

UNC Performance Assurance Committee Minutes
Tuesday 15 November 2022
via Microsoft Teams

Attendees

Penny Garner (Chair)	(PG)	Joint Office – AM
Kate Elleman (Chair)	(KE)	Joint Office – PM
Mike Berrisford (Secretary)	(MB)	Joint Office

Shipper Members (Voting)

Alison Wiggett	(AW)	Corona Energy
Anthony Dicicco	(AD)	ESB Generation & Trading
Claire Louise Roberts	(CLR)	ScottishPower
Graeme Cunningham	(GC)	Centrica
Louise Hellyer	(LH)	Totalenergies Gas & Power
Sallyann Blackett	(SB)	E.ON
Steve Mulinganie	(SM)	SEFE Energy Ltd

Transporter Members (Voting)

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

Observers (Non-Voting)

Alex Nunnington	(AN)	Xoserve
Anne Jackson	(AJ)	PAFA/Gemserv
Dan Fittock	(DF)	Corona Energy
David Newman	(DN)	Xoserve - 3.2 only
David Speake	(DS)	Engage – 7.1 only
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
James Hill	(JH)	Engage – 7.1 only
Lee Greenwood	(LG)	Centrica
Martin Attwood	(MA)	Xoserve
Neil Cole	(NC)	Xoserve
Nikki Lindsell	(NL)	Xoserve - 3.2 only
Peter Ratledge	(PR)	PAFA/Gemserv
Sara Usmani	(SU)	PAFA/Gemserv
Talia Lattimore	(TL)	PAFA/Gemserv

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

Copies of the non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/151122>

1. Introduction

Penny Garner (PG) welcomed all parties to the meeting.

1.1 Apologies for absence

Andy Knowles, Shipper Member

Alex Travell, Transporter Member
Rebecca Hailes, Joint Office
Tracey Saunders, Transporter Member

1.2 Note of Alternates

Ben Mulcahy for Tracey Saunders
Jenny Rawlinson for Alex Travell

1.3 Quoracy Status

The Committee meeting was confirmed as being quorate.

1.4 Approval of Minutes (11 & 25 October & 01 November 2022)

The minutes from the four (4) previous meetings (inc. the 11 October 2022 confidential escalation meeting) were approved.

1.5 Approval of Later Papers

It was noted that there were two (2) late papers (relating to agenda items 6 and 7.1) submitted ahead of the meeting.

PAC Members agreed to consider both of the late papers.s.

2. Monthly Performance Assurance Review Items

Sara Usmani (SU) provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following industry performance observations for items 2.1 and 2.3 below:

2.1 PARR Report Review – Dashboard update (PAFA)

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 provided with updates on the four Shippers on performance improvement plans (not including those on Product Class 4 (PC4) monthly plans).
- Shipper “Praia” was presented to the PAC who are on a performance improvement plan for PC3 and PC4. In recent months the Shipper’s performance has declined and falls behind forecast in both markets due to an intermittent file issue as some changes were made due to faster switching. The IT team are working closely with the service provider to resolve the issue. Committee members were informed that the Shipper confirmed to the Performance Assurance Framework Administrator (PAFA) that they will be exiting the gas market in the coming few months with sites moving across to another Shipper. Due to the Shipper exiting the market, the PAFA recommended to close the Shipper’s performance improvement plan. PAC Members agreed with the PAFA’s recommendation.
- Updates on Shipper “Manama” were provided to the PAC. Manama are on an improvement plan for PC3 and PC4 Monthly. Within the PC3 market, the Shipper has achieved UNC target in August 2022 (c. 91%) but this has fallen slightly in September. The fall is primarily attributed to a technical issue in file submission which has now been resolved.

- Updates on Shipper “Roseau” who are on an improvement plan for PC3 and PC4 (both monthly and annual markets) were provided to the PAC. The Shipper saw a sharp improvement in the PC3 market in May 2022, however this has declined and remained stagnant since June 2022. There has been no improvement in the PC4 market. The PAFA have been in communication with the Shipper who advised that a resource has been recruited to focus on meter read issues. However, there has been a net gain in sites and they expect performance to worsen before getting better.
- Committee Members were provided with updates on Shipper “Seoul” who are on a performance improvement plan for PC3. Whilst there has been an improvement in performance, it remains stagnant c. 85%. The PAFA have met with the Shipper in October who informed the PAFA that they continue to face issues with non-communicating SMART meters, with the Shipper now deploying a reset to the communication hub which they are hoping will re-establish the connection. They aim to complete this by March 2023 although work has already begun.
- An overview of the AQ corrections data was provided to the Committee. Since April 2022, there has been a decline in the number of AQ corrections under reason code 02 “Change in consumer plant”. However, the level of corrections remains high compared to the same period last year. Committee Members were informed that the increase in this has been driven by three Shippers; Brazzaville, Nuuk and Islamabad. Updates were provided on each of the Shippers:
 - Brazzaville: Shipper has had an ongoing high level of AQ corrections, with the net movement in AQs being positive and therefore indicating that they are understated. The PAFA have spoken with the Shipper who confirmed that the issue is due to new connections having AQs incorrectly assigned. They have set up various industry workgroups and forums to address the issue. The PAFA recommended that whilst it is correct to use the AQ correction process they should be going through reason code 03 “Commencement of new business” instead of the current code 02 “change in consumer plant”. Committee Members discussed the increase in AQ corrections and believe that the Shipper is non-compliant and in breach of code.

New Action PAC1101: *Reference Overview of AQ Corrections Data - PAFA (SU/TL) to continue to monitor the Brazzaville’s AQ corrections.*

New Action PAC1102: *Reference Overview of AQ Corrections Data – All parties to consider whether to raise a Review Group Request outside of the PAC to examine the issue.*

New Action PAC1103: *Reference Overview of AQ Corrections Data – Joint Office (RH) to provide an update to the UNCC on the issue.*

- Nuuk: Shipper has seen an increase in AQ corrections, though these have not been each month. The net AQ revisions are negative, which suggest that the AQs are overstated. The Shipper informed the PAFA that the vast majority of AQs are errors which have been identified and are overstated. This is due to AQs being estimated over 12 months and under the new AQ calculation, higher upper tolerance limits are used and therefore overstated. The PAFA recommended that the Shipper uses the replacement read process instead of the AQ correction process. If they are being rejected then the Shipper should use the AQ correction process. Committee Members were in agreement with the PAFA's recommendation.
- Islamabad: Shipper has had an increase in AQ corrections, though they are not as high but remain significantly higher than their usual levels. The net impact of the AQ revisions are negative, suggesting the AQs are overstated. The Shipper is yet to provide a response to the PAFA on the reasoning behind the increases in AQ corrections but has indicated it is due to a portfolio cleanse. The PAFA will provide a further update to the PAC next month.
- At the October PAC meeting, the PAFA highlighted increasing replaced meter reads under EUC02 which was driven by Shipper "Alofi". PAC Members requested the PAFA to engage with Alofi to understand the reasoning behind the increase in the number of replacement reads. Alofi provided an update to the PAFA whereby they stated that there were a number of meters within their PC4 portfolio which had a functioning advanced meter and would be better suited in PC3. Therefore, there were 3,000 product class changes processed in July/August. A consequence of moving from PC4 to PC3 is that the CDSP will estimate a read on the effective date of class change and therefore a replacement read was submitted to re-align it and therefore ensuring that subsequent batched class 3 readings would be accepted. The PAFA believed this is purely a portfolio cleansing activity and have no issues or concerns with Alofi's activity, which PAC members agreed with.
- The PAFA provided an update to the Committee on the Holistic Performance Matrix following the matrix being finalised at the October PAC meeting. The update compared the current open Performance Improvement Plans (PIPs) against their position on the matrix. Committee Members were informed that at present there are a total of 31 open PIPs under three different areas; 1 Shipper is on a PIP for PC3, 3 Shippers are on a PIP for PC3 and PC4 and 27 Shippers are on a PIP for PC4 Monthly.
 - PC3: Shipper "Seoul" is the only Shipper on a PIP for PC3. They have been on an improvement plan for 2 years and 3 months. Whilst there has been significant improvement, they rank 21 out of a total of 30 Shippers within the market. As read performance is not far off UNC target and all other areas are lacking, the PAFA recommended that the PAC close the current PIP and re-issue under covering all areas in February once UNC0674 is in effect. PAC Members agreed with the PAFA's recommendation to close the current PIP.

- PC3 and PC4: There are three Shippers on PIPs in this area which include “Manama”, “Praia” and “Roseau”. All Shippers have been on a PIP for 2 years 7 months. Whilst there have been improvements across the board, Roseau and Praia remain amongst the lowest ranked in both markets, whilst Manama are amongst the top performers. The PAFA recommended closing plans for Praia and Roseau whilst leaving Manama’s plan open until they achieve UNC target. PAC Members agreed with the PAFA’s recommendation.
- PC4 monthly: There are 27 Shippers on PIPs in this area. One Shipper “Khartoum” is ranked third in the market with no concerns on performance and the PAFA recommended to close this Shipper’s plan. Three Shippers, “Prague”, “Vilnius” and “Tarawa” have met the requirements set out in the PIP and achieved UNC target but are performing poorly in other areas. The PAFA recommended that these Shipper’s current plans are closed and re-issued covering other areas in February along with the recommendation aforementioned. There are 23 Shippers who are not meeting their current plans nor are performing well holistically and the PAFA recommended closing these plans and re-evaluating the market at the January PAC meeting and targeting those poorly performing. PAC members discussed the contract impacts on re-issuing plans as currently the PAFA can only issue 3 plans a month under the current contract. The PAFA confirmed that this is correct but additional plans can be issued with an additional cost. Committee members discussed the impacts of closing the plans and the duration of re-issuing all the new plans. The PAFA suggested leaving the current 23 Shippers on PIPs with no improvement in performance open with the view to close them and re-issue as and when they rise in February. The PAC agreed with the PAFA’s recommendation.

Moving on, PG provided a verbal update on the progress of the work being undertaken in support of an underperforming Shipper during which she advised that a meeting took place on 08 November 2022 between the Shipper, Joint Office of Gas Transporters, the PAFA and Xoserve, where each of the Shipper sites were reviewed in relation to their ‘live’ situation (i.e. a line by line MPRN review) It was noted that little progress had been made in addressing the issues. It was suggested that a further review is undertaken in 3 months time.

Talia Lattimore (TL) advised that as a result of the meeting, she believes that the Shipper now has a better understanding of what it needs to do, what needs to happen next and how Xoserve can assist it in reaching its performance targets.

2.2 Review of Outstanding PARR Actions

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

Update: The next update will be provided at the June 2023 meeting. **Carried Forward**

2.3 Risk & Issues Register Update (PAFA)

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

- Performance Assurance Committee (PAC) Members were presented with an update in respect of 9 risks relating to Read Performance, Rejected Reads, Correction Factor and AQ Corrections. The PAFA (Performance Assurance Framework Administrator) presented the following to the PAC for their attention:

- **PC3 Read Performance:** TL reported an increase in the value at risk by 137% over 2021-22. Read performance across the year has decreased by about 10% (88.5% to 78.2%) and the average number of sites has increased (3.7m to 4.7m) whilst the average AQ of the sites is static. The drop in read performance combined with the large increase in the volume of sites within PC3 is reflected in the increase in energy impact of the risk. The risk rating has gone up from 3 to 4 (higher priority). PAFA recommended to continue to closely monitor read performance in respect of PC3 due to the ongoing increase in the volume of sites within this category. Review at next refresh point (February 2023).
- **PC4 Monthly Read Performance:** TL reported an increase in the value at risk by 106% over 2021-22. Read performance across the year has remained the same (72%), the average number of sites has vastly increased (83k to 5.9m) due to the implementation of UNC Modification 0692S and the AQ of the sites has doubled (75TWh to 154TWh) of which is reflected in the increase in energy impact of the risk. PAFA recommended that it continue to closely monitor read performance in respect of PC4 Monthly due to the ongoing increase in the volume of sites within this category. The risk rating for this risk remains the same (5, highest priority). PAFA will also review open Shipper PIPs to understand the impact of UNC Modification 0692S implementation. Review at next refresh point (February 2023).
- **PC4 Annual Read Performance:** TL reported a decrease in the value at risk of 30% over 2021-22. Read performance across the year has decreased by 1% (88% to 87%), the number of sites (20.9m to 14.2m) has fallen sharply and the associated AQ (304TWh to 195TWh) has decreased significantly which is reflective in the decrease in energy impact of the risk. The risk rating for this risk remains the same (5, highest priority). PAFA recommended no immediate action with regards to this risk and proposed to review at the next refresh point (February 2023).
- **AMR Monthly Read Performance:** TL reported an increase in the value at risk of 3% over 2021-22. Read performance across the period has improved by about 3% (85% to 88%) and the average AQ of sites has increased by 29% (41TWh to 52TWh) which is reflective in the increase in energy impact of the risk. The risk rating for this risk remains the same (3, medium priority). PAFA recommended no immediate action with regards to this risk and proposed to review at the next refresh point (February 2023). This is a joint risk with AMR Annual Read Performance.
- **AMR Annual Read Performance:** TL reported a decrease in the value at risk of 98% over 2021-22. Read performance across the year has dropped about 2% (96.4% to 94.8%) and the average AQ of sites has decreased by 99% (5TWh to 72GWh) as the majority of AMR Supply Points are contained within the monthly read bracket which is reflected in the decrease in energy impact of the risk. The risk rating for this risk remains the same (3, medium priority). PAFA recommended no immediate action with regards to this risk and proposed to review at the next refresh point (February 2023). This is a joint risk with AMR Annual Read Performance.

- **PC4 Monthly Rejected Reads:** TL reported a decrease in the value at risk of 96% over 2021-22. The percentage of rejected reads across the period has decreased by about 3.5% (3.6% to 0.05%). Number of MPRNs in PC4M bracket has increased by 6m from July 2021, this results in a significant step change in the level of reads being accepted while the rejected reads level remains of a similar level. The net effect of this is reflected in the decrease in energy impact of the risk. The risk rating for this risk remains the same (3, medium priority). PAFA recommended no immediate action with regards to this risk and proposed to review at the next refresh point (February 2023). This is a joint risk with PC4 Annual Rejected Reads.
- **PC4 Annual Rejected Reads:** TL reported a decrease in the value at risk of 19% over 2021-22. The percentage of rejected reads across the period has decreased by about 3.5% (3.6% to 0.05%). Number of MPRNs in PC4M bracket has increased by 6m from July 2021, this results in a significant step change in the level of reads being accepted while the rejected reads level remains of a similar level. The net effect of this is reflected in the decrease in energy impact of the risk. The risk rating for this risk remains the same (3, medium priority). PAFA recommended no immediate action with regards to this risk and proposed to review at the next refresh point (February 2023). This is a joint risk with PC4 Monthly Rejected Reads.
- **Correction Factor < 723,000:** TL reported an increase in the value at risk of 52% over 2021-22. There has been a decrease of 11% (85,162 kWh to 76,122 kWh) in the average AQ of sites however this is offset by an increase in the volume of sites whereby a non-standard correction factor is applied without a convertor fitter (3,473 to 5,899) of which is reflected in the increase in energy impact of the risk. The risk rating for this risk remains the same (1, lowest priority). The PAFA recommend no action at this time and recommend reviewing at the next review point (April 2023).
- **AQ Correction:** TL reported a decrease in the value at risk of 4.63% over 2021-22.
 - Over the period October 21 – October 22 there has been a steady rise in AQ Correction submissions with a Reason Code of 'Change in Consumers Plant' (02) peaking at 3,835 submissions in October 22. Within the same period there has been a notable decrease in AQ Correction submissions with a Reason Code of 'Commencement of a new business activity' (03), peak of 165 submissions in December 21 down to 2 submissions in October 22. Data indicates that AQ values have generally been amended to a lower level via AQ Correction submissions however there have been spikes seen in certain calendar months whereby overall AQ values have increased as a whole. The risk rating for this risk has reduced to 4 from 5 (high priority). The PAFA recommended that monthly monitoring continues in the run up to the next review point in May 2023.
- PAFA presented the PAC with a new risk to be added to the Risk Register:
 - **Title:** Isolated Supply Points with progressive reads

- **Description:** Supply Points registered to a Gas Shipper portfolio of which have an associated isolation flag indicator whereby meter reading data submissions have been made by the Gas Shipper potentially indicating gas consumption at the site.
- **There is a risk that:** Gas is potentially being consumed (as indicated by Shipper meter reading submissions) at a supply point flagged as isolated on CDSP systems. Under these circumstances:
 1. Meter readings are automatically rejected by the CDSP due to the presence of an isolation flag;
 2. Relevant AQ & SOQ values remain as at the point of isolation;
 3. No readings are passed into settlement and therefore offtake reconciliation;
 4. Gas is potentially being consumed of which is not reconciled therefore adding to overall UIG risk.
- The PAC approved the new risk. PAFA will add the new risk to the Risk Register and complete necessary data analysis and report back to PAC.

2.4 Line in the Sand Strategy 2022-23

TL advised that it is envisaged that the next update would be provided at the 13 December 2022 PAC meeting.

2.5 Transporter Performance Monitoring – Measurement Errors

When asked, Anne Jackson (AJ) agreed that this could be covered during consideration of outstanding action 0901 within section 6. below.

3. Matters for Committee Attention

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

Taking over the Chairing role from P Garner, Kate Elleman (KE) provided an onscreen review of the '0674V Implementation Plan' dated 26 October 2022 as published on the main PAC web page on the Joint Office web site.

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

Imp01 - 07

TL suggested that all of these items had now been completed, PAC Members in attendance agreed that these items could now be considered as completed.

Imp08

Fiona Cottam (FC) advised that the Xoserve Customer Care Team have now written out to the DSC Contract Manager contacts as part of a 'soft warm up' exercise, PAC Members in attendance agreed that this item could now be considered as completed.

Imp09

FC explained that this item is currently awaiting responses from the various DSC contacts (if none are available the equivalent DSC Contract Managers views would be sought).

PAC Members in attendance agreed that this item should be left 'open' until responses have been received.

Imp10

KE noted that this is due to be undertaken in January 2023, PAC Members in attendance agreed that this item should be left 'open' in the meantime.

Imp11

KE noted that the letter had been forwarded to the Joint Office, PAC Members in attendance agreed that this item could now be considered as completed.

Imp12

KE noted that the letter had now been issued, PAC Members in attendance agreed that this item could now be considered as completed.

Imp13

TL pointed out that work was underway on this item, AJ suggested that as the review had already taken place this could be rightly considered as being completed. PAC Members in attendance agreed that this item could now be considered as completed.

Imp14

In noting that the Risk Register is now included within the latest iteration of the PAFD (v5.0 as at 01 November 2022), AJ pointed out that the changes could potentially reveal PAFD differences and that following further consideration, an update would be provided at the December PAC meeting.

PAC Members in attendance agreed that this item should be left 'open' in the meantime.

Imp15

KE noted that both a change marked and clean version of the PAFD (v5.0, as at 01 November 2022) had now been published on the Joint Office web site, PAC Members in attendance agreed that this item could now be considered as completed.

Imp16

KE noted that both a change marked and clean version of the PAFD (v5.0, as at 01 November 2022) included an updated PARR section, PAC Members in attendance agreed that this item could now be considered as completed.

Concluding discussions, KE advised that her colleague Rebecca Hailes had suggested that it might be beneficial for PAC to consider development of a new set of Terms of Reference, especially in light of the update provided under agenda item 5. below.

3.1.1. Industry communications strategy

During a brief discussion, AJ confirmed that a letter had been issued to the industry circa 01 November 2022 notifying parties of the commencement of a 3 month consultation period – it was agreed that a follow up communication after the completion of the consultation period would be a good idea and that PAC Members would / could consider the potential content of the communication in due course.

3.1.2. Implementation plan / actions review

Please refer to the discussions under item 3.1 above.

3.1.3. Next steps

Please refer to the discussions under item 3.1 above.

3.2 User Story Overview – Data Discovery Platform (DDP)

David Newman (DN) provided a short verbal progress update (following on from the previous User Story discussions at the October 2022 PAC meeting) during which he undertook a brief onscreen review of the (draft) Data Delivery Platform Business Evaluation Report (BER) in-line with outstanding action PAC1006.

DN advised that the BER would now be presented to the 07 December 2022 DSC Change Management Committee meeting for consideration.

Further information is available at: https://miro.com/app/board/uXjVPRtphMc=?share_link_id=948761828877

3.3 Isolated Sites with Progressive Readings

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

Isolated Sites With Progressive Reads – slide 3

Attention was drawn to the fact that the main contributor now has only 46 MPRs which represents a reduction of circa 91% which is a positive outcome.

Isolated MPRs Less Meter Removals – slide 6

Attention was drawn to the remaining 697 MPRs that are isolated but have a meter still in situ and the decrease of 32.72% in the numbers since October which represents circa 90% of the total number originally flagged by the AUGÉ.

Next Steps – slide 7

It was noted that a new risk has been raised in order to 'formalise' requirements and ensure that matters could be tracked going forward, possibly supported by a Quarterly update.

When FC suggested that as there is now a new risk to cover off the Isolated Sites with Progressive Reads matters, PAC Members thanked NC for all his hard work and agreed that this could now be removed as a 'standing' agenda item going forward.

3.4 2021/22 Annual Review & Engagement Event Report

TL provided an overview of the '2021 / 2022 Annual Review & Engagement Event Report' presentation, during which attention focused mainly on the responses provided by a single anonymous respondent only, to the questions posed, and the following key discussion points were noted (by exception), as follows:

Q1 – slide 4

KE pointed out that a single respondent is not necessarily a 'true' representation of industry views and therefore the views provided could be skewed by commercial considerations as well.

In considering the response provided, it was suggested that there is clearly a Shipper / Supplier slant, especially when MRA is a Supplier view point.

In noting that the PAC response could include a statement suggesting that they would look into the matter over the course of 2023, AJ then pointed out the PAFA regularly invites views relating to potential systemic issues, whilst PAC are also mindful of wider industry impacts, especially responses associated with poor performance issues.

It was also noted that whilst PAC recognise various poor performance mitigating factors, it does not condone poor performance.

TL to summarise a response in due course.

Q2 – slide 4

TL to summarise a response in due course including links to relevant information.

Q3 – slide 5

TL to summarise responses in due course including for Q3, and acknowledgment of read performance focus and the anticipated increase in factors post Modification 0674V implementation.

When asked, TL confirmed that the 21 September 2022 Engagement Session was a successful attempt to engage with the wider industry.

AJ confirmed that this consultation exercise requirement was / is also a part of the PAFA Framework Document and represents a new way of approaching wider industry engagement post April 2023.

TL to summarise a response in due course.

Q4 – slide 5

When AJ suggested that the response provided clearly reflects timing related concerns around the 2 month meter reading lag caused by Xoserve system limitations, Ellie Rogers (ER) responded by explaining that as the 'system' provision is related to satisfying a Code obligation, any proposed amendments to process timing would need a UNC Modification raising to facilitate the changes.

In referring to TPD Section M provisions which define the PC4 25 day window (*please refer to TPDM paragraph 5.9.2(c) for more details*), FC explained how the system is designed to provide a report once the 25 day submission window has closed out, and therefore as a consequence (as it currently stands), there would always be a 1 month delay involved.

TL to summarise a response in due course including a reference to system performance matching Code obligations (inc. reference to needing a UNC Modification to change timings), whilst also pointing Shippers towards their own response files / DDP information.

Q5 – slide 6

In noting the response provided, AJ explained that in general the PAFA do understand the Shipper discussions and subject matter, but in instances where its knowledge is 'limited' it immediately engages with Xoserve to seek appropriate support. However, it should be noted that the PAFA does not normally deliberately delve too deeply into granular information as they believe it is a Shippers responsibility to take ownership of their respective obligations including any performance related issues and corrective actions.

It was noted that the views of a single respondent are not necessarily reflective of the wider industry view.

It was also noted that where appropriate, Xoserve are better placed to provide detailed file flow related information anyway – there is potential for an education piece around the Xoserve role and involvement interfaces going forward.

It is also noted that the PAFA are not expected to be experts as that is primarily Xoserve's role and that appropriate liaison between the PAFA and Xoserve 'bridges' any knowledge gaps.

TL to summarise responses in due course pointing out Xoserve's expert role aspects.

Q6 – slide 6

In pointing out that the DDP system clearly works well, FC acknowledged the concerns put forward relating to 'aged' data, but once again noted that the associated (process / system) timings are a reflection of Code obligations.

Responding to the points relating to Xoserve code error issues, FC acknowledged the concerns before pointing out that Xoserve adopts a transparent approach to highlighting potential issues / errors as soon as they become apparent on the DDP login page.

Parties in attendance noted that with respect of exceptions, the obligation is placed upon Shippers to resolve.

When FC suggested there is potential benefit in pointing parties to the Xoserve Help & Support functionality, Steve Mulinganie (SM) responded by proposing that PAC openly acknowledges the Xoserve errors in its response, whilst also explaining how it intends to minimise them going forward. In acknowledging the points raised, FC explained that small data items within the File Flows (CV error) can have a big impact and as a consequence Xoserve has to protect the UK Link system (in the instance referred to there were no Gemini impacts involved).

AJ suggested that the PAFA also has a role to play in identifying 'root cause' related matters, and what mitigating actions parties should / could take, reference was also made to Shipper Innovations mechanism which enables users to request improvements.

TL to summarise responses in due course.

Q7 - slide 7

In noting the respondent's concerns relating to (industry) resources being redirected, SM suggested that it was perfectly acceptable for this to be highlighted, as this is a recognised industry wide issue during the current market conditions.

When it was suggested that Shippers could always approach Xoserve for advice on their own performance roles and requirements, FC reminded those present that whilst Xoserve do not interpret Code for Shippers, they do provide assistance to parties to assist them to address their particular issues.

When asked what contracts the respondent might be referring to, TL advised that she would take a closer look at the matter although initially, she believes it might have something to do with potential 'drift' / 're-synch' aspects – it was noted Supplier level contracts usually contain adjustment type clauses. It was suggested that PAC's response should possibly adopt a more 'holistic' view.

When asked whether there is any meter read related training available for industry parties, Martin Attwood (MA) kindly provided a link to the high-level Check Read information at:

https://rise.articulate.com/share/lfKfB7HHh4YsFu-pAzdaCfOJ0FsE3QKQ#/lessons/Hch7d5E4E2voe_KicTxY31EBdEmBR5T9

TL to summarise responses in due course including a link to the Check Read information.

Q8 - slide 7

When TL advised that the PAC response would include a 'lessons learnt' statement and acknowledgement of post 0674V planning requirements, SM suggested that the response should also acknowledge that whilst the respondent's facts are true, it has occurred because of their (the respondents) poor performance. He went on to add that when his company were 'targeted' for poor performance, they were able to react positively and identify areas for improvement.

TL to summarise responses in due course.

Q9 – slide 8

This slide was not specifically considered.

ENGAGEMENT EVENT: TOP 5 QUESTIONS – slide 13

TL drew attention to the fact that the ‘.....*With the 90% target its harder.....to provide access*’ statement had generated significant debate during the event and requested that PAC Members review the information on this slide outside of the meeting.

TL advised that it hoped that the questions and answers information would be available within GPAP at some point in the following week (w/c Monday 21 November 2022).

KE requested that TL draft the summary responses to the various questions in time for consideration at the 13 December 2022 PAC meeting and that PAC Members also review the Recommendations on slide 18 and provide views / comments at the 13 December 2022 PAC meeting.

New Action PAC1104: *Reference the 2021 / 2022 Annual Review & Engagement Event Report – PAFA (TL) to prepare draft the summary responses to the various questions in time for consideration at the 13 December 2022 PAC meeting.*

New Action PAC1105: *Reference the 2021 / 2022 Annual Review & Engagement Event Report – PAC Members to also review the Recommendations on slide 18 and provide views / comments at the 13 December 2022 PAC meeting.*

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

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

0811S – Shipper Agreed Read (SAR) exceptions process

Progressing within the Distribution Workgroup with the next meeting scheduled to take place on Thursday 24 November 2022 where it is expected to consider an amended Modification & supporting Legal Text and complete the Workgroup Report ahead of submission to the 15 December Panel meeting for consideration.

Referring to action PAC1007, ER advised that following discussions undertaken at the 27 October 2022 Workgroup meeting she is of the opinion that this should reside with the Proposer of the Modification. ER then went on to request that a ‘standing’ agenda item is added to the December PAC agenda, in order to consider the interaction between Workgroup development and PAC (reporting) requirements. Responding, SM indicated that he does not share ER’s view and believes that it is unfair to expect the Proposer to identify detailed PAC reporting requirements in this instance – perhaps a principle around how PAC are included in the ongoing development of Modifications going forward would be beneficial, especially consideration of any PAF involvement in leading on the discussions relating to PAC involvement / requirements etc.

Acknowledging SM’s point, AJ suggested that a pointer from the Proposer (SM) around what might be required from PAC would be extremely helpful – a point noted by SM.

ER pointed out that Modification 0819 also has similar PAC related aspects including additional funding considerations.

When asked whether it might be prudent to add a new AOB item to the 17 November 2022 agenda, SM responded by suggesting that in his opinion PAC should consider the matter first, especially aspects such as the potential PAF interactive role with PAC and Proposers of Modifications.

0812R – Review of Alternative to “Must Read” Arrangements

Progressing within the Distribution Workgroup with the next meeting scheduled to take place on Thursday 24 November 2022 where it is expected that the Review Workgroup will consider any additional views from the outstanding actions following the last meeting on 27 October 2022 and thereafter consider what a possible UNC Modification might look like.

AJ pointed out that at the 27 October 2022 Request Workgroup meeting a new action was assigned to the Workgroup Chair (Rebecca Hailes / Eric Fowler) to ask PAC for evidence on the effectiveness of must reads and the effectiveness on settlement accuracy. It was requested that PAC provide view's that could then be fed back to the Request Workgroup participants at the next meeting.

AJ advised that the Proposer (R Pomroy, Wales & West Utilities) is requesting that the process obligations are removed from the DN's to reside within PAC – if PAC could provide view's she would feed these back to the Request Workgroup participants at the next meeting.

SM provided a brief explanation of the rationale behind the Request's proposed solutions (inc. must reads process), AJ suggested that PAC would need to consider whether the must read process is 'fit for purpose' and whether its removal would / could materially impact the accuracy of settlement.

ER then advised that the Xoserve team are pulling the information together with the view to presenting their thoughts / findings at the next Request Workgroup meeting. However, ER was keen to point out the limitations around what information is visible, suggesting that it might be beneficial for PAC to also consider once the discussions have taken place at the next Request Workgroup meeting.

0816S – Update to AQ Correction Processes

Progressing within the Distribution Workgroup with the next meeting scheduled to take place on Thursday 24 November 2022 where it is expected to consider an amended Modification.

0819 – Establishing / Amending a Gas Vacant Site Process

Progressing within the Extraordinary Distribution Workgroup with the next meeting scheduled to take place on Tuesday 29 November 2022 where it is expected to consider an amended Modification and supporting Legal Text.

5. PAC Membership 2 Year Appointment - Update

KE advised that the 20 October 2022 Uniform Network Code Committee (UNCC) had unanimously approved changes to the PAC Terms of Reference. A copy of the UNCC meeting minutes are available at: <https://www.gasgovernance.co.uk/uncc/201022>

6. Review of Outstanding Actions (see table below)

Please note that due to time constraints, all action updates and decisions were conducted ex-Committee except for PAC0901 which is detailed below.

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

Update: AJ advised that work remains ongoing with some inconsistencies identified around how the DNs are providing differing levels of information which the PAFA will now analyse to establish whether these potential differences are contributing to any risks. A further update will be provided at the 13 December 2022 PAC meeting. **Carried Forward**

7. Any Other Business

7.1 Bi-Annual AUGE PAC Issues List Update

James Hill (JH) provided a brief overview of the 'PAC – AUGE issues reporting' presentation, during which he confirmed that there was not a significant amount of changes to the AUG PAC Issues Log table since the previous iteration of the presentation.

JH went on to highlight some notable points (by exception), as follows:

AUGE10

A potentially growing problem that is creating UIG.

AUGE19

Similar to AUGE10 a potentially advancing problem that is creating UIG.

When asked, JH confirmed that the data behind the document is sourced from Correla and had been obtained over the course of the last few months. Furthermore, the AUGE figures provided are estimates of potential UIG over the year (i.e. not absolute figures) – PAFA and Engage will discuss in more detail offline to consider how this impacts of PAC risk assessment, especially when PAC is focusing on (Shipper) meter reading submission performance.

It was also noted that this exercise seeks to connect and better align AUGE and PAC work areas to enable the delivery of improvements and that funding is available to support any AUGE – PAFA discussions – again discussions to be developed / progressed offline.

Next AUGE update expected at the May 2023 PAC meeting.

7.2 Mains Replacement / Shrinkage Model

KE advised that due to time constraints she had reluctantly informed D Morley that his AOB item would not be considered at this meeting. However, PAC Members are asked to note that a new Modification would be considered at the 17 November 2022 Panel meeting.

8. Next Steps

8.1 Key Messages

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

9. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Tuesday 13 December 2022	17:00 Monday 05 December 2022	Teleconference	Standard Agenda

PAC Action Table (as of 15 November 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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PARR Report Actions 2022:					
PARR 0602	14/06/22	2.3	CDSP to continue to review open meter bypass and report to PAC at annual intervals.	CDSP (FC)	Carried Forward Update June 2023
PAC Actions 2022:					
PAC0803	16/08/22	4.1	PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office.	PAFA (AJ)	Carried Forward Update December
PAC0804	16/08/22	4.1	PAFA (AJ) to review and recalculate the risk profile for Maputo.	PAFA (AJ)	Carried Forward Update December
PAC0805	16/08/22	4.1	PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs.	PAFA (AJ)	Carried Forward Update December
PAC0901	13/09/22	2.5	PAFA (AJ) to draft communication to Transporters with regards to their performance with Measurement Errors for PAC approval	PAFA (AJ)	Carried Forward Update December
PAC0904	13/09/22	3.4	PAFA (AJ) to provide an overview of User Stories and reason originally raised to allow PAC to consider the potential costs, benefits and priority changes.	PAFA (AJ)	Carried Forward Update December
PAC1001	11/10/22	2.1	PAFA (SU/TL) to investigate the net impact on AQs following the surge in AQ corrections.	PAFA (SU/TL)	Carried Forward Update December
PAC1002	11/10/22	2.1	PAFA (SU/TL) to liaise with Brazzaville, Nuuk and Islamabad on the reason behind increasing AQ corrections.	PAFA (SU/TL)	Carried Forward Update December
PAC1003	11/10/22	2.1	PAFA (SU/TL) to engage with Alofi to understand the reason behind the increasing number of replacement reads.	PAFA (SU/TL)	Carried Forward Update December
PAC1004	11/10/22	2.2	<i>Reference SMETS1 & 2 related information</i> - PAFA (SU/TL) to investigate and provide a view on what information is available (for failure rates in the SMART arena) and how this might be utilised and	PAFA (SU/TL)	Carried Forward Update December

			what approach and potential costs might be involved.		
PAC1005	11/10/22	4.2	<i>Reference User Story (DDP topic) ID1861 - PAFA (SU/TL/AJ) to investigate what Read / Read Rejection already exists within the DDP and recommend whether the item is still required going forward.</i>	PAFA (SU/TL/AJ)	Carried Forward Update December
PAC1006	11/10/22	4.2	<i>Reference User Story Overview – Data Delivery Platform – Xoserve (DN) to provide a draft BER for consideration at the November 2022 PAC meeting.</i>	Correlá (DN)	Carried Forward Update December
PAC1007	11/10/22	5.	<i>Reference Workgroup Report 0811S – Xoserve (ER) to look to provide an ‘initial’ strawman for consideration at the 27 October 2022 Workgroup meeting.</i>	Xoserve (ER)	Carried Forward Update December
PAC1101	15/11/22	2.1	<i>Reference Overview of AQ Corrections Data - PAFA (SU/TL) to continue to monitor the Brazzaville’s AQ corrections.</i>	PAFA (SU/TL)	Pending
PAC1102	15/11/22	2.1	<i>Reference Overview of AQ Corrections Data – All parties to consider whether to raise a Review Group Request outside of the PAC to examine the issue.</i>	All	Pending
PAC1103	15/11/22	2.1	<i>Reference Overview of AQ Corrections Data – Joint Office (RH) to provide an update to the UNCC on the issue.</i>	Joint Office (RH)	Pending
PAC1104	15/11/22	3.4	<i>Reference the 2021 / 2022 Annual Review & Engagement Event Report – PAFA (TL) to prepare draft the summary responses to the various questions in time for consideration at the 13 December 2022 PAC meeting.</i>	PAFA (TL)	Pending
PAC1105	15/11/22	3.4	<i>Reference the 2021 / 2022 Annual Review & Engagement Event Report – PAC Members to also review the Recommendations on slide 18 and provide views / comments at the 13 December 2022 PAC meeting.</i>	All	Pending
PACSW 0501	24/05/22	3.0	<i>Performance Assurance Matrix - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.</i>	PAC (All)	Carried Forward Update December
PACSW 0504	24/05/22	3.0	<i>Performance Assurance Matrix - Joint Office (RH) / PAFA (RC) to review the Market Entry Process for any potential improvements/recommendations.</i>	Joint Office (RH) / PAFA (RC)	Carried Forward Update December

PACSW 0505	24/05/22	3.0	<i>Performance Assurance Matrix</i> - CDSP/Xoserve (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).	Xoserve (MO)	Carried Forward Update December
PACSW 0701	12/07/22	5.0	(See New Action PACSW0702) <i>Performance Assurance Matrix</i> - In order that new entrants understand what is expected of them, CDSP/Xoserve (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 (MO)	Carried Forward Update December
PACSW 0702	12/07/22	5.0	PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC.	PAFA (RC)	Carried Forward Update December
Extraordinary (0674V) PAC Actions 2022:					
PAC (0674V) 1008	25/10/22	2.	Committee Members to consider the role of the PAFA, (which is specified in the PAFD), with a view to understanding what needs to change and what the downstream impacts could be should the PAFA to change its role to a Performance Assurance Framework Manager (PAFM).	All PAC Members	Carried Forward Update December
PAC (0674V) 0111	01/11/22	2.	<i>PAFD v4.6 Review:</i> Joint Office to add the GPAP link to the main PAC page on the Joint Office website.	Joint Office (RH)	Carried Forward Update December
PAC (0674V) 0211	01/11/22	2.	<i>PAFD v4.6 Review:</i> Joint Office to create a suitable page on the main PAC page on the Joint Office website for documents 5 6 & 7.	Joint Office (RH)	Carried Forward Update December
PAC (0674V) 0411	01/11/22	2.	<i>PAFD v4.6 Review:</i> PAC to consider the training on offer (refer to section 20.5 PAFD v5.0).	All PAC Members	Carried Forward Update December