

UNC Performance Assurance Committee Minutes
Tuesday 11 August 2020
Via Microsoft Teams

Attendees

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

Shipper Members (Voting)

Carl Whitehouse	(CW)	Shell
Karen Kennedy	(KK)	British Gas
Lisa Saycell	(LS)	Gazprom
Louise Hellyer	(LH)	Total Gas
Mark Jones	(MJ)	SSE
Sallyann Blackett	(SB)	E.ON
Sean Cooper	(SC)	Npower

Transporter Members (Voting)

Leteria Beccano	(LB)	Wales & West Utilities
Sally Hardman	(SH)	SGN

Observers/Presenters (Non-Voting)

Deborah Coyle	(DC)	Xoserve/CDSP
Fiona Cottam	(FC)	Xoserve/CDSP
Martin Attwood	(MA)	Xoserve/CDSP
Neil Cole	(NC)	Xoserve/CDSP
Shelley Rouse	(SR)	PAFA

Apologies

Alex Travell	(AT)	BU UK
Alison Wiggett	(AW)	Corona Energy
Mark Bellman	(MB)	Scottish Power (<i>attended for first hour only, received apologies during meeting</i>)
Sara Usmani	(SU)	PAFA

Copies of non-confidential papers are available at: www.gasgovernance.co.uk/pac/110820

1. Introduction and Status Review

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

1.1 Apologies for absence

Alex Travell, Transporter Member.

Alison Wiggett and Mark Bellman, Shipper Members.

Sara Usmani, PAFA.

1.2 Note of Alternates

None advised.

1.3 Quoracy Status

The Committee meeting was confirmed quorate.

1.4 Approval of Minutes (14 July 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.

Leteria Beccano (LB) enquired about the late paper provided by Mark Bellman (MB) in support of agenda item 4.2 Modification 0674 - Performance Assurance Techniques and Controls (Review of v10.0) incl. PAC Document 4 PAFA Scope Definition. This document is the PAF D v4.1. LB asked if the intention was to ask PAC members for approval of the changes to PAF D v4.1 (it includes within it the recently approved PAC Documents 1 and 4 as well as an expansive list of techniques). MB clarified that the document had been provided for consideration by PAC members offline as this would require a consideration amount of time to review and would need a page turning exercise. MB confirmed that the document had been provided for approval at a later date. See item 4.2.

2. Monthly Performance Assurance Review Items

2.1 Risk & Issues Register Review (PAFA)

Shelley Rouse (SR) confirmed there was no further update to the Risk & Issues Register, however the informal sub-group meetings have commenced to look at the risks and issues in further detail late last month. The first meeting was held on 28 July 2020. The suggestions coming out of the group for approval by the full PAC will be provided in due course.

SR confirmed which PAC members attended the meeting and that the minutes from the sub-group meeting had been published for PAC Members on Huddle. The next meeting is planned for 18 August.

SR also advised of the User Story Review Meeting held on 04 August for the Data Discovery Platform (DDP), which identified the requirement to consider closing XRN4876. This was added as an AOB item 6.4 for discussion.

2.1.1. UIG (Risk and Issues Tracking)

Fiona Cottam (FC) confirmed that there nothing specific to update PAC for this month for Unidentified Gas.

2.2 PARR Report Review - Dashboard update (PAFA)

SR provided the Shipper Performance Analysis 'PARR Dashboards' update. PAFA supplied the following observations for this section:

- **PAFA Activity Update**

- PAFA updated the PAC on the outcomes of the 2 additional sessions held this month:
 - 28 July – the PAC sub-group met to begin work on reviewing and updating the risk register
 - 04 August – DDP workshop held with the CDSP to approve the 25 User stories required to implement the updates to the PARR reporting requested by PAC.

- **COVID-19 Modification: PARR Reporting**

- This month's update included the first full month of data since the implementation of the Urgent Modifications.

- PAFA presented updated figures which attempt to demonstrate the impact (or not) of the Covid-related UNC Modifications (0722 and 0723) on read performance.
- To date the available data shows that up until the end of June (May for PC4) the Covid Modifications have had little impact on the areas that the PAFA are currently able to monitor – read performance and number of sites within a class

- **Shipper Performance Improvement Plans**

- There are currently 14 Shippers subject to improvements – all related to PARR report 2A.5 Read Performance.
 - PAC have been updated on progress of all plans
 - A number of Shippers are showing significant performance improvements despite the expected limitations of the lockdown period
- PAFA provided an update on the contact made with the 8 Shippers that were yet to provide

- **Shipper Performance: Read Performance**

- PC1 - the poorest performers within the class are already under performance improvement plans, with only Shipper Washington being considered an immediate concern that had not been contacted for performance improvement
- PC2 - Shipper Washington was also identified as a concern within PC2.
- PC3 - Over recent months Performance Observation requests have been sent to the majority of Shippers within PC3, Shipper specific targeting will begin next month
- PC4 - 30 of the poorest performers within Product Class 4 were sent performance observation request communications last month. PAFA will continue to monitor performance and begin to target Shippers for targeting improvement in the coming months

Action PARR August 01: PAFA to issue a Performance Improvement Request to Shipper Washington for read performance across Product Class 1 and 2.

- **Shipper Performance: No Meter Recorded/Data Flows Received**

- PAFA presented data on the numbers of Shippers with number of meter points recorded with no meter attached and of these the number with data flows being received.
- On presentation of the data for PC3, PAC requested that performance observation letters be sent to all Shippers on the report
- PC4 impacts more Shippers, with a wider range of numbers being recorded. PAC have requested that PAFA communicate with the poorest performers
- PAC have also requested that this report be discussed at the PAC sub-committee to discuss any additional reporting requirements

Action PARR August 02: PAC members have requested the PAFA issue performance observation letters to all Shippers in PC 3 and the poorest 5 performers in PC 4 that have no meters recorded.

- **NDM Sample data**

- At last month's meeting PAC were advised that 8 of the eligible shippers are still to provide data

- Following a PAC request at last month's meeting all Shippers were sent data submission reminders
 - All but 1 Shipper has acknowledged the PAC communications and are working with the Xoserve CAMs to deliver data by the October deadline
- **PAC Sub-group Planning**
 - PAC have highlighted a number of issues that they would like the sub-group to discuss in more detail
 - Theft of gas
 - Meter by-pass
 - No meters recorded
 - Unregistered sites
 - Rejected reads
 - AQ corrections

Action PARR August 03: PAFA to arrange a series of sub-group meetings to discuss the requested issues

2.3 Review of Outstanding PARR Actions

PARR July 01: PAFA to draft and issue an industry wide communication informing Shippers of the change to performance improvement plans. Shippers with plans suspended should work with their CAMs to provide revised timeframes.

Update: SR confirmed this action had been undertaken and a normal service would now resume. **Closed.**

PARR July 02: PAFA to issue a performance improvement letter to Seoul and Phillipsburg. Shippers who have exhibited less than 60% average read performance between January and May 2020 should be issued with a performance observation letter.

Update: SR confirmed letters had been issued, and performance reviewed in item 2.2. Deborah Coyle (DC) believed that the response received from Phillipsburg suggested that they were not aware of the ability to change classes for inherited sites, DC further suggested an awareness exercise may be beneficial. It was agreed to include an update on this next month within item 2.2 PAFA Dashboard review. **Closed.**

PARR July 03: PAC members have requested the PAFA to issue performance observation letters to those Shippers with no reads for 1,2,3 or 4 years and write an improvement letter to Bratislava

Update: SR confirmed letters have been issued and performance reviewed in item 2.2. **Closed.**

PARR July 04: PAFA to issue letters to the 7 Shippers who have not submitted their NDM sample data reminding them of the requirements of the Modification and requesting them to submit as part of the October window

Update: SR confirmed letters have been issued and performance reviewed in item 2.2. **Closed.**

2.4 Covid-19 Reporting Update (short notice papers)

FC wished to note that the utilisation of the Covid-19 Modifications continues to be difficult to quantify due to not being able to flag certain transactions and welcomed feedback if this update was still of use.

FC provided the high-level Dashboard reporting for each of the Modifications, which included an overview of the Modifications, the details of the settlement impacts and reported volumes:

Modification 0723 - Use of the Isolation Flag

FC reported that the highest daily number since lockdown was now 151, volumes still remain below pre-lockdown. Numbers starting to slowly increase, however the volume is lower for August. Over 30% of July's volume still related to pre-lockdown physical isolations.

FC confirmed that information on Isolated Sites is provided at an LDZ level on the Xoserve secure website pages.

FC provided a post meeting breakdown of the isolated sites for July and August:

	July	August
Count of Isolated sites	14,042	14,076
% of total live sites	0.06%	0.06%
AQ of Isolated sites	450m kWh	368m kWh
% of total live AQ	0.09%	0.8%

Modification 0722 - Submit Estimated Meter Readings as Actuals

FC reported a count of Class 4 meter reads providing a 7 day rolling average and a breakdown of reads by type. FC reported that there had been some spikes for Class 4, with an upturn for readings in July, however the service does not appear to be used in vast quantities, reducing the instances/need for unwinding at a later date.

FC explained that Modification 0722 and 0723's Legal text stipulated that the ability to submit estimated readings as actual is only available for sites which are mandated (by government or similar) to be closed or restricted by Covid-19, this means that the site has to be closed (i.e. pubs, cinemas, restaurants) but as restrictions are lifted if restaurants chose not to open, the service cannot be used. FC explained the limited number of businesses that can access this service, through local lockdowns, business mandated to stay close, would still qualify and had been discussed further within the Distribution Workgroup.

Other live COVID-19 Modifications:

0724 Amendment to Ratchet charges – no settlement impacts envisaged.

0726 Liquidity Relief Scheme for Shippers – Modification approved. FC confirmed the window for claiming relief for the July invoice closed in August, and some brief statistics were provided to the Distribution Workgroup to provide information on the energy claims. RH reported this had also been discussed at Transmission Workgroup. It was confirmed that further information is provided on the Joint Office website at: <https://www.gasgovernance.co.uk/DNCCovidReliefScheme>.

0730 Capacity Retention Process – Urgent status not granted, issued to Workgroup for assessment.

PAC considered the reporting available. Mark Jones (MJ) believed the reporting remains of use to PAC in order to keep abreast of industry activity.

2.5 AQ at Risk Update (FC)

FC confirmed the report this month had only been made available this morning and was not yet available for publication. However, FC was able to report the volume had reduced from the previous month from 60tWh down to 56tWh. Class 4 monthly was at highest risk with Class 4 smart and AMR also being an issue.

FC confirmed that Xoserve will provide a Post Meeting report for the AQ at Risk statistics for publication alongside the minutes.

2.6 EUC09 Count by Class Update (FC)

FC confirmed the statistics had been provided late this month, and needed further consideration, assuring PAC a post meeting update would be provided.

2.7 AQ Calculation Error Update

Discussion deferred until item 5.0 for an update on Action 0304.

2.8 Open / Meter By-Pass Review

SR referred to the DDP user group story discussions, the PARR report created to monitor meter by-pass and the need to provide broader context, considering how many were open, for how long, and the potential for an audit style report. SR explained it had been identified that meter by-pass was important, but it had been de-prioritised for DDP reporting development. Although delivery of a report via DDP is not urgent, the information itself was important.

SC suggested further consideration on this is undertaken within AOB, as PAC need to ensure there are the right controls and monitors.

SC wished for PAC to understand the next steps and what PAC monitoring was required. It was clarified that the DDP team have noted extra clarification from the user stories which they will be considering, and the next step is to feedback progress.

SC expressed concern that this needs to be monitored and PAC needs to decide how this is monitored going forward, what engagement is required, what the remit is.

For further discussions on this item please refer to Action 0705, a post-action conversation in section 5.0 and item 6.1 PAFA Access to Data.

2.9 Theft of Gas Monthly Update

Recognising that monthly Theft of Gas Reports are provided on the Joint Office website at: <https://www.gasgovernance.co.uk/theft>, SC expressed concern that this needs to be monitored better by PAC and there needs to be a decision on what and how this is monitored.

SC was keen to understand what engagement was required, what the remit was, and what PAC should be doing.

Carl Whitehouse (CW) expressed that PAC needs to consider how this affects settlement and this may be worth discussing in more detail at the risk and issues sub-group. It was suggested that this should be re-assessed, along with a consideration of the actions that are coming out of UNC 0674 and how to get to a conclusion on a solution, noting this is not limited to Theft.

It was agreed to plan a series of sub-group meetings to facilitate more focussed consideration on meter by-pass and theft. These will be covered under PARR Action 0803.

3. Matters for Committee Attention

3.1 PARR Modification 0690S – Reduce qualifying period for Class 1 (Decision)

FC confirmed a paper had been provided last month on the proposed changes for Modification 0690S reporting, however consideration of this had been deferred. FC provided the background to the Modification and the proposed additions to PARR.

FC explained that the report format had not been specified under the Modification itself. Considering the changes under Modification 0691S - CDSP to convert Class 2, 3 or 4 Supply Meter Points to Class 1 when G1.6.15 criteria are met, and the two proposed PARR reports, it seemed logical to no longer utilise the moon report and have a custom PAC report, in view of 0691S and adopt a new set of anonymised reporting.

<p>Post Meeting Note: G1.6.15 clause has been re-numbered to G2.3.15 by UNC Modification 0708S - Re-ordering of the UNC in advance of Faster Switching.</p>
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FC highlighted within the appendix the proposed format for the report, providing a worked-up example. FC clarified that PAC needed to approve the format of the PAC report regardless of Modification 0691S to formalise the Modification 0690S reports and the required updating of the PARR. FC clarified if 0691S is implemented, the conversion report would need to be implemented as part of 0691S.

SR enquired about the approval of the report, if it needed UNCC approval, whether it was part of the 0690S Modification and if this will go onto the DDP timetable. FC expected there to be a shorter-term change but would still like to take this to UNCC for final approval. SR enquired about going to DSC for approval of the data items. FC confirmed that new items were not expected, SR also asked about approving the change to PARR. FC anticipated that for visibility, updates to PARR may still wish to be communicated to UNCC.

PAC considered the timing of the reports and the ability to see information using the moons anonymisation. PAC agreed to defer approval of the reporting of Sites above the Class 1 threshold which are not in Class 1, until September.

FC wished to highlight to PAC that there was an additional consideration in relation to UNC TPD Section V16 which states that PAC will only see un-anonymised reports with Shipper short codes. FC sought guidance from PAC on whether the current un-anonymised reports should be updated to provide Shipper Short Codes only and not Shipper Company names. It was recognised that a list of Shipper Short Codes against Shipper Company names was available in the public domain on Xoserve's website. As the information could be cross-referenced, PAC considered whether there was benefit changing the format to update the code list and only provide the Shipper Short Code.

Post Meeting Note: the location of Shipper Names and Shortcodes is on Xoserve's website at: <https://www.xoserve.com/media/1431/list-of-organisations-on-uk-link.xlsx>, with a Tab for each Stakeholder group, including Shippers.

SC said it was his understanding that PAC didn't need anonymity anymore. It was pointed out in the UNC TPD Section V16.5.3 that any report related to settlement for PAC, that the Shippers Users should be identified, using only the Shipper User's short code assigned by the CDSP.

TPD V16.5.3: The DNOs shall publish such reports in accordance with their implementation dates and at the timeframes and intervals as are specified in the Performance Assurance Report Registers Schedules 1A, 1B, 2A and 2B. Reports produced pursuant to Schedules 1A and 2A will be made available to, Shipper Users. Where reports produced pursuant to Schedules 1A and 2A relate to the performance of individual Shipper Users the identity of individual Shipper Users shall be not be disclosed. Reports pursuant to Schedules 1B and 2B shall be made available only to a relevant sub-committee of the Uniform Network Code Committee. Where reports produced pursuant to Schedules 1B and 2B relate to the performance of individual Shipper Users such Shipper Users shall be identified using only the Shipper User's short codes assigned to them by the CDSP.

SC challenged the benefit of adjusting the reports when the information can be obtained to identify, Shipper Company Names as the information is available in the public domain.

PAC voted to agree that the reports will continue to see Shipper Company Names and Shipper Short Codes for non-anonymised reports in line with current practise. All members present had expressed no objection. The members not present for this vote were Alex Travell, Alison Wiggett, Louise Hellyer and Mark Bellman.

3.2 PAC Budget Spend Update

Update deferred.

3.3 Standards of Service Liabilities Report (information only)

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

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

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

Mark Jones (MJ) provided a brief update on progress, confirming that the Supplemental Workgroup Report was now ready, and that a Variation Request and Varied Modification 0664V are to be considered at the August UNC Modification Panel.

The Workgroup considered the Variation to be material and will likely need to be re-consulted upon. MJ confirmed he would be asking panel for a shorter consultation timeframe (less than the standard 15 days) to allow the Final Modification Report (FMR) for 0664V to be considered in September. He hoped by varying the Modification and addressing some of the issues raised in the previous consultation, it would be possible to achieve better support for the Modification.

It was noted that the Modification would require Authority direction.

MJ also wished to clarify, following a number of discussions, that an IGT Modification will be required, as the UNC legal text will be inserting a new clause. The IGT UNC will need to refer to this new clause.

MJ wished to particularly thank Loraine O'Shaughnessy from the Joint Office for the support provided progressing the Modification.

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

As MB was not able to be present, RH referred to an earlier discussion and provision of the updated PAF Document v4.1 which includes the new versions of Documents 1 and 4. It was agreed to take the review of this document offline and to encourage participants to respond with questions at the next Workgroup 0674 meeting on 24 August 2020: <https://www.gasgovernance.co.uk/0674/240820>

New Action 0801: PAC Members to review the updated PAF Document v4.1 which includes Documents 1 and 4 and refer any feedback/questions to the 24 August 0674 Workgroup Meetings.

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

FC confirmed that the Final Modification Report is being considered at the August UNC Modification Panel meeting, and that there were no further discussed changes to the PARR Report which went with it.

4.4 Modification 0730 – COVID-19 Capacity Retention Process

RH confirmed that this Modification had been referred to the Distribution Workgroup for assessment and that the Workgroup Report is due to be presented to the October UNC Modification Panel.

4.5 Any Other changes

No further changes discussed.

5. Review of PAC Outstanding Actions

0304: Xoserve/CDSP (JR) to provide PAC with some additional industry performance read rejection analysis from the Shipper Performance Packs

Update: FC confirmed that Neil Cole had provided a brief presentation to offer PAC some additional industry performance read rejection analysis from the Shipper Performance Packs. NC confirmed the rejection type MRE01027 Reading Breached the upper Outer Tolerance have been analysed between January and May 2020. A summary of the MRE01027 Rejections and subsequent actions taken by Shippers for the same MPRs was provided. NC reported that 4,926 MPRs had a MRE01027 Rejection in each of the reported months. The top 10 Rejections by Shipper accounted for over 90% of the total Rejections each month. NC provided additional analysis of the rejections and the subsequently received reads in May. NC noted there was also a further action for CAMs to engage with Shippers.

PAC considered the next steps.

Karen Kennedy (KK) enquired if this report identifies where there have been AQ corrections. NC referred to the table on page 3 which provided the number of AQ corrections.

KK challenged how PAC knows if there is a problem. KK was not surprised that only a ¼ of sites have had subsequent reads, as these maybe quarterly read sites, recognising views do not always align. SC challenged when a read is submitted by a Shipper it must be deemed a valid read.

SC believed there is still a question around performance either on the validation of meter reads or Shippers not having a process in place for reviewing market breakers and Shippers could be artificially keeping the AQ low. SC wished to understand the UNC obligation on validations, and if a small number of Shipper are continually submitting market breaker reads and not managing the exceptions and thereby influencing their portfolio AQ.

It was agreed to close action 0304 and raise new actions to focus on and address the issue.

It was agreed that PAC need to consider how to target performance, to try to move this issue forward, and what information can be presented by PAFA. PAC also considered if the CAMs can be asked to contact the top 10 Shippers.

KK asked what the UNC obligations are and if there is a clear obligation to submit AQ corrections. SC was not clear what obligations were in terms of AQ Corrections and that this may need to be addressed. **Closed.**

New Action 0802: 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.

New Action 0803: CAMs to contact top 10 Shippers with regards to raising awareness of Market Breaker Reads.

New Action 0804: Xoserve (FC) to clarify the UNC obligations for Market Breaker reads and what obligations there are for updating the AQ.

0701: Xoserve (FC) and PAFA (SU) to undertake a monthly review of all actions ahead of PAC meetings and provide a pre-meeting update.

Update: A pre-meeting update had been provided and it was confirmed that the intention will be to provide this as an ongoing update. PAC thanked the parties involved and agreed this will be very useful. **Closed.**

0702: DNs / Xoserve (FC) to request the provision of how estimated meter readings have been derived and submitted from Shippers under Modification 0722.

Update: See item 2.4. **Closed.**

0703: Xoserve (HF) to liaise with the Customer Advocate Managers (CAMs) in regard to market breaker meter read rejections, to identify Shippers and provide further context on any subsequent corrective actions.

Update: See update and subsequent new actions under action 0304. **Closed.**

0704: Xoserve (FC) and PAFA (SR) to consider the joint approach for alerting PAC to performance areas that need greater focus.

Update: FC confirmed this is being undertaken and included within item 2.2 PARR Dashboard. SR confirmed PAFA are developing the PAC Dashboards and will include items that may need PAC focus. **Closed.**

0705: Xoserve (FC/HF) to ensure CAMs contact Shippers to build awareness of Open Meter By-Pass and provide a PAFA/Xoserve coordinated update

Update: It has been proposed by the CAMs that this is added to the Shipper Constituency meetings in September to highlight the topic and make recommendations to review all sites with both closed and open by-passes. **Closed.**

0706: Xoserve (FC) to request/table an AOB item in UNCC to encourage appointment to the PAC procurement Stakeholder Evaluation Panel.

Update: FC confirmed that Xoserve have received two nominations, as this was not quite enough Xoserve would ideally like to seek one more candidate. LB suggested Richard Pomroy (RP) may be able to offer his support depending on the timing. It was agreed to provide more information

directly to RP. Carl Whitehouse (CW) suggested he may also be able to assist and would provide a response by the end of the week. **Closed.**

0707: Xoserve (FC) to provide MB with the UNC reference that limits PAC to seeing reports only by anonymised Shipper (or explain the restriction).

Update: See item 3.1. **Closed.**

Meter Bypasses

Further to the brief discussions under item 2.8 RH referred to an ex-committee action forwarded by PAFA to Xoserve with regards to confirming the status of all by-pass valves, with a suggestion of a photo-audit to confirm the status.

It was acknowledged that there was a circa 150 open Meter by-passes and over 12,000 Meter by-passes in the country according to UK Link.

PAC considered what would be required to audit sites and if specialist skills would be required. PAC also recognised that prioritisation of this issue would need to factor in the impacts of Covid-19 and any further national/regional/local lockdowns.

PAC considered the request and how best to take this forward. FC referred to the earlier discussions held under item 2.8 and action 0705.

It was agreed further engagement was required with Shippers.

6. Any Other Business

6.1 PAFA Access to Data

Sean Cooper (SC) confirmed it has become apparent that PAFA still don't have access to much of the data they feel would be helpful in performing their analysis and fulfilling their undertakings to PAC and this became further apparent as part of the sub-group meeting held on the 28 July.

SC recognised that this issue has been discussed a number of times in the past, and PAC are fully supportive of PAFA's need to have access to data. SC wanted to clear up what data PAFA have access to from the sub-group discussions and ensure PAFA's access to data is fully resolved.

SC was keen to understand how to best deliver DDP and the need to have a 'twin stack' approach.

SC sought clarification from PAFA that data access is still an issue for them, what should PAFA have access to, what are the data items and encouraged a wider discussion of how can PAFA be guaranteed adequate access to the DDP.

SC presented to PAC a proposed list of data items which PAFA should be granted access. SC was keen for PAC to sign-off the list of data items and avoid a constant review of access. He wished to establish what data items PAFA could see or not.

PAC considered the proposed list of data items provided. It was suggested these should be endorsed by PAC and a gap analysis undertake.

New Action 0805: PAFA (SR) to undertake a DDP gap analysis and identify any data items not available.

SR enquired how will PAFA access the data, questioning whether PAC and PAFA need to devise a User Story.

FC explained the concept of a User Story to capture what the customer wants to see, what the depth of data will be and the justification for access to it. SR asked if access to the data items would be reliant on User stories.

SC explained that Shippers have access to a stack of reports and PAFA appear to be specifying the same reports and there may be an ability to provide PAFA with the Shipper reports. He wished to understand what the DDP delivery model looked like and suggested there is a need a plan for the next 6-9 months and what information PAFA will gain access to.

RH recalled James Rigby previously presenting a list of data items and suggested this is revisited.

New Action 0806: Xoserve (FC) to consider and provide how each of the PAFA proposed data items will be (or going to be) delivered with timescales.

New Action 0807: Xoserve (FC) to confirm when current CDSP historical PARR reports (10) will be available on DDP for PAFA

6.2 Measurement Error Register

Following discussions at the sub-group, SC wanted the opportunity to bring the Measurement Error Register to the wider attention of PAC members and to afford PAC an opportunity to reflect on the occurrence of Measurement Errors. He challenged if there should be a concern about the length of time errors appear to be outstanding.

RH confirmed that the Joint Office support the publication of Measurement Errors and formally act as a post box for the process though considerably more is undertaken to support this.

SC asked if PAC should be taking more of an interest in the Measurement Errors, particularly when some appear to date back to 2017 and the corrections may not have been undertaken.

HC confirmed that all DNs have recently been asked for updates on the live errors and that National Grid and Xoserve are undertaking a review to ascertain if the errors have been closed.

FC explained the Measurement Errors are associated with Measurement Equipment between the National Transmission System (NTS) and the Local Distribution Zones (LDZs) or the Measurement Equipment between two LDZs, and do not relate to an individual site.

Karen Kennedy (KK) was keen to understand how these are identified and reported, and if PAC should better understand the scale and frequency. KK wished to understand what the process is and whether this should be monitored by PAC.

FC explained that the Transporters have an annual audit visit to check equipment, referring to the Metering Validation Reports available at: <https://www.gasgovernance.co.uk/MeteringValidations>, which PAC could review on a regular basis along with the Measurement Error Register available at: <https://www.gasgovernance.co.uk/MER>

PAC agreed this needed further consideration.

It was suggested that the DN PAC members could provide an overview of the process and obligations. KK was keen to understand the level/value of errors.

New Action 0808: DNs (LB/SH) to provide PAC an outline of the Measurement Error process, including the OAD obligations and the required reporting.

New Action 0809: Xoserve (FC) to provide confirmation of any invoices issued for the current live errors (NO013, WM016 and WN003)

6.3 UNC Panel Request – PAC to review COVID-19 problems, solutions, what interventions required before going into Winter.

RH wished to table a request from UNC Panel to consider general Covid-19 problems/solutions as noted in Panel Minutes 261.6d which included: lifted restrictions, regional lockdowns, potential issues, and winter considerations, and enquired what PAC should be looking to do.

Lisa Saycell (LS) challenged how this was a PAC responsibility.

SR believed from discussions being held there was a strong assumption that PAC has reporting readily available to monitor performance. It was noted that this is not automatic and that PARR reports have to be developed.

RH enquired for any forthcoming Covid-19 Modifications if these should include the required performance monitoring. It was clarified that PAC cannot monitor the effect of a Modification without the industry outlining what needs to be monitored by PAC. The Modification needs to include the specific analysis required.

SR referred to Action 0702, noting that the estimated read calculation and process under Modification 0722 was not clear. FC understood that PAC had asked to Xoserve to write to Shippers, on behalf of the DNs, to obtain details of the estimated meter reads. However that was further discussed at the last Distribution Workgroup and attendees there considered the provision of the actual meter reads to be a non-mandatory requirement. The Mod 0722 Legal Text only required Users to keep a record of the “basis on which the estimate was made”.

LS expressed that the industry should not assume PAC is able to monitor something, without an obligation or where the information is not available.

FC explained that there is not a specific obligation to provide to DNs the basis for deriving how Shippers have estimated meter readings, there is no binding obligation and no requirement to provide information on what reads are estimated.

It was noted that any further Modifications need to obligate the provision of information for PAC to monitor. PAC considered if all the Covid-19 Modifications ought to be reviewed to consider their auditability / traceability. PAC believed it was not the appropriate forum for this to take place as it is not a developmental Workgroup. It was suggested other Workgroups such as Distribution would be better placed to do this. RH updated her notes and agreed to send a response to the August Panel.

6.4 Closure of XRN4876 (DDP user stories)

SR confirmed that the User Story Review Meeting held on 04 August for the Data Discovery Platform (DDP) workshop identified a requirement to consider closing XRN4876.

PAC Members considered closing the XRN. LS wished to understand if there was an enduring process in place for PAC reporting and expressed concern of not losing sight or losing access to a mechanism for PAFA reporting delivery requirements.

Sally Hardman (SH) expressed the importance of not losing sight of changes and if a new XRN would need to be raised, considering the required process for the DSC Change Management Committee.

FC confirmed the intent of closing the XRN User stories, as some parts have already been delivered and others are in the development phase. FC explained if PAC need a new report this should be an update to the PARR, managed through the change process via PAC and UNCC for new reports.

SH understood that any change to DDP whether from PAC, Shipper, or a Transporter would need an XRN for visibility at the Change Management Committee and industry.

FC assumed that there would be an XRN for each release and agreed to confirm the approach for XRN

New Action 0810: Xoserve (FC) to confirm if an XRN is available for each DDP Story / Report change.

Members wished to hold-off closing the XRN, but were in agreement in principle that it could be closed, however PAC needed to understand how the wider requirements are prioritised and changed at PAC’s request.

It was suggested that there should be standing agenda item on the DSC Change Management Committee for PAC changes and to provide industry visibility.

SC stressed the need to drive out the core issue in how PAC ensure PAFA get access to the information it needs.

6.5 Re-ordering PAC Webpage

HC wished to note a suggestion had been received by the Joint Office from MB to consider re-organising the main PAC webpage (<https://www.gasgovernance.co.uk/PAC>) for the 15 key PAC documents.

It was understood in the absence of MB the suggestion was to create separate webpages/sections, to segregate the PAC documents as follows:

PAF Standing Documentation

- PAFD
- PAC Documents 1-7
- Terms of Reference (ToR)

PAC Working Documentation

- PAC Issue Register
- PAC Risk Register

PAC Information

- PAFA annual review response summary
- PAFA introduction
- Annual workplan & budget
- PAC Project plan

RH sought views from PAC members. One member expressed a preference to having all the documents within one central location rather than further splitting the reference documents as it was easier to have these all in one place. No further comments were made.

It was suggested this could be tabled for further consideration next month if this anyone still wished for this to be pursued.

6.6 PAC Membership

RH wished to bring to attention the recently confirmed Committee nominations announced on 10 August 2020.

RH confirmed the following User representatives had been appointed to the Performance Assurance Committee from 01 October 2020:

- Alison Wiggett, Corona Energy
- Carl Whitehouse, Shell Energy
- Karen Kennedy, Centrica
- Lisa Saycell, Gazprom Energy
- Louise Hellyer, Total Gas & Power
- Mark Bellman, Scottish Power
- Sallyann Blackett, E.ON

It was noted that two current members were absent from the membership, these were Sean Cooper and Mark Jones.

SC confirmed that due to the perceived joint ownership for E,On and npower, the companies had been deemed to be one entity. Although SC explained within the UK these are separate operating companies with separate systems, due to the definition of a Shipper User Group, only one member can be appointed, and SC would therefore be standing down as a PAC member. SB clarified that the alignment of E.ON and npower would be viewed as a subsidiary.

MJ also confirmed he will be standing down.

PAC considered the risk to quoracy and discussed the importance of appointing Alternates and the ability for PAC Alternates to observe when the PAC member is present. It was believed that the PAC Alternate could not be in attendance at the same time and this had been previously advised by the Joint Office.

PAC considered the benefit of allowing Alternates to observe meetings going forward and formally allowing the opportunity for an Alternate to observe in a non-voting capacity, including the closed part of the meeting (which would be essential to understand to prepare any new Alternate). PAC briefly considered the Terms of Reference and ability to invite non-voting participants and how to facilitate Alternate observers.

It was noted within the meeting invitation PAC Members are routinely asked to notify the Joint Office if they are not able to attend and the need to provide an Alternate when not available. It was clarified that it is assumed all PAC Members will be present unless notified otherwise. Members recognised how essential it will be going forward to notify the Joint Office of non-attendance to ensure meetings can be quorate.

7. Next Steps

7.1 Key Messages

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

8. Diary Planning

8.1 December 2020 meeting date

RH reminded PAC that there was a request to move the December PAC meeting from 08 December and offered to hold the meeting on Monday 14 December. PAC members agreed to move the December meeting to Monday 14 December.

8.2 2021 meeting dates

RH provided PAC with the current 2021 meeting schedule highlighting a number of dates within this schedule which may need to be moved to ensure appropriate meeting material is available. PAC briefly considered the option to move the problematic dates to the following Thursday or following Tuesday, and the option of moving all PAC meetings to the 4th Tuesday in the month, 2 days before the Distribution Workgroup. SR provided support to moving all meetings to the 4th Tuesday explaining the benefits as this would have allow PAFA to provide an additional month's analysis.

PAC members agreed to consider the options presented available at: <http://www.gasgovernance.co.uk/pac/110820> and review these next month.

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Time/Date	Paper Publication Deadline	Venue	Programme
10:00, Monday 14 September 2020	5pm Friday 04 September 2020	Teleconference	Standard Agenda
10:00, Tuesday 13 October 2020	5pm Monday 05 October 2020	Teleconference	Standard Agenda
10:00, Tuesday 10 November 2020	5pm Monday 02 November 2020	Teleconference	Standard Agenda
10:00, Tuesday 14 December 2020	5pm Monday 04 December 2020	Teleconference	Standard Agenda

PAC Action Table (as at 11 August 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PARR Report Actions:					
PARR July 01	14/07/20	2.2	PAFA to draft and issue an industry wide communication informing Shippers of the change to performance improvement plans. Shippers with plans suspended should work with their CAMs to provide revised timeframes.	PAFA (SU)	Closed

PARR July 02	14/07/20	2.2	PAFA to issue a performance improvement letter to Seoul and Phillipsburg. Shippers who have exhibited less than 60% average read performance between January and May 2020 should be issued with a performance observation letter.	PAFA (SU)	Closed
PARR July 03	14/07/20	2.2	PAC members have requested the PAFA to issue performance observation letters to those Shippers with no reads for 1,2,3 or 4 years and write an improvement letter to Bratislava.	PAFA (SU)	Closed
PARR July 04	14/07/20	2.2	PAFA to issue letters to the 7 Shippers who have not submitted their NDM sample data reminding them of the requirements of the Mod and requesting them to submit as part of the October window.	PAFA (SU)	Closed
PARR Aug 01	11/08/20	2.2	PAFA to issue a Performance Improvement Request to Shipper Washington for read performance across Product Class 1 and 2.	PAFA (SU)	Pending
PARR Aug 02	11/08/20	2.2	PAC members have requested the PAFA issue performance observation letters to all Shippers in PC 3 and the poorest 5 performers in PC 4 that have no meters recorded.	PAFA (SU)	Pending
PARR Aug 03	11/08/20	2.2	PAFA to arrange a series of sub-group meetings to discuss the requested issues.	PAFA (SU)	Pending
PAC Actions 2020:					
PAC 0304	16/03/20	6.5	Xoserve/CDSP (JR) to provide PAC with some additional industry performance read rejection analysis from the Shipper Performance Packs	Xoserve/ CDSP (JR)	Closed
PAC 0701	14/07/20	2.3	Xoserve (FC) and PAFA (SU) to undertake a monthly review of all actions ahead of PAC meetings and provide a pre-meeting update.	Xoserve (FC) & PAFA (SU)	Closed
PAC 0702	14/07/20	2.4	DNs / Xoserve (FC) to request the provision of how estimated meter readings have been derived and submitted from Shippers under Modification 0722.	DNs / Xoserve (FC)	Closed
PAC 0703	14/07/20	2.7	Xoserve (HF) to liaise with the Customer Advocate Managers (CAMs) in regards to market breaker meter read rejections, to identify Shippers and provide further context on any subsequent corrective actions.	Xoserve (HF)	Closed

PAC 0704	14/07/20	2.7	Xoserve (FC) and PAFA (SR) to consider the joint approach for alerting PAC to performance areas that need greater focus.	Xoserve (FC) & PAFA (SR)	Closed
PAC 0705	14/07/20	2.9	Xoserve (FC/HF) to ensure CAMs contact Shippers to build awareness of Open Meter By-Pass and provide a PAFA/Xoserve coordinated update.	Xoserve (FC/HF)	Closed
PAC 0706	14/07/20	6.1	Xoserve (FC) to request/table an AOB item in UNCC to encourage appointment to the PAC procurement Stakeholder Evaluation Panel.	Xoserve (FC)	Closed
PAC 0707	14/07/20	6.1	Xoserve (FC) to provide MB with the UNC reference that limits PAC to seeing reports only by anonymised Shipper (or explain the restriction)	Xoserve (FC)	Closed
PAC 0801	11/08/20	4.2	PAC Members to review the updated PAF Document v4.1 which includes Documents 1 and 4 and refer any feedback/questions to the 24 August 0674 Workgroup Meetings.	PAC Members	Pending
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)	Pending
PAC 0803	11/08/20	5.0	CAMs to contact top 10 Shippers with regards to raising awareness of Market Breaker Reads.	CAMs	Pending
PAC 0804	11/08/20	5.0	Xoserve (FC) to clarify the UNC obligations for Market Breaker reads and what obligations there are for updating the AQ.	Xoserve (FC)	Pending
PAC 0805	11/08/20	6.1	PAFA (SR) to undertake a DDP gap analysis and identify any data items not available.	PAFA (SR)	Pending
PAC 0806	11/08/20	6.1	Xoserve (FC) to consider and provide how each of the PAFA proposed data items will be (or going to be) delivered with timescales.	Xoserve (FC)	Pending
PAC 0807	11/08/20	6.1	Xoserve (FC) to confirm when current CDSP historical PARR reports (10) will be available on DDP for PAFA	Xoserve (FC)	Pending
PAC 0808	11/08/20	6.2	DNs (LB/SH) to provide PAC an outline of the Measurement Error process, including	DNs (LB/SH)	Pending

			the OAD obligations and the required reporting.		
PAC 0809	11/08/20	6.2	Xoserve (FC) to provide confirmation of any invoices issued for the current live errors (NO013, WM016 and WN003)	Xoserve (FC)	Pending
PAC 0810	11/08/20	6.4	Xoserve (FC) to confirm if an XRN is available for each DDP Story / Report change.	Xoserve (FC)	Pending