



# Performance Assurance Committee Meeting

## Summary – 16 February 2021

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### KEY MESSAGES

- **SHIPPER ESCALATION MEETING HELD**

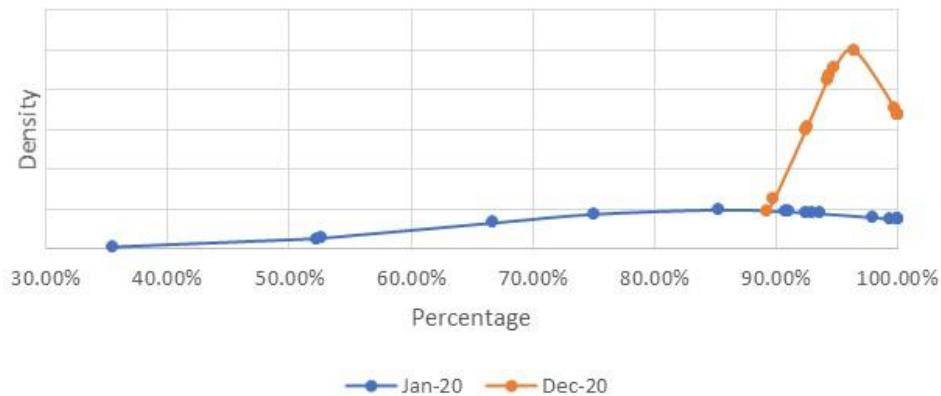
- The Performance Assurance Committee (PAC) invited a Shipper to an escalation meeting this month, to discuss their meter read performance
  - The meeting was successful with PAC members offering the Shipper advice and support.
  - PAFA were able to confirm appropriate contact details within the organisation and the Shipper was provided with the appropriate contacts for training on submission processes and file formats.
  - To ensure that positive communication and performance improvements are maintained the Shipper has committed to the PAC to:
    - Attend weekly meetings with their Customer Advocate Manager (CAM)
    - Undertake relevant training to enable successful management of their portfolio.
    - Provide monthly updates to the PAFA and PAC on progress.
  - PAC will review progress in three months and will agree with Shipper timeframe in which UNC obligations on meter read performance will be achieved.

- **SHIPPER PERFORMANCE ANALYSIS**

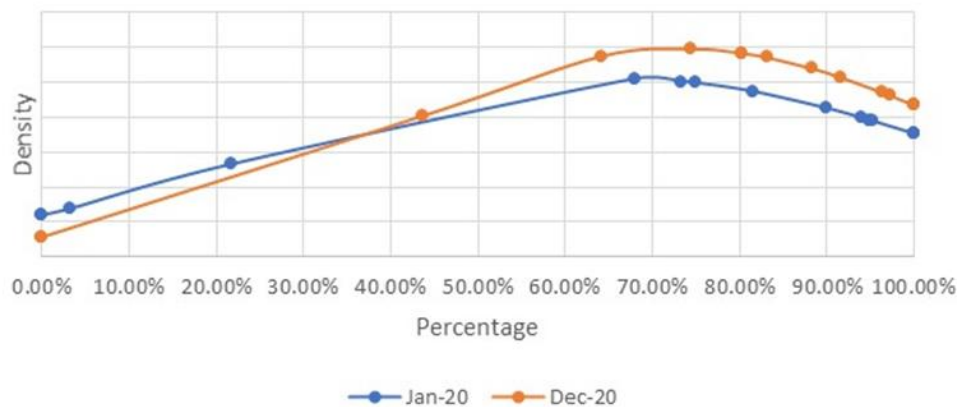
- The PAFA are currently monitoring 14 Shipper performance improvement plans on behalf of the PAC
  - PAFA provided an update on performance against the plans provided, noting that improvements were being seen in the majority of cases
- The PAFA provided PAC with a 12-month view of meter read performance, which clearly demonstrated the success of performance improvement communications to date:



2A.5 - Read performance: January vs December 2020 PC1



2A.5 - Read performance: January vs December 2020 PC2



• **RISK AND ISSUES UPDATE**

- The PAFA summarised the outcomes from the PAC Risk Sub-group which took place in January
  - Three risks were updated (incorrect correction factors, AQ corrections and meter by-pass) for which positive feedback was received.
  - Further sub-group sessions are planned for March and April. A proposed plan of discussion topics was presented to the PAC.
  - An update on PAC risk PACR001 (Theft of Gas) was provided.
    - The PAFA have been following UNC734s and have discussed the work of the PAC with both Electralink and Xoserve. PAFA recommend that the requirement for a PARR report and a report description be included in the Final Modification Report. PAC members agreed with the recommendation.
- PAFA also highlighted recent industry horizon scanning activity that could affect existing risks, such as AUGS work on consumption meter errors, future changes to the Class 1 read service, and also provided an update on recent LDZ meter errors.



- **PRODUCT CLASS 4 MONTHLY READ PERFORMANCE: Response summary**
  - PAFA provided PAC with a summary of responses to the Performance improvement communications issued in December 2020;
    - A total of 15 Shippers were issued with letters, with 13 responses being received
    - There were general themes reported amongst all Shippers:
      - Internal – Data cleansing to ensure sites are set to correct meter frequency and working through read rejections for those reads they are currently able to obtain.
      - External – Majority of Shippers are unable to obtain readings due to national restrictions in place. Non-domestics are closed and domestics are refusing entry or are self-isolating/shielding. There are also MRAs on furlough. At present, many have adopted email/SMS campaigns to obtain reads where possible.
    - The majority of Shippers have not provided firm timeframes in their plans, as it is difficult to predict when restrictions will be lifted. However, most expect this to be from April 2021 and therefore will be able to meet UNC target by the end of the year. Shippers have planned to get in touch with the PAFA again once restrictions are lifted and have a clearer idea on when they are able to obtain reads.
  
- **DATA DISCOVERY PLATFORM (DDP) UPDATE** – An update was provided on the PAC dedicated DDP sprints following the January PAC DDP meeting.
  - The CDSP informed Committee members that PAC DDP sprint 1 is scheduled to begin next week and to be implemented by the beginning of March.
    - Sprint 1 covers four areas of development. There are a further eight areas that will be delivered part of sprint 2 and 3.
    - All three sprints will use the whole of the PAC budget for Financial Year (FY) 2020/21.
  - There are a further 30 user stories which are to be developed which will utilise the entire PAC budget for FY 2021/22 of £100k. A new XRN has been raised to cover this.
  - The CDSP have requested the Joint Office to schedule further PAC DDP dedicated meetings to discuss the requirements and priorities for sprint 2 and 3.