



Performance Assurance Committee Meeting

Summary – 09 June 2020

KEY MESSAGES

- **RISK REGISTER**

- The Performance Assurance Committee (PAC) were informed by the Performance Assurance Framework Administrator (PAFA), the risk register has been updated with the two new risks relating to COVID-19; one being the impact of COVID-19 on the work of the PAC and the other in relation to the impacts on the gas industry due to the ongoing pandemic.
- Committee members discussed the risks, corresponding financial values and RAG statuses. The PAC recommended the PAFA to add details of mitigating actions associated with each risk to the register.
- The PAC agreed that further work needs to be done in this area, with significant consideration being given to a PAC sub-group which addresses the risks in further detail to understand each risk, the mitigating actions associated with each risk and how it will be monitored.
- PAC members approved the current version of the risk register, with minor amendments to be made prior to publishing.

- **SHIPPER PERFORMANCE ANALYSIS**

- The Performance Assurance Framework Administrator (PAFA) presented the latest Shipper Performance Analysis to committee members
 - Bern, Luxembourg and Gaborone were presented as Shipper case studies to the PAC due to failure in submitting NDM sample data in two windows.
 - PAC were satisfied with all three Shippers performance as a whole but have requested PAFA to liaise with the Shippers due to a few concerns.
 - At the request of the PAC, the PAFA were asked to contact Berlin, Roseau and Manama for further information on the performance improvement plans submitted in April 2020.
 - PAC members welcomed the responses provided and have asked the PAFA to monitor the contacted Shippers.
 - Due to the pandemic, Shippers are not able to provide timescales. The PAC would like the PAFA to contact Shippers in the coming months to provide updates as lockdown restrictions begin to ease.
 - The PAFA presented the impacts expected on the Performance Assurance Reports Register (PARR) suite of reports following the implementation of the urgent modifications raised as a result of COVID-19.



- Committee members were informed that only two modifications would impact reporting – Use of estimate readings as actuals (0722) and use of isolation flag (0723).
- Modification 0721 (use of AQ corrections) was rejected by Ofgem on the 2nd June 2020.
- Main impacts would be on PC3 and PC4 as per the legal text of the modification which would be monitored through read performance reports and reporting in supporting files which entails details on the number of sites & AQ. The expectation is that read performance is likely increase within these product classes whilst the number of sites and AQ decreases.
- The PAFA presented the initial impacts of lockdown on PC1 & PC2, where AQ has already begun to see large declines, particularly within PC1.
- **COVID-19 impact**
 - The CDSP presented data to the PAC on the usage of the isolation flag. Current data shows that isolation flag usage is low and there is no concern for PAC to unwind after lockdown restrictions are eased.
 - The CDSP also informed committee members that physical isolation dates and isolation effective dates can be different, so there is a potential of an ongoing churn as the CDSP get late updates
 - 50% of transactions are relating to pre-lockdown events
 - The PAC have requested the CDSP to bring this to the monthly meetings as a standing agenda item to track the usage.
- **PAC members consideration**
 - **DDP:** The CDSP informed committee members of the investigations conducted on the Data Discovery Platform (DDP) - a result of the analysis brought to the May PAC meeting by the PAFA.
 - The CDSP highlighted the discrepancies between the PARR reporting and the DDP are due to changes in business logic but non-standard sites remain included with the exception of NTS sites.
 - The PAC were informed that the changes in the DDP when accessing data for the same period (February & March 2020) at different points during the month were due to a data fix deployed and the issue has now been resolved.
 - **NDM Sample Data:** The PAFA provided an update on those Shippers that were asked to be contacted by their Customer Advocate Manager (CAM) to submit their data as per the requirement on the Modification
 - Shippers have begun to submit data and the general consensus amongst those Shippers were that they were not aware they were required to submit. CAMs have been working alongside Shippers to outline requirements to ensure data is submitted successfully.



- PAC members have suggested that CDSP trigger Shippers 3-4 months prior to submission deadline to ensure that all Shippers are aware of the requirements in order to successfully submit their NDM sample data.
- The PAC have requested the PAFA to provide an update on the position at the July PAC meeting.
- **Open by-pass meters:** The CDSP informed PAC members that eight Shippers were contacted by the relevant CAMs in relation to open meter by-pass with feedback that Shippers were not aware that the by-pass was open.
 - PAC members have requested the CDSP to present this as a monthly standard agenda item.
 - CDSP have also been requested by the PAC to circulate a report, two weeks prior to the July PAC meeting, which entails details relating to open by-pass meters.
- **EUC09 Count by class:** PAC members were presented with the latest data on EUC09 by the CDSP. Committee members were informed the qualification rules have been updated in G.1.6.5 which have been reflected in the reporting.
 - PAC members requested the PAFA to add EUC09 count by class as a risk to the risk register.
- **PAFA Contract review:** A workshop was held on the 26th May 2020 by the PAFA to discuss what is in the current contract and proposals for a further one-year extension as well as considerations for the retendering. The PAFA presented the outcomes to PAC members, with the document being approved by the Committee.
- **PARR Document:** The CDSP outlined changes made to the document, highlighting where maintenance would be needed. PAC members approved the document, which will be presented to UNCC at the June meeting.
- **Document 4:** The document was presented to the PAC, with members highlighting amendments that were required. PAC approved the document with the recommended amendments to be implemented.