

Extraordinary UNC Performance Assurance Committee Minutes
Wednesday 21 September 2022
via Microsoft Teams

Attendees

Rebecca Hailes (Chair) (RH) Joint Office
Maitrayee Bhowmick-Jewkes (Secretary) (MBJ) Joint Office

Shipper Members (Voting)

Alison Wiggett (AW) Corona
Claire Louise Roberts (CLR) ScottishPower (Alternate)
Graeme Cunningham (GC) Centrica
Louise Hellyer (LH) Totalenergies Gas & Power
Sallyann Blackett (SB) E.ON
Tzern Toh (TT) ESB Generation & Trading (Alternate)

Transporter Members (Voting)

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

Observers (Non-Voting)

Anne Jackson (AJ) PAFA/Gemserv
Ellie Rogers (ER) Xoserve
Martin Attwood (MA) Correla on behalf of Xoserve
Neil Cole (NC) Correla on behalf of Xoserve
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.

Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/210922>

1. Introduction

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

1.1 Apologies for absence

Alex Travell, Transporter Member
Andy Knowles, Shipper Member
Anthony Diccico, Shipper Member
Lisa Saycell, Shipper Member
Mark Bellman, Shipper Member
Tracey Saunders, Transporter Member

1.2 Note of Alternates

Ben Mulcahy for Tracey Saunders
Claire Louise Roberts for Mark Bellman
Jenny Rawlinson for Alex Travell and Shiv Singh
Tzern Toh for Anthony Diccico (from 11:35)

1.3 Quoracy Status

The Committee meeting was confirmed as being quorate.

2. Extension of Current PAFA Contract

Ellie Rogers (ER) advised that PAC Members were contacted in July about the extension of the PAFA contract from June 2023 for a further year with Gemserv as the Performance Assurance Framework Administrator (PAFA) in line with PAFD (Performance Assurance Framework Document).

ER noted that Fiona Cottam (FC) and Chris Dwyer (CD) from Xoserve wrote to PAC Members and Alternates to gain an understanding of their views on Gemserv's performance as PAFA as well as views on any conditions required if an extension to the contract was agreed or if the extension was not agreed then any necessary procurement activity could commence.

ER advised that PAC Members had replied to the email agreeing to extend the current PAFA contract and Members were now being asked to formally approve this.

PAC Members were asked to vote to reappoint Gemserv as the PAFA for one year after their current contract ends in June 2023.

PAC Members determined (9 votes available):

- Current PAFA contract to be extended, by unanimous vote (9 out of 9 votes)

3. SEC Update - Non-Communicating SMART Meters

Joey Manners (JM) from SECAS presented an overview of how gas smart metering works and what the limitations on data are. Please see published slides on the meeting page for full details.

PAC Members discussed the presentation, with key points raised noted below:

- RH requested clarity between SMETS1 and SMETS2. JM explained that SMETS1 meters are a pre DCC service and use a mobile network to send data to suppliers whilst SMETS2 meters use the DCC network to communicate. SMETS1 also only have basic smart capability. JM noted that because of the issues in rolling out smart meters, more SMETS1 meters were installed than expected.
- Alison Wiggett (AW) asked whether SEC had identified any systemic issues and if so what they were. JM advised that there were some issues concerning capacity, particularly around peak points. SEC are trying to identify these and will address them by creating additional headroom.
- Anne Jackson (AJ) noted there had been an issue with communication (comms) hub. JM explained that this had been caused by a firmware update which was wiping the contact list for the hub and therefore no further comms could be sent or received from the hub. JM noted that DCC had halted the rollout of the firmware once they identified the issue and were currently liaising with Suppliers to fix the problem. JM added that a site visit may be required to fix this. So far around 20k meters had been affected and the number is expected to rise. AJ asked JM to confirm this figure.
- AJ asked if there were any other significant issues that would impact getting gas meter reads. JM advised none had been identified.
- AW noted that dual bank comms hubs use batteries with mains backup and asked how long these would last. JM advised that these hubs are mains powered whilst the gas meter itself is battery powered, and the comms hub life should be around 15-16 years.
- RH asked if JM could provide another update to PAC next year. JM confirmed he would be happy to do so.
- RH asked what the next iteration after SMETS2 would be. JM explained that the next rollout would be of 4g comms hubs with the obsolescence of 3g cellular networks. JM added that SMETS2 would last for the foreseeable future.

- Graeme Cunningham (GC) noted that it would be interesting to see how many gas meters were performing to PAC's target of submitting 90% reads to determine whether the target was reasonable. JM remarked that he believed this was a reasonable target as whilst there may be issues with setup or infrastructure that occasionally affect compliance, generally the data required was readily available and achieving the target set should therefore be achievable.

RH thanked JM for the update and for his time.

4. PAC Membership 2 Year Appointment (Action PACSW0509)

RH shared the draft Terms of Reference (ToR) which had been amended to achieve 2 year PAC Membership and had previously been shared for the August meeting but there had not been time to review it. RH clarified that in 6 months, for the 9 Shipper PAC Member seats, there will be 5 random 2-year appointments and 4 1-year appointments, so the date the Memberships terminate are staggered.

PAC Members were asked to approve the changes to enable an updated PAC Membership period.

PAC Members determined (9 votes available):

- PAC Membership should be moved to a 2 Year Appointment, by unanimous vote (9 out of 9).

RH thanked PAC noting she would include it in the October UNCC agenda for approval.

5. Review of Outstanding Actions

PARR Actions

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

Update: Update due October. **Carried Forward**

PARR 0501: *Reference Shipper Performance Improvement Plans* - CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.

Update: Martin Attwood (MA) said these materials were expected to be published on the Xoserve website by close of play Friday 23 September 2022. MA also went on to advise that this action is somewhat superseded by Modification 0674V which provides a much more prescriptive on the Performance Improvement Plan aspects. **Closed**

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

Update: Next update due June 2023. **Carried Forward**

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

Update: Update due October. **Carried Forward**

PAC Actions

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

Update: MA advised that only 13 sites remained with an 'open' status, noting that whilst these were reducing, there had not been any significant update since August.

RH noted this action could be closed and an update can be provided by Xoserve as part of the Annual By-pass Update which is due in June 2023 (see action PARR 0602). MA and the Committee agreed with this. **Closed**

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

Update: It was noted FC had provided an update for this action under PAC0603 in the August PAC meeting. PAC Members agreed CDSP should arrange for PAFA to carry out this review. ER noted FC or she would liaise with PAFA to organise this. **Closed.**

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

Update: MA advised that all the training material was already published on the Xoserve website. https://rise.articulate.com/share/PbD161M42OQHgk0UFHdfMIV710QW2_t-#/

Closed

PAC 0802: PAFA/CDSP (AJ/FC) to decide on how to procure nominated Performance Assurance contacts for Shippers by 01 November 2022.

Update: MA explained that further to discussions between PAFA and the CDSP, it had been agreed that CDSP would decide how to carry out this task.

RH asked who would procure the Performance Assurance contacts and who would maintain the list.

AJ noted that the CDSP should maintain the list as every time a letter needs to be issued, they would have access to the refreshed list.

AJ asked if this would require a housekeeping change to update the PAFD which currently notes that PAFA will do this work. AJ asked whether this would be considered a housekeeping change. RH explained that as CDSP already does the work and in addition would be doing this for any new UNC Parties wishing to accede to Code, it should constitute a housekeeping change. AJ accepted this and noted PAFA would update the PAFD. **Closed**

PAC 0803: PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office.

Update: RH advised that she would email the draft word version of the PAFD to AJ immediately. AJ noted this and added she would aim to complete this by the 11 October PAC meeting. **Carried Forward**

PAC 0804: ~~CDSP (FC)~~ PAFA (AJ) to review and recalculate the risk profile for Maputo.

Update: RH noted that neither the CDSP, PAFA or Joint Office had any contact with Maputo since the August meeting. PAFA discussed and agreed that a Shipper Escalation meeting was required in October.

New Action PAC0906: Joint Office (RH) to set up a Shipper Escalation meeting for October to discuss Maputo.
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Carried Forward

PAC 0805: PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs.

Update: See PAC0806. **Carried Forward**

PAC 0806: PAFA (AJ) to review the holistic performance matrix and ensure it includes the 48 open PIPs and to reconcile these.

Update: RH suggested reviewing PAC0805 and PAC0806 together.

AJ noted a holistic view of the PIPs was being compiled, noting that Profile Class 4 meters were not available. AJ noted they were awaiting a fix for this but it had not yet been deployed. An update should be provided in October.

RH asked how many open PIPs were there. Sara Usmani (SU) advised she was unsure but could provide this information in October.

RH suggested PAC0806 could be closed and PAC0805 could be carried forward to October.

Closed

PAC 0807: Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves.
Update: RH asked whether PAFA's letter of implementation for Modification 0674V superseded this action. PAC Members agreed that an email to the industry from the Joint Office would be beneficial. RH agreed noting she would issue this email to the UNC distribution list, acknowledging the implementation of Modification 0674V alongside what activities PAC will undertake and that costs will be borne by Shippers.

RH added she hoped to issue this email by COP of this week.

Carried Forward

PAC0901, PAC0902, PAC0903, PAC0904, PAC0905: Not discussed.

Strategic Workshop Actions

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

Update: Not discussed. **Carried Forward**

PACSW 0502: *Performance Assurance Matrix* - CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2-PC4 sites and provide a view on what should be incorporated into the reporting.

Update: Not discussed. **Carried Forward**

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

Update: Not discussed. **Carried Forward**

PACSW 0701: *Performance Assurance Matrix* - In order that new entrants understand what is expected of them, CDSP/Xoserve/Correlia (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

Update: Not discussed. **Carried Forward**

PACSW 0702: PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC.

Update: Not discussed. **Carried Forward**

6. 2023 Meeting Schedule

This was not discussed.

7. Any Other Business

a) Letter of implementation Modification 0674V

AJ advised that PAFA had drafted a letter of implementation for Modification 0674V to inform parties of the three month transition period.

Jenny Rawlinson (JR) asked if this had been circulated to PAC Members prior to the meeting. RH confirmed that this was posted on today's PAC meeting page but had not been circulated as it came in late the day before the meeting.

RH advised this is an output from the 13 September PAC meeting and it will be issued to the DSC Contract Managers for all Users.

AJ asked if the DSC Contract Managers distribution list was wide enough. RH suggested that this could be issued to the Joint Office's UNC list as well.

ER noted that any CDSP email for implementation is issued to the DSC Contract Managers list and this is deemed sufficient by the industry as the CDSP hold the details of all DSC parties. PAC Members discussed this and agreed that the letter could be issued to the DSC Contract Managers distribution list.

PAC Members discussed the content of the letter, and some minor amendments were suggested and accepted
The amended letter was approved to be issued.

b) Line in the sand Letter

AJ shared the line in the sand letter noting that she wanted to agree the proposed approach before the letter was issued.

AJ suggested that with the implementation of Modification 0674V, a number of Users will be invited to attend PAC in January 2023 in relation to their Line in the Sand performance – as identified at the September scheduled PAC meeting on 13 September, with the caveat that if their performance improved, their invitation would be withdrawn.

JR agreed with this approach noting this allowed parties to improve but noted that it was important to ensure that they could present updated data when they attend PAC as otherwise the exercise would be futile.

PAC Members discussed whether Users should be invited to attend PAC sooner or later, but agreed that January would be the best time for this.

RH asked whether Users will be given a target to reach for improved performance. AJ confirmed no targets would be set, but Users would be asked to demonstrate their performance was either improving or that they had a plan in place to improve prior to 01 April 2023.

JR suggested adding in the letter that Users should contact PAFA directly if they had any concerns. AJ accepted this.

RH suggested adding some information about what line-in-the-sand meant in the letter. AJ agreed in light of the feedback at the PAC industry engagement session.

PAC Members agreed the approach taken by PAFA and the letter and noted the letter could be circulated.

c) Additional PAC Meetings for 0674V implementation

RH suggested some additional meetings to facilitate the implementation of Modification 0674V, noting that the Joint Office would issue the meeting invites:

- 27 September 3:30 – 5 pm
- 25 October 2:30 – 4 pm
- 01 November 2 – 4 pm

8. 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
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3:30, Tuesday 27 September 2022	ASAP	Teleconference	Standard Agenda
10:00, Tuesday 11 October 2022	17:00 Monday 03 October 2022	Teleconference	Standard Agenda
2:30, Tuesday 25 October 2022	(as appropriate)	Teleconference	Standard Agenda
01 November 2022	(as appropriate)	Teleconference	Standard Agenda
10:00, Tuesday 15 November 2022	17:00 Monday 07 November 2022	Teleconference	Standard Agenda
10:00, Tuesday 13 December 2022	17:00 Monday 05 December 2022	Teleconference	Standard Agenda

PAC Action Table (as of 21 September 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PARR Report Actions 2022:					
PARR 0402	12/04/22	2.2	CDSP to inform members of the PC4 monthly read performance split by meter/equipment type.	CDSP (FC)	Carried Forward Update October
PARR 0501	17/05/22	2.1	<i>Reference Shipper Performance Improvement Plans</i> - CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.	CDSP (FC)	Closed
PARR 0602	14/06/22	2.3	CDSP to continue to review open meter bypass and report to PAC at annual intervals.	CDSP (FC)	Carried Forward Update June 2023
PARR 0701	12/07/22	2.1	PAFA to draft letter to industry to encourage submission of WAR bands in the September window prior to the end of the gas year for PAC decision outside of PAC and to send the letter once agreed.	PAFA (AJ/RC/SU)	Closed
PARR 0702	12/07/22	2.1	PAFA to provide, where possible, some comparator WAR BAND performance data to give context to the observed performance this year.	PAFA (AJ/RC/SU)	Carried Forward Update October
PARR 0801	16/08/22	2.1	PAFA to close the Performance improvement plans for Warsaw and thank them for their hard work in achieving UNC target in PC4.	PAFA (AJ/RC)	Closed
PARR 0901	13/09/22	2.1	PAFA (SU) to model Shipper Transfer Read performance factors at 0%, 2.5% and 5% for the PC2 and PC3 market.	PAFA (SU)	Carried Forward Update October
PAC Actions 2022:					
PAC0104	18/01/22	3.2	To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.	CDSP (DN)	Closed
PAC0202	15/02/22	2.5	<i>Reference Meter By-Passes with an 'Open' flag status</i> – CDSP (MA) to engage with the Meter Owners and their respective CAMs for the remaining 37 sites where	CDSP (MA)	Closed

			there is an 'Open' status flag in order to ascertain whether these can be resolved.		
PAC0502	17/05/22	3.2	<i>Reference DDP Update – 9 Backlog User Stories BER Development – Correlá (FC/DN) to look to provide an update on the potential BER development aspects including initial cost benefit analysis and a potential ranking order.</i>	Correlá (FC/DN)	Closed
PAC0603	14/06/22	8.1	Correlá (FC) to provide a draft/strawman on PARR fit for purpose review for PAC to consider.	Correlá (FC)	Closed
PAC0704	12/07/22	6.0	PAC members to review the Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE document and consider if it is fit for purpose with the aim of approving it August 2022.	PAC Members	Closed
PAC0705	12/07/22	6.0	CDSP (MA) to investigate what training for Meter By-Passes CDSP has, and explore whether more can be provided	CDSP (MA)	Closed
PAC0707	12/07/22	6.0	PAFA (RC) to consider communication of the <i>Annual Review Awareness Day</i> , Timetable, and content.	PAFA (RC)	Closed
PAC0801	16/08/22	2.4	PAC Members (All) to submit their questions about SMER EM011 Thornton Curtis MTA to the Joint Office so they can be raised with Cadent.	ALL	Closed
PAC0802	16/08/22	4.1	PAFA/CDSP (AJ/FC) to decide on how to procure nominated Performance Assurance contacts for Shippers by 01 November 2022.	PAFA (AJ)/ CDSP (FC)	Closed
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 October
PAC0804	16/08/22	4.1	CDSP (FC) PAFA (AJ) to review and recalculate the risk profile for Maputo.	CDSP (FC) PAFA (AJ)	Carried Forward Update October
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 October
PAC0806	16/08/22	4.1	PAFA (AJ) to review the holistic performance matrix and ensure it includes the 48 open PIPs and to reconcile these.	PAFA (AJ)	Closed

PAC0807	16/08/22	4.1	Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves.	Joint Office (RH)	Carried Forward Update October
PAC0808	16/08/22	8.1	Joint Office (RH) to finalise and advise PAC Members of the additional meeting date in September.	Joint Office (RH)	Closed
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)	Pending
PAC0902	13/09/22	3.1	Joint Office (RH) / PAFA (AJ) Additional PAC Sub-Group meetings to be organised to manage 0674V implementation.	Joint Office (RH) / PAFA (AJ)	Pending
PAC0903	13/09/22	3.3	Xoserve (NC) to provide the AQ at Risk position for remaining Isolated sites	Xoserve (NC)	Pending
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)	Pending
PAC0905	13/09/22	3.6	Joint Office (RH) to establish a one-day workshop to consider AUGE Risk Items	Joint Office (RH)	Pending
PAC0906	21/09/22	5.0	Joint Office (RH) to set up a Shipper Escalation meeting for October to discuss Maputo.	Joint Office (RH)	Pending

PAC Strategic Workshop Action Table (as of 13 September 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PACSW 0501	24/05/22	3.0	<i>Performance Assurance Matrix</i> - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.	PAC (All)	Carried Forward Update October
PACSW 0502	24/05/22	3.0	<i>Performance Assurance Matrix</i> - CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2-PC4 sites and provide a view on what should be incorporated into the reporting.	CDSP/PAFA	Carried Forward Update October

PACSW 0503	24/05/22	3.0	<i>Performance Assurance Matrix</i> - CDSP/PAFA to provide a view on Shipper Transfer Read performance in terms of being a Transporter responsibility for PC1 sites.	CDSP/PAFA	Closed
PACSW 0504	24/05/22	3.0	<i>Performance Assurance Matrix</i> - Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any potential improvements/recommendations.	Joint Office (RHa) / PAFA (RC)	Carried Forward Update October
PACSW 0505	24/05/22	3.0	<i>Performance Assurance Matrix</i> - CDSP/Xoserve/Correla (Mike Orsler) to review the Market Entry Process for onboarding market participants to ensure they understand the importance of meeting performance standards. (RHa to contact Mike Orsler directly. Linked to action 0504 above).	Correla (MO)	Carried Forward Update October
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/Correla (Mike Orsler) to add to the process what reports and what standards new entrants will be measured against, this should also explain the role of the PAC to new entrants	CDSP/Xoserve/Correla (MO)	Carried Forward Update October
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 October