

**UNC Performance Assurance Committee Minutes**  
**Tuesday 10 November 2020**  
**Via Microsoft Teams**

**Attendees**

Rebecca Hailes (Chair)	(RH)	Joint Office
Helen Cuin (Secretary)	(HCu)	Joint Office

**Shipper Members (Voting)**

Alison Wiggett	(AW)	Corona Energy
Carl Whitehouse	(CW)	Shell
Lisa Saycell	(LS)	Gazprom
Louise Hellyer	(LH)	Total Gas
Mark Bellman	(MB)	ScottishPower
Sallyann Blackett	(SB)	E.ON

**Transporter Members (Voting)**

Alex Travell	(AT)	BU UK
Leteria Beccano	(LB)	Wales & West Utilities
Shiv Singh	(AC)	Cadent

**Observers/Presenters (Non-Voting)**

Claire Louise Roberts	(CLR)	Observer, ScottishPower
David Newman	(DN)	Xoserve/CDSP
Fiona Cottam	(FC)	Xoserve/CDSP
Helen Field	(HF)	Xoserve/CDSP
John Welch	(JW)	Gemserv/PAFA
Martin Attwood	(MA)	Xoserve/CDSP
Neil Cole	(NC)	Xoserve/CDSP
Sara Usmani	(SU)	Gemserv/PAFA
Shelley Rouse	(SR)	Gemserv/PAFA
Tracey Saunders	(TS)	Observer, Northern Gas Networks (11:30 – 13:00)

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/101120>

**1. Introduction**

Rebecca Hailes (RH) welcomed all parties to the meeting.

**1.1 Apologies for absence**

None necessary, all Members present.

RH wished to note that Karen Kennedy, British Gas had formally retired on 03 November and that the Joint Office had issued an email requesting the nomination of candidates to fill the current 3 PAC Membership vacancies.

<b>Post Meeting Note:</b> Oorlagh Chapman, British Gas, has been nominated to fulfil one of the 3 PAC Membership vacancies. No other nominations were submitted.
------------------------------------------------------------------------------------------------------------------------------------------------------------------

## **1.2 Note of Alternates**

PAC Members approved the additional pre-advised Observers/Alternates present, noting that Claire Louise Roberts (CLR) is a standing Alternate for ScottishPower and will be observing and Tracey Saunders (TS) also a standing Alternate was joining the meeting to present agenda item 3.2.

## **1.3 Quoracy Status**

The Committee meeting was confirmed quorate

RH wished to note that a request had been received on the evening of the 09 November from Rhys Keeley (RK), British Gas asking to observe today's meeting. The Committee discussed how best to manage observation requests and agreed where observers submit a request to join the meeting the requester should be asked to substantiate the reason for the request, for example presenting information to PAC or having a particular interest in an agenda item in good time to consider the invitation. It was clarified that PAC meetings are 'closed' to non-Members as a default, however observers can attend PAC by invitation. If an observer is not a standing Alternate with a signed confidentiality letter, they can only attend the non-confidential elements of the meeting.

RH emphasised the importance for the current 6 Shipper Members of notifying the Joint Office when they are not able to attend meetings and nominating an Alternate to ensure PAC meetings can be quorate. RH reminded Members that any Alternate will need to have signed the confidentiality letters before attending and clarified if the standing Alternate is unavailable, PAC Members could nominate another PAC member to represent them.

## **1.4 Approval of Minutes (13 October 2020)**

The minutes from the previous meeting were approved.

## **1.5 Approval of Later Papers**

RH advised of the late papers published in support of providing visual updates, these were accepted.

## **2. Monthly Performance Assurance Review Items**

### **2.1 Risk & Issues Register Update (PAFA)**

John Welch (JW) provided the Committee with an update on the development of the Risk and Issues Register, illustrating the current live risks grouped in clusters relating to

- Meter Read / AQ,
- Meter Technology,
- Unattributed / Theft of Gas,
- Covid-19,
- Volume Conversion,
- Data Corrections,
- Central Systems,
- Meter Asset Data.

JW went on to provide a breakdown of the risks, what processes exist now and what PAC measures are in place to measure the risk (or required).

The presentation provided some initial energy values at risk against the industry total AQs and JW confirmed his intention to liaise further with Xoserve, noting some data requests are in the pipeline to help PAFA evaluate the risks.

Mark Bellman (MB) welcomed the breakdown and wished to highlight two points:

1. That Meter By-Pass values had not previously been considered a risk and questioned if this needed to be added; and
2. If there was a cross match to the existing published risk register.

JW confirmed that the clusters presented, correlated with the current risk register.

JW wished to note that there are some specifics and examples being pulled together, to get a better picture of the energy values at risk. Some granular data is being gathered to look at historical trends and future predictions, for PAC to consider in due course.

JW anticipated having a separate Risk Register meeting in January/February 2021 to allow time for each of the risks to be reviewed. This would probably take place in the sub-group.

RH enquired if the data would be provided in time to allow the calculations in December. JW hoped some data, if not all, could be available and agreed to provide a further update next month.

PAC Members welcomed the presentation, suggesting some refinements.

RH suggested the presentation is made available to PAC Members. PAFA confirmed this would be provided on Huddle.

## **2.2 PARR Report Review - Dashboard update (PAFA)**

Sara Usmani (SU) provided the Shipper Performance Analysis PARR Dashboards. PAFA supplied the following observations for this section:

- **COVID-19 Modification: Parr Reporting**
  - The Performance Assurance Framework Assurance (PAFA) presented the impact of UNC Modifications 0722 and 0723 on the market to the Performance Assurance Committee (PAC).
    - The data indicates there is no real evidence of either Modification being utilised within the PC3 or PC4 markets, with there now being four whole months of data available. Read performance continues to remain in line with the average prior to the implementation of the Modification.
    - Whilst there are site reductions in the PC4 market, the PC3 market is seeing increases which suggests that there are moves from PC4 to PC3 – this is supported by the information being relayed to the CAMs from Shippers.
    - The PAFA also presented data on the number of isolations being registered over the period. Figures are demonstrating a decrease in isolations since April 2020, but the available data does not identify which, if any of these are due to mod 0723. PAFA will continue to bring updates to the PAC over the coming months.
    - Read performance within the PC1 and PC2 market continues to improve, this is primarily being driven by the work of the PAC, with Shippers on improvement plans seeing performance improve. Though, AQ has declined since national lockdown began in both markets, AQ had stabilised to new reduced levels since the start of the pandemic.
- **Shipper Performance Improvement Plans**
  - The Performance Assurance Committee (PAC) were informed that there are currently 15 open improvement plans. Committee members were provided with Shipper specific updates.
    - Several Shippers have been required to provide monthly updates to the PAFA, as requested by the PAC, which were presented to the PAC. The PAFA have been asked to return with feedback on progress to two of these Shippers (Thimphu and Tallinn).
    - Manama was the only Shipper this month to have completed their plan. Unfortunately, they have failed to reach UNC target though their plan was affected by the pandemic. PAFA and the Customer Advocate Manager (CAM) have already started liaising with the Shipper and will bring updates on performance to the December PAC meeting.
  - Committee members were informed that Bratislava had been issued with an escalation letter following the last meeting and the PAFA had organised a meeting with the Shipper. A

further decision on action will be discussed at the December PAC meeting should the Shipper not respond.

**New Action PARR November 01:** PAFA to contact Thimphu and Tallinn and provide both Shippers with feedback from the PAC, addressing concerns and proposed course of action.

- **Shipper Performance: Read Performance – Pc4 Monthly Targeting**

- The PAFA emphasised to the PAC, the various methods of communication with Shippers; via the CAMs and observation letters over the year to help improve read performance in this area. However, none of these measures appeared to have any impact and further action is required in the form of a formal performance improvement plan.
- Due to the volume of letters being issued, the PAFA derived two methods to ensure all industry participants who require an improvement plan would be in receipt of one within the next four months. Two options were presented to the PAC:
  - Option 1: Issue all 53 improvement plans at once, with the PAFA and CAMs managing the process as a whole. High level analysis on responses would be brought into PAC as well as illustrations of performance improvement. Should there be a Shipper that requires escalation, this would be highlighted to the PAC to take another course of action.
  - Option 2: Address Shippers on a cyclical basis, with letters being issued in November 2020, January 2021 and March 2021. Shippers in the first cycle would have the worst read performance, highest AQs and the greatest number of aged reads. Those in the first cycle, represent a smaller share of the market (0.05%) and would not have as many aged read (<3 years).
- A formal vote took place, with PAC members voting for option 2. Committee members also agreed that the letters should be issued in December or once national lockdown was lifted.

- **Winter Annual Ratio (WAR) Bands**

- The PAC were informed that the 19/20 Gas Year statistics on WAR Bands was delivered to the PAFA and the data highlighted that there are 30% of sites which have entered the new gas year without the appropriate WAR Band.
  - The PAC strongly recommend that Shippers submit their readings to ensure the correct WAR band is allocated.

**New Action PARR November 02:** CAMs to work with Shippers to encourage the submission of meter reads

### 2.3 Review of Outstanding PARR Actions

**PARR Oct 01:** PAFA to contact Saipan, Tallinn, Washington and Bishek to provide further information on their improvement plans as requested by the PAC. CAMs should also be made aware of the issues and work with the relevant Shippers to provide the details as soon as possible.  
**Update:** See item 2.2 Action undertaken. **Closed.**

**PARR Oct 02:** PAFA to issue a letter to Bratislava addressing an individual higher up in the organisation to provide a response to the performance improvement plan previously issued.  
**Update:** See item 2.2 Action undertaken. **Closed.**

**PARR Oct 03:** PAFA to contact Thimphu and ask for regular monthly updates to support the milestones that have been set out by the Shipper.  
**Update:** See item 2.2 Action undertaken. **Closed.**

**PARR Oct 04:** PAFA to derive a schedule for targeting all Shippers performing below the UNC target of 90% for PC4 which is to be approved at the November 2020 PAC meeting.  
**Update:** See item 2.2 Action undertaken. **Closed.**

## **2.4 AQ at Risk Update**

FC explained that the data extract for the AQ at risk is taken on the 10<sup>th</sup> of the month and the data had not been validated in time for today's meeting.

## **2.5 AQ Calculation Error Update (“Market Breaker” Read Analysis)**

JW confirmed Market Breaker discussions have been ongoing and that follow-up actions are required. JW reported that this needed to be added to risk register.

Shelley Rouse (SR) explained discussions took place at the October informal sub-group meeting and that intelligence is being gathered to move forward with an expected update next month. It was agreed to carry forward the corresponding Action 0802.

JW provided a brief overview from the sub-group meeting which considered the AQ related topics and Modification 0672S - Target, Measure and Report Product Class 4 Read Performance. Discussions were held on the value at risk and what should be taken forward, more information is being pulled together, such as read submissions and AQ calculations to check any correlations/interlinkage. An update will be provided next month.

## **2.6 EUC09 Count by Class Update**

Martin Attwood (MA) provided an updated PARR report to incorporate the changes required for Modification 0690S - Reduce qualifying period for Class 1.

MA thanked those who provided comments, confirming all but two elements had been incorporated into the PARR for PAC approval and subsequent UNCC approval. The two elements not included were related to Meter Read Frequency and kWh.

SR enquired about the decision not to include the Meter Read Frequency. FC explained the logic of not including Meter Read Frequency as most of these sites are above the Monthly Read frequency, therefore the non-monthly read would in effect be blank.

MA clarified that the kWh data was considered too low in detail and the GWh had been provided instead.

MA provided a copy of the reporting table detailing the count of supply points above the Class 1 threshold and the total GWh AQ, where the Class 1 criteria had been met and not met, correspondingly.

PAC Members had no further comments on the format of the reporting table and approved the changes to the PARR Report. Members thanked MA for his assistance. It was agreed the table would provide a rolling twelve months of data. MA confirmed the report would be provided outside of the DDP in the beginning.

It was agreed a clean and marked-up version of the PARR including this update would be submitted to the November UNCC meeting for UNCC approval, for publication no later than 11 November 2020. It was agreed to close Action 1001.

CW enquired about populating the rolling 12-month data and if the report will be supplied with an initial 12 months of data or if the information will build from the current position starting with September 2020. MA confirmed that the intention was to let the information build from September 2020 rather than provide the last 12 months. FC reassured PAC that information had been previously provided and proactive engagement had been undertaken with Shippers. The information would not be added, however, as it was in a different format whilst it was being developed and was not actively being measured by PAC whilst in development.

It was agreed that this agenda item would no longer be required as this would now be included in PARR Dashboard update.

## **2.7 Open / Meter By-Pass Update**

MA provided an Open/Meter By-Pass update including a snapshot of movements and a narrative of recent Shipper actions.

MA confirmed 55 Shippers had been contacted to validate the meter By-Pass status and to advise of the need to raise any applicable consumption adjustments.

MA provided an overview of the Shipper Engagement so far, which included:

- 7 Shippers proactively contacting Xoserve to confirm either they are working on the request or requesting assistance.
- Xoserve reminded 14 Shippers (via email or at scheduled meeting) of request.
- 3 Shippers actively preparing/submitted update files to correct the By-Pass status on UK Link.

The updated position of Meters with a By-Pass was reported as follows:

<b>Snapshot Date / Summary</b>	<b>July 2020</b>	<b>November 2020</b>
Open By-Pass	153	149
Closed By-Pass	13,526	13,226
Total By-Pass	13,679	13,375

MA confirmed that Xoserve Customer Account Managers (CAMs) will continue to discuss these with Shippers.

Lisa Saycell (LS) enquired about the approximate reduction of 300 Closed By-Pass. MA clarified that the reduction suggests that from July the By-Pass has been removed and the By-Pass indicator removed from UK Link or that the By-Pass indicator was erroneously set and had now been corrected.

MA explained that there had been a mixed response to some Open By-Pass flags, noting that some are still valid and a number which are no longer Open have not yet been updated on UK Link. MA also noted one instance identified where a By-Pass had been identified on site but not recorded on UK Link.

SR enquired what the follow up action is for an Open By-Pass that has been subsequently closed, and what the Open By-Pass effectively does.

MA explained that according to Code, if a By-Pass is physically Open the consumption on that site bypasses the meter and there will be no incrementing read. Once the By-Pass is closed, the Shipper should update UK Link and within a set period, provide a consumption adjustment.

MA clarified that when an Open By-Pass is recorded within UK Link, meter reads can still be submitted, for a true By-Pass the reads will not increment. Fiona Cottam confirmed there is no system block on submitting meter reads and its feasible for these to be in Class 3 or 4. Reconciliation will take place when reads are submitted and the AQ will be impacted until the consumption adjustment, massive swings are not expected if the consumption adjustment is in line with the original AQ. MA explained that if a Shipper submits meter reads that are static the AQ will reduce and the site will not attract allocation. If meter reads are not submitted the AQ will not be impacted.

MA noted the key thing in this process is that the consumption adjustment accounts for the missing consumed gas, however the consumption adjustment is a sperate process.

RH asked about any checks that are made to follow up consumption adjustments, when the flag is removed. It was noted as this is a sperate process, it was difficult to identify/track if consumption adjustments are related to an Open By-Pass removal. LS explained this disconnect is the issue/risk, and the purpose of having an exercise to look at the alignment of the two separate processes, to ensure appropriate follow up actions are taken.

SR asked about the reduction seen for Open By-Pass and if the 4 sites which appear to have been closed, could be further investigated as a small sample to see if an update has been provided on the consumption adjustment. This may assist understanding the potential scale of the issue. It was agreed to use these 4 sites as a case study and keeping a watching brief.

It was agreed to carry forward Action 1002 and raise a new action.

**New Action 1101:** Xoserve (MA) to provide a status update on the 4 recently closed Open-By-Pass, including details of the corresponding consumption adjustment.

MA confirmed the Xoserve CAMs will continue to discuss and support Shippers with sites recorded with a Meter By-Pass, with monthly updates to PAC.

CLR requested to ask a question, PAC Members were happy for her to do so. CLR asked if the recorded By-Pass is predominately for I&C sites. LS confirmed a By-Pass can be for domestic and I&C sites.

Alex Travell (AT) suggested PAC should receive a quarterly report on progress. MB suggested this could move to quarterly once PAC have a better understanding of the significance of the issue, however for now he preferred a monthly update. AT provided a further suggestion for a monthly report from Xoserve and undertaking a quarterly review once the reporting has built up some data.

## 2.8 PAC/PAFA Access to Data

MA and David Newman (DN) provided a presentation on PAFA's access to data and Action 1003.

MA confirmed XRN4876 is the 'parent' XRN to track all PAC related User Stories queued for delivery in Data Discovery Platform (DDP). To date, a number of PARR reports have been delivered in DDP with currently 24 outstanding User Stories under XRN4876, prioritised by PAC Members at a workshop in August 2020.

MA provided a summary of the outstanding XRN4876 User Stories.

MA clarified that the DDP delivery is achieved through various 'Sprints'. Sprints are focussed on a dedicated DDP area, which are agreed at the monthly Shipper User meetings. The current prioritised areas are, Reconciliation, Must Reads and AQs. MA noted that there are some conflicts with some of the User Stories which will provide PAC with the data it needs are not aligning to the current prioritised DDP areas.

LS asked how often the sprints are prioritised, noting in September PAC had 24 User Stories and were advised 8 of these could be delivered in forthcoming sprints, but these were not delivered.

RH asked how PAC chase up the 8 user stories, not implemented. LS explained her understanding was that these 8 items will not be prioritised until the dedicated sprint.

DN explained that the top priority being fed back by Shippers was Reconciliation, with a steer that the CDSP should also continue work on AQ areas.

DN provided a roadmap of the direction of travel and that Xoserve are setting up Multiple Sprint Teams, which will be looking at multiple Sprints in the New Year with an aim to provide a dedicated Sprint to PAC by the end of the financial year.

MA confirmed the DDP Team are looking at setting up a dedicated PAC sprint in addition to their regular sprint, noting that the platform for this is required first. The set-up is estimated to take 8-12 weeks and is likely to be in operation from beginning of February 2021. DN re-assured PAC that once the sprint teams are established the changes required will be processed much more quickly.

DN explained that industry priorities are considered collectively, that this can be difficult to balance however the PAC dedicated sprint will assist with this going forward. FC explained a lead time for the enhancements is required, acknowledging the same frustrations.

LS was still concerned about the commitment to start work on the enhancements, as the Committee have been tasked with monitoring performance under the UNC but disadvantaged by the lack of availability of data. FC confirmed that this has been raised as an issue internally to raise the profile and she re-assured PAC there will be future interactions to approve the delivery of items.

LS wanted reassurance that by February, PAC will have their own dedicated sprint. DN suggested he provided monthly updates to provide visibility of progress towards this and that any necessary pre-authorisations (for example cost) are considered well in advance.

SR enquired if the dedicated sprint in February will be for all 24 User Stories plus progressing UNC Modifications and if there will be future dedicated sprints.

DN, explained if there are additional changes, where these do not align with other changes, other sprint teams can be established.

RH asked if a Modification goes through with a PARR Change, do these go into regular sprints with priority, and asked for clarification as to how UNC Modifications have an automatic prioritisation for system changes. FC explained the mechanism for delivery and the prioritisation for DDP. The Committee considered how this is currently managed and the solution design considerations. It was noted that in some cases the design solution may be not to wait for a change in DDP, with an interim workaround instead.

RH enquired if Modification 0674 impacts PARR. FC confirmed the only change will be to bring PARR under the control of PAC.

RH asked the Committee for views on PAFA attending and representing PAC at the monthly DDP Shipper User prioritisation meetings. There was a consensus that PAC needed to be represented at these meetings. The next meeting was 16 November, and it was agreed PAFA should attend and report back to PAC.

**New Action 1102:** PAFA to attend and provide an update from the 16 November monthly Shipper User prioritisation meeting.

RH enquired when the 8-12 weeks lead time would begin. DN clarified the work required would commence to enable Xoserve to achieve the February 2021 target.

It was agreed to close Action 1003 and raise a new Action to consider the User Stories and proposed prioritisations, with a view to organising a dedicated PAC Sprint Planning meeting.

**New Action 1103:** Xoserve (DN) to confirm/arrange meeting dates to undertake the PAC Sprint Planning, to review complexity and understand size and scale of changes required.

**Post Meeting Note:** The Joint Office will be able to offer a Chair and secretariat facility for the sub-group meetings going forward. This can be discussed at the next PAC meeting in December.

## **2.9 Proof of Concept User Story 387 - Age Analysis of No Meter**

FC confirmed an update on all three of the User stories 387, 396 and 397 is expected in December. Xoserve have reviewed outstanding User Stories outside of DDP as a workaround, however this needs more work.

## **2.10 Proof of Concept User Story 396 - Rejected AQ Corrections**

See 2.9.

## **2.11 Proof of Concept User Story 397 - AQ Corrections direction and volumes**

See 2.9.

## **2.12 Covid-19 Update**

FC confirmed that Xoserve have not been able to produce a separate set of reports for Covid-19 Modifications, with the exception of the information available on Isolations in general.

The Committee considered the need for Covid-19 Reporting and what should be included under this agenda item.

MB believed PAC should keep pushing for whatever information is available for all Covid-19 Modifications and that this needed to be monitored.

SR explained that there is no system capability and no way of tracking some of the Modifications. However, PAFA are trying to look at what data is available to assist. Information is very limited. Trends can be looked at, which is covered in the current PARR reporting.



RH noted Withdrawn Modification 0740 relating to AQ and User profiles which had been withdrawn due to the ability to implement the changes in time. She suggested the issue of Covid-19 effect on AQs may need to be considered by PAC. FC confirmed Modification 0740 had been raised (then withdrawn) to consider the impact to demand profiling, noting during the pandemic there have been some slight increases in the total AQs for domestic properties and a bigger drop in I&C AQs, however some I&C sites' consumption has increased due to being busier. FC confirmed there is already a comprehensive AQ report available for PAC.

SR suggested the future risks should be considered to understand the longer-term impacts of Covid-19.

### **2.13 Theft of Gas Update**

FC confirmed that the monthly Theft of Gas Reports are provided on the Joint Office website at: <https://www.gasgovernance.co.uk/theft>.

JW confirmed there is an informal PAC sub-group meeting which will be looking at the Theft of Gas updates. JW noted a suggestion has been made to invite Frasier Matterson (FM) to talk about Modification 0734S - Reporting Valid Confirmed Theft of Gas into Central Systems, and the Joint Theft Review Group and requested that FM be invited by the PAFA to attend to assist development. JW explained that this would require a formal request from PAC for Electralink to dedicate time to this. PAC supported Fraser's attendance and a formal request from PAFA to invite him.

## **3. Matters for Committee Attention**

### **3.1 Proposed PARR Change for Modification 0690S – Reduce qualifying period for Class 1 (Decision)**

See item 2.6 **EUC09 Count by Class Update** and Action 1001. The updated PARR will be submitted to the November UNCC for approval.

### **3.2 Next Steps for Modification 0723 - Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period.**

Tracey Saunders (TS) from Northern Gas Networks provided PAC with a presentation on the next steps required in relation to sites taking advantage of the isolation flag when no longer eligible. TS highlighted that Modification 0723 was implemented on 12 May 2020, providing the ability for Shippers to assign an isolation flag within UK Link without having to undertake a physical isolation where the site is consuming nil or a de-minimus quantity of gas. The benefits of the isolation flag are the site will no longer attract daily Gas Allocation or a Commodity Charge, and the site will still be able to flow gas. TS noted that Xoserve had identified over 5000 Meter points with an isolation flag, with a small number of sites having had the flag removed. However, there is no way to determine and identify whether a site has been isolated specifically under the remit of Modification 0723.

TS explained repeated reminders have been provided at the UNC Modification Panel and Distribution Workgroup meetings to remind Shippers that sites cease to be eligible if they are no longer mandated closed, or consuming above de-minimus gas and it is the responsibility of the Shipper to remove the isolation flag. Sites not trading can still physically isolate under the conditions of TPD G7.

TS confirmed that the CDSP have written to 40 Shippers in late October, and it is understood that 9 have responded to the request for them to confirm whether the sites are a:

- Mandated isolation
- Covid-19 Isolation, still believed to be valid
- Covid-19 Isolation, no longer valid requiring rectification within 7 days.

TS noted the additional complication and need to consider local and national lockdowns for mandated closures.

It was recommended/requested that the next step should be for:

- PAC to monitor progress updates, with Xoserve reporting an update to PAC in December.

- Xoserve to provide PAC with a plan in December as to how they are going to ensure they monitor Shippers activity/progress regarding isolated sites including new ones.
- PAC to monitor Shipper responses to remove the isolation flag for ineligible sites.
- Industry to consider any further Modification(s) dependent on the above outcomes.
  - For example, authority for CDSP to remove Isolation flags where Users have not confirmed it is still an eligible Covid-19 isolation

FC confirmed that an assumption is being made that if the date of an isolation is on or after Modification 0723's implementation date (12 May 2020) and managed as a UPD asset update, the isolation is considered a Covid-19 isolation. FC reassured the Committee that the CDSP are writing to Shippers to remind them of the need to keep sites up to date.

LS enquired about reads being rejected. FC confirmed that this had been covered in the Shipper training material not to submit reads.

The following actions were agreed:

<b>New Action 1104:</b> Xoserve to provide PAC with a progress update on isolations in December.
--------------------------------------------------------------------------------------------------

<b>New Action 1105:</b> Xoserve to provide a plan for ongoing monitoring of isolated sites, and how often reports will be run.
--------------------------------------------------------------------------------------------------------------------------------

<b>New Action 1106:</b> Xoserve to provide a view on the potential impact to settlement and allocation for isolated sites.
----------------------------------------------------------------------------------------------------------------------------

TS acknowledged the imperfections of the original Modification 0723 noting there was insufficient time to incorporate additional system capabilities.

SR enquired with the potential for rolling lockdowns if now is the time to look at system capabilities for Covid-19 Modifications. It was suggested Xoserve may want to consider what system changes could be made to assist, the potential cost of making system changes and the ability to implement these in a timely manner.

LS wished to understand how Xoserve are going to manage reporting, and how Xoserve could monitor newly notified isolations, noting this was a labour-intensive exercise for some Shippers.

FC explained that it is difficult to quantify and additional analysis is being undertaken with Shippers. Xoserve had hoped that Shippers would be able to provide a list of sites, but there has been little appetite and Xoserve are not getting the data needed. FC noted a file format change would need to be developed to find a systemised solution.

It was agreed to continue with the Shipper/CAMs interaction, with the CAMs notifying Shippers that PAC have requested updates.

RH enquired about the ability of removing all the suspected Covid-19 isolation flags and asking Shippers only to reset them where applicable. FC advised against this as this could remove legitimate isolations that may have taken physically taken place.

### 3.3 PAC Budget Spend Update

FC confirmed that regarding PAC spend on DSC changes, there is nothing to report at present.

### 3.4 Standards of Service Liabilities Report (information only)

The Standards of Service Liabilities report was provided for information. No questions were raised.

## 4. Update on Potential Changes to Performance Assurance Reporting and PARR

### 4.1 Modification 0664V - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4.

RH confirmed that this Modification had been considered by the UNC Modification Panel in October and had been referred back to Workgroup to consider new issues raised. The Workgroup is due to report to the UNC Modification Panel on 17 December 2020.

#### 4.2 Modification 0674 - Performance Assurance Techniques and Controls (MB)

SR confirmed that a further amended Modification was expected (Version 15) to capture some additional amendments discussed at Workgroup. FC reported that one further meeting had been scheduled but postponed, with the aim to report to the December UNC Modification Panel.

#### 4.3 Modification 0691S - CDSP to convert Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met

The Final Modification Report was considered by the UNC Modification Panel in October and Panel determined that the Self-Governance Modification should be implemented.

#### 4.4 Modification 0730 – COVID-19 Capacity Retention Process

Due to report to the UNC Modification Panel on 19 November 2020. Not discussed further due to time constraints.

#### 4.5 Modification 0734S – Reporting Valid Confirmed Theft of Gas into Central Systems

Due to report to the UNC Modification Panel on 17 December 2020. Not discussed further due to time constraints.

#### 4.6 Any Other changes

Not discussed.

### 5. Review of PAC Outstanding Actions

**0802:** PAC informal sub-group to consider the Market Breaker Read analysis and what the next steps should be and PAFA (SR) to consider what information can be presented using Moon names.  
**Update:** See item 2.5. **Carried Forward.**

**0901:** Joint Office (RH) to provide a proposed amendment to the PAC ToR to allow PAC Alternates to observe meetings.  
**Update:** Not discussed due to constraints on time. **Carried Forward.**

**1001:** Xoserve (FC/MA) to draft a proposed PARR (based on that for 0690S) with tracked changes to be circulated prior to the paper date for discussion and approval at the next meeting.  
**Update:** See item 2.6. **Closed.**

**1002:** Xoserve (FC/AG) to provide an Open/Meter By-Pass update including a snapshot of movements and a narrative of Shipper actions to progress.  
**Update:** See item 2.7. PAC agreed this was an ongoing report requirement and the action would be left open to drive updates. **Carried Forward.**

**1003:** Xoserve (FC) to provide a full list of the User Stories (XRN4876), including ease, importance, and proposed prioritisation.  
**Update:** See item 2.8. **Closed.**

**1004:** PAC Members to review the Cadent Offtake Meter Performance Report and agree ongoing reporting requirement from all DNs.  
**Update:** See item 6.1. **Carried Forward.**

### 6. Any Other Business

#### 6.1 Offtake Meter Validations Reports

RH noted at the last PAC meeting Andy Clasper (AC) had requested if the routine provision of quarterly Offtake Meter performance reports from the Distribution Networks (DNs) in relation to a risk logged on the Risk Register, still required performance reports. It was noted that Cadent was the only Network providing a report specifically for PAC whereas the other DN's are providing the standard Meter Validation Reports which are routinely published at: <https://www.gasgovernance.co.uk/MeteringValidations>.

Leteria Beccano (LB) confirmed she had reviewed the Cadent report, and considered the UNC obligations on DN's to provide the Meter Validation Reports, but did not have a view on whether PAC should or should not receive a more focussed report.

JW suggested PAC may need more context on the potential risk, bearing in mind there had been some big spikes in the past, and PAC may want a periodic review of the Offtake Meter Performance. It was suggested that PAC should review the current Cadent report under Action 1004, review the risk and then assess if a PAC Report is still required.

**New Action 1107:** PAC to review the risk of identified and unidentified Offtake Meter Errors and the need for ongoing Offtake Meter Performance Report (Action 1004).

## 6.2 Poor Shipper Performance and Anonymity

RH noted from earlier discussions under item 2.2, PAC agreed to consider the ability of providing absolute anonymity to parties when discussing observed poor performance.

Carl Whitehouse (CW) challenged why PAFA cannot pass on the identity of the Shipper to assist PAC making an appropriate judgement call on a party's performance.

LS believed it was good practise not to divulge the identity of a Shipper when considering poor performance to ensure equality and not to be allow any preconceived bias. SR believed this issue will be taken away should Modification 0674 be implemented.

CW expressed frustration at not being able to discuss pertinent details when considering poor performance of a Shipper. LS suggested PAC needs to consider the impact of divulging commercially sensitive data such as the use of systems/processes parties may be utilising which may be impacting their performance. SR explained that PAFA maybe privy to contractual relationship information and that that they need to be careful not to divulge information they are not entitled to share. SR was concerned that PAC may not be satisfied that the Shipper has a system or MAM issue without the identification of the system/MAM.

This issue will be further debated next month.

## 7. Next Steps

### 7.1 Key Messages

Published at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>

## 8. Diary Planning

### 8.1 2021 meeting dates

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Monday 14 December 2020	5pm Friday 04 December 2020	Teleconference	Standard Agenda
10:00, Tuesday 12 January 2021	5pm Monday 04 January 2021	Teleconference	Standard Agenda
10:00, Tuesday 16 February 2021	5pm Monday	Teleconference	Standard Agenda

	08 February 2021		
10:00, Tuesday 16 March 2021	5pm Monday 08 March 2020	Teleconference	Standard Agenda

For details of the informal sub-group meetings and topics please contact the PAFA directly.

[PAFA@gemserv.com](mailto:PAFA@gemserv.com)

**PAC Action Table (as at 10 November 2020)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
<b>PARR Report Actions:</b>					
PARR Oct 01	13/10/20	2.2	PAFA to contact Saipan, Tallinn, Washington and Bishek to provide further information on their improvement plans as requested by the PAC. CAMs should also be made aware of the issues and work with the relevant Shippers to provide the details as soon as possible.	PAFA (SR)	<b>Closed</b>
PARR Oct 02	13/10/20	2.2	PAFA to issue a letter to Bratislava addressing an individual higher up in the organisation to provide a response to the performance improvement plan previously issued.	PAFA (SR)	<b>Closed</b>
PARR Oct 03	13/10/20	2.2	PAFA to contact Thimphu and ask for regular monthly updates to support the milestones that have been set out by the Shipper.	PAFA (SR)	<b>Closed</b>
PARR Oct 04	13/10/20	2.2	PAFA to derive a schedule for targeting all Shippers performing below the UNC target of 90% for PC4 which is to be approved at the November 2020 PAC meeting.	PAFA (SR)	<b>Closed</b>
PARR Nov 01	10/11/20	2.2	PAFA to contact Thimphu and Tallinn and provide both Shippers with feedback from the PAC, addressing concerns and proposed course of action.	PAFA (SR)	<b>Pending</b>
PARR Nov 02	10/11/20	2.2	CAMs to work with Shippers to encourage the submission of meter reads	Xoserve CAMS	<b>Pending</b>
<b>PAC Actions 2020:</b>					
PAC 0802	11/08/20	5.0	PAC sub-group to consider the Market Breaker Read analysis and what the next steps should be and PAFA (SR) to consider what information can be presented using Moon names.	PAC Members / PAFA (SR)	<b>Carried Forward Update expected December</b>

PAC 0901	14/09/20	1.0	Joint Office (RH) to provide a proposed amendment to the PAC ToR to allow PAC Alternates to observe meetings.	Joint Office (RH)	<b>Carried Forward</b>
PAC 1001	13/10/20	2.6	Xoserve (FC/MA) to draft a proposed PARR (based on that for 0690S) with tracked changes to be circulated prior to the paper date for discussion and approval at the next meeting.	Xoserve (FC/MA)	<b>Closed</b>
PAC 1002	13/10/20	2.8	Xoserve (FC/AG) to provide an Open/Meter By-Pass update including a snapshot of movements and a narrative of Shipper actions to progress.	Xoserve CAMs (FC/AG)	<b>Carried Forward</b>
PAC 1003	13/10/20	5.0	Xoserve (FC) to provide a full list of the User Stories (XRN4876), including ease, importance and proposed prioritisation.	Xoserve (FC)	<b>Closed</b>
PAC 1004	13/10/20	6.5	PAC Members to review the Cadent Offtake Meter Performance Report and agree ongoing reporting requirement from all DNs.	PAC	<b>Carried Forward</b>
PAC 1101	10/11/20	2.7	Xoserve (MA) to provide a status update on the 4 recently closed Open-By-Pass, including details of the corresponding consumption adjustment.	Xoserve (MA)	<b>Pending</b>
PAC 1102	10/11/20	2.8	PAFA to attend and provide an update from the 16 November monthly Shipper User prioritisation meeting.	PAC	<b>Pending</b>
PAC 1103	10/11/20	2.8	Xoserve (DN) to confirm/arrange meeting dates to undertake the PAC Sprint Planning, to review complexity and understand size and scale of changes required.	Xoserve (DN)	<b>Pending</b>
PAC 1104	10/11/20	3.2	Xoserve (FC) to provide PAC with a progress update on isolations in December.	Xoserve (FC)	<b>Pending</b>
PAC 1105	10/11/20	3.2	Xoserve (FC) to provide a plan for ongoing monitoring of isolated sites, and how often reports will be run.	Xoserve (FC)	<b>Pending</b>
PAC 1106	10/11/20	3.2	Xoserve (FC) to provide a view on the potential impact to settlement and allocation for isolated sites.	Xoserve (FC)	<b>Pending</b>
PAC 1107	10/11/20	6.1	PAC to review the risk of identified and unidentified Offtake Meter Errors and the need for ongoing Offtake Meter Performance Report (Action 1004).	PAC	<b>Pending</b>

