



# Performance Assurance Committee Meeting

## Summary - 16 March 2020

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### KEY MESSAGES

- **Meter read performance**
  - The Performance Assurance Framework Administrator (PAFA) presented analysis on meter read performance across all products classes
    - Read performance improvement remains the key focus of the Performance Assurance Committee (PAC), with attention turning particularly to PC4 monthly read meters – performance observation letters have been sent and individual Shipper targeting will begin in the coming months
    - PAC are all almost concerned about the drop in read performance from shippers operating within PC3
    - PAC agreed to request Performance Improvement plans from 7 Shippers with a focus on improving read performance in all product classes.
  
- **WAR Bands– UNC0652: Winter read /consumption reporting and associated obligations**
  - UNC modification 0652 was implemented in 11 August 2019, which requires Shippers to submit meter reads in two specific read windows:
    - The first meter reading is due in November/December and the second meter reading is due in March/April
    - Should Shippers miss a reading in either/both windows, there is an opportunity to submit a correction in September prior to WAR bands going live in October.
  - PAFA are in receipt of the first set of reports that were designed in Mod0652, which has identified that a large proportion of eligible Shippers did not submit a read in the Nov/Dec window.
  - PAC would like to highlight the requirements of 0652 to Shippers and request that if you have any questions regarding your obligations to speak with your Xoserve Customer Advocate Manager (CAM).
  
- **Meter bi-pass**
  - The use of a meter bi-pass is a risk on the PAC risk register. PAC members expressed their concern of little focus in this area
  - Initial reports from the Central Data Services Provider (CDSP) suggest that there are a number of meters that are registered as having the bi-pass open for an extended time period with no consumption adjustment being performed.
  - Xoserve Customer advocate teams will be contacting those shippers requesting further information.



- **NDM sample data**
  - CDSP confirmed to PAC members that the window for submitting NDM sample data is to open again next month, with the PAFA expecting to receive the report towards the end of April
  
- **PAC members consideration**
  - CDSP presented the amended version of the Performance Assurance Report Register which includes a review of the PARR reports. The document has been published on the Joint Office website (in draft format) and the CDSP have requested all PAC members to review the document prior to the April PAC meeting with the view to approve the document in the next meeting. Additionally, the CDSP have welcomed any comments/amendments to the document.
  - PAFA advised PAC members that all PAC members and their alternates have full access on the Huddle platform i.e. can view both the industry reports (anonymised PARR reports) as well as the non-anonymised PARR reports. The committee are to decide at the next PAC meeting (scheduled for 20<sup>th</sup> April) whether only PAC members should have full access on Huddle.
  
- **Market breaking reads**
  - PAC members discussed the number of market breaking reads which were submitted in January 2020, with no corrections submitted thereafter - an area which is of concern to the PAC. The CDSP have been advised to do some further investigation in this area and report back to the April PAC meeting with their findings.