



Performance Assurance Committee Meeting

Summary – 11 May 2021

KEY MESSAGES

• SHIPPER PERFORMANCE ANALYSIS

- The Performance Assurance Framework Administrator (PAFA) provided the Performance Assurance Committee (PAC) with updates on six of the 13 Shippers (excluding those which are part of the PC4 monthly improvement targeting activity) that are currently on Performance Improvement Plan and over the month had points to note.
 - PAC members were generally happy with the performance improvements being seen across the board but made the following recommendations/observations.
 - One performance improvement plan widened to include another product class as one Shipper already on a plan had consistently dropped their performance over the past three months.
 - For one Shipper, that was escalated through the performance assurance process in February 2021.
 - The PAFA informed the Committee that there had been a drop in performance for this Shipper last month and both the Shipper themselves and their CAM were surprised by the results shown in the data. The PAC were concerned that the Shippers internal view differs vastly from the industry view and recommended that PAFA and the CAM continue with the plan for education and training before additional action is taken.
 - The PAFA informed Committee members that further updates on the Shippers internal investigations will be brought to the June PAC meeting.
- PAFA gave a high-level summary of the responses received to the second tranche of PC4 Monthly improvement letters. 10 letters were issued to Shippers and seven responses received. PAFA will work alongside the CAMs to ensure that the remaining three parties are contacted, and a response received.
- PAFA gave an update on the recent submissions of NDM sample data which was received in April 2021. Of the 26 Shippers required to send in sample data, 21 Shippers did, although 11 of those submissions had data missing. The NDM Demand estimation team at the CDSP are working with those Shippers to resolve the issues faced.
 - PAC recommended that the PAFA send out letters to the remaining five Shippers who did not submit files in April to request them to submit complete files in the October window.
- PAFA presented data showing large AQ correction movements in Reason Code 2 (Change in consumer plant) in the past three months, noting that investigations will be carried out and presented in the June meeting.



- PAC cited several situations where a rise and fall may occur. There were also discussions on the suitability of the Codes, with less validation checks attributed to Code 2.
- PAFA noted that Cadent may be in the process of raising a review group on this issue and that this would be a good review group for the PAC to contribute to. The PAFA resolved to take away PAC suggestions and report detailed findings at the June PAC meeting on fluctuations.

- **RISK AND ISSUES UPDATE**

- The PAFA updated PAC members on a revised version of the risk register, taking PAC through the rationale behind the indicative risk values/energy values.
 - PAC members welcomed the new format of the risk register noting that the new version is easier to navigate and interpret.
 - PAC queried whether there would be an annual plan to compliment the risk register. PAFA noted that there would be a presentation given at the June meeting to highlight the achievements of the Committee over the past four years and a look forward, incorporating areas of focus from the risk register.
 - The PAFA reiterated that a live document will be published on Huddle to view shortly and an industry update would be provided quarterly.

- **MEASUREMENT ERROR – EM009 – ALREWAS EM MTD UPDATE**

- Cadent gave an update on a recent measurement error found at the Alrewas site involving an orifice plate installation error. This is being discussed and an investigation initiated in the Offtake Arrangements Workgroup (OAWG). Cadent noted that they have undertaken a large-scale project to physically inspect all orifice plate meters in their fleet and Cadent are satisfied that there are no other issues on this kind of meter. Cadent noted that a review of the internal procedures is being undertaken on all non-routine operations. Cadent added that an Independent Technical Expert (ITE) would be appointed by the OAWG by the end of July.
 - PAC members noted that they had several questions on assurance to feed into the OAWG and the Chair agreed to write to the respective Chair of the OAWG to feed these questions into discussions and ask for a response before the July PAC meeting.

- **MEASUREMENT ERROR – SE007 – ISLE OF GRAIN UPDATE**

- The Chair noted that an error had been found at the Isle of Grain terminal (turbine) which is currently being investigated in a separate forum to the measurement error above. This is due to it being under different governance arrangements. The Chair noted that the findings on this error can be found on the Joint Office website and the group discussed how this could have an impact on settlement, albeit a significantly lower impact than EM009 (above) as this entry point would potentially feed into the NTS.

- **AQ AT RISK AND METER BYPASS REPORTING**

- The Central Data Services Provider (CDSP) provided an update to Committee members on the monthly statistics in relation to AQ at risk and the current levels of meter by-pass.



- The number of meter bypass have been reducing over the last couple of months. There were a number of Shippers with an “open” status and progressing reads who were issued letters at the end of March for investigation. Updates on responses will be brought into the PAC meeting in due course.
 - The CDSP presented the current AQ at risk figures, noting that the figures had maintained a drop month on month and had reached a level of AQ at risk seen pre-Covid. The CDSP noted that this report would be added to the PARR suite following agreement by the UNCC and therefore this presentation would cease in light of a Dashboard being produced by the PAFA.
- **DATA DISCOVERY PLATFORM (DDP) UPDATE**
 - The CDSP informed Committee members that the PAC DDP Sprint 3 was being developed and ready for testing to begin on 17th May 2021. This will include a total of four user stories and will go live by the 28th May 2021.
 - An overview of the PAC budget for DDP testing was provided and it revealed that the PAC would need to address a budget deficit if they wished to carry out any further work throughout the year.
 - PAC discussed the various options set out by CDSP and resolved to ask the DSC for more funds to ensure any further critical Performance Assurance work can be carried out if needed. It was discussed by the PAC that this was the first year the PAC budget has been stretched and that this was a reflection of the work being carried out by the Committee.
 - The CDSP noted that projected timescales for completion of the project was seven months, with an expected end date of October 2021, however, caveated this with the shared resource of DNs and IGTs. The CDSP therefore noted that the timeline was indicative and may change with industries priorities.
 - The Joint Office agreed to draft a strawman letter for the DSC and circulate this to PAC members to view outside of the meeting.
- **PERFORMANCE ASSURANCE REPORT REGISTERS PROPOSAL**
 - The CDSP presented a change marked version of the PARR document for PAC agreement to take to the next UNCC meeting. This is to incorporate a new PARR on AQ at Risk and an update to several other PARRs. PAC reviewed the document which included PAC suggestions from previous meetings. The PAC agreed the changes made to the document and the CDSP resolved to submit this to the May UNCC meeting for consideration there.
- **CDSP AMT ISSUE**
 - The CDSP delivered a presentation on the AMT issue experienced by Shippers in late March/early April 2021. The CDSP informed Committee that there had been two defects identified in the SAP systems that had laid dormant in the software since its inception, however, would not have been detectable unless several specific issues occurred at the same time. The CDSP noted that the first defect was on inbound files where several Shippers experienced duplicate files being submitted and therefore the read where being rejected. The second defect was not initially realised; however, subsequently outbound files were discovered to be affected and a delay in processing files uncovered. The CDSP



noted that were files had been lost, the CDSP was working with industry on a line-by-line basis to rectify these issues and in some cases, parties had already resubmitted before this exercise was undertaken. The CDSP noted that the weakness detected was reported to SAP straight away and SAP had acknowledged the issue, worked on a fix and within 48 hours sent out a global patch to rectify the issue.