

UNC Performance Assurance Committee Minutes

Monday 16 March 2020

at Radcliffe House, Blenheim Court, Warwick Road, Solihull B91 2AA

Attendees

Alan Raper (Chair)	(AR)	Joint Office
Helen Cuin (Secretary)	(HCu)	Joint Office
Alison Wiggett *	(AW)	Shipper Member
Carl Whitehouse *	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
James Rigby *	(JR)	Observer, Xoserve
Karen Kennedy *	(KK)	Shipper Member
Leteria Beccano *	(LB)	Transporter Member
Lisa Saycell *	(LS)	Shipper Member
Louise Hellyer *	(LH)	Shipper Member
Paul Orsler *	(PO)	Observer, Xoserve
Sally Hardman *	(SH)	Transporter Member
Sallyann Blackett *	(SB)	Shipper Member
Sara Usmani	(SU)	PAFA
Sean Cooper	(SC)	Shipper Member
Shelley Rouse	(SR)	PAFA
Stephanie Clements *	(SCI)	Shipper Member Alternate

Apologies

Alex Travell	(MB)	Transporter Member
Mark Bellman	(MB)	Shipper Member
Mark Jones	(MJ)	Shipper Member

* via teleconference

Copies of non-confidential papers are available at: www.gasgovernance.co.uk/pac/160320

1. Introduction and Status Review

Alan Raper (AR) welcomed all parties to the meeting.

1.1 Apologies for absence

Alex Travell, Transporter Member

Mark Bellman and Mark Jones, Shipper Members.

1.2 Note of Alternates

Stephanie Clements for Mark Bellman.

1.3 Quoracy Status

The Committee meeting was confirmed Quorate.

1.4 Approval of Minutes (11 February 2020)

The minutes of the previous meetings were approved.

1.5 Approval of Later Papers

The Committee approved three late papers for discussion.

2. Monthly Performance Assurance Review Items

2.1 Risk & Issues Register Review (PAFA)

Shelley Rouse (SR) confirmed there is no further update on the Risk register. The current Risk Register is published at: <http://www.gasgovernance.co.uk/PAC>.

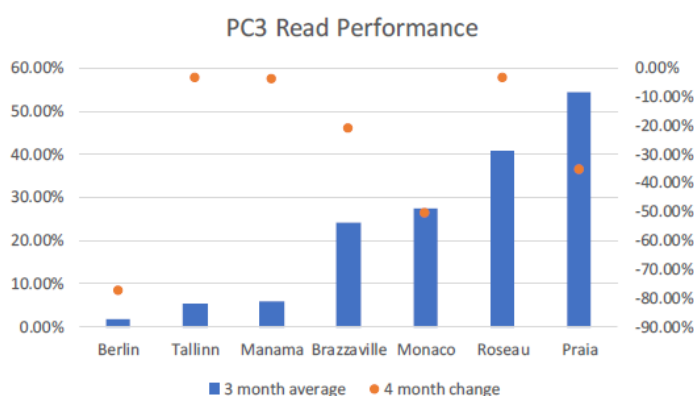
2.2 PARR Report Review - Dashboard update (PAFA)

Sara Usmani (SU) provided the 'PARR Dashboards' update. PAFA supplied the following observations for this section:

March Industry Performance Observations:

- **Meter Read Performance**

- PAFA presented a series of dashboards to the PAC that focus on Shipper meter read performance for each product class, respectively.
- Performance improvement action has previously been taken across 3 product classes
 - PC1: x6 Shippers were issued with performance improvement plan requests in February 2020. PAFA are due to report to the PAC on these at the April meeting
 - PC2: x3 Shippers received performance improvement plan requests in November 2019. PAFA are now monitoring these shippers against their plans and improvements are being seen across the board. In addition to these Shippers, there are four smaller Shippers who are working with their CAMs where they have been exhibiting poor read performance.
 - PC4: Performance observation notices have been issued to all Shippers with an average monthly read performance below 60% for the last three months (November 2019 – January 2020). PAC will begin to target individual Shippers on PC4 performance in the coming months.
- PC3 meter read performance was the focus for proposed performance improvement action, as PARR reports in this area have been available for 3 months since the implementation of UNC modification 700
 - A number of Shippers have seen a significant drop in performance since the implementation of UNC700.



- **Shippers were presented on a case-by-case basis to PAC members illustrating read performance in all product classes they are operating in.**

- As these Shippers are in breach of code (as are all Shippers that are not submitting meter reads to the levels required in the UNC), PAC will be seeking to understand the reason for drop in performance alongside a submission of an improvement plan
- PAC would like to stress that Shippers should not be moving sites into Product Class 3, if they are not able to adhere to the requirements of the regime

New Action PARR Mar 01: PAFA to write to Shippers Berlin, Tallinn, Manama, Brazzaville, Monaco, Roseau and Praia requesting the provision of improvement plans, and assurance of their ability to operate within each respective market

- **WAR BANDS**

- PAFA presented the first of the reports on WAR bands eligible meter read submission since the implementation of UNC0652.
- 38 of 66 eligible Shipper have complied with the requirements and have submitted a meter read for the initial submission window (Nov/Dec)
- Work will be done to communicate with Shippers on the requirements of UNC0652 and advise on the next submission windows and correction options.

New Action PARR Mar 02: Include detail on UNC0652 as part of the key messages and liaise with the CAMs for support on communicating with those Shippers yet to submit reads

- **Performance improvement updates**

- PAFA provided an update on those Shippers that already under performance improvement plans
 - PAC are generally very happy with the improvements being made, particularly for PC2, but are requesting some further information from some Shippers to ensure improvement milestones are met.
 - The PAC would like to thank all Shippers for their co-operation and the steps Shippers have taken to reach the required and adhered to the improvement plans submitted to the PAFA.

New Action PARR Mar 03: PAFA to write to Warsaw and Papeete requesting additional detail around meeting plan milestones

2.3 AQ at Risk Update (FC)

Fiona Cottam (FC) provided a presentation to update the Committee on the AQ at risk statistics, explaining the breakdown of reports.

FC summarised that the total AQ at risk was 45TWh of AQ, circa 8% of the LDZ portfolio, December was 43TWh, January was 44TWh. Class 1 had improved, but Class 2 had worsened since the last report. The Overall position was unchanged at 8.4% of national LDZ AQ overdue for a meter reading. 11 Shippers have 50% of the total AQ at risk. In each case there was a clear top 2-3 Shippers in terms of AQ.

FC noted for the AQ at Risk Breakdown the higher percentages of unread meters for Class 4 sites. FC reported just under 20% of Class 4 meters had not been read for 3 months. Sean Cooper (SC) expressed concern about Class 4 performance and challenged what action needs to be taken to

improve the performance. Shelley Rouse (SR) explained that the PAFA have received around 4 months of reporting and have started to write to Shippers for Class 4 sites.

2.4 EUC09 Count by Class Update (FC)

FC explained the EUC09 updates are expected every 2-3 months and recapped the issue identified with Class 1 sites over the DM threshold still in class 3 or 4, and that these should be re-confirmed as Class 1 after 3 consecutive AQ calculations above the threshold in a 6 month period or after 18 months if every calculated AQ is above the threshold.

FC provided the summary count and rolling AQ for Class 2, and Class 3&4 sites. There was a count of 13 sites in January, which had increased to 16 in March with 3.0 TWh AQ. The increase in TWh was discussed by the committee as it had doubled in size.

FC provided an overview of the EUC09 sites, count by class breakdown, as at 01 March 2020. FC reported there are now 7 shippers with red sites, although 11 of the red sites had a meter reading loaded in March. Of the 16 sites this month, 9 were present in the last update, and 7 were new.

3. Review of Outstanding Actions

PAC 1106: Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.

Update: FC provided an update on the PARR draft. See item 5.4. **Carried Forward.**

PAC 1205: Xoserve (JR) to provide supporting articulation as to the logic being deployed in the PARR Reports.

Update: James Rigby (JR) confirmed a paper had been published for the action update providing the business rules being deployed in the reports. This had been provided for information purposes. JR encouraged members to read through the document and ask any questions via Xoserve/PAFA. **Closed.**

PAC 0106: PAFA (SR) to provide a one-page proposal for representing PAC at key industry meetings for PAC to formally approve.

Update: SR confirmed a proposal had been provided last month and a further presentation had been provided on the 3 options for a PAC sponsor role. SR provided an overview of the 3 options. It was agreed to table a separate agenda item for further consideration by members. **Closed.**

OPAC 0107: Scottish Power (SCI) Proposer to consider incorporating a PAC version of the performance report for Modification 0672.

Update: FC confirmed there is a PARR Schedule 2A percentage report for this Modification, however there was not a PAC version of the report at present. Stephanie Clements (SCI) agreed this required further consideration. **Carried Forward.**

OPAC 0108: PAFA to draft a potential PARR report to measure reported theft, AQ correction and corrected volumes.

Update: SR confirmed that a request had been submitted and was in hand. **Carried Forward.**

OPAC 0109: Xoserve to provide some high-level Theft of Gas statistics for PAC to consider the next steps for Workgroup 0677R recommendations.

Update: Sean Cooper (SC) believed this was in relation to consumption adjustments and PAC wanted to understand what information was available. SR confirmed that the 0677R recommendations had been added to the Risk Register. It was suggested that actions 0108 and 0109 should be a combined action for PAFA and Xoserve to work and provide some data. **Carried Forward.**

PARR Report Action 01: CAMs are to provide an education piece to industry on submitting check reads, with timescales to be confirmed in the next PAC meeting.

Update: SU confirmed that the Xoserve Customer Advocate Managers (CAMs) expect to provide an education piece in June. **Closed.**

PARR Report Action 02: PAFA to request Performance Improvement plans from Riyadh, Ramallah, Valletta, Monaco, Reykjavik, Gitega and Tehran
Update: Letters issued. **Closed.**

PARR Report Action 03: PAFA to contact Oranjestad and Brazzaville requesting further information behind the increase and details of any problems experienced in this area.
Update: Letters issued. **Closed.**

0201: Xoserve (JR) to provide additional analysis on Open Meter by-pass.

Update: James Rigby (JR) explained further information had been requested to understand the materiality of this issue and to establish what further analysis can be provided and if the code obligations are being met. JR reported 149 meters with an open by-pass flag with a large combined AQ. None are known to have had a consumption adjustment. CAMs have been in contact with 8 Shippers with the largest number of flags and asked to confirm if a by-pass is legitimately open. Some responses had been provided. JR suggested that the CAMs need to be allowed to continue working with Shippers with a view to providing an update in due course. JR explained that some data suggests some of these sites maybe flagged with a by-pass indicator, but meter reads are being submitted. FC clarified that meter readings can still be loaded. **Carried Forward.**

0202: Xoserve (MP) to request that Customer Advocate Managers speak to top 4 parties with Open Meter by-pass

Update: See Action 0201 update. **Closed.**

0203: PAC to establish a suitable volunteer to become involved within the DDP BETA Team development.

Update: SR explained that during peaks a half an hour catch up per day for 3-4 days is required for testing tabs and 'Birsts', as reports are being released. Sallyann Blackett (SB) confirmed she should the capacity to be involved. **Closed.**

0204: Xoserve (FC) to provide a changed marked Performance Assurance Framework document for discussion/approval with PAC and subsequent submission to the UNCC.

Update: See item 5.4 changed marked PARR provided. **Closed.**

<p>New Action 0301: PAC Members to review and provide feedback on the changed marked Performance Assurance Framework document for approval by PAC and subsequent submission to the UNCC.</p>

0205: Joint Office (AR/HC) to consider alternate meeting dates for June, September and December.

Update: See Diary Planning. **Closed.**

0206: PAC to review and agree changes required to the Document 4 PAFA Scope Definition.

Update: PAC considered the impacts of 0674 and agreed to review this next month under a separate agenda item. **Closed.**

0207: PAC Members to consider PAFA/PAC support role at other industry meetings for further consideration next month.

Update: PAC to review next month under a separate agenda item. **Carried Forward.**

0208: Xoserve (FC) to query Sub-cap information within the Standards of Service Liabilities Report and check alignment with UNC.

Update: Deferred until next month. **Carried Forward.**

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

4.1 Future Proofing PARR (% targets): Modification 0664 - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4.

AR confirmed that the Modification is currently being consulted upon. The consultation ends on the 19 March 2020.

4.2 Modification 0672 – Target, Measure & Report Product Class 4 Read Performance (MB)

AR confirmed that the Workgroup are expecting to conclude the Workgroup Report at the next UIG Workgroup meeting on 17 March 2020, with a report expected at the April UNC Modification Panel.

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

AR confirmed that the Workgroup had been extended until June 2020.

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

AR confirmed that the Workgroup will be requesting an extension until May 2020 to allow time for a review of the legal text.

4.5 Modification 0699 - Incentivise Read Submission Performance using additional Charges (SC)

AR noted that this Modification had been withdrawn and had not been adopted. The committee agreed to remove this Modification from future agendas.

4.6 Modification 0707S - Introducing 'Performance Assurance Framework Administrator' as a new User type to the Data Permissions Matrix

AR confirmed this Modification is being considered at the March panel meeting.

Carl Whitehouse (CW) challenged the need to continue providing PAC updates on these Modifications going forward, noting that development is lead at Workgroup Meetings. It was agreed that the chair would provide brief updates on progress next month and further consideration would only be given to new Modifications with potential to change to Performance Assurance activities.

4.7 Any Other changes

No further items requested for discussion.

5. Matters for Committee Attention

5.1 Data Discovery Platform (DDP) Update (XRN4876)

James Rigby (JR) confirmed it was proposed last month that XRN4876 should be closed/withdrawn and the 23 "User Stories" provided by Xoserve could be used instead for DDP.

SC suggested another offline workshop session is arranged to revisit the User Stories and to consider what 'Birst' could cover, if 'Birst' requires further development, and what the outputs are from the User Stories and how User Stories move into a formal requirement.

JR explained that the initial assessment indicates most of the information is available, but some elements may not be in a position to be presented and may need a dashboard developed.

It was stressed that PAC would need to be clear on what the outputs will be.

SR also suggested that PAC may need to update the existing PARR to ensure it captures what is provided and to ensure it covers new reports and how these are formally requested. There was an expressed preference to leave the XRN open for transparency. PAC agreed that the XRN should remain open.

SR wished to understand how PAC would register the need for new reports. JR explained there is an investment line which has now moved into a maintain business line.

SC suggested this is all worked through at the workshop. It was agreed a workshop should be arranged and PAFA would look at potential dates.

New Action 0302: PAFA (SR) to arrange a workshop to review the 'User Stories' and establish next steps

SR enquired about Modifications that are currently live and how these are managed in the DDP. AR explained there would be mixed approach dependent on the implementation plan and date.

5.2 PAC Budget Spend Update

No update this month. JR confirmed the updates will start in April.

5.3 Standards of Service Liabilities Report (information only)

The Standards of Service report was provided to the Committee for information only.

5.4 Review of Updated Draft PARR

FC provided a changed marked document signposting the areas that have been changed.

FC confirmed the proposed changes are aimed at merging and rationalising the multiple documents, removing the need for a short-form document, to undertake some housekeeping elements, insert code references and align reports.

PAC members were asked to review the changed marked document and feed any questions into Xoserve. See New Action 0301.

6. Any Other Business

6.1 Gas Corrector Removal Update

Louise Hellyer (LH) confirmed this is being considered within the Distribution Workgroup.

6.2 Rationalisation of PARR Registers (code links and summary)

See item 5.4. No further discussion.

6.3 Huddle Review – Access Arrangements for PAC Alternates)

SR confirmed PAFA have been reviewing Huddle and following this review PAFA wanted to seek views from PAC members on the Huddle access for PAC alternates. SR asked if it was appropriate for alternates to have full access all of the time.

New Action 0303: PAC members to provide views on full Huddle access for PAC alternates.

6.4 Proof of Concept data comparison exercise - Retrospective Data Update)

Paul Orsler (PO) provided a progress update on the Proof of Concept data comparison exercise, which was being undertaken to better understand what retrospective data quality issues there are across a sample of 9.7 million MPRNs. PO wanted to share this with PAC to provide transparency on the exercise, keep PAC informed on the findings and consider the next steps.

PO presented the findings of the exercise, highlighting the mismatches, he explained that the next step will be to undertake a deep dive of the analysis. This will involve additional comparisons being undertaken for further insights, looking at RGMA rejection data, and potential impacts. He confirmed that the analysis will be shared with the industry.

SC highlighted that there is an asset data item on the risk register. SC suggested as mismatches could involve large volumes, PAC should consider changing the profile on the risk register.

6.5 Volume of Market Breaking Reads

SC reported, having looked at the Shipper Performance Packs' table of industry performance and in particular the section reporting 1.6m market breaker reads, (read failures due to being out of tolerance), wished to note that the industry are not seeing an equivalent number of AQ corrections.

SC wished to better understand the information being presented, and if PAC need to revisit these and undertake some analysis. The seasonality profile was briefly discussed.

The process for read submissions with an override flag was considered, and the ability to re-submit 800k reads that have failed. FC highlighted that the failures could be the same reads trying to be resubmitted. SC expressed an interest in having some further analysis.

PAC agreed an extra layer of data would be helpful to understand the information on read rejections some further analysis would be beneficial on read performance. LH suggested it could also be possible that the same sites could be coming up multiple times under different criteria.

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

7. Next Steps

7.1 Key Messages – PAFA

The PAC Key Messages will be published at:

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

8. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:30, Monday 20 April 2020 <i>(moved from 14th)</i>	5pm Thursday 09 April 2020 (BH)	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 12 May 2020	5pm Monday 01 May 2020 (BH)	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 09 June 2020	5pm Monday 01 June 2020 <i>Short notice for papers agreed</i>	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 14 July 2020	5pm Monday 06 July 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 11 August 2020	5pm Monday 03 August 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Monday 14 September 2020 <i>(moved from 8th)</i>	5pm Friday 04 September 2020	Solihull venue to be confirmed	Standard Agenda
10:30, Tuesday 13 October 2020	5pm Monday 05 October 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 10 November 2020	5pm Monday 02 November 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 08 December 2020	5pm Monday 30 November 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda

*Provisional Date change to 15 December 2020	<i>Short notice for papers agreed if meeting cannot be moved to 15th.</i>		
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PAC Action Table (as at 16 March 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 1106	12/11/19	4.5	Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.	Xoserve (FC)	Carried Forward
PAC 1205	10/12/19	2.2	Xoserve (JR) to provide supporting articulation i.e. 'what is going on' in the PARR Report Dashboard.	Xoserve (JR)	Closed
PAC 0106	14/01/20	4.2	PAFA (SR) to provide a one-page proposal for representing PAC at key industry meetings for PAC to formally approve.	PAFA (SR)	Closed
Open PAC Meeting Actions:					
OPAC 0107	20/01/20	5.1	Scottish Power (SC) Proposer to consider incorporating a PAC version of the performance report for Modification 0672.	Scottish Power (SC)	Carried Forward
OPAC 0108/9	20/01/20	6.0	PAFA to draft a potential PARR report to measure reported theft, AQ correction and corrected volumes. Xoserve to provide some high-level Theft of Gas statistics for PAC to consider the next steps for Workgroup 0677R recommendations.	PAFA (SR) Xoserve (FC)	Carried Forward
PARR Report Actions February 2020:					
PARR Feb 01	11/02/20	2.2	CAMs are to provide an education piece to industry on submitting check reads, with timescales to be confirmed in the next PAC meeting.	Xoserve CAMs	Closed
PARR Feb 02	11/02/20	2.2	PAFA to request Performance Improvement plans from Riyadh, Ramallah, Valletta, Monaco, Reykjavik, Gitega and Tehran	PAFA (SU)	Closed
PARR Feb 03	11/02/20	2.2	PAFA to contact Oranjestad and Brazzaville requesting further information behind the increase and details of any problems experienced in this area.	PAFA (SU)	Closed

PAC Actions February 2020:					
PAC 0201	11/02/20	2.2	Xoserve (JR) to provide additional analysis on Open Meter by-pass.	Xoserve (JR)	Carried Forward
PAC 0202	11/02/20	2.2	Xoserve (MP) to request that Customer Advocate Managers speak to top 4 parties with Open Meter by-pass	Xoserve (MP)	Closed
PAC 0203	11/02/20	2.2	PAC to establish a suitable volunteer to become involved within the DDP BETA Team development.	PAC	Closed
PAC 0204	11/02/20	3.0	Xoserve (FC) to provide a changed marked Performance Assurance Framework document for discussion/approval with PAC and subsequent submission to the UNCC.	Xoserve (FC)	Closed
PAC 0205	11/02/20	3.0	Joint Office (AR/HC) to consider alternate meeting dates for June, September and December.	Joint Office (AR/HC)	Closed
PAC 0206	11/02/20	3.0	PAC to review and agree changes required to the Document 4 PAFA Scope Definition.	PAC	Closed
PAC 0207	11/02/20	3.0	PAC Members to consider PAFA/PAC support role at other industry meetings for further consideration next month.	PAC	Carried Forward
PAC 0208	11/02/20	5.4	Xoserve (FC) to query Sub-cap information within the Standards of Service Liabilities Report and check alignment with UNC.	Xoserve (FC)	Carried Forward
PARR Report Actions March 2020:					
PARR Mar 01	16/03/20	2.2	PAFA to write to Shippers Berlin, Tallinn, Manama, Brazzaville, Monaco, Roseau and Praia requesting the provision of improvement plans, and assurance of their ability to operate within each respective market	PAFA (SU)	Pending
PARR Mar 02	16/03/20	2.2	Include detail on UNC0652 as part of the key messages and liaise with the CAMs for support on communicating with those Shippers yet to submit reads	PAFA (SU)	Pending
PARR Mar 03	16/03/20	2.2	PAFA to write to Warsaw and Papeete requesting additional detail around meeting plan milestones	PAFA (SU)	Pending

PAC Actions March 2020:					
PAC 0301	16/03/20	3.0	PAC Members to review and provide feedback on the changed marked Performance Assurance Framework document for approval by PAC and subsequent submission to the UNCC	PAC	Pending
PAC 0302	16/03/20	5.1	PAFA (SR) to arrange a workshop to review the 'User Stories' and establish next steps	PAFA (SR)	Pending
PAC 0303	16/03/20	6.3	PAC members to provide views on full Huddle access for PAC alternates.	PAC	Pending
PAC 0304	16/03/20	6.5	Xoserve (JR) to provide PAC with some additional industry performance read rejection analysis from the Shipper Performance Packs	Xoserve (JR)	Pending