onscreen review of the PAFA's draft working document, SU highlighted the following key items of note:

- Modelling for PC1 for example purposes has been undertaken;
  - A 3-month performance average for each Shippers read performance has been calculated and allocated a score between 1 and 5 (and then banded based on that rating);
  - Check reads are also being assessed with a similar process for Transfer Reads, although this is proving trickier to accurately assess;
    - Transfer Read performance is a reflection of the number of actual transfer reads submitted during an agreed window;
    - The 10% weighting factor attempts to cater for various external influences / factor impacts;
    - The various weighting values are flexible and can be tweaked in order to test the accuracy of the performance assessments;
  - The AQ at Risk reflects the percentage of the market a Shipper may hold and therefore has a different scoring range;
    - Some concerns were voiced that the scoring seems to be the wrong way around – a point acknowledged by SU;
    - In noting that the four (4) worst performing Shippers are 90% of the data set, it was suggested that perhaps the weighting needs further consideration;
- The higher a Shipper's score, the better their performance;
- Scores are also weighted, which may potentially skew the scoring slightly;

Responding to this new initiative (direction of improved performance assessments), PAC Members in attendance indicated their approval of the proposed approach.

When asked, SU confirmed that the information would not include a view on Shipper site numbers as this could inadvertently reveal their organisation – as an alternative, perhaps a percentage of market size might be beneficial.

PAC Members noted that historically care is taken when assessing the performance of new smaller Shippers entering the market to allow time for them to settle in and receive the appropriate level of support.

In referencing the REC Performance Dashboard provision, Alex Travell (AT) wondered whether there would be any benefit in seeking to develop something similar, (for both consistency of approach and comparison purposes moving forward) – a view supported by other PAC Members in attendance. Whilst noting the enthusiasm, Anne Jackson (AJ) pointed out that REC and Electricity equivalents are being considered, however, the UNC currently limits the PAFA's access to certain information, which might complicate matters.

AJ then suggested that the draft proposals could form the basis of further consideration at a future PAC Workshop where Members could trial the weighting and ranking aspects.

Concluding discussions, RC advised that in respect of action PAC0204, the draft document is almost ready for release, which would hopefully take place before the end of the week.

### 3.6 Annual Review

RC provided an overview of the '*Performance Assurance Framework Annual Review 2022 – Proposed Timeline*' presentation during which it was noted that as far as the proposed awareness day dates of 20 or 21 September 2022 are concerned, these have been chosen to work around the Distribution Workgroup meeting date.



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

When asked, RC confirmed that the current timeline proposal does not include provision for an industry consultation. FC suggested that in light of the single awareness day being proposed, having receipt of consultation responses would be also extremely beneficial.

When FC questioned why the AUG Yearly Review is completed in circa 2 to 3 months and that this proposal would extend the timeline for the PAC Annual Review to 8 months. RC acknowledged the point and indicated she would reconsider compressing the timeline to perhaps finish in the December.

When asked whether the awareness day would / could be accommodated within a 'normal' PAC meeting or would need a separate dedicated meeting, RC responded by advising that she envisages the awareness day being about 2 to 3 hours in duration, although this would be considered further in due course.

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

##### 4.1 Modification 0763R – Review of Gas Meter By-Pass Arrangements

AR advised that the Request Workgroup discussions are focusing on the underlying process requirements (inc. MAMCOP aspects) and that various process flow maps are being developed.

Governance and potential Code requirements are also being considered including provision of a supporting guidance document.

Current Workgroup thinking suggests that perhaps that only process and awareness improvements are required, rather than a UNC Modification.

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

AR advised that the Supplemental Report work had now been completed, although the Panel reporting date would be to the April 2022 Panel.

It maybe necessary to undertake a further consultation exercise before Panel feel able to make a recommendation on the Modification at the May 2022 Panel meeting.

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

AR explained that the Modification had been approved for implementation at the 17 February 2022 Panel meeting, although at present, the effective implementation date is yet to be confirmed. The matter is being considered within the DSC Change Management Committee arena.

Kate Lancaster (KL) provided an overview of the '*Proposed PARR Report*' presentation during which she confirmed that the proposed 'interim' solution had been rejected at the 09 March 2022 DSC Change Management Committee meeting, and as a consequence, the solution would now be delivered as part of the 'enduring' solution delivery currently scheduled for the November 2022 Release.

KL then moved on to provide a brief overview of the change marked '*Confirmed Energy Theft Notification submissions and Objection instances*' report during which she focused attention on the three (3) example reports.

When asked, KL confirmed that this revised reporting provision would be implemented in parallel with the process detailed in the Modification.

A brief discussion ensued around when best to approve the proposed changes to the PARR Report document, after which it was agreed to look to formally recommend the proposed amendments at the 12 April 2022 PAC meeting before formally submitting them to the UNCC for their approval.

AJ pointed out that in her opinion, this PARR Report would NOT be able to report on the IGTs as there was no equivalent IGT Modification raised for 0734S and that under the IGT UNC provisions, the IGTs are NOT required to report on theft – in short, the two Codes are not aligned.

In suggesting that this matter relates to Supplier Theft of Gas Reporting on IGT networks also, FC agreed to check the details with Ellie Rogers of Xoserve as there could be potential consequential impacts on the CMS specification.

Concluding discussions, AR suggested that he would look to undertake some offline discussions with the interested parties (Jenny Rawlinson, Anne Jackson, Fiona Cottam and Ellie Rogers) outside of the meeting to ascertain whether there are any potential issues (inc. REC interactions etc.).

PAC Members are requested to review the document ahead of the April 2022 meeting.

#### **4.4 Modification 0778R – Gas Vacant Sites Process review**

AR explained that the Request Workgroup last met on 08 March 2022 where work continues on defining vacant site, exit requirements and potential reconciliation impacts.

The next Workgroup meeting date to consider items such as Business Rule development and a possible (draft) follow up UNC Modification, is to be arranged in due course.

#### **4.5 Modification 0781R – Review of Unidentified Gas process**

AR advised that the Request Workgroup are currently reviewing several potential model options, in order to address concerns around previous AUGE processes, alongside how to provide a smoother transition between one AUGE and another.

Additionally, consideration of financial aspects is also being undertaken along with ranking the top 10 ideas against a set of defined criteria, to then select a top 3.

FC advised that as yet, she does not have a clear ‘feel’ on whether the appetite of the group is to tweak current processes or go for a more radical overhaul.

#### **4.6 Modification 0782 – Creation of Independent AUGE Assurer (IAA) role**

When AR advised that currently this Modification is not being progressed, Kate Lancaster (KL) explained that she and her colleague Fiona Cottam (FC) are working with the Head of Procurement at Xoserve to review the processes – at some point, it is highly likely the Modification would be resurrected / restarted.

FC went on to advise that Xoserve had undertaken another update to their report at a recent AUG Sub-Committee meeting whereupon feedback was requested, which parties should look to provide by the end of this week.

It is being considered as to whether or not to (re)-table the Modification at a forthcoming Distribution Workgroup meeting.

Xoserve will be undertaking a further review of the proposals and providing a proposal for introducing their own audit of the AUG Statement production process in due course, which may mean that a modification to the UNC may not be required.

#### **4.7 Modification 0783R – Review of AQ Correction Processes**

AR advised that the Request Workgroup are currently undertaking a deep dive review of the AQ amendments process, focusing attention on Reason Codes (RCs), especially potential misuse of RC2, on the grounds that there are insufficient alternative RC’s for parties to utilise and are therefore using RC2 as a last resort. As a consequence of this, creation of new RCs is being considered.

Referring to industry questions around scrutiny of AQ corrections validation and a potential role for PAC, FC suggested that this needs to be thought out in greater detail before PAC are formally approached, especially when the concerns being raised could be better served by the provision of improved reporting mechanisms – in summary, PAC is not a ‘MPRN-level policing forum’, and it was noted that that level of detail was not in PAFA’s remit either.

#### 4.8 Any Other changes

None to consider.

### 5. Review of Outstanding Actions

#### 5.1 PAC Actions

**PAC1202:** Reference *UNC Modification 0734S – Xoserve* (ER) to provide a draft PARR including expected implementation timeline for consideration at the 18 January 2022 PAC meeting.

**Update:** In referring to the discussions under agenda item 4.3 above, AR suggested, and PAC Members agreed that this action could now be closed and replaced with a new more focused action on the Xoserve to bring forward an updated version of the PARR Report.

PAC Members in attendance agreed to close the action. **Closed**

**New Action PAC0303:** Reference *the Proposed PARR Report Amendments – Xoserve* (KL) to provide an updated version of the PARR Report for consideration at the April 2022 PAC meeting.

**PAC0102:** PAFA (SU/RC) to investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting.

**Update:** When RC confirmed that this action relates to meter attribute issues which would be covered off under item 2.3 going forward, PAC Members in attendance agreed that the action could now be closed. **Closed**

**PAC0103:** PAFA (RC) to investigate an Industry engagement session in September/October following the August Carve out session.

**Update:** In line with the discussions under item 3.6 above, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0104:** Correlá (KK) To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.

**Update:** When KK explained that work on this item remains ongoing with limited progression of the remaining User Stories that are not covered under XRN5321.

When FC requested that the action be reallocated to David Newman going forward, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0201:** PAFA (RC) to investigate the new additions to the PC1 market to ascertain whether there was a correlation between these sites and a drop in Read Performance.

**Update:** SU provided an overview of the ‘*PC1 Market entrants and read performance*’ presentation during which FC wondered whether we are missing an opportunity for an additional action relating to UNC Modification 0691 ‘*CDSP to convert Class 2, 3 or 4 Supply Meter Points to Class 1 when G1.6.15 criteria are met*’ provisions – there was no clear consensus from the PAC Members in attendance.

When SU advised that she would be happy for the presentation to be published on the Joint Office web site meeting page, PAC Members in attendance agreed that the action could now be closed. **Closed**

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

**Update:** When AR noted that to all intents and purposes the action requirements had now been satisfied, Martin Attwood (MA) advised that he is happy to leave the action open and continue reporting on the 'Open' by-pass matters. Thereafter, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0203:** Reference XRN5321 Progress Update – SAR Process Report Provision – CDSP (KK) to double check with CDSP / Xoserve colleagues whether there are any potential issues associated to adoption of an open-ended SAR process-based approach.

**Update:** When KK confirmed that Xoserve would adopt an open-ended SAR process based approach as part of the delivery (in the shorter term), PAC Members in attendance agreed that the action could now be closed. **Closed**

**PAC0204:** Reference Strategic Workshop Mission Statement & Future Regime Changes document – PAFA (RC) to prepare a draft document for PAC Members to agree (ex. Committee meeting) prior to formal publication / distribution.

**Update:** In line with the discussions under item 3.5 above, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0205:** Reference Strategic Workshop 2 – Joint Office (RH/MB) to look to set up a 2<sup>nd</sup> Workshop meeting to take place before 01 April 2022, if possible.

**Update:** When AR indicated that the Joint Office are looking at setting up a meeting for either the second or third week in April 2022, PAC Members in attendance agreed to carry forward the action. **Carried Forward**

**PAC0206:** Reference Isolated Sites with Progressive Reads – CDSP (NC) to write to the 7 largest Shippers involved and offer assistance in resolving their issues and to also investigate how many of these reads are progressive reads following previous estimated reads.

**Update:** FC provided a brief overview of the 'Isolated Sites with Progressive Reads' presentation during which there were no adverse comments forthcoming. She then went on to advise that a more detailed update would be provided at the 12 April 2022 PAC meeting, at which point PAC Members in attendance agreed to carry forward the action. **Carried Forward**

## 6. Any Other Business

### 6.1 Suggested Update for Publication of WAR Band and NDM Sample Reports

FC pointed out that this appears to be an accidental carry over from the 15 February 2022 meeting.

### 6.2 Xoserve Retirement

When Karen Kennedy announced that she would be retiring soon from Xoserve and that her replacement for PAC is not yet confirmed, Alan Raper thanked her for all her hard work and diligence over the course of her involvement in the PAC.

## 7. Next Steps

### 7.1 Key Messages

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

## 8. Diary Planning

### 8.1 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 12 April 2022	17:00 Monday 04 April 2022	Teleconference	Standard Agenda
10:00, Tuesday 17 May 2022	17:00 Monday 09 May 2022	Teleconference	Standard Agenda
10:00, Tuesday 14 June 2022	17:00 Monday 06 June 2022	Teleconference	Standard Agenda
10:00, Tuesday 12 July 2022	17:00 Monday 04 July 2022	Teleconference	Standard Agenda
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

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 15 February 2022)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
<b>PARR Report Actions 2022:</b>					
PARR 0201	15/02/22	2.1	<i>Reference Contact "Reykjavik" to close performance plan for PC1 and thank them for their efforts - PAFA (SU) to speak to Shipper about the two new sites in PC2 requiring 'data loggers' and clarifying whether the sites are in the correct product class.</i>	PAFA (SU)	Update provided. <b>Closed</b>
PARR 0202	15/02/22	2.1	PAFA (SU) to obtain resolution dates for Shipper "Praia" on when they expect to achieve UNC target by, including incremental milestones.	PAFA (SU)	Update provided. <b>Closed</b>
PARR 0203	15/02/22	2.1	PAFA (SU) to liaise with Shipper "Seoul" informing them that any non-communicating SMART meters where	PAFA (SU)	Update provided. <b>Closed</b>

			reads are not able to be obtained should be moved into PC4.		
PARR 0204	15/02/22	2.1	PAFA (SU) to contact “Warsaw” and offer them support (via the CDSP) in providing meter readings for the two outstanding meters.	PAFA (SU)	Update provided. <b>Closed</b>
PARR 0205	15/02/22	2.1	PAFA (SU) to bring an update to the PAC once “Tallinn” have no sites remaining on their portfolio.	PAFA (SU)	Update provided. <b>Closed</b>
<b>PAC Actions 2021/22:</b>					
PAC1202	14/12/21	4.4	<i>Reference UNC Modification 0734S</i> – Xoserve (ER) to provide a draft PARR including expected implementation timeline for consideration at the 18 January 2022 PAC meeting.	Xoserve (ER)	Update provided. <b>Closed</b>
PAC0102	18/01/22	2.3	To investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting.	PAFA (SU/RC)	Update provided. <b>Closed</b>
PAC0103	18/01/22	2.6	To investigate an Industry engagement session in September/October following the August Carve out session.	PAFA (RC)	<b>Carried Forward</b> Update due 15/03/22
PAC0104	18/01/22	3.2	To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.	CDSP ( <del>KK</del> DN)	<b>Carried Forward</b> Update due 12/04/22
PAC0201	15/02/22	2.3	PAFA (RC) to investigate the new additions to the PC1 market to ascertain whether there was a correlation between these sites and a drop in Read Performance.	PAFA (RC)	Update provided. <b>Closed</b>
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 CAM’s for the remaining 37 sites where there is an ‘Open’ status flag in order to ascertain whether these can be resolved.	CDSP (MA)	<b>Carried Forward</b> Update due 12/04/22
PAC0203	15/02/22	3.2	<i>Reference XRN5321 Progress Update – SAR Process Report Provision</i> – CDSP (KK) to double check with CDSP / Xoserve colleagues whether there are any potential issues associated to adoption of an open-ended SAR process-based approach.	CDSP (KK)	Update provided. <b>Closed</b>

PAC0204	15/02/22	3.5	<i>Reference Strategic Workshop Mission Statement &amp; Future Regime Changes document</i> – PAFA (RC) to prepare a draft document for PAC Members to agree (ex. Committee meeting) prior to formal publication / distribution.	PAFA (RC)	<b>Carried Forward</b> Update due 12/04/22
PAC0205	15/02/22	3.5	<i>Reference Strategic Workshop 2</i> – Joint Office (RH/MB) to look to set up a 2 <sup>nd</sup> Workshop meeting to take place before 01 April 2022, if possible.	Joint Office (RH/MiB)	<b>Carried Forward</b> Update due 12/04/22
PAC0206	15/02/22	5.1	<i>Reference Isolated Sites with Progressive Reads</i> – CDSP (NC) to write to the 7 largest Shippers involved and offer assistance in resolving their issues and to also investigate how many of these reads are progressive reads following previous estimated reads.	CDSP (NC)	<b>Carried Forward</b> Update due 12/04/22
PAC0301	15/03/22	2.5	<i>Reference Newly Opened Meter By-Passes</i> – Correla (MA) to look to provide a contemporary view on meter by-passes in the last 3 years.	Correla (MA)	<b>Pending</b> Update due 12/04/22
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)	<b>Pending</b> Update due 12/04/22
PAC0303	15/03/22	5.1	<i>Reference the Proposed PARR Report Amendments</i> – Xoserve (KL) to provide an updated version of the PARR Report for consideration at the April 2022 PAC meeting.	Xoserve (KL)	<b>Pending</b> Update due 12/04/22