

UNC Performance Assurance Committee
Tuesday 18 January 2022
via Microsoft Teams

Attendees

| | | |
|----------------------------|------|--------------|
| Rebecca Hailes (Chair) | (RH) | Joint Office |
| Karen Visgarda (Secretary) | (KV) | Joint Office |

Shipper Members (Voting)

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|----------------------|-------|---------------------------|
| Alison Wiggett | (AW) | Corona Energy |
| Andy Knowles | (AK) | Utilita |
| Clare Louise Roberts | (CLR) | ScottishPower (Alternate) |
| Graeme Cunningham | (GC) | Centrica |
| Lisa Saycell | (LS) | Gazprom |
| Louise Hellyer | (LH) | Total |
| Sallyann Blackett | (SB) | E.ON |

Transporter Members (Voting)

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|-----------------|------|-----------------------|
| Jenny Rawlinson | (JR) | BUUK (Alternate) |
| Shiv Singh | (SS) | Cadent |
| Tracey Saunders | (TS) | Northern Gas Networks |

Observers (Non-Voting)

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|----------------|------|------------------------------|
| Anne Jackson | (AJ) | PAFA/Gemserv |
| Deborah Coyle | (DC) | Xoserve |
| Ellie Rogers | (ER) | Xoserve |
| Fiona Cottam | (FC) | Correla on behalf of Xoserve |
| Hannah Brown | (HB) | Correla on behalf of Xoserve |
| Karen Kennedy | (KK) | Correla on behalf of Xoserve |
| Lee Greenwood | (LG) | British Gas |
| Martin Attwood | (MA) | Correla on behalf of Xoserve |
| Neil Cole | (NC) | 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/180122>

1. Introduction

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

1.1 Apologies for absence

Alex Travell, Transporter Member
Carl Whitehouse, Shipper Member

1.2 Note of Alternates

Clare Louise Roberts for Mark Bellman
Jenny Rawlinson for Alex Travell

1.3 Quoracy Status

The Committee meeting was confirmed as being quorate.¹

1.4 Approval of Minutes (14 December 2021)

RH explained that Fiona Cottam (FC) had provided some amendments to the minutes, which were overviewed on screen.

The amended minutes from the previous meeting were then approved.

1.5 Approval of Later Papers

It was noted that there were two late papers; the Risks & Issues Register and the Sprint Planning were 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 the updates on all Shippers are available for viewing on Huddle, but the Performance Assurance Framework Administrator (PAFA) would only be reporting on two Shippers this month.
- One Shipper “Reykjavik” was highlighted to the PAC who are on a read performance plan for two markets. The Shipper has been proactive in managing their portfolio and the plan in the Product Class 1 (PC1) market is near completion, with UNC target being met for the previous two months. As all meters are being read, the AQ at risk has reduced to 0 gWh. Should they continue to meet UNC target next month, PAFA would recommend that the plan for the PC1 market be closed.
- Updates on a second Shipper “Praia” were provided to the PAC, who have seen significant progress made in the last few months, particularly within the Product Class 2 market. However, the Shipper is still facing issues in the Product Class 3 and Product Class 4 markets which they are hoping to resolve by the end of January. The PAFA will continue to provide monthly updates to the PAC and work with the Shipper to understand the issues they are facing.

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

- Committee members were provided with an overview of the current market which has led to the GB Energy Crisis. As a result, there has been a number of Supplier collapses within the market, leading to 12 Shippers exiting the market.
- Consequently, the sites associated with these Shippers exiting the market has led to circa 2.5 million sites entering the Supplier of Last Resort (SoLR) process, which have been distributed among nine Shippers, with five of the Shippers being awarded the vast majority of the sites.
- The PAFA informed PAC members that due to the lag in reporting, statistics are only available up to November 2021 and impacts would only be seen on five Shippers who had

¹ 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.

transfers completed at this point. These amount to circa 2.4 million sites which were awarded to five Shippers.

- Updates on each Shippers portfolios were provided to the PAC, though no impacts on read performance would be reported to date due to the reporting period being until October 2021. However, the PAFA would provide these updates next month once the November 2021 statistics are available for the Product Class 4 market for which these sites are predominantly being transferred to.

• **CEASED SHIPPERS: PORTFOLIO UPDATE (ACTION 1101)**

- The PAFA informed the Committee members on an update on Shippers “Tallinn” and “Bratislava” who were both on improvement plans prior to ceasing in October 2021. As a result of exiting the market, the PAC agreed in the November 2021 meeting with the PAFAs recommendation of automatically terminating the improvement plans. However, the PAC requested updates on the number of sites left on their respective portfolios and how quickly sites were moving across to the SoLR awarded Shippers.
- PAC members were informed that Bratislava had all but two sites remaining on their portfolio, which are currently sitting in the Product Class 4 Annual market. Meanwhile, Tallinn had just over 102k sites on their portfolio as of 1st December 2021. Although the expectation was that these sites would move across by the end of November, it is dependent on how quickly the SoLR awarded Shipper picks up the sites.
 - PAC members discussed the nature of Tallin’s portfolio and requested that the PAFA continue to provide updates on live portfolio size at the February PAC meeting.

PAC Action: PAFA continue to provide updates on live portfolio size at the February PAC meeting.

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| New Action PAC0101: PAFA SU/RC to include in the Shipper Performance Improvement Plans graphs the months when each SoLR was awarded. |
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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, Rachel Clarke (RC) provided an update. PAFA supplied the following observations for this section:

- PAC members were presented with an update on a number of risks including, Daily Metered (DM) threshold sites, Meter Asset, Line in the Sand and Transfer Reads. Overall, most risks presented were low level, however two risks had come back to the PAC for an update on further work carried out.
- The PAFA presented the following risk updates on all areas;
 - **Meter Asset:** The Value at Risk (VaR) has decreased by 6% within the market. The risk is made up of two aspects; the number of incorrect Read Factors and the count of no Meter recorded. Incorrect Read Factors have increased by 81% over the year, whilst no meter recorded has reduced by 54%, giving an overall net decrease of 6%. PAC members theorised how Incorrect Read Factors could have risen to this extent over the period. One PAC member suggested it may be an MDD validation issue, whereby a meter is wrongly attributed on MDD and therefore being given the wrong read factor and therefore being done unknowingly. The PAC queried whether this was one Shipper or multiple parties,

Suppliers or Meter Asset Manager (MAM). NC confirmed that the meter points involved where in the region of 600, up from 350.

PAC Action: PAFA to investigate the increase in the number of meters with an incorrectly attributed read factor and to liaise with the CDSP to gain insight into how many parties were involved.

- **DM Threshold sites in NDM:** The risk in this market has increased by 8% over the past 12 months. RC noted that the count of MPRNs had increased by 12% across the time period which is reflective of the increase in the energy impact of the risk. Committee members were informed that the risk looks at both 'Met' and 'Not Met' criteria so gives the 'worst case scenario' impacts and that the increase in sites had gone from 33 to 39. However, although sites had been increasing, they had not increased dramatically. PAFA recommended that no PAC action was required at this point. PAFA to monitor AQ and total number of sites and report back when necessary.
- **Line in the Sand:** The PAC were informed there has been a large upswing in the risk's value of 94% over the past 12 months following the presentation of the risk at the December meeting. This was primarily driven by an increase in percentage of no reads submitted for 4 years across Classes 3 and 4 in the past 12 months. Additionally, the count of MPRNs in Class 3 and 4 with reads not submitted by year 4 had increased by 0.5% (248,000 meters) which is reflected in the increase in energy impact of the risk. Committee members queried how many parties the meters were attributed to as any targeting may be influenced by this information. The PAFA recommended that a letter be sent out to these parties on behalf of the PAC to encourage industry to address their no reads recorded up to 4 years ahead of the upcoming line in the sand. FC noted that the CDSP are due to carry out some engagement in this area as part of an annual event which will encourage parties to seek out the necessary information on the DDP and address their no reads. A PAC member questioned whether this would be double handling the work. The PAFA noted that the work would be complimentary and that the letter should specifically call out the PACs concerns that the risk for line in the sand is increasing and therefore this activity is contributing to a rise in AQ at Risk.

PAC Action: PAFA draft a letter on behalf of the PAC addressing those sites which have not had a read for up to 4 years. PAFA to bring the draft letter to the February PAC meeting for approval as well as a more detailed drill down into the parties concerned.

- **Transfer Reads:** PAFA reminded Committee members that the risk relating to Transfer Reads had first been brought to the December PAC with an increase of 42% in the risk value across the year. This was predominantly driven by the increase in transfers occurring the past 12 months which were up by 42% and a drop in transfer reads submitted by 4%. The PAFA took an action to show some trend data of transfer reads to contextualise the increase and particularly in light of SOLR activity. RC noted that the graph showed transfers increasing in the latter half of 2021, however, there would need to be more data collected to take in to account the ongoing transfer of sites due to SOLR. RC noted that the percentage read performance for transfer reads had stayed stable across 2019-2021 at circa 35%, meaning that there is circa 60% of transfers progressing without a read. RC noted that there has been the same level of performance for transfer reads for some time

and more data was needed to see the true impact of SOLRs. The PAFA resolved to monitor Transfer reads over the next few months and bring back any concerns in these areas once more analysis has taken place.

New Action PAC0102: PAFA RC to investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting.

2.4 Measurement Error Risk Update

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

RH advised that the second Independent Technical Report (ITR) from the second Independent Expert (ITE2) was still in production and so there no status update presently. FC confirmed that the report was not likely to be available until May 2022 at the earliest.

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:

Update on 106 meters at 'Open' status but with progressing reads – slide 4

Current status (as of 04 January 2022):

- *By Pass flag remains 'Open': 38*
- *By Pass flag now 'Closed': 57*
- *By Pass flag removed: 11*

No changes to meter By Pass status for this dataset during December 2021

RH noted this was a successful progress status and thanked Martin and the team.

For a detailed update, please refer to the published slides on the meeting page.

2.6 Annual Review Next Steps 2022

Rachel Clarke (RC) provided an overview of the Performance Assurance Framework Annual (PAFA) Review Next steps for 2022. She advised that following the December meeting the document was now available for viewing on the website.

(Where specific discussions took place, this is noted under the 'Discussion' heading below)

RC summarised the potential next steps, with the focus being on addressing the low level of engagement and the proposed solution as detailed below:

Suggested actions:

- *Industry engagement day via webinar*
This may allow parties to join and give their views as part of a wider day. May face attendance issues/parties may wish to remain anon when providing feedback.
- *PAC inward review of PAF*
Carve out session in new year for PAC members to review the PARR with industry views. May feed into Strategy discussions.
- *Discussed that a new way of carrying out the review could be adopted.*

Two stage process;

1) PAC inward review of PAF

- *Carve out session in August PAC meeting annually for members to review the areas of interest e.g., PAF, PAFA, PAC, CDSP and operations issues. Produce a report and supplementary slides for presentation to industry.*

2) Industry engagement day via webinar

- *Engagement day to give opportunity for PAC to engage wider industry on PAC work over the last 12 months, background on what the regime does etc.*
- *Present PAC review of areas of interest and give forward working plan presentation to industry.*
- *Provide anonymous facility for industry to leave comments on the various areas throughout the webinar.*

Discussion:

A lengthy general discussion took place and some PAC Members felt that this topic should be raised at the UNCC, including a 10-minute overview summary. It was also discussed if this should also be raised at the UNC Panel meeting, to elevate the lack of engagement interaction within the industry.

PAC Members felt this would provide an appropriate platform to overview industry performance and could supply mini case studies. It would also provide the opportunity to 'spotlight' Shippers following their successful achievements and resolutions in relation to their own specific tailored Performance Plans/targets.

A few PAC Members had varying opinions on a face-to-face engagement day, with regards to attendance and it was clarified that this should be a few hours session, rather than a whole day. It was agreed that RC would investigate an Industry engagement session in September/October 2022 following the August 2022 internal Carve out session.

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

2.7 Gas Performance Assurance Portal Update

RC explained an email was circulated last week in relation to the registration email request and noted there was a step-by-step guidance document of how to register, which was sent to the Contract Managers.

3. Matters for Committee Attention

3.1 GB Energy Crisis Update

RH provided a verbal update and advised that several new Urgent Modifications had been raised to tackle and alleviate the present situation with the industry.

RH confirmed a new section had now been added into the Workgroup Reports in respect of performance assurance aspects which all Workgroup participants would need to discuss during the development phase of the Modification.

3.2 Dedicated Sprint Planning Update (XRN5321)

Karen Kennedy (KK) provided an overview of the 'DDP Update' presentation, where Release 1, 2 and 3 were discussed, regarding the PAFA requirements:

(Where specific discussions took place, this is noted under the 'Discussion' heading below)

Release 1

As PAFA I want to see how many transfer reads are being submitted, accepted / rejected each month and as a rolling 12-month view so that I can assess shipper's intent (DDP-388)

- *Requirement fully developed & tested internally – PAFA testing anticipated w/e 14 January 2022*

As PAFA, for all Shippers, I want the AQ corrections dashlet to display the Reason codes for AQ correction so that I have a better understanding of the AQ correction information and the reason behind the corrections (DDP-198)

- *Requirement fully developed & tested internally – PAFA testing anticipated w/e 14 January 2022*

As PAFA I want a view of AQ split by age bands for each Shipper so that I can get a view of how old the AQs are in their Portfolio (DDP-195)

DDP-22 As PAFA I want to view the Percentage of portfolio with AQ calculation split by 1, 4, 12, 24 & >36 months

- Requirement fully developed & tested internally – PAFA testing anticipated w/e 14 January 2022

Release 2

As PAFA I want visibility of Meter Read Validity Monitoring, at Shipper & MPRN level, to provide further insight as to whether Shippers are meeting the required UNC expectations. This should provide a history of previous failures and AQ data so that the AQ "at Risk" can be determined. (DDP-193)

- Development progressing

Release 3

As PAFA I want to see how many estimated opening reads are being replaced via the Shipper Agreed Read (SAR) process so that I can assess shipper's intent. (DDP-389)

- Development initiated

As PAFA I want to see the Isolation status on the detail view of the PAFA dashboard, so I can see if an MPRN is isolated. (DDP-401)

- Requirement fully developed & tested internally – PAFA testing anticipated w/e 14 January 2022

As PAFA I want to see how many bypass flags are 'Open' and 'Closed' across the industry so that I can monitor how many sites are using the bypass and are not paying for gas so that I understand whether this is a risk. (DDP-402)

- Requirement fully developed & tested internally – PAFA testing anticipated w/e 14 January 2022

Discussion:

KK explained that the PAFA (SU) would be undertaking the UAT in due course for Release 1 and that Release 2 and 3 were progressing on plan within the specific timelines.

RH asked for an explanation and discussion with regards to the lack of PAFA DDP access issues, with the PAFA's access levels amended and a lack of access to the required data for a 6-week period.

RC confirmed that on Friday 14 January 2022, the PAFA eventually got the access they required to all the specific data needed in DDP.

RC added that FC and Neil Cole (NC) had worked hard to provide customised views of the data over the last 6 weeks, however not all the data was available and so this had caused reporting issues, especially regarding Shipper updates and them not being able to self-serve.

FC explained that the PAFA had been given more data access than had been originally agreed in the Data Permission Matrix (DPM) and that had meant the access criteria had to be re-investigated.

FC said that this was discussed at the December 2021 DSC Contract Management Committee, and ~~at first it was thought hoped that the Committee would approve the additional data items, so that access could be reinstated immediately after the meeting, that this could be agreed and resolved after that meeting,~~ However the Committee asked for restrictions to PAFA's visibility of EUC information, which then required development and testing. This was also impacted by the usual December code freeze, however it transpired that the DDP had to be totally reconfigured for the PAFA access, hence the ensuing delay.

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FC agreed to sense check what the PAFA will see once the User stories have been added and cross check against the DPM.

~~New Action PAC0104: Correla (FC) to sense check what the PAFA will see/access once the User Stories have been added into the DDP to re-confirm correct assess rights. Correla (FC) to sense check what the PAFA will see/access once the User Stories have been added into the DDP to re-confirm correct assess rights~~

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KK overviewed the backlog regarding the additional 4 User stories as detailed below:

- DDP-254 XRN5038 – Modification 0691 - CDSP to convert Class 2, 3 or 4 sites to Class 1
- DDP-168 As PAFA I want 12 months rolling trend of count of MPRNs AQ> 732,000 where SCF is 1.02264 (XRN4932) (including auto change of SCF (Modification 0681S)
- DDP-805 Read Performance Issues relating to Meter Asset & Meter Attribute Misalignment
- DDP-400 As PAFA I want to see the impact the replacement read is having on KWh reconciliation

On hold until Reconciliation data is migrated to Big Data Platform

Discussion:

KK said it was the intention to keep providing regular updates on the backlog User stories and that these would be further discussed for the beginning of the new financial year as there was no budget left for development in the year ending March 2022, or resources at this time to move this forward. KK noted that all the backlog areas would be discussed with the PAFA.

KK said that it was the aspiration of Correla to have the User stories completed and live by the end of February 2022.

PAC Members requested that it would be very helpful if the cost/resource implications of the Backlog areas could be broken down by cost, timelines, and any other potential barriers, to give some context to what was required, and KK agreed to investigate these areas and provide an update at the February meeting.

~~New Action PAC0105: Correla (KK) to analyse the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.~~

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Commented [KV1]: Duplicate Action with PAC0104 so removed

For a detailed update, please refer to the published slides on the meeting page.

3.3 PAC Budget and Spend Update

FC explained that she did not have any update. Committee members had no further questions.

3.4 Standards of Service Liabilities Report (information only)

Report provided for information only, with no additional queries to report. RH noted that all Transporters were at a 100% for October and November 2021.

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

4.1 PAFA Industry Meeting Update

RH advised that there was no specific update to provide at the meeting.

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

RH advised that a strawman of the guidance and associated documents would be available for the next Workgroup meeting on 27 January 2022.

Claire Louise Roberts (CLR) confirmed that she was engaging with the Workgroup as Proposer.

4.3 Modification 0674 - Performance Assurance Techniques and Controls

RH advised that the varied Modification and Legal Text had still not been forthcoming and that it would be helpful if CLR could pass this feedback to Mark Bellman.

During a brief discussion, the following points were noted:

- Supplemental Report has been created and developed incrementally following on from the additional Workgroup meetings;
- The Proposer (M Bellman, Scottish Power) has committed to varying the Modification;
 - Work remains ongoing in preparing the Variation Request and associated supporting documents (i.e., proposed Modification 0674V and legal text etc.) ahead of formal Panel submission on 17 March 2022;
 - Legal text will only be prepared once the Variation Request has been formally raised;
- Next Workgroup meeting is scheduled for early February 2022 (Date to be confirmed)
- Due to report to the 17 March 2022 UNC Panel
- The potential date of any Ofgem decision on the Modification remains unclear.

RC talked through a timeline schematic that she and MB had produced, and two areas stood out, these were the consultation timeframe needed to be added to the timeline plan.

RC flagged that there would be a 6-week transition window when no PAC letters or observations documentation could be submitted, as that would be in breach of UNC Code during this timeframe, which was likely to be in January or March 2023.

Anne Jackson (AJ) said this was because the techniques would be introduced into the UNC Code during this time period. FC said that there were no new PARR reports to be introduced into the system.

AJ said that she was aware the Customer Advocate Managers (CAMs) were in the process of a change of roles, and she proposed that this would need to be captured with the Modification, CLR said she would mention this to MB to make him aware – the varied Modification could refer to a suitable representative of the CDSP.

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

RH confirmed the consultation period close at 17:00 on 18 January 2022, and that it would be presented to the 17 February 2022 UNC Panel.

4.5 Modification 0778R – Gas Vacant Sites Process review

RH explained this was a complex and tricky Request and that it was still being discussed at Workgroup. Lee Greenwood (LG) advised that the requirements were still being worked through and that a Modification would be raised following the Request review.

4.6 Modification 0781R – Review of Unidentified Gas process

RH advised that Request 0781R was discussed at the Distribution Workgroup and that it would report to the 21 April 2022 Panel and that there might be an extension request.

4.7 Modification 0782 – Creation of Independent AUGE Assurer (IAA) role

RH noted that Modification 0782 - Creation of Independent AUGE Assurer (IAA) role, had now been put on hold by the Proposer's representative, Gareth Evans, as Xoserve had now implemented a different solution for the Contract Manager role for the AUGE.

4.8 Modification 0783R – Review of AQ Correction Processes

RH confirmed the next Workgroup meeting was on 08 February 2022, and that the Modification had been proposed by Cadent. Ellie Rogers (ER) said, following the meeting she would be discussing the scope and progress with the PAC.

4.9 Modification 0784S – Transition to the Central Switching Service and the Retail Energy Code v3.0

RH noted that Dave Addison (DA) had provided an amended Modification and the Workgroup Report would be presented at the 20 January 2022 UNC Panel.

4.10 Modification 0760 - Introducing the concept of a derogation framework into Uniform Network Code (UNC)

RH and Tracey Saunders (TS) the Proposer explained that a decision was still needed from Ofgem regarding this Modification and TS noted that she was due to have discussion on Friday 21 January 2022 with Ofgem regarding this matter.

4.11 Any Other changes

None to consider.

5. Review of Outstanding Actions

5.1 PAC Actions

PAC1001: ~~Reference PC4 Monthly Read Performance – PAFA (SU) and Correlá (KK) to liaise with the DDP team to derive reporting on the number of sites being moved from PC4 Annual to PC4 Monthly. Reporting to be presented back to the PAC at the earliest opportunity.~~ Reference PC4 Monthly Read Performance – Correlá (FC) to look to report on the number of sites being moved from PC4 Annual to PC4 Monthly and the associated rollout timelines

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Update: ~~FC, SU, KK~~ confirmed this action should be carried forward until February. **Carried Forward**

PAC1101: *Reference Shipper Performance Observations - PAFA (SU/RC) to monitor the movement of sites for Tallinn and Bratislava to the new Shipper codes, the impact on read performance and AQ at risk. Analysis of sites under the old Shippers to be brought to the 14 December 2021 PAC meeting.*

Update: SU/RC confirmed this action could be closed as the findings has been shared with the PAC Members via the presentation. **Closed**

PAC1104: *Reference Shipper Consumption Adjustment Validation – Correlá (MA) to investigate what validation processes are followed and thereafter provide an update to the 0763R 'Review of Gas Meter By-Pass Arrangements' Workgroup.*

Update: MA said this action could be closed as the update had been supplied and discussed. **Closed**

PAC1105: *Reference Workgroup Report Template – Joint Office (RH) to consider adding a new sub section question (possibly within Section 6) within the Workgroup Report template to 'cover' capturing any potential PAC Monitoring Role impacts.*

Update: RH confirmed a new sub section question had now been added to the Workgroup Report template to cover capturing any potential PAC Monitoring Role impacts, so the action could be closed. **Closed**

PAC1106: *Reference Class 1 Isolations – Correlá (NC) to look to liaise with the CAMs for the four (4) Shipper organisations with the largest number of isolations to identify a suitable way forward in resolving the issue.*

Update: NC provided an overview presentation regarding this update, and it was agreed that this action should be carried forward as some PAC Members wanted to know if these were COVID-19 isolations and if there would be any consumption adjustments regarding these. NC said he would undertake a cross check exercise and provide feedback in February. **Carried Forward.**

PAC1201: *Reference Final Annual Review Proposals - Joint Office (MiB)* to add a new item on the 18 January 2022 agenda.

Update: RH said this item could now be closed. **Closed**

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

Update: ER requested this item was carried forward to February 2022. **Carried Forward.**

PAC1203: *Reference PC4 Monthly Read Performance – Correlá (FC)* to investigate whether there will be a window after receipt of the AQ Notification (.NRL file) that a site must be updated to Monthly read for the Shipper to make the update themselves, before the CDSP's automatic processes run, and report back to the 18 January 2022 PAC meeting.

Update: FC requested this action was carried forward, as she said she had struggled to discuss this matter with the appropriate individuals. **Carried Forward.**

Post Meeting Note for PAC1203:

FC advised the regular monthly job will run on the 1st of the month to update Meter Read Frequencies (MRF) for sites where a new AQ is going live that day, which takes the site over the Monthly Read threshold. This gives the Shipper from Month end minus 5 days when the .NRL AQ notification files are sent until Month end minus 1 to submit their own MRF update, to avoid an unsolicited file (.SCR record) flow.

For the one-off data cleanse, the CDSP plans to implement the change on January 22nd and cleanse existing sites with AQ >293,000 the same day, so the window to avoid those unsolicited files will close on Friday 21st.

6. Any Other Business

6.1 Update on Responsibilities for Performance Engagement

FC outlined the new role for Customer Advocacy Team, rather than CAMs.

Discussion:

Some PAC Members said they knew what was trying to be achieved by this change, i.e., having dedicated SME in specific areas, but they had concerns that it was yet another team of people they would have to speak to, rather than just their dedicated existing CAM. FC explained the existing CAM could also be present during other discussions and that the Shipper had that option.

6.2 ~~SOFTPANG – Safe Operating Framework for Temporary Provision of Alternative Natural Gas~~ (original title) New 'working' Title - TSOG, Temporary Supply of Gas

Tracey Saunders (TS) explained that Northern Gas Networks (NGN) had been working for some years on a Temporary Supply of Gas (TSOG) model, using a cylinder/tanker to put gas back into the network at large incidents to restore gas to customers, to ensure customers were not without gas for several days during a major emergency.

TS advised that NGN would be raising a new Modification in the next few months in this regard and that the Health and Safety (H&S) areas were presently under discussion, she added that this Modification would likely not be material. The method would likely be to use a negative Shrinkage amount.

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RH posed that there could be some meter issues regarding this procedure of adding gas into the Network. TS disagreed as she said that the gas would be seen as a one-off negative entry, and that this applied to the settlement accuracy aspect and that there was sufficient monitoring to capture this, and that it would be part of the Shrinkage Model. TS added that from an Unidentified Gas (UIG) perspective this would be reducing the UIG in the Network as it would be a 'one off' from the tanker, replenishing it to reduce the risk to customers. TS said that once the Modification was implemented then other parties may also want to copy NGN's lead.

7. Next Steps

7.1 Key Messages

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

RH and RC reminded all PAC Members that the Strategic Workshop would be taking place at 10:00am on Tuesday 26 January 2022 and RC noted that she would be circulating the slide presentation in due course and that it would be a late paper, which she apologised for.

8. Diary Planning

8.1 2022 meeting dates

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 26 January 2022 | 17:00 Monday 17 January 2022 | Teleconference | Strategic Workshop Agenda |
| 10:00, Tuesday 15 February 2022 | 17:00 Monday 07 February 2022 | Teleconference | Standard Agenda |
| 10:00, Tuesday 15 March 2022 | 17:00 Monday 07 March 2022 | Teleconference | Standard Agenda |
| 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 |

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|------------------------------------|----------------------------------|----------------|-----------------|
| 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

PAC Action Table (as at 18 January 2022)

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Status Update |
|----------------------------------|--------------|------------|---|-------------------|---|
| PARR Report Actions 2022: | | | | | |
| PAC Actions 2021/22: | | | | | |
| PAC1001 | 12/10/21 | 2.1 | <i>Reference PC4 Monthly Read Performance</i> – Correla (FC) to look to report on the number of sites being moved from PC4 Annual to PC4 Monthly and the associated rollout timelines. | Correla (FC) | Carried Forward Update due 15/02/22 |
| PAC1101 | 16/11/21 | 2.1 | <i>Reference Shipper Performance Observations</i> - PAFA (SU/RC) to monitor the movement of sites for Tallinn and Bratislava to the new Shipper codes, the impact on read performance and AQ at risk. Analysis of sites under the old Shippers to be brought to the 14 December 2021 PAC meeting. | PAFA (SU/RC) | Closed |
| PAC1104 | 16/11/21 | 2.6 | <i>Reference Shipper Consumption Adjustment Validation</i> – Correla (MA) to investigate what validation processes are followed and thereafter provide an update to the 0763R 'Review of Gas Meter By-Pass Arrangements' Workgroup. | Correla (MA) | Closed |
| PAC1105 | 16/11/21 | 3.3 | <i>Reference Workgroup Report Template</i> – Joint Office (RH) to consider adding a new sub section question (possibly within Section 6) within the Workgroup Report template to 'cover' capturing any potential PAC Monitoring Role impacts. | Joint Office (RH) | Closed |
| PAC1106 | 16/11/21 | 5.1 | <i>Reference Class 1 Isolations</i> – Correla (NC) to look to liaise with the CAMs for the four (4) Shipper organisations with the largest number of isolations to identify a suitable way forward in resolving the issue. | Correla (NC) | Carried Forward Update due 15/02/22 |

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|---------|----------|-----|--|-----------------------------|--|
| PAC1201 | 14/12/21 | 2.1 | Reference Final Annual Review Proposals - Joint Office (MiB) to add a new item on the 18 January 2022 agenda. | Joint Office (MiB) | Closed |
| PAC1202 | 14/12/21 | 4.4 | Reference UNC Modification 0734S – Xoserve (ER) to provide a draft PARR including expected implementation timeline for consideration at the 18 January 2022 PAC meeting. | Xoserve (ER) | Carried Forward Update due 15/02/22 |
| PAC1203 | 14/12/21 | 5. | Reference PC4 Monthly Read Performance – Correla (FC) to investigate whether there will be a window after receipt of the AQ Notification (.NRL file) that a site must be updated to Monthly read for the Shipper to make the update themselves, before the CDSP's automatic processes run, and report back to the 18 January 2022 PAC meeting. | Correla (FC) | Carried Forward Update due 15/02/22 |
| PAC0101 | 18/01/22 | 2.1 | PAFA SU/RC to include in the Shipper Performance Improvement Plans graphs the months when each SoLR was awarded. | PAFA (SU/RC) | Pending Update due 15/02/22 |
| PAC0102 | 18/01/22 | 2.3 | PAFA RC to investigate the Meter Read Factors and provide an update at the 15 February 2022 meeting | PAFA (SU/RC) | Pending Update due 15/02/22 |
| PAC0103 | 18/01/22 | 2.6 | PAFA (RC) to investigate an Industry engagement session in September/October following the August Carve out session. | PAFA (RC) | Pending Update due 15/02/22 |
| PAC0104 | 18/01/22 | 3.2 | Correla (KK) to breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective. <u>Correla (FC) to sense check what the PAFA will see/access once the User Stories have been added into the DDP to re-confirm correct assess rights</u> | Correla (FC KK) | Pending Update due 15/02/22 |
| PAC0105 | 18/01/22 | 3.2 | Correla (KK) to breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective. | Correla (KK) | Pending Update due 15/02/22 |

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