



Performance Assurance Committee Meeting

Summary – 17th May 2022

KEY MESSAGES

- **AREAS OF PAC CONCERN**

- **Isolated meters:** The Performance Assurance Committee (PAC) requested the Central Data Services Provider (CDSP) contact a number of Shippers which have a large proportion of sites which are flagged as isolated but have evidence of progressing meter readings on central systems. Although all meter readings are rejected for isolated sites, the CDSP have identified that there are rejected reads for sites which have been isolated, suggesting that the site is actually consuming gas.

PAC would like these sites to be investigated and the isolation status verified to ensure that settlement is accurate.

- **Line in the Sand:** The PAC agreed an overall approach to line in the sand over the last 11/12 months as set out in PAC materials by the PAFA, which includes sending out a letter to industry in June 2022 following a review of the data over the coming months. The PAFA will identify parties to be brought into targeted communications. The initial letter is to be redrafted for publication and consideration at the strategic workshop on 24th May. **Industry communications on ‘Line in the Sand’ will commence shortly after the meeting on 24th May.**
- **AUGE PAC issues:** Representatives from AUG presented a list of PAC issues arising from the latest AUG statement and analysis of industry data. AUG subgroup had requested AUG to engage with the PAC on a 6-month basis to address issues, although it will be up to PAC to take issues forward with mitigations. Eight areas of concern were highlighted which included; Theft of Gas, Line in the sand, Consumption meter error, incorrect read factors, isolated sites, meter by-pass, Shipperless and unregistered and site classifications. **PAC will be considering outputs from the presentation at the June PAC meeting.**

- **SHIPPER PERFORMANCE ANALYSIS**

- The Performance Assurance Framework Administrator (PAFA) provided the Performance Assurance Committee (PAC) with updates on three of the five Shippers (excluding those which are part of the PC4 monthly improvement targeting activity) that are currently on Performance Improvement Plans.
 - The PAC requested further details on the managed service provided used by Shipper “Praia” to understand any further industry wide issues.
- An overview was provided on the eight Shippers allocated sites through the Supplier of Last Resort (SoLR) process as a result of the current GB Energy Crisis. The PAFA recommended that next stages are to commence as many of the Shippers have had these sites for five months, in some cases less, but those Shippers should be in a “Business as



Usual” phase. The next stages include contacting those Shippers whose performance has worsened or not improved to understand their current position.

- **RISK AND ISSUES UPDATE**

- The PAFA presented updates on eight risks this month, of which seven are related to read performance and one risk is in relation to correction factors.
- Five of the eight risks have seen decreases in risk value over the past 12 months.

- **DATA DISCOVERY PLATFORM (DDP) UPDATE**

- Committee members were informed that all updates have gone into the system with the exception of one user story, which relates to Meter Read Validity Monitoring. This user story is expected to go into the system at the end of May.
- There are nine user stories that are outstanding which are expected to cost c. £100-£170k. These will need to go to DSC Contract prior to approval.
- Committee members discussed whether all the user stories are still needed and that they would need to be evaluated prior to going into the DSC contract to evaluate the requirements.