PARR Dashboards

12 February 2019

PAFA

Gemserv

2A.1 Estimated & Check Reads - Product Classes 1 & 2

Report measures the percentage of each shippers portfolio where estimated reads were provided. Count of each shippers portfolio where check reads were provided

PC1

↓ 7.72% Walton-on-the-Naze
↓ 5.28% Eastbourne
↓ 2.58% Ramsey

↑ 3.47% Southsea Clarence
↑ 0.63% Colwyn Bay
↑ 0.08% Falmouth

Southsea Clarence 13.81%,
Eastbourne 11.25%,
Harwich 9.90%

↓ 1.07% - Monthly change
↓ 1.80% - Annual change

PC2

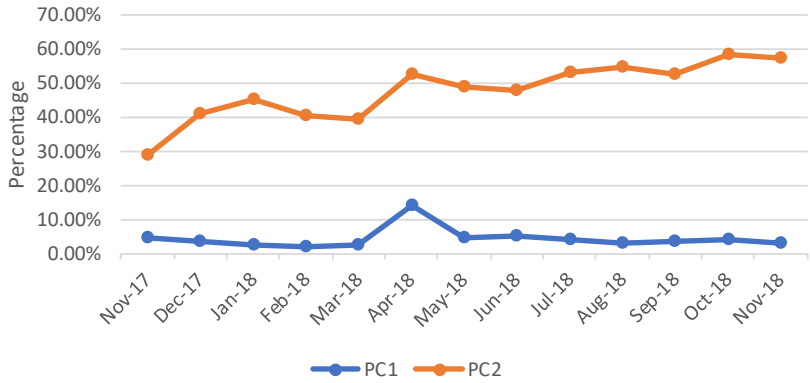
↓ 35.27% Kew
↓ 19.99% Southsea Clarence
↓ 14.21% Mumbles

↑ 32.26% Canary Wharf
↑ 20.28% Morecambe Central
↑ 2.82% Mumbles

Canary Wharf 100%
Walton-on-the-Naze 100%
Ramsey 100%,
Clacton 100%

↓ 1.32% Monthly change
↑ 28.39% Annual change

2A.1 Percentage of Estimated Reads for PC1 & PC2



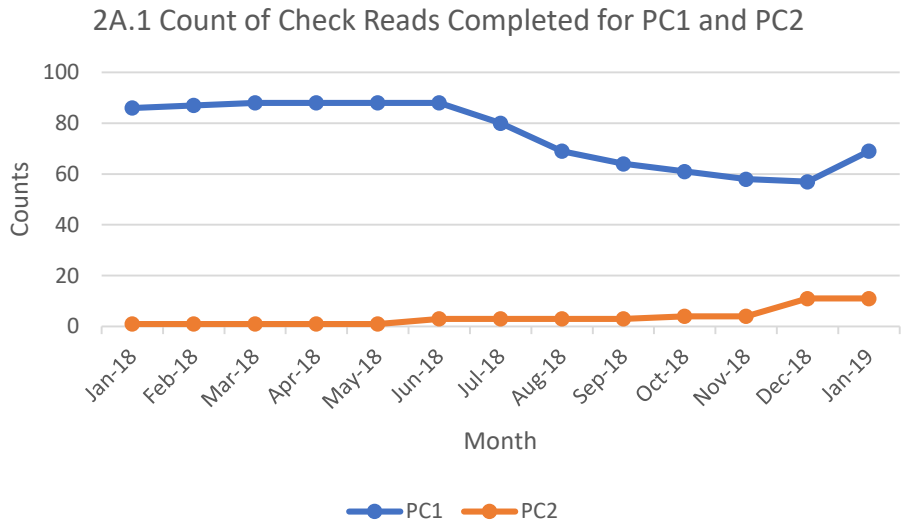
Observations:

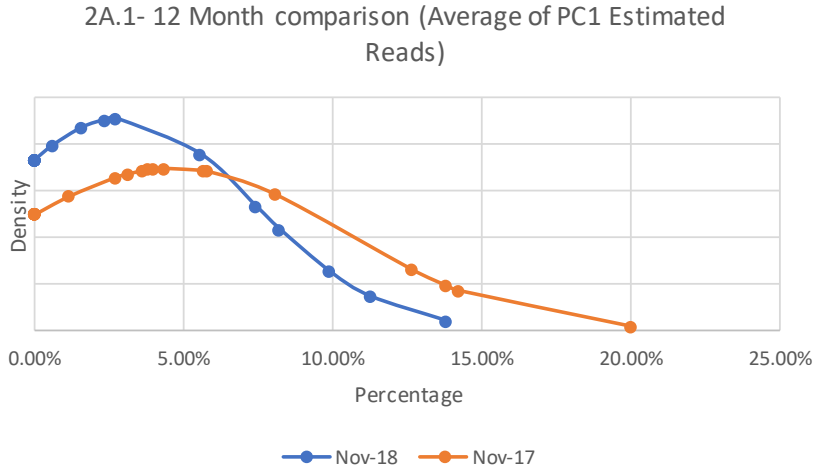
- Estimated reads for PC2 has rapidly increased over the last 12 months but has recently stabilised

Recommendations:

- Engagement with Southsea Clarence, Eastbourne, Mumbles and Harwich in PC1 to understand their processes.
- Engagement with Harwich, Mumbles and Southsea Clarence in PC2 to understand their processes

2A.1 Estimated & Check Reads - Product Classes 1 & 2





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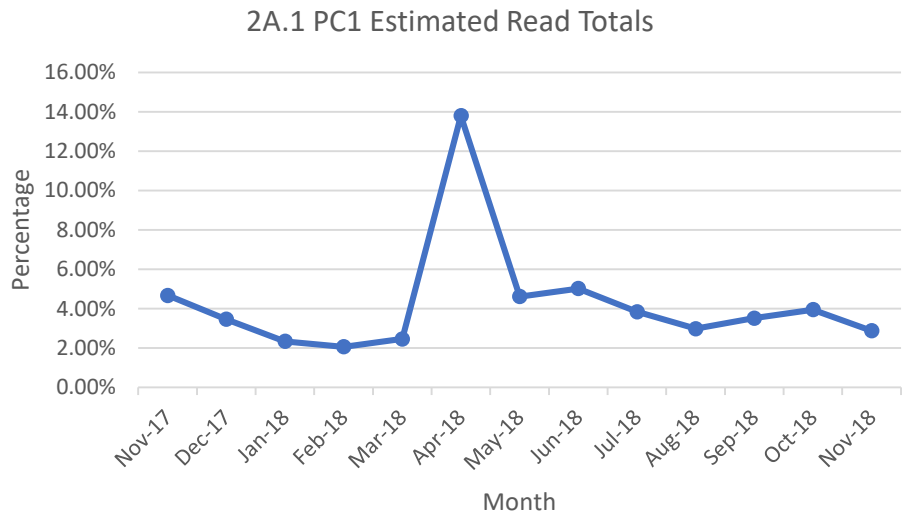

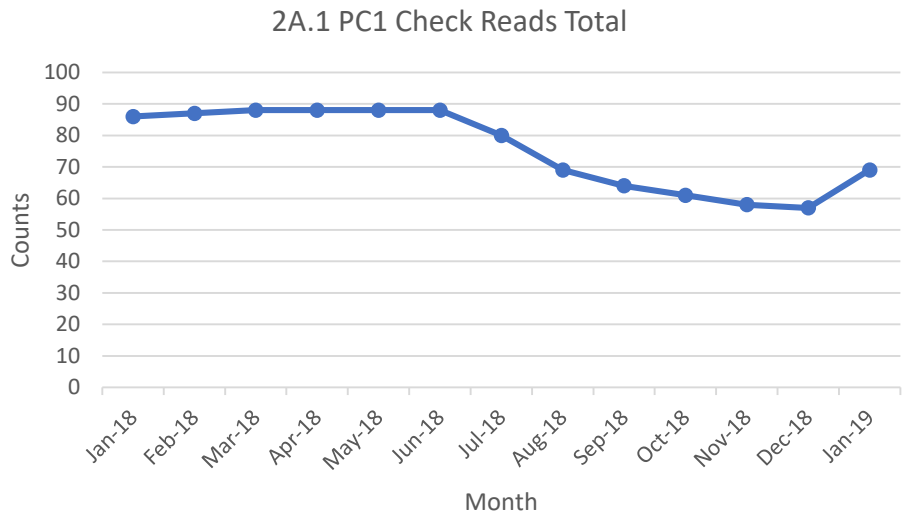

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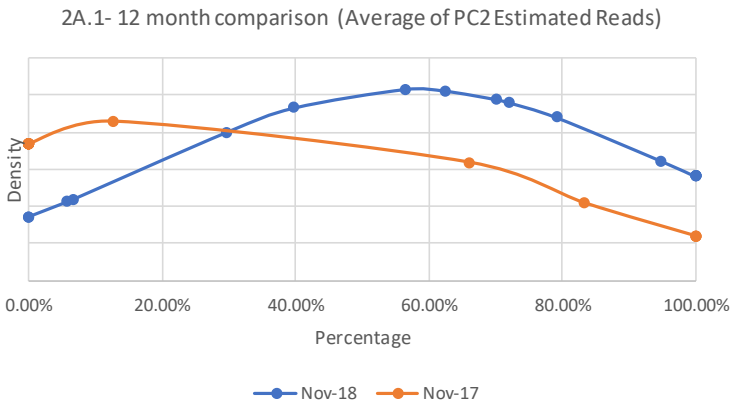

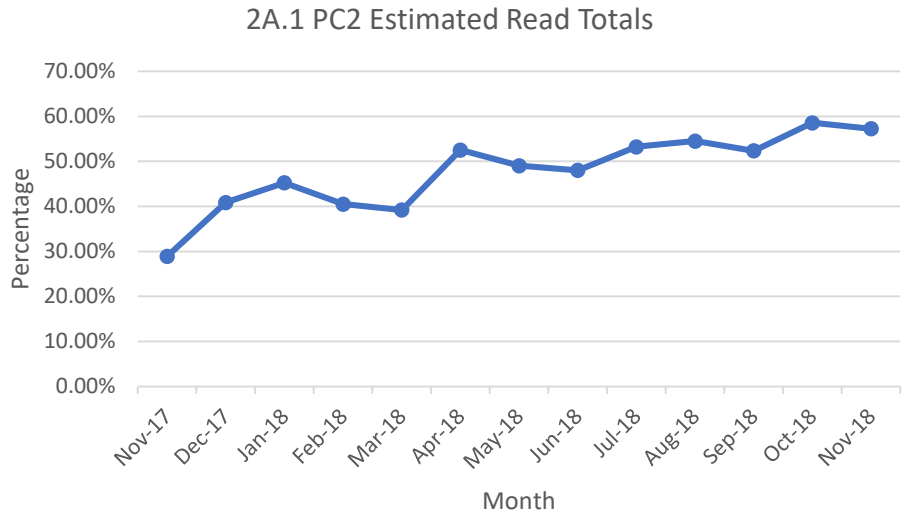

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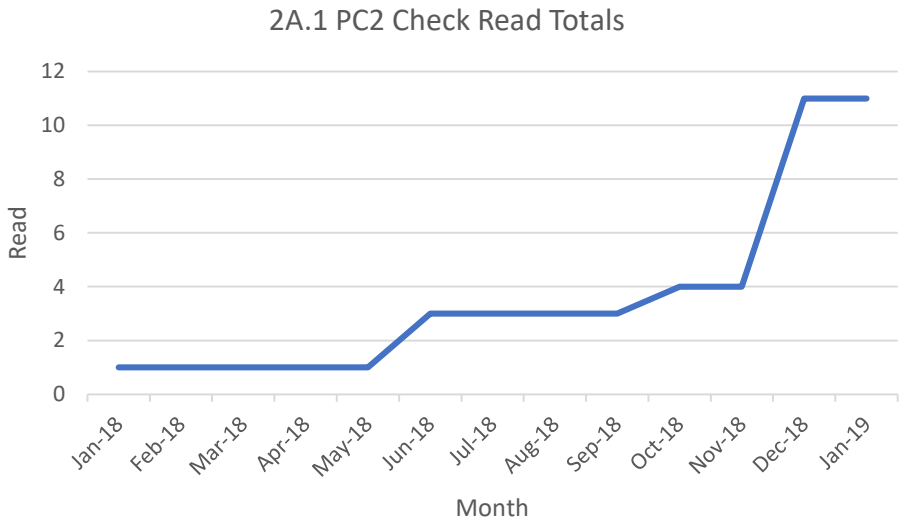


2A.2 – No Meter Recorded

Report measures the count of each shippers portfolio where no meter recorded in the supply point register

PC1 & PC2

0% for both product classes

PC3

↓ 0.03% Southsea Clarence
↓ 0.02% Hastings

Falmouth 0.17%,
Weymouth Bandstand 0.04%,
Clevedon 0.02%

↑ 0.03% Falmouth

↑ 0.01% Monthly Change
↑ 0.07 % Annual Change

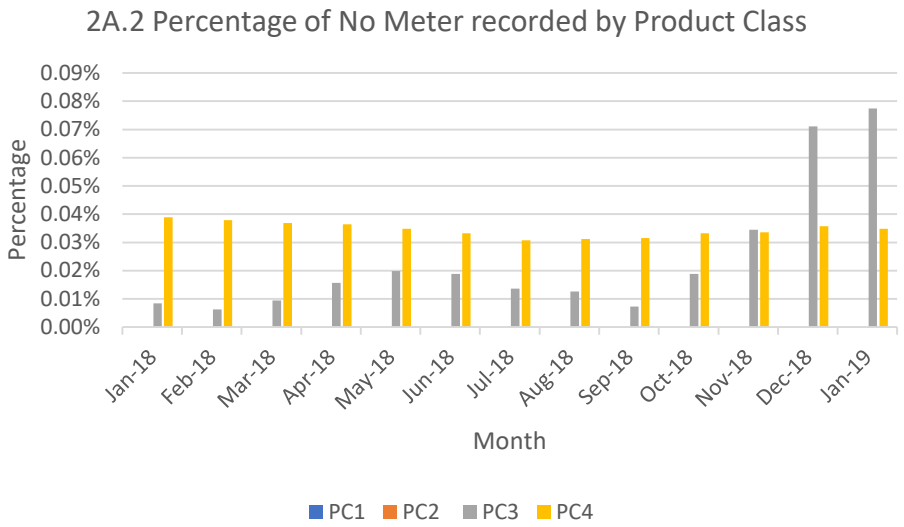
PC4

↓ 0.78% Morecambe West
↓ 0.20% Bankside
↓ 0.05% Lytham

Lytham 1.09%,
Morecambe West 0.57%,
Mumbles 0.37%

↑ 0.05% Eastbourne
↑ 0.03% Birnbeck
↑ 0.03% Kilcreggan

↓ 0.01% Monthly change
↓ 0.01% Annual change



Observations:

- Increase in no meter recorded for PC3 in the past twelve months
- PC3 has seen a recent spike in no meters recorded.

Share findings with customer account managers:

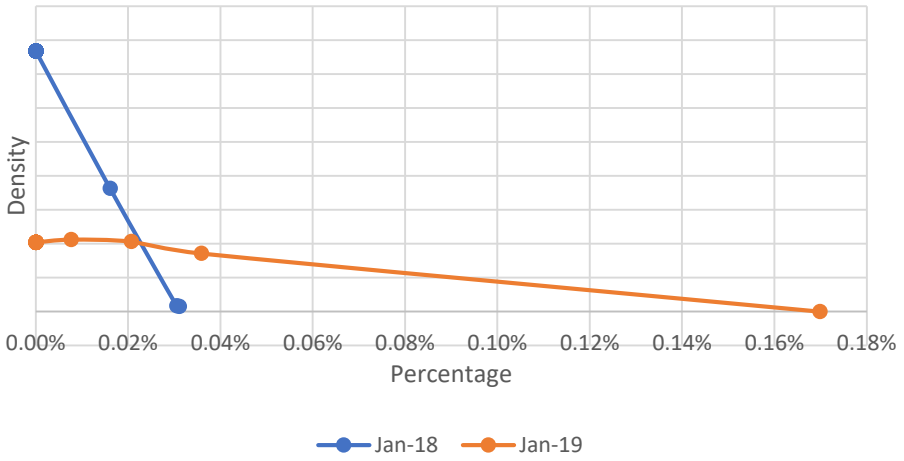
- PC3: Engagement with Falmouth and Weymouth Bandstand to understand their processes
- PC4: Engagement with Colwyn Bay, Herne Bay, Saltburn, Claremont and Deal to understand their processes

2A.2 – No Meter Recorded

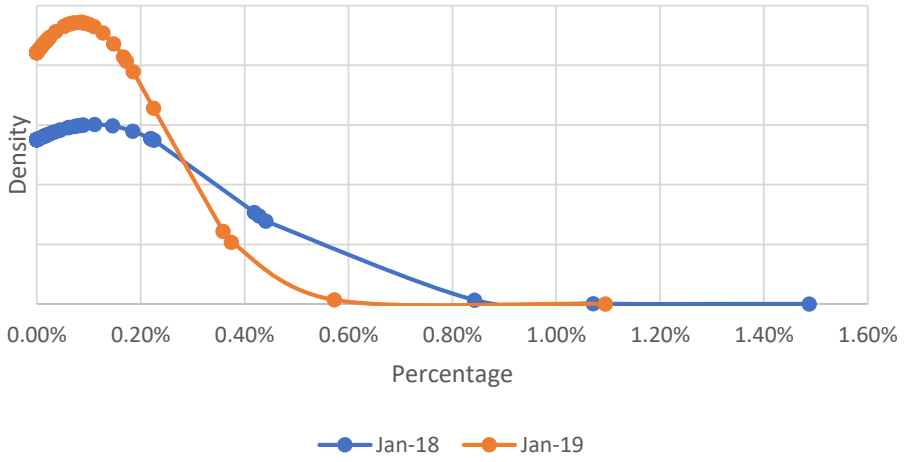
PC1 & PC2

0% for both product classes

2A.2- 12 Month comparison (No Meter recorded PC3)



2A.2- 12 Month comparison (No Meter recorded PC4)



2A.3 No Meter Recorded and data flows received

Report measures the count of each shippers portfolio where no meter recorded in the supply point register and data flows received

PC1 & PC2

0.0% for both product classes

PC3

↑ 0.03% Falmouth
↑ 0.015% Hastings
↑ 0.008% Southsea Clarence

Falmouth 0.16%,
Clevedon 0.01%,
Weymouth Bandstand 0.01%

No Monthly Change
↑ 0.05% Annual Change

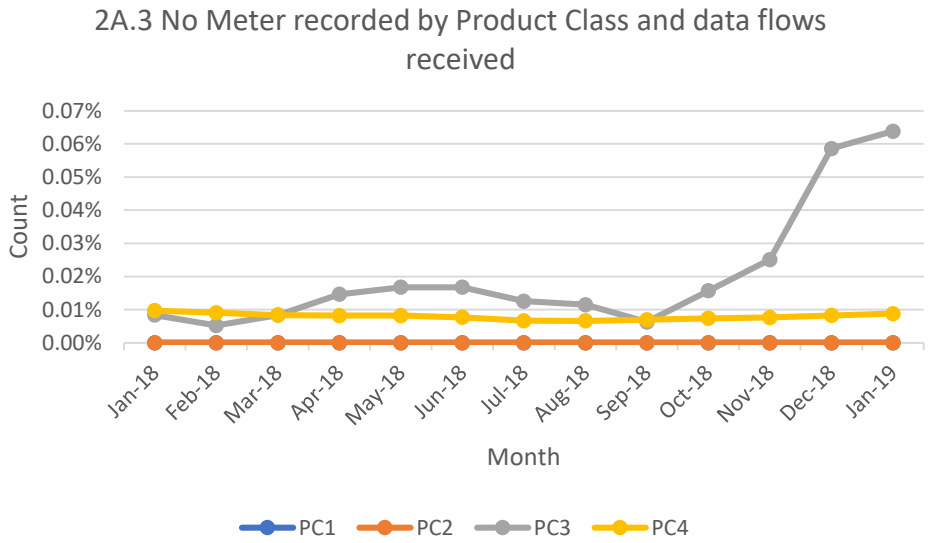
PC4

↓ 0.13% Bankside
↓ 0.04% Morecambe West
↓ 0.02% Eastbourne

↑ 0.03% Lytham
↑ 0.03% Kilcreggan
↑ 0.02% Eastbourne

Lytham 0.18%,
Eastbourne 0.13%,

No Monthly Change
No Annual Change



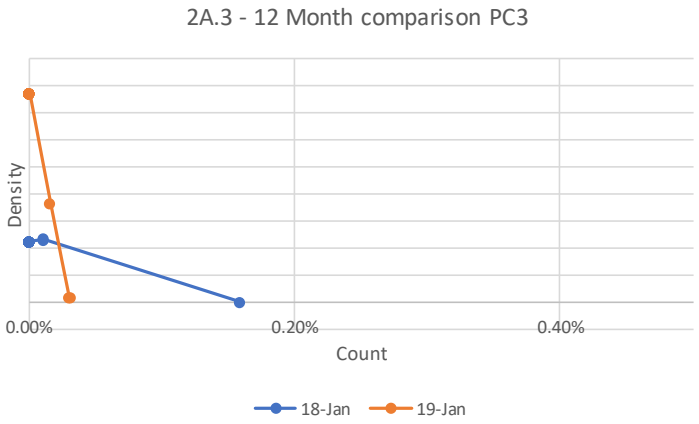
Observations:

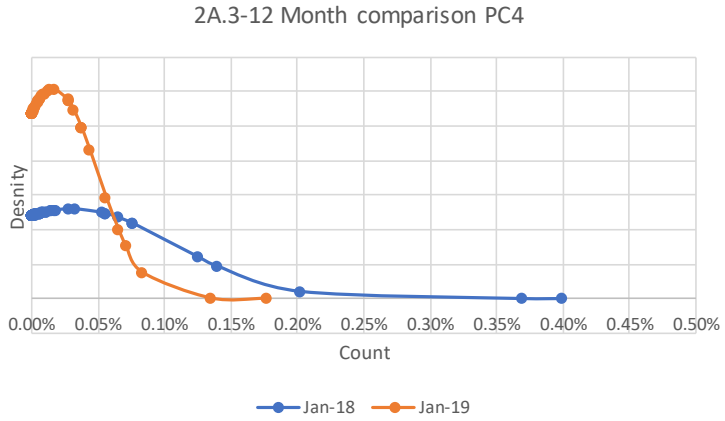
- The industry processes used to manage no meter recorded.
- PC4: Industry trend has declined over the last twelve months but the trend from July 2018 has seen an increase, which will be monitored over the coming months.
- PC3: Upward trend in no meter recorded since September 2018.

Share findings with customer account managers:

- PC3: Industry engagement with Falmouth
- PC4: Industry engagement with Colwyn Bay and Deal

2A.3 No Meter Recorded and data flows received





2A.4- Shipper Transfer Read Performance

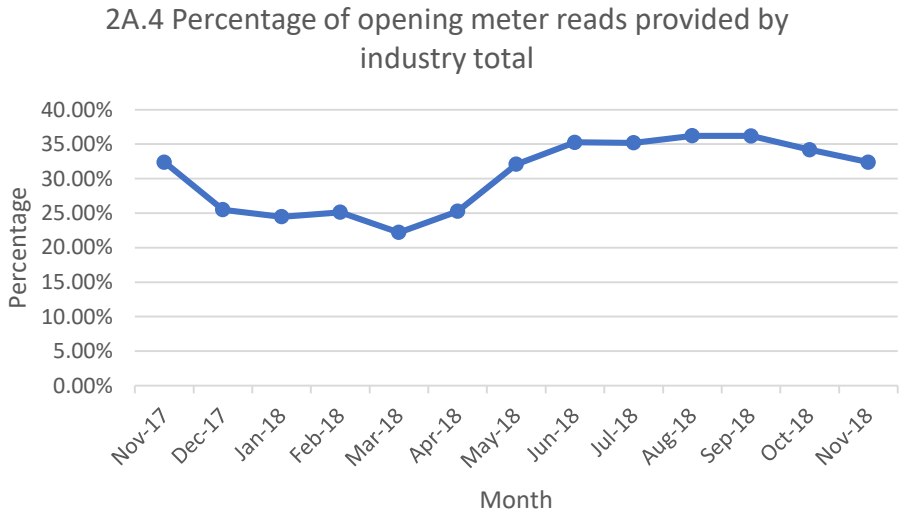
Report measures the percentage of Shipper portfolio of opening meters reads provided following confirmation

↑ 38.12% Paignton
↑ 17.86% Falmouth
↑ 14.59% Colwyn Bay

↓ 36.67% Torquay
↓ 20.47% Morecambe Central
↓ 20.42% Hilton Docklands

Torquay 0.00%,
Walton-on-the-Naze 0.00%,
Ramsey 0.00%,
Southport 0.00%,
Kew 0.00%

↓ 14.44% Monthly change
↓ 4.18% Annual change



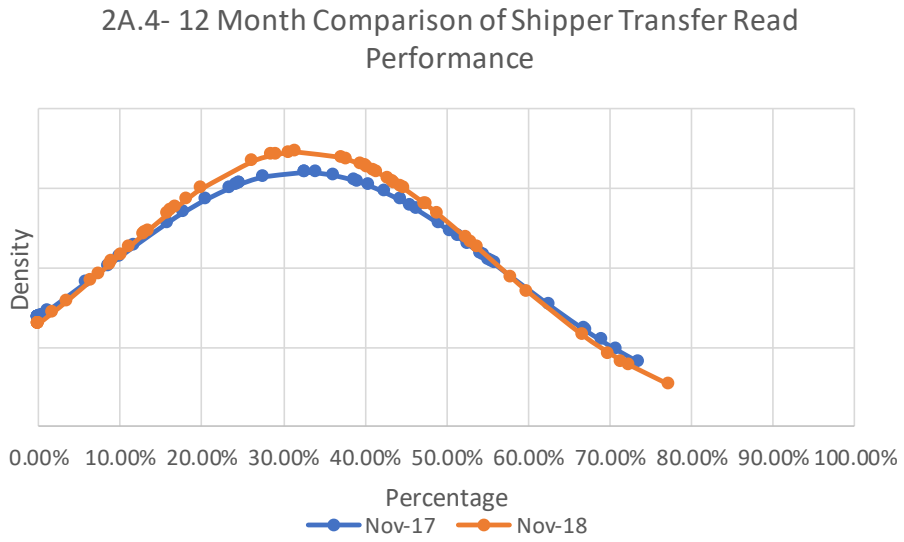
Observations:

- Improvements across the industry
- September 2018 meter readings at the highest rate over the last 12 months
- Performance in November has declined despite the improvement in reads since March 2018.

Recommendations:

- Further analysis of months leading up to March 2018.
- Industry education on obligation to provide opening meter readings following confirmation.
- Industry engagement on the difficulties providing opening meter reading following confirmation.
- Industry engagement with Birnbeck, Cromer, Walton-on-the-Naze, Southport, Bankside, Gravesend, Ramsey, Beaumaris, Barrier Gardens, Brighton, Southend, Burnham-on-Sea, Weymouth Bandstand and Mumbles.

2A.4- Shipper Transfer Read Performance



2A.5- Read Performance

Report measures the percentage of Shipper portfolio submitting reads.

PC1
100% Canary Wharf
100% Ramsey
87.50% Eastbourne

PC2
100% Colwyn Bay
75.61% Falmouth
50.00% Kew

PC3
80% Colwyn Bay
20.00% Rothesay
11.75% Clevedon

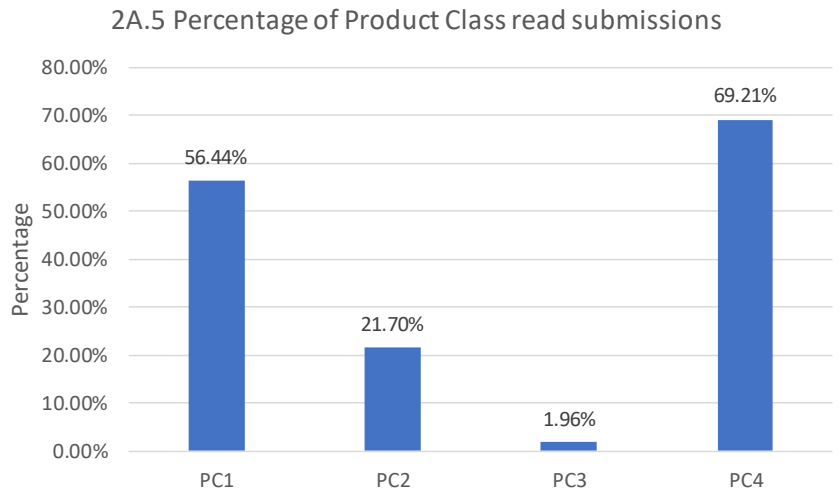
PC4
100% Worthing
100% Hilton Docklands
100% Fleetwood
100% Swanage

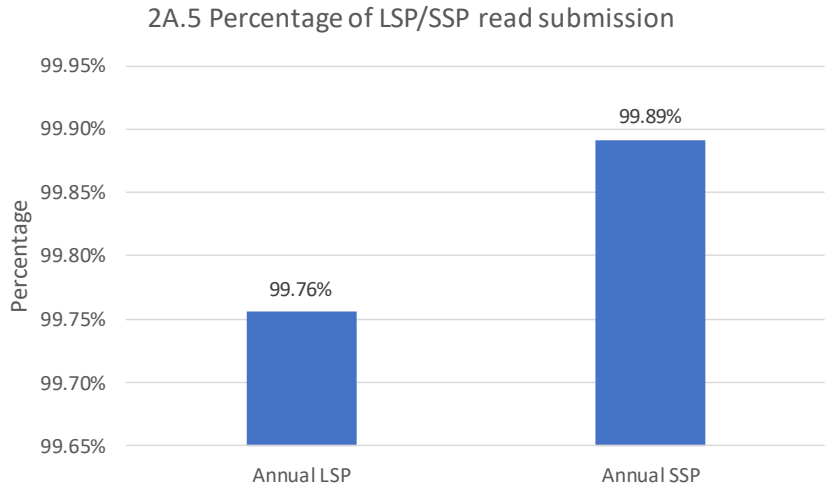
Observations:

- The industry processes used to manage the submitting of reads for each Product Class. With specific reference to PC1 to begin with.
- PC3 has seen minor improvements over the last few months
- PC1: Industry trend is low despite some shippers performing well
- Poor performance over the industry as a whole

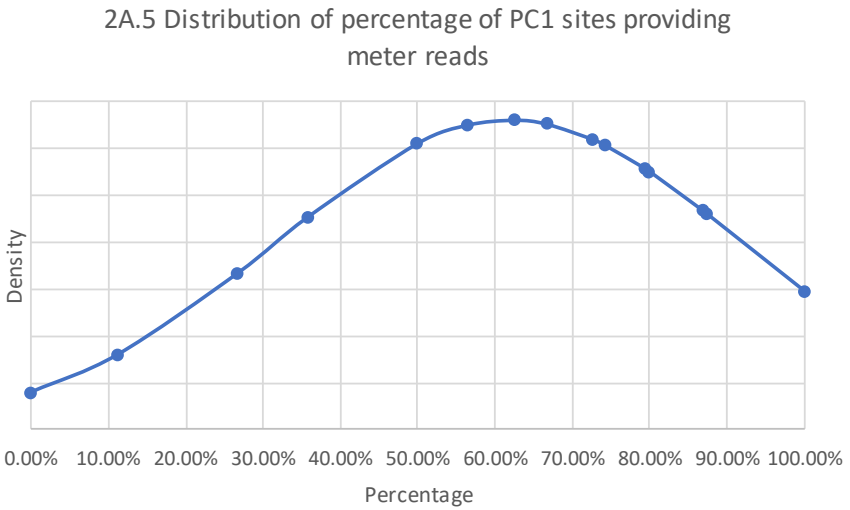
Recommendations:

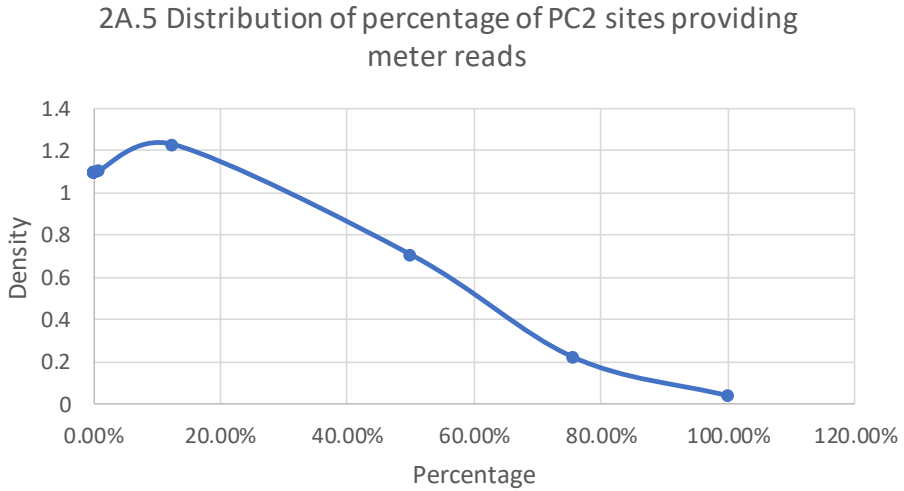
- Industry engagement with Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harwich in PC1
- Industry engagement with Morecambe Central, Southsea Clarence, Falmouth, Mumbles and Harich in PC2
- Industry engagement with Southsea Clarence, Falmouth, Clevedon and Weymouth Bandstand in PC3
- Industry engagement with Colwyn Bay, Herne Bay, Felixstowe, Saltburn, Weymouth, Claremont and Deal in PC4



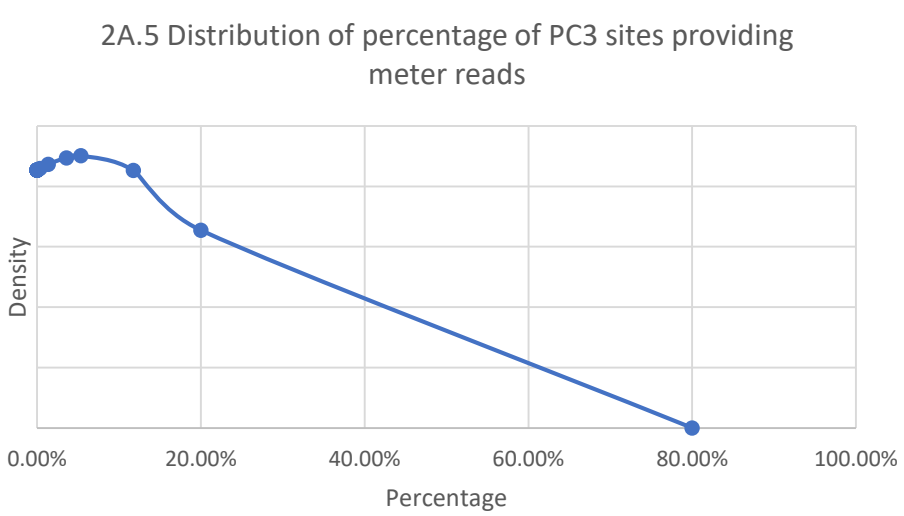


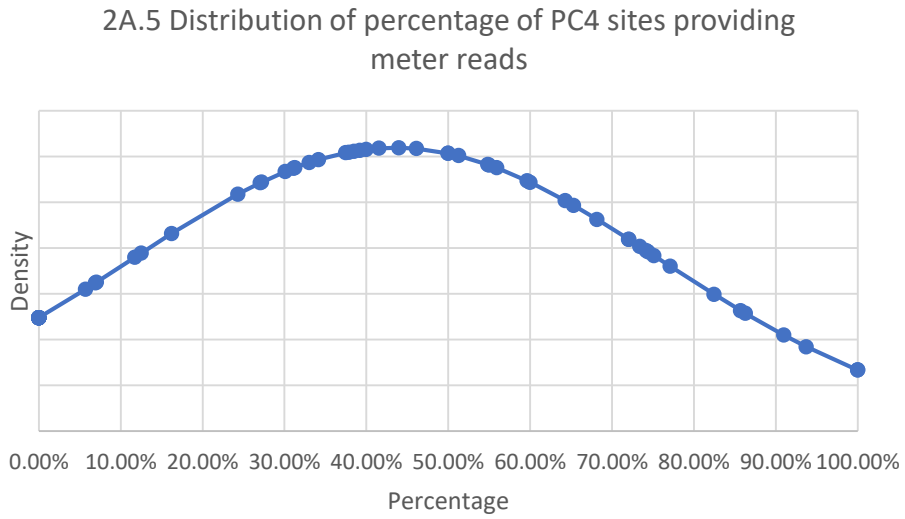
2A.5- Read Performance





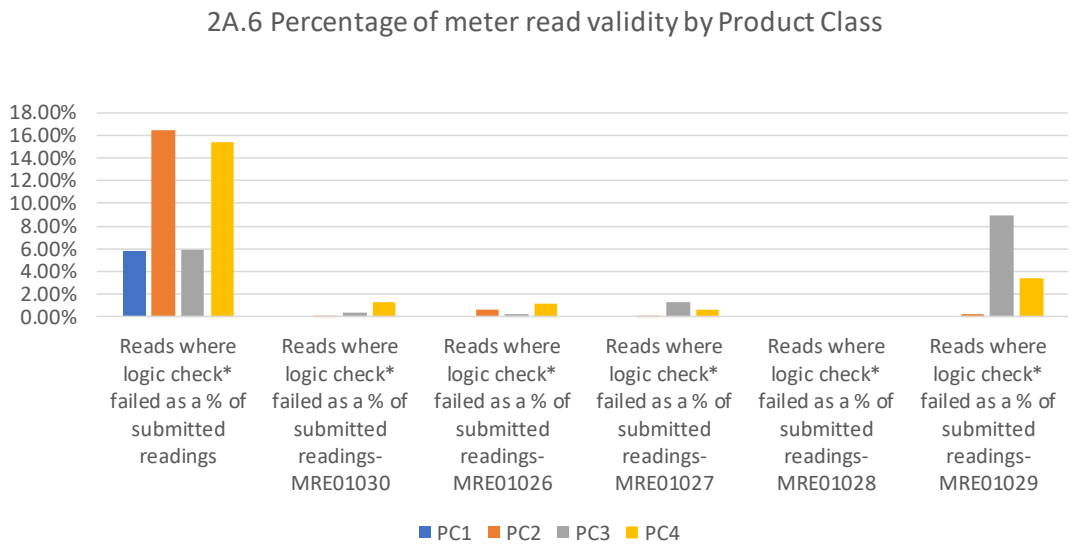
2A.5- Read Performance





2A.6 Meter Read Validity Monitoring

Report measures the percentage of Shipper portfolio where reads submitted failed validation.



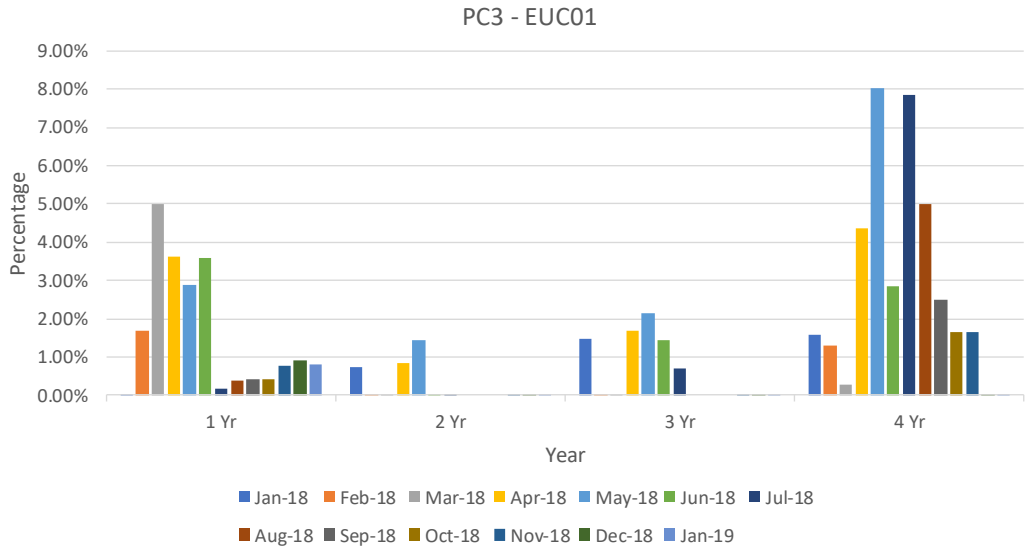
Product Class	Reads where logic check failed as a % of submitted readings	MRE01030	MRE01026	MRE01027	MRE01028	MRE01029
1	Gravesend – 43.45%					
2	Folkstone – 48.23%	Morecambe Central – 0.52%	Eastbourne – 2.53%	Gravesend – 2.76%		Eastbourne – 2.45%
3	Cromer – 43.64%	Rothesay – 2.99%	Colwyn Bay – 4.32%	Herne Bay – 13.36%		Clevedon – 46.72%
4	Cromer – 76.27%	Hastings – 11.28%	Canary Wharf – 10.93%	Cromer – 5.59%		Totland Bay - 50.00%

2A.7 No Reads Received for 1, 2, 3 or 4 years

Report measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period.

PC1 & PC2

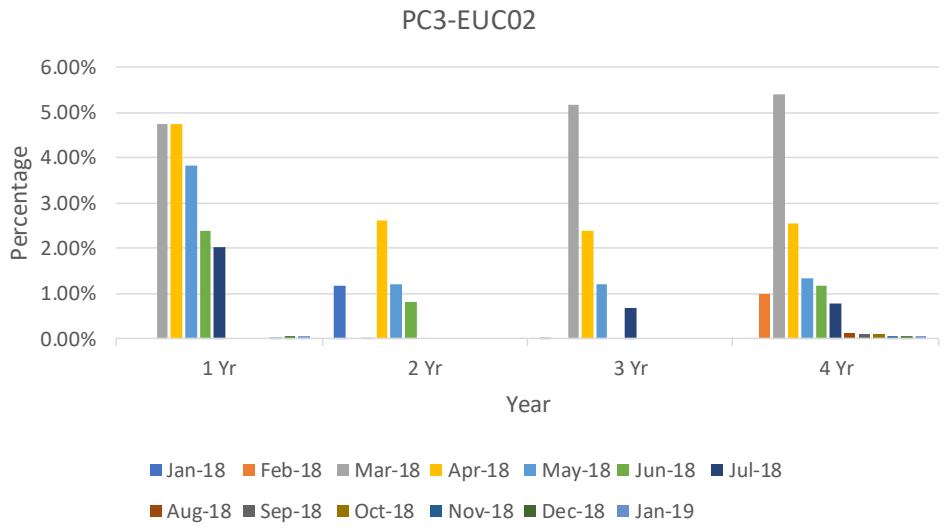
Limited or no data both product classes

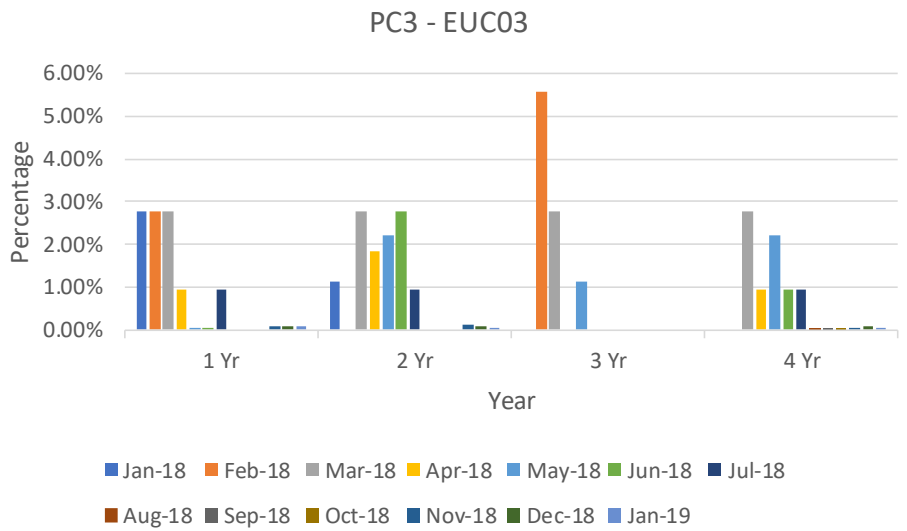


Observations:

- PC3: Highest number of no meter readings for EUC01 occur after four years though this has seen declines recently. EUC04 has seen a spike in no meter recorded after one year since October 2018.
- PC4: No meter readings for each specified period are consistent across all EUC bands.

2A.7 No Reads Received for 1, 2, 3 or 4 years





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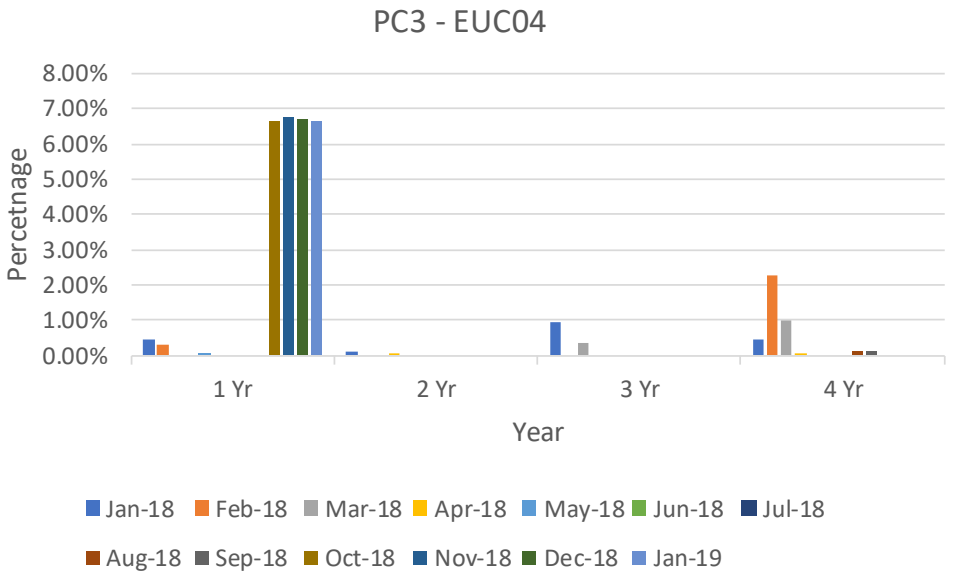
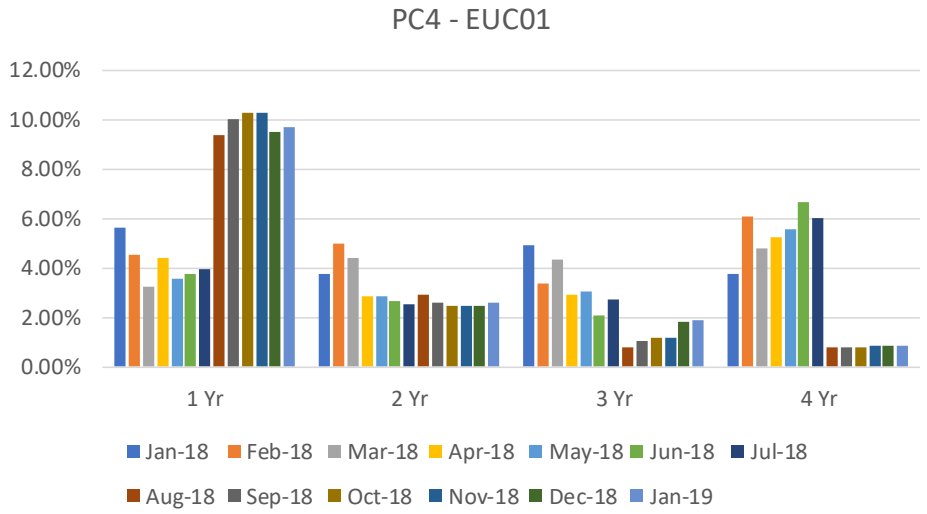
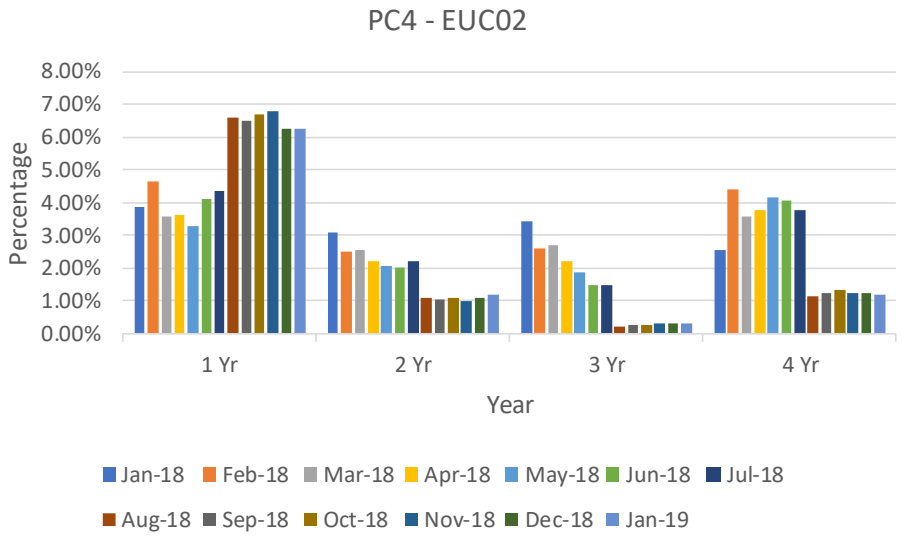


EUC05 – EUC09

No data

2A.7 No Reads Received for 1, 2, 3 or 4 years





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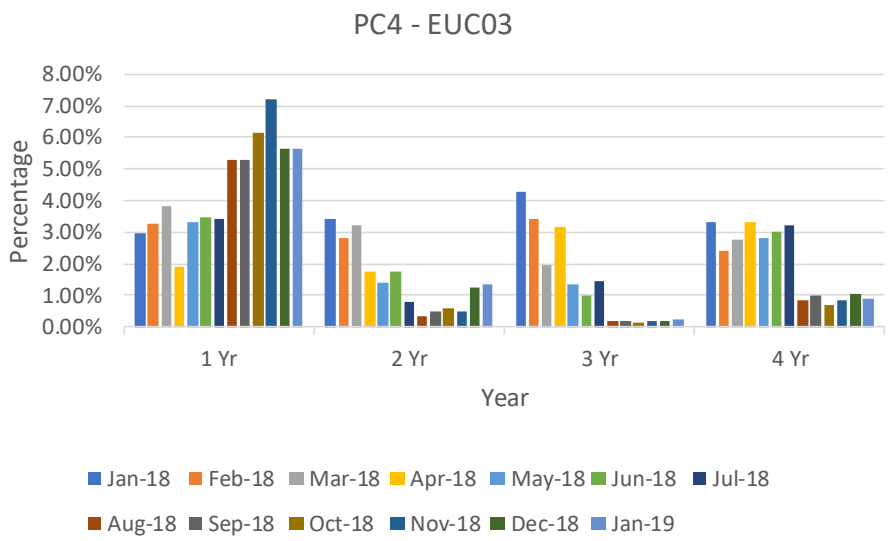

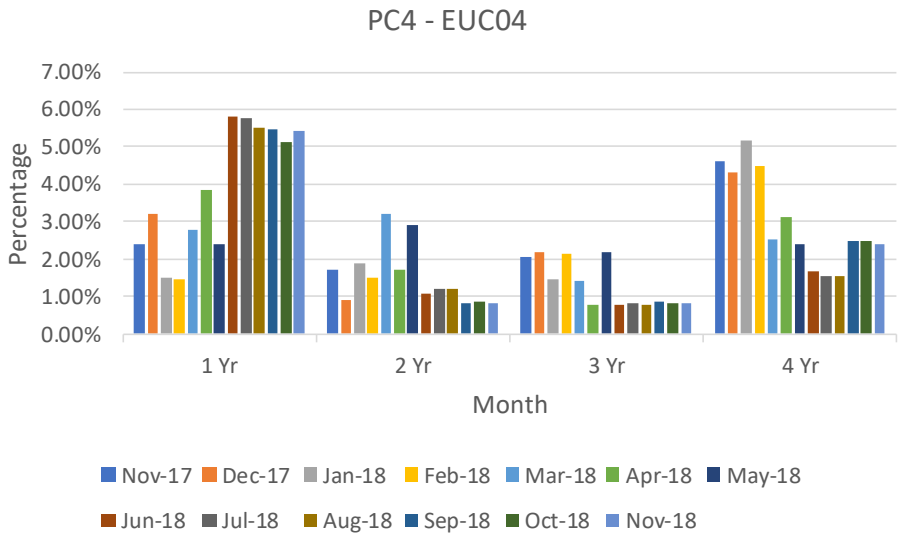

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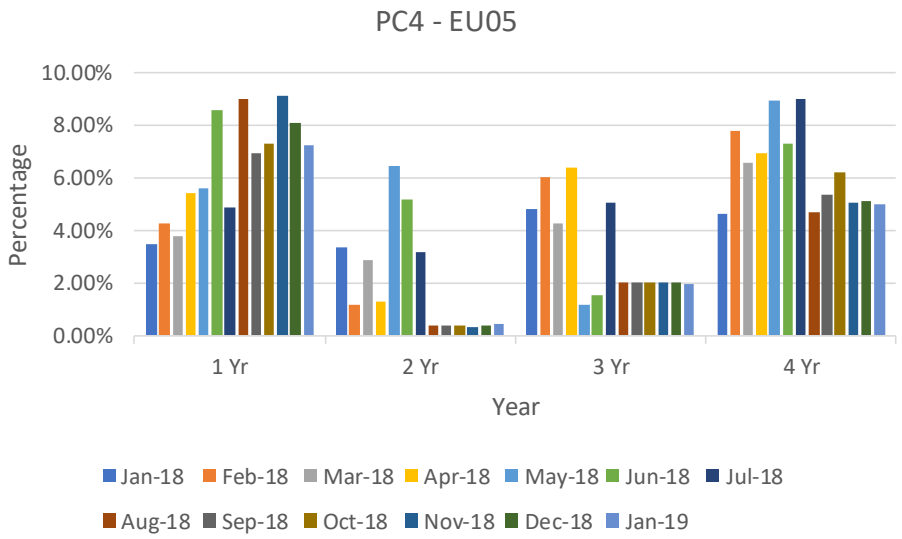

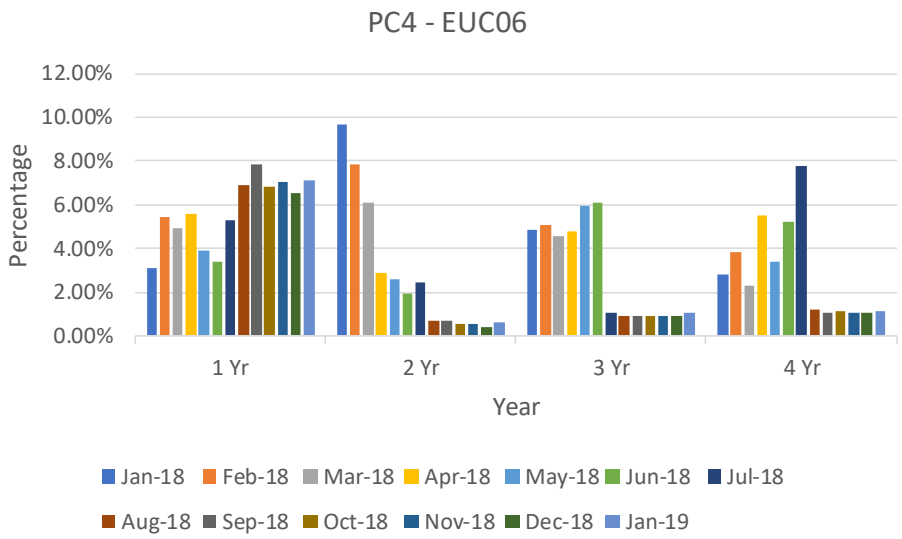

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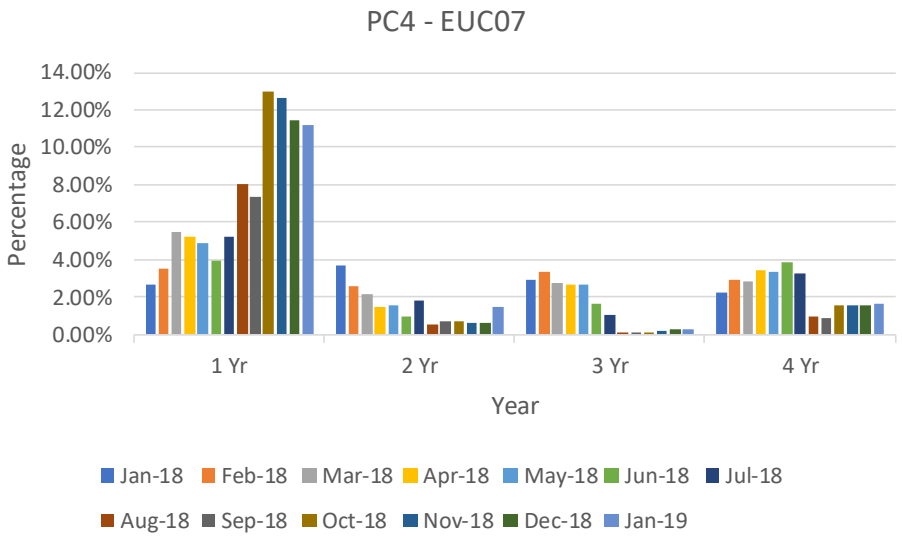

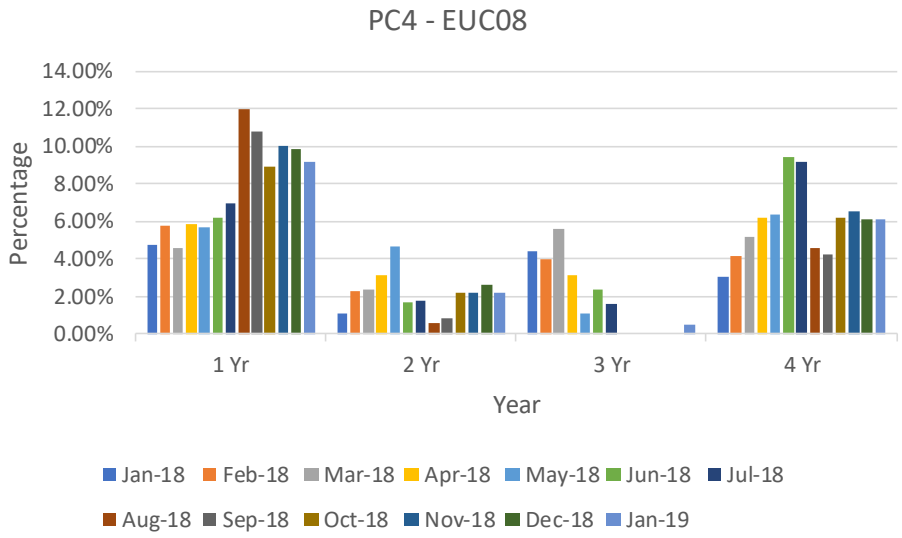

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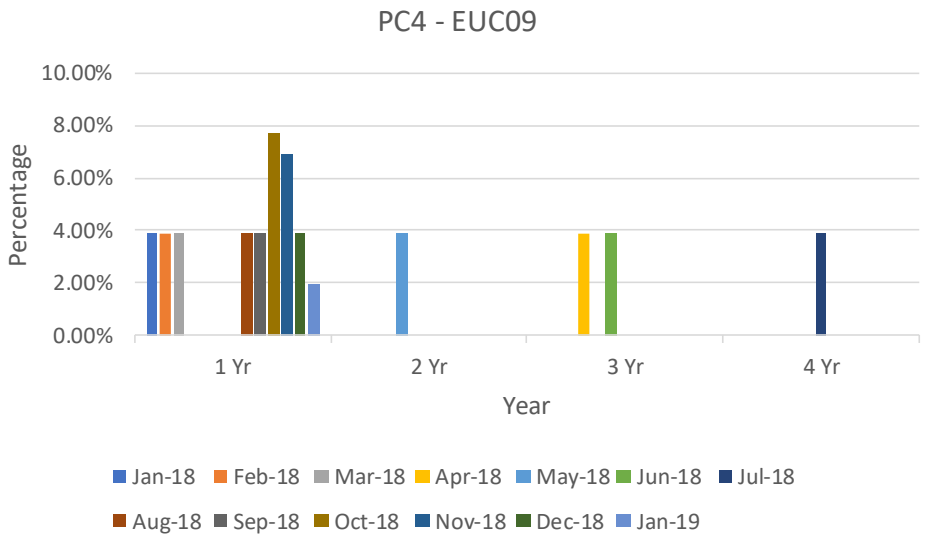


2A.8 AQ Correction by Reason Code

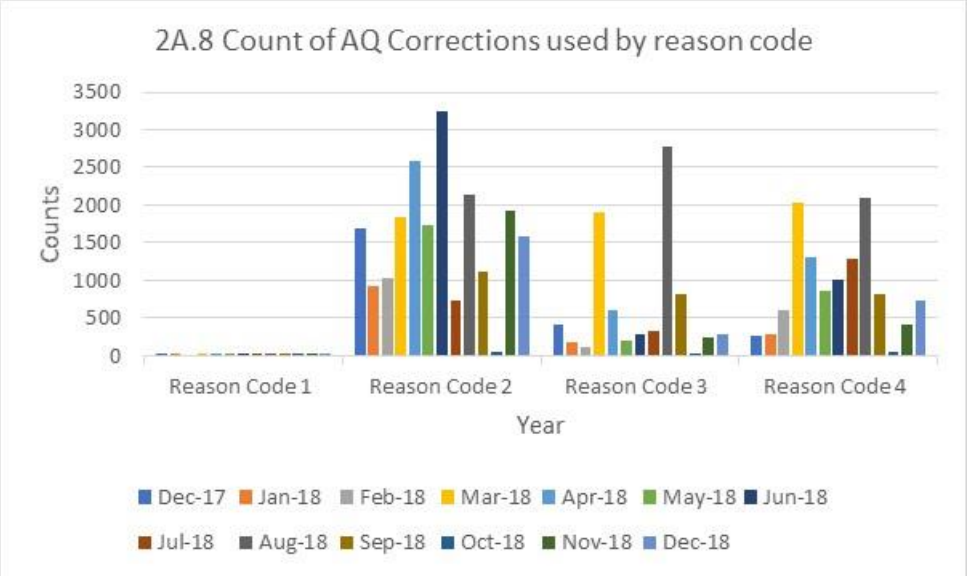
Report measures the count of Shipper Portfolio of MPRNs where AQ Correction process Used

Reason Code 01- Confirmed Theft
7 Beaumaris
3 Colwyn Bay
3 Eastbourne

Reason Code 02- Change in Consumer Plant
572 Weymouth
274 Felixstowe
146 Saltburn

Reason Code 03- Commencement of New Business
221 Southend
34 Herne Bay

Reason Code 04- Tolerance Change
304 Colwyn Bay
178 Felixstowe
77 Folkstone



Observations:

- Reason Code 1- Colwyn Bay September 2018
- Reason Code 2- Herne Bay, April-June 2018
- Reason Code 3- Herne Bay, March, August & September 2018
- Reason Code 4 – Colwyn Bay between March & September 2018

Recommendations:

- Investigate the relative increase in use of AQ corrections between March 2018 to June 2018
- Engage with Herne Bay and Colwyn Bay to understand any obstacles they might have in relation to submitting reads with tolerance changes

2A.9 Standard CF AQ > 732,000 kWh

Report measures the count of sites with an AQ>732,000 kWh, but having a standard correct factor

EUC04

↑ 67 Morecambe Central
↑ 15 Southsea Clarence
↑11 Colwyn Bay

↓ 51 Gravesend
↓ 16 Herne Bay
↓ 16 Falmouth

Colwyn Bay 641,
Falmouth 500,
Morecambe Central 437

↑ 67 Monthly Change
↓ 1 Annual Change

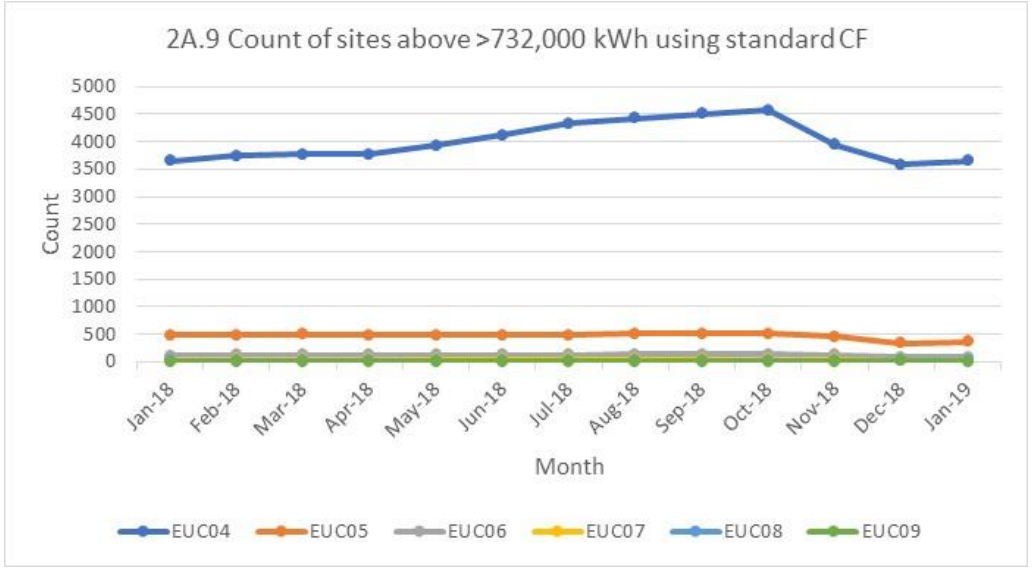
EUC05

↑ 6 Morecambe Central
↑ 3 Colwyn Bay
↑ 3 Eastbourne

↓ 5 Herne Bay
↓ 3 Gravesend
↓ 1 Falmouth

Southsea Clarence 73,
Colwyn Bay 68,
Morecambe Central 34

↑ 16 Monthly Change
↓ 121 Annual Change



EUC06

↑ 2 Colwyn Bay
↑ 2 Southport

↓ 19 Falmouth
↓ 12 Gravesend
↓ 4 Eastbourne

Southsea Clarence 17,
Colwyn Bay 14,
Harwich 11

↓ 4 Monthly Change
↓32 Annual Change

Observations:

- EUC04 continue to track significantly above the industry average, with a number of shippers above the average.
- Although there has been a reduction in the use of a standard CF, specific shippers will be monitored to evaluate performance.

Share findings with customer account managers:

- Industry engagement with Morecambe Central, Colwyn Bay, Herne Bay, Boscombe, Gravesend, Falmouth, Burnham-on-Sea, Folkstone and Mumbles in EUC04.
- Industry engagement with Morecambe Central, Southsea Clarence and Falmouth in EUC05.

2A.9 Standard CF AQ > 732,000 kWh

EUC07

↑ 1 Morecambe Central
↑ 1 Mumbles
↑ 1 Harwich

↓ 2 Gravesend
↓ 1 Southsea Clarence
↓ 1 Herne Bay
↓ 1 Llandudno

Colwyn Bay 8,
Southsea Clarence 5,
Harwich 5

No Monthly Change
↓ 3 Annual Change

EUC08

No positive or negative changes

Colwyn Bay 3,
Burnham-on-Sea 2

No Monthly Change
↓ 3 Annual Change

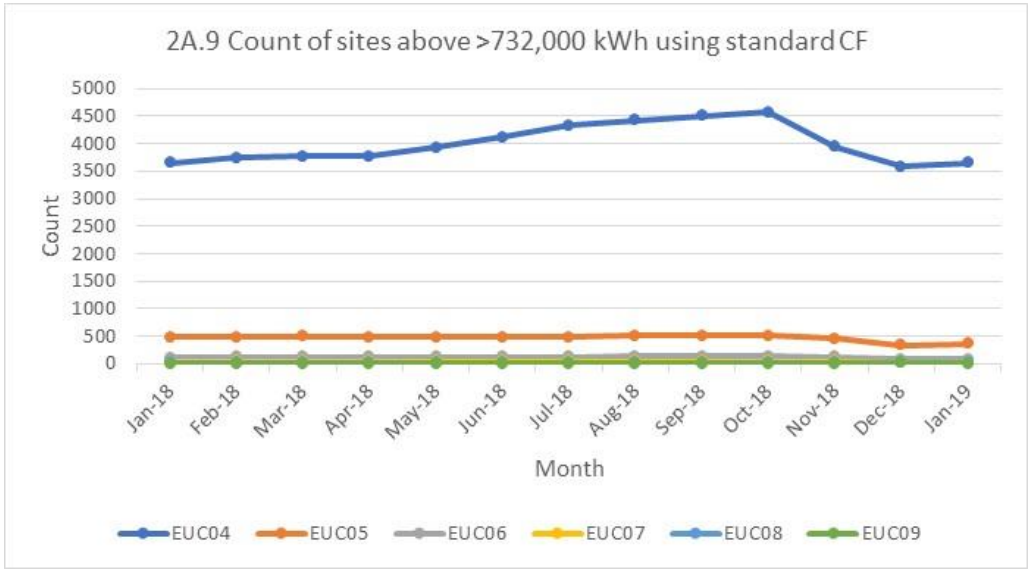
EUC09

↑ 1 Morecambe Central

↓ 1 Gravesend
↓ 1 Herne Bay

Southsea Clarence 3,

↓ 1 Monthly Change
↑ **2** Annual Change



Observations:

- EUC07-EUC09 have very few MPRNs with standard correction factors in comparison to the industry.

Share findings with customer account managers:

- EUC07: Engagement with Colwyn Bay to understand why their count is the highest over the last 12 months

2A.10 Replaced Meter Reads

Report measures the count of meter reading replacements which results in reconciliation adjustments.

EUC01

↑ 1672 Herne Bay
↑ 1057 Claremont
↑ 535 Southsea Clarence

↓ 855 Rhyl
↓ 734 Deal
↓ 587 Weymouth

Claremont 11846,
Deal 4804,
Herne Bay 3923

↑ 118 Monthly Change
↓ 3343 Annual Change

EUC02

↑ 788 Southsea Clarence
↑ 661 Falmouth
↑ 22 Hastings

↓ 577 Folkstone
↓ 78 Felixstowe
↓ 59 Colwyn Bay

Southsea Clarence 791,
Falmouth 708,
Folkstone 89

↑ 665 Monthly Change
↑ 462 Annual Change

EUC03

↑ 282 Southsea Clarence
↑ 19 Hastings
↑ 5 Gravesend

↓ 98 Falmouth
↓ 30 Folkstone
↓ 17 Mumbles

Southsea Clarence 287,
Falmouth 61,
Gravesend 29

↑ 131 Monthly Change
↓147 Annual Change

EUC04

↑ 13 Southsea Clarence
↑ 7 Gravesend
↑ 5 Folkston

↓ 4 Folkstone
↓ 4 Mumbles
↓ 2 Blackpool North
↓ 2 Bankside

Gravesend 26,
Falmouth 26,
Folkstone 16

↓ 19 Monthly Change
↓ 29 Annual Change

Data cannot be normalised for EUC06 - 09

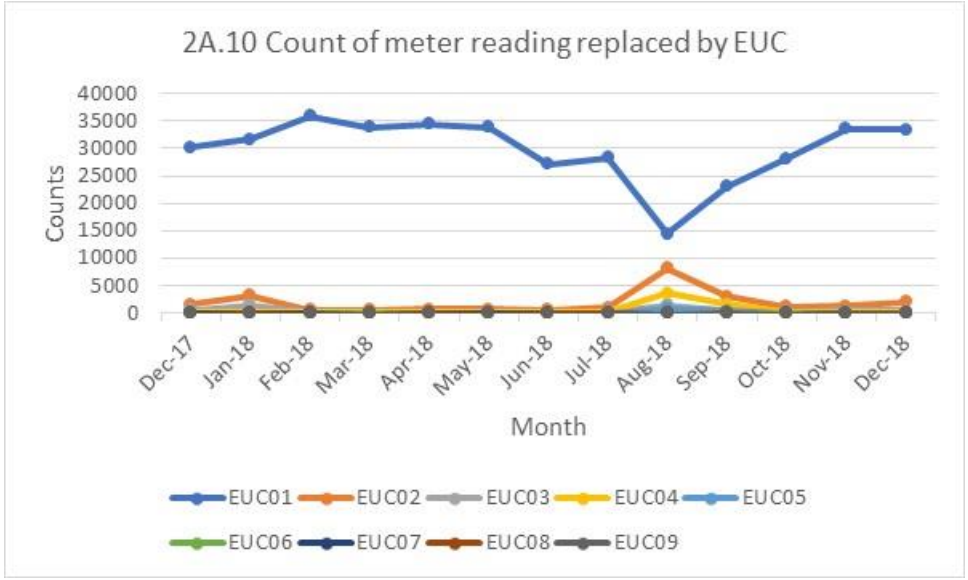
EUC05

↑ 5 Falmouth
↑ 5 Southsea Clarence
↑ 2 Herne Bay

↓ 5 Folkstone
↓ 3 Mumbles

Falmouth 14, Gravesend 8,
Southsea Clarence 6

↑ 7 Monthly Change
↑ 30 Annual Change



Observations:

- EUC01 has seen an upward trend in replaced meter reads since August 2018, though this has stabilised in December 2018
- EUC01 continues to account for the most amount of total replaced meter reads

Share findings with customer account managers:

- Industry engagement with Claremont in EUC01

Appendix – PARR report details

Sr No	Topic	Details	Split By	12 Rolling Months	Format	e.g. For Nov Report	Condition	Comments
1	2A - Estimated & Check Reads used for Gas Allocation, andconsumption adjustments for Product Classes 1 & 2	*Need to count everyday portfolio and count mprn where read has been estimated and no actual present on the same day .* *Check Read : For check reads we would need to check , as of reporting day how many class 1 & 2 MPRNs are present with DRE/AMR.* *For those MPRNs we have site visit read <=14 months and no subsequent site visit read . Those are outstanding ones per shipper.*	Class	Annual	Percentage	September	M-2	
2	2A - No Meter Recorded in the Supply Point Register	AQ Band wise , AQ band based on report run day . Class wise different table And AQ Band. Exclude NTS connected Sites & Telemeterd. Exiting SHPK - Topic - Confirmed No Asset Report	Class	Annual	Count & B - Percentage	Nov	M	
3	No Meter Recorded in the Supply Point Register and data flows received by Xoserve	Same as above but additionally need to check if for above MPRNs any Data Flow Means - > Asset Update , C & D Store & Reads received in that month	Class	Annual	Count & B - Percentage	Additional MPRNs		
4	2A - Shipper Transfer Read Performance	M-2 is considered – Open OPNT_REQ_FOLL_CON OPNT_RECEIVED_10	Class	Annual	Percentage	September	M-2	
5	Read Performance	As per frequency we need to check if we hav e received the read e.g. month read site will check if we have received the read in month .Class and shipper transfer are excluded .6 Monthly read site need to consider yearly ,It is not in UNC. It will be like MUR logic M-2 , exclude sites where class changes happened in M-2 , shipper changes	Class		Percentage	September	M-2	

Appendix – PARR report details

Sr No	Topic	Details	Split By	12 Rolling Months	Format	e.g. For Nov Report	Condition	Comments
6	2A - Meter Read Validity Monitoring	MRE01026 :Reading breached the lower Outer tolerance. MRE01027 :Reading breached the Upper Outer tolerance. MRE01028 :Reading breached the lower Inner tolerance value and no override flag provided. MRE01029 :Reading breached the upper Inner tolerance value and no override flag provided. MRE01030 :Override tolerance passed and override flag provided We can build this from DUK_ARSR , by checking failed reads . DUK_READ = We can get how many successfull reads received based on Status =U . Failed once are with status =F	Reason Codes	;	Percentage	October	M-1	
7	No reads received for 1,2,3 or 4 years (excludeds estimated	Per class table , per AQ Band ,Need to ignore estimates for all classed Logic is similar to existing SHPK Logic - NO_READ_2Y_3Y_B73200 Here we would need to create 4 counts No reads received for 1 , 2 , 3 , 4 years sepeartely as per layout	AQ Band	Annual	Percentage	Nov	M	
8	2A - AQ Corrections	AQ correction by reason code : Switch Type = 50 , Switch View = 50 , Switch status = LI Reason code per table , Reason code is new field added in ISU BW - DS 0UC_SWTDOC Switch Document new field added in DS - ZZ_AQ_REASON	AQ Band	Annual	count	October	M-1	
9	2A - Standard Correction Factors for sites with AQ > 732, MWH	Standard correction factor by AQ Band	AQ Band	Annual		Nov	M	**Report should only include AQs above 732000. Currently including >=732000**
10	2A - Replaced Meter Reads	Count of meter points where replacement reads received by AQ Band ,Only for class 3& 4 , Replaced meter reads are identified with DUK_READ where read reason = R , Upload Status = U , we would need to add AQ Band either in DUK_READ or consider while processing	AQ Band	Annual		October	M-1	

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