Identifying negative Shipper behaviour: Read rejections

V1

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REJECTION FOR TOLERANCE BREACH

- Validation of submitted meter reads ensures that quality data is entered into central systems
- Meter reads submitted by a Shipper can be rejected for a number of reasons, some of which may be resolved, some may not and should be rejected
- Our analysis will focus on meter reads rejected for breaching 'upper outer tolerance', or 'Market Breaking reads'
  - One way to resolve rejected meter reads for upper tolerance breach is to increase the AQ of a meter, if appropriate (by AQ correction), allowing the meter reads to pass tolerance checks.
    - By not correcting AQs, reads will continue to reject (which may show in the data)
    - By not submitting the reads at all AQs remain low but meter read performance will be impacted

Shipper Name	Reads where logic check* failed as a % of submitted readings	Reads where logic check* failed as a % of submitted readings-MRE01030	Reads where logic check* failed as a % of submitted readings-MRE01026	Reads where logic check* failed as a % of submitted readings-MRE01027	Reads where logic check* failed as a % of submitted readings-MRE01028	Reads where logic check* failed as a % of submitted readings-MRE01029
Shipper Name	0.31%	0.00%	0.00%	0.01%	0.00%	0.00%
Shipper Name	2.55%	0.00%	0.00%	0.03%	0.00%	0.00%
Shipper Name	15.84%	0.00%	0.00%	0.01%	0.00%	0.00%
Shipper Name	0.29%	0.00%	0.01%	0.18%	0.00%	0.01%
Shipper Name	0.16%	0.00%	0.00%	0.00%	0.00%	0.00%

PARR 2A.6 – Meter read validity.

READ REJECTION FOR REASON CODE 1027

- What are we looking for?
  - **Consistent, above average level of read rejections**
    - Indicating that Shippers were continually submitting reads that are out of tolerance, potentially for the same meters
  - **Steadily increasing level of read rejections**
    - Indicating poor portfolio health, Shippers continually submitting reads that are out of tolerance, for increasing number of meters
  - **Negative impact on meter read performance and/or a large number of meters that have not had a meter read for longer than 1 year.**

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READ REJECTION FOR REASON CODE 1027: PC3

- What are we seeing?
  1. Consistently low levels of read rejections
  2. No Shipper has increasing levels of read rejections
  3. Where higher than average levels are seen, they quickly return to 'normal'

Rejections not steadily increasing

Higher than average levels quickly return to 'normal'

PC3	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT
Shipper	6.10%	0.40%	0.20%	0.14%	0.20%	0.23%	0.20%	0.22%	0.18%
Shipper	0.03%	0.02%	0.01%	0.00%	0.45%	0.55%	0.64%	0.56%	0.01%
Shipper	0.05%	0.07%	0.04%	0.43%	0.62%	1.68%	0.95%	1.65%	0.51%
Shipper	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	4.86%	0.00%
Shipper	0.42%	0.04%	0.03%	4.02%	0.46%	0.47%	0.55%	0.44%	0.45%
Shipper	23.53%	0.11%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%
Shipper	0.07%	14.36%	0.16%	0.00%	0.02%	0.02%	0.02%	0.02%	0.06%
Shipper	2.63%	0.10%	14.79%	0.05%	2.27%	1.02%	2.84%	2.22%	2.60%
Shipper	25.00%	2.74%	0.08%	2.82%	6.67%	1.89%	8.70%	-	0.59%
Shipper	0.00%	9.76%	2.77%	4.35%	0.02%	0.01%	0.01%	0.01%	0.02%
Shipper	0.00%	0.00%	15.66%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%

Consistently low level of rejections

Actual extract from PARR 2A.6 reports, for reason code 1027

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PC3 CASE STUDY

Improvements seen, but high level of manual intervention

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT
Read performance	2.63%	14.07%	10.41%	7.51%	15.00%	13.14%	4.39%	1.96%
PC3 rejections	25.00%	9.76%	15.66%	4.35%	6.67%	1.89%	8.70%	-

Read performance targeting underway

- Performance improvement plan identifies that system upgrades underway.
- Read performance increasing, but rejections remain high.
- PAFA and CAMs communication with Shipper throughout

Shipper confirms difficulties operating within the class and intention to remove all sites

By end of month, only one site remaining

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REJECTED READS V METER READ PERFORMANCE

- Rejected read levels are as expected. Are we seeing any other indicators of negative behaviours?
  - Decreasing levels of meter read performance

		JUNE		JULY		AUG		SEPT		OCT	
	% mkt	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf
Shipper PC2	19%	1.13%	69.57%	0.95%	67.26%	0.43%	67.27%	0.42%	74.70%	0.00%	70.45%
Shipper PC3	0.04%	6.67%	15.00%	1.89%	13.14%	8.70%	4.39%	-	1.96%	0.59%	6.73%
Shipper PC4m	4.81%	2.32%	72.36%	2.18%	76.73%	0.69%	75.05%	0.98%	66.03%	0.66%	N/A
Shipper PC4a			81.82%		83.53%		62.41%		83.44%		N/A

High level of rejections July, with high read submission. Reduction of rejected reads in August with reduced read submission, back to 'normal' in September.

		JUNE		JULY		AUG		SEPT		OCT	
	% mkt	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf
Shipper PC2	17%	0.3%	85.8%	0.4%	82.2%	0.0%	80.2%	0.5%	78.3%	1.08%	81.06%
Shipper PC3	1.57%	0.0%	97.6%	0.0%	97.3%	0.0%	97.0%	0.0%	96.5%	0.06%	96.81%
Shipper PC4m	12.03%	0.90%	78.3%	0.91%	79.69%	0.45%	78.1%	0.32%	76.92%	0.46%	N/A
Shipper PC4a			89.66%		89.36%		88.7%		87.68%		N/A

Example of 'good' performance, in relation to the rest of the PC4 market.

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REJECTED READS V METER READ PERFORMANCE

- Rejected read levels are as expected. Are we seeing any other indicators of negative behaviours?
  - Increase in meters that have not had a meter read for longer than 12 months.

		JUNE		JULY		AUG		SEPT		OCT		aged reads Nov' 20				
	% mkt	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	Total	1-2yrs	2-3yrs	3-4yrs	4yrs+
Shipper PC2	19%	1.13%	69.57%	0.95%	67.26%	0.43%	67.27%	0.42%	74.70%	0.00%	70.45%	**5.70%**	3.45%	2.30%	0.00%	0.00%
Shipper PC3	0.04%	6.67%	15.00%	1.89%	13.14%	8.70%	4.39%	-	1.96%	0.59%	6.73%	**14.30%**	14.30%	0.00%	0.00%	0.00%
Shipper PC4m	4.81%	2.32%	72.36%	2.18%	76.73%	0.69%	75.05%	0.98%	66.03%	0.66%	N/A	**13.5%**	5.20%	3.30%	1.92%	3.10%
Shipper PC4a			81.82%		83.53%		62.41%		83.44%		N/A					

		JUNE		JULY		AUG		SEPT		OCT		aged reads Nov' 20				
	% mkt	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	read rejections	read perf	Total	1-2yrs	2-3yrs	3-4yrs	4yrs+
Shipper PC2	17%	0.3%	85.8%	0.4%	82.2%	0.0%	80.2%	0.5%	78.3%	1.08%	81.06%	**0.80%**	0%	0%	0%	0%
Shipper PC3	1.57%	0.0%	97.6%	0.0%	97.3%	0.0%	97.0%	0.0%	96.5%	0.06%	96.81%	**0.00%**	0.00%	0.00%	0.00%	0.00%
Shipper PC4m	12.03%	0.90%	78.3%	0.91%	79.69%	0.45%	78.1%	0.32%	76.92%	0.46%	N/A	**12.4%**	7.70%	1.80%	1.10%	1.70%
Shipper PC4a			89.66%		89.36%		88.7%		87.68%		N/A					

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