

PARR Dashboards

14 May 2019

PAFA



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

- ↓ 4.10% Walton-on-the-Naze
- ↓ 3.06% Mumbles
- ↓ 2.24% Southsea Clarence
- ↑ 6.67% Burnham-on-Sea
- ↑ 0.60% Ramsey
- ↑ 0.30% Falmouth

Burnham-on-Sea **100.00%**,
 Mumbles **10.48%**,
 Harwich **10.12%**

- ↓ 0.23% - Monthly change
- ↑ 4.24% - Annual change

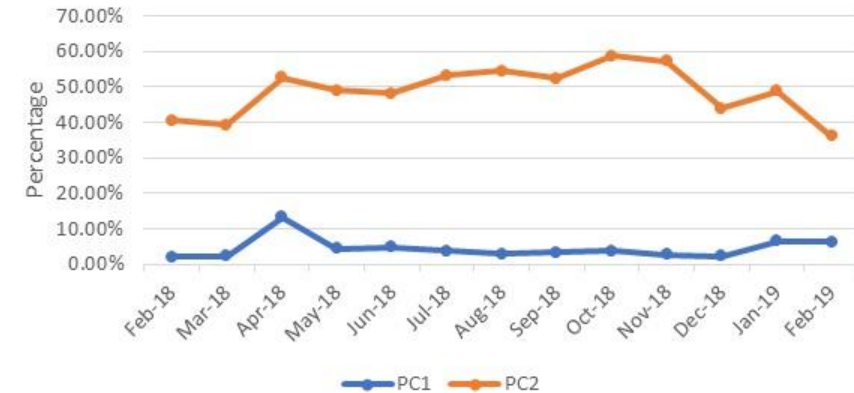
PC2

- ↓ 96.77% Clacton
- ↓ 10.35% Morecambe Central
- ↓ 6.61% Southsea Clarence
- ↑ 11.68% Eastbourne
- ↑ 7.14% Canary Wharf

Ramsey **100%**
 Harwich **97.32%**
 Walton-on-the-Naze **96.77%**
 Burnham-on-Sea **96.77%**

- ↑ 4.83% Monthly change
- ↑ 3.57% Annual change

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



Observations:

- Estimated reads for PC2 has seen a significant decrease since November 2018 but remains well above UNC requirements.
- Average estimated reads for PC1 is being skewed by one shipper with poor performance in January & February 2019

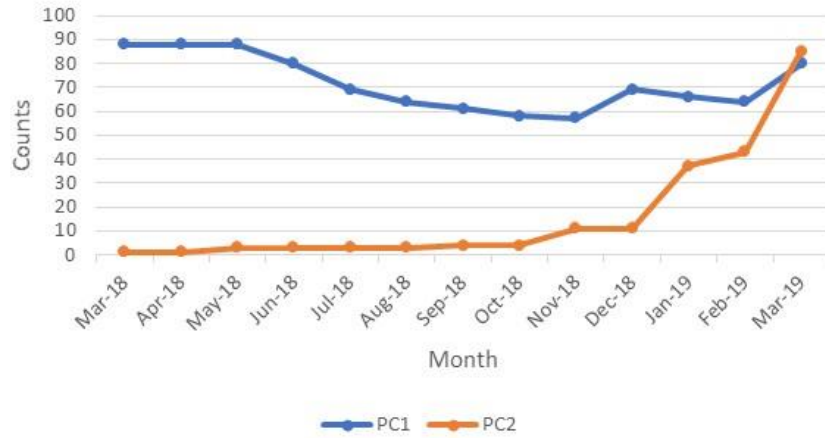
Recommendations:

- 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

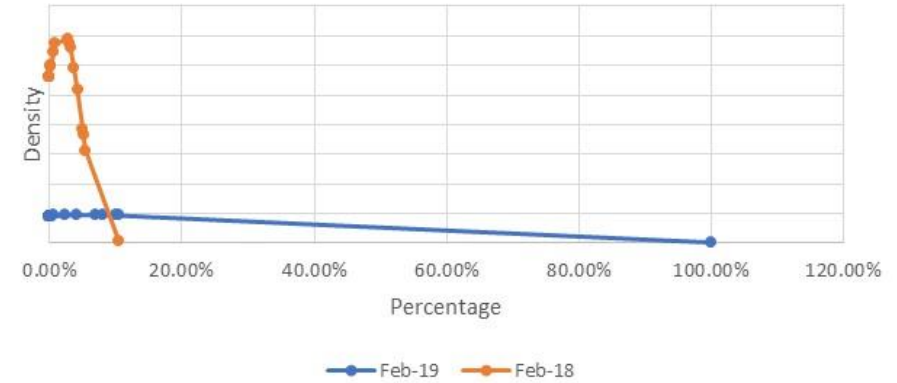
2A.1 Estimated & Check Reads - Product Classes 1 & 2



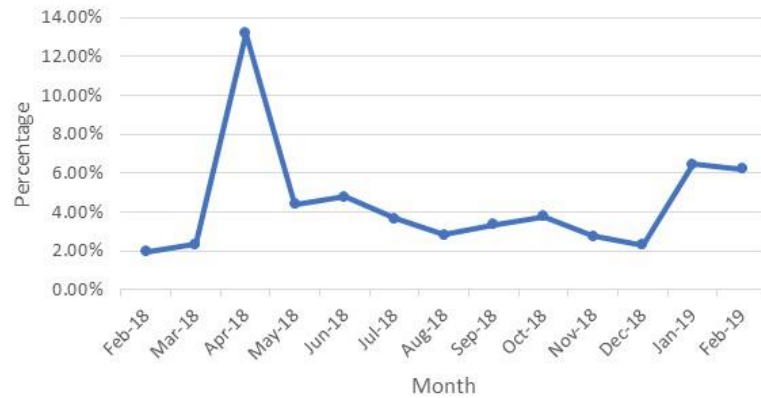
2A.1 Count of Check Reads Completed for PC1 and PC2



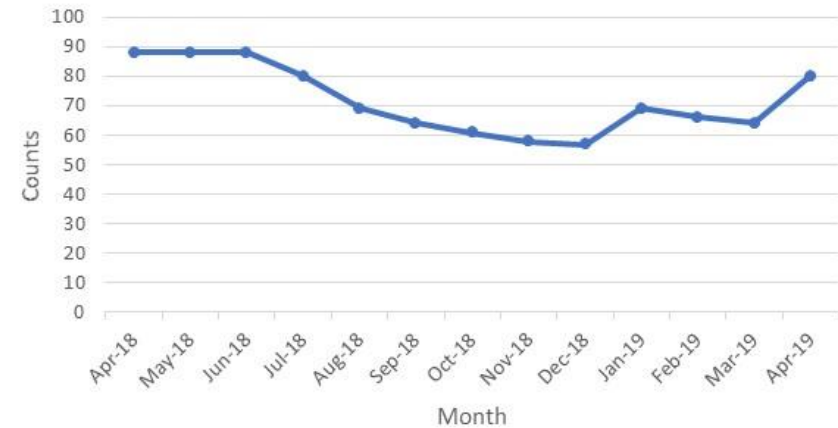
2A.1- 12 Month comparison (Average of PC1 Estimated Reads)



2A.1 PC1 Estimated Read Totals



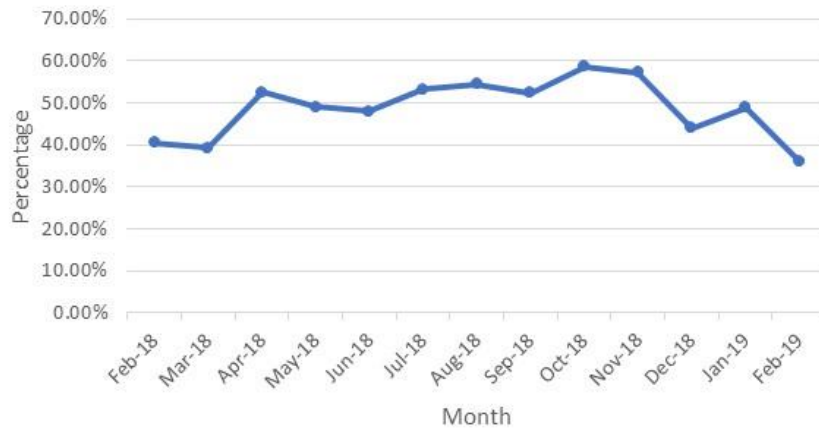
2A.1 PC1 Check Reads Total



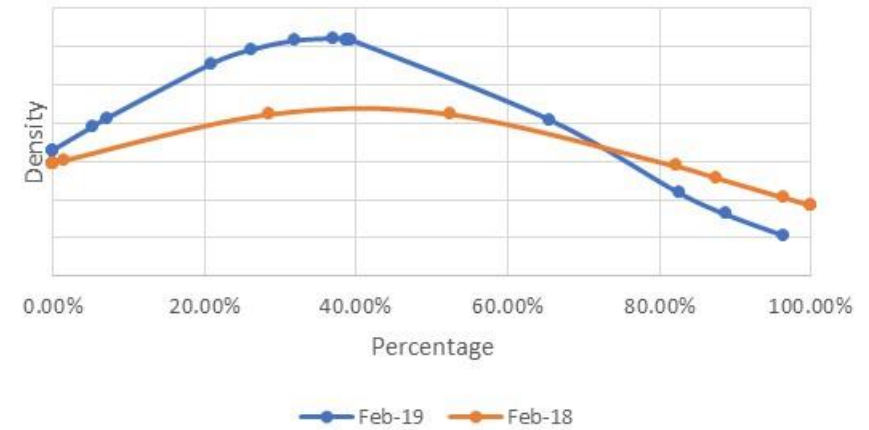
2A.1 Estimated & Check Reads - Product Classes 1 & 2



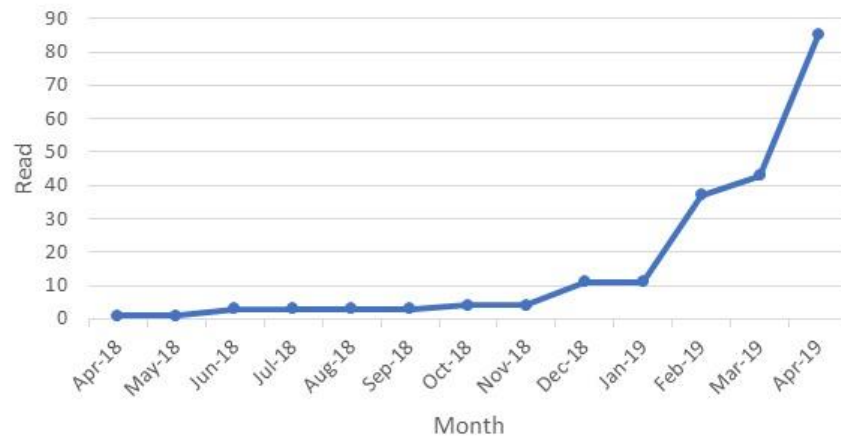
2A.1 PC2 Estimated Read Totals



2A.1- 12 month comparison (Average of PC2 Estimated Reads)



2A.1 PC2 Check Read Totals



2A.2 – No Meter Recorded

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

PC1 & PC2

0% for both product classes

PC3

- ↓ 0.21% Burnham-on-Sea
- ↓ 0.01% Clevedon

- ↑ 0.13% Canary Wharf
- ↑ 0.02% Southsea Clarence
- ↑ 0.01% Falmouth

Falmouth **0.15%**,
 Canary Wharf **0.13%**,
 Weymouth Bandstand **0.04%**
 Southsea Clarence **0.04%**

- ↓ 0.01% Monthly Change
- ↑ 0.07 % Annual Change

PC4

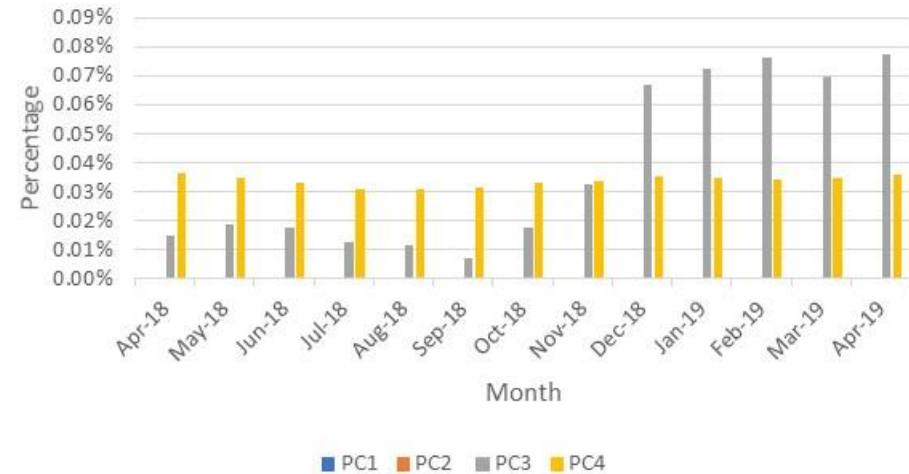
- ↓ 0.04% Lytham
- ↓ 0.03% Bankside
- ↓ 0.02% Weymouth Bandstand

- ↑ 0.09% Birnbeck
- ↑ 0.09% Eastbourne
- ↑ 0.08% Canary Wharf

Morecambe West **2.24%**,
 Lytham **1.24%**,
 Bankside **0.29%**

- ↑ 0.01% Monthly Change
- No Annual change

2A.2 Percentage of No Meter recorded by Product Class



Observations:

- Increase in no meter recorded for PC3 between December 2018 and April 2019.

Share findings with customer account managers:

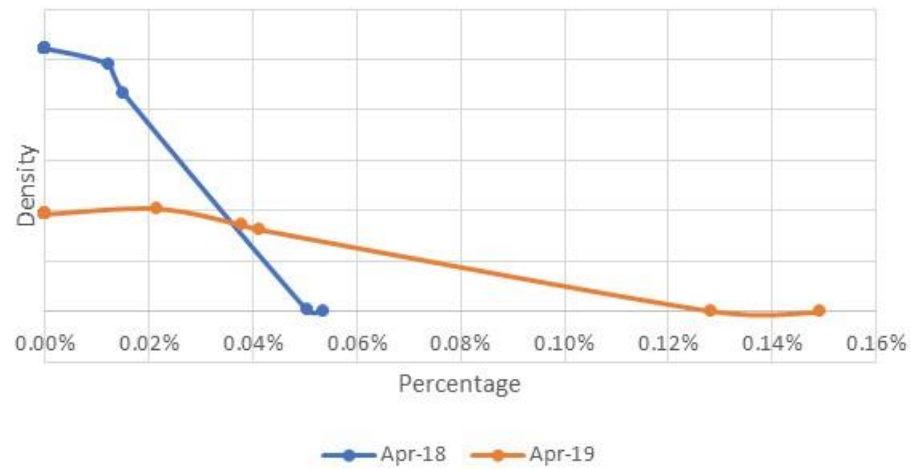
- PC3: Engagement with Falmouth and Weymouth Bandstand to understand their processes
- PC4: Engagement with Colwyn Bay, Herne Bay, Saltburn, Claremont and Deal to understand their processes

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 percentage 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

- ↑ 0.13% Canary Wharf
- ↑ 0.02% Falmouth
- ↑ 0.02% Southsea Clarence

↓ 0.21% Burnham-on-Sea

Falmouth 0.14%,
Canary Wharf 0.13%,

↑ 0.01% Monthly Change
↑ 0.06% Annual Change

PC4

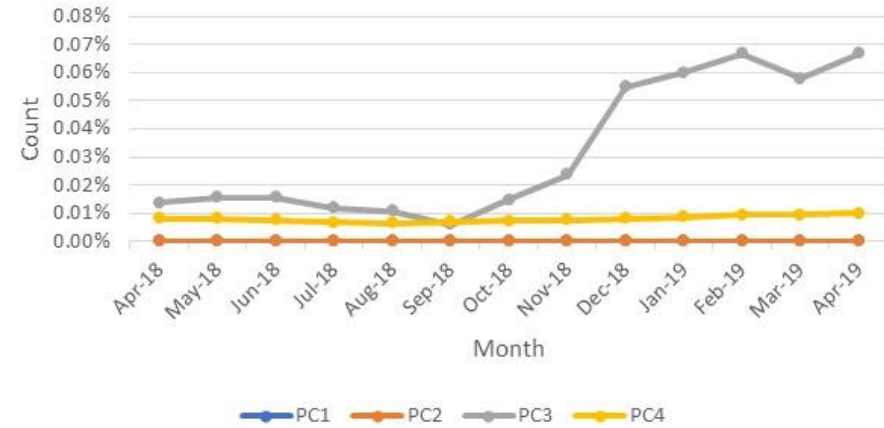
- ↓ 0.07% Morecambe West
- ↓ 0.06% Bankside
- ↓ 0.02% Lytham

↑ 0.08% Canary Wharf
↑ 0.04% Burnham-on-Sea
↑ 0.04% Birnbeck

Lytham 0.19%,
Morecambe West 0.15%
Birnbeck 0.14%

No Monthly Change
No Annual Change

2A.3 No Meter recorded by Product Class and data flows received



Observations:

- PC4: Industry trend has remained stable over the last 12 months
- PC3: Upward trend in no meter recorded since September 2018.

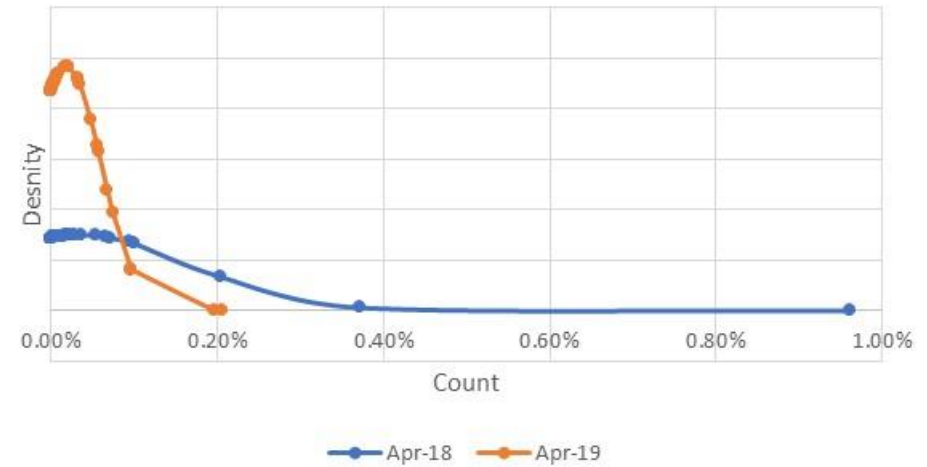
2A.3 No Meter Recorded and data flows received



2A.3 - 12 Month comparison PC3



2A.3-12 Month comparison PC4



2A.4- Shipper Transfer Read Performance

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

- ↑ 46.15% Paignton
- ↑ 30.77% Millbank Millennium
- ↑ 24.06% Brighton
- ↓ 100% Masthouse Terrace
- ↓ 32.58% Cromer
- ↓ 26.69% Eastbourne

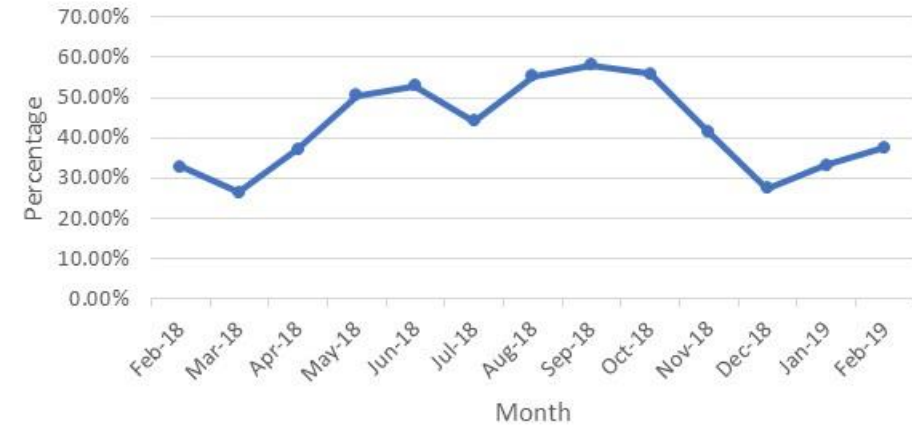
Masthouse Terrace 0.00%,
Walton-on-the-Naze 0.00%,
Southport 0.00%,
Ramsey 0.00%,
Morecambe West 0.00%,
Kew 0.00%

↑ 4.36% Monthly change
↑ 4.73% Annual change

Observations:

- Transfer read performance has improved since its lowest level in December 2018, however, the industry average remains lower than expected.

2A.4 Percentage of opening meter reads provided by industry total



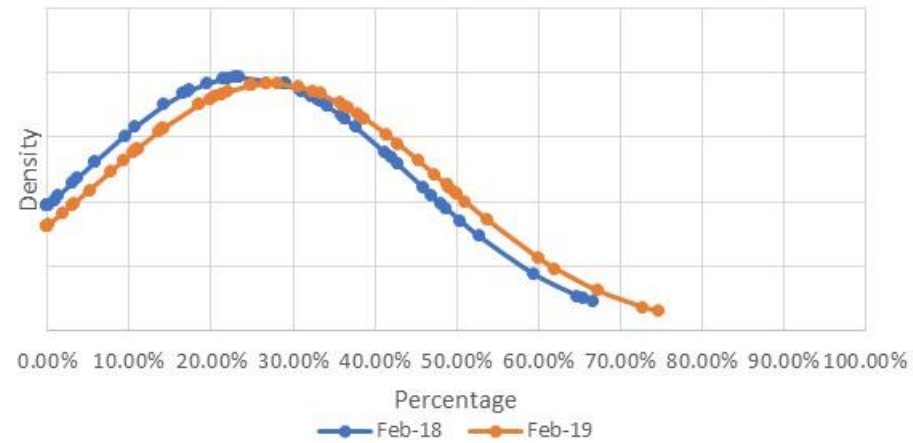
Recommendations:

- Industry education on obligation to provide opening meter readings following confirmation.
- Industry engagement on the difficulties providing opening meter reading following confirmation.

2A.4- Shipper Transfer Read Performance



2A.4- 12 Month Comparison of Shipper Transfer Read Performance



2A.5- Read Performance

Report measures the percentage of Shipper portfolio submitting reads in February 2019

PC1

0% Wellington
 0% Burnham-on-Sea
 11.11% Dunoon

PC2

0% Southsea Clarence
 0% Harwich
 0% Gravesend

PC3

0% Weymouth Bandstand
 0% Burnham-on-Sea
 0% Herne Bay

PC4

0% Fleetwood
 0% Weymouth Bandstand
 0% Teignmouth

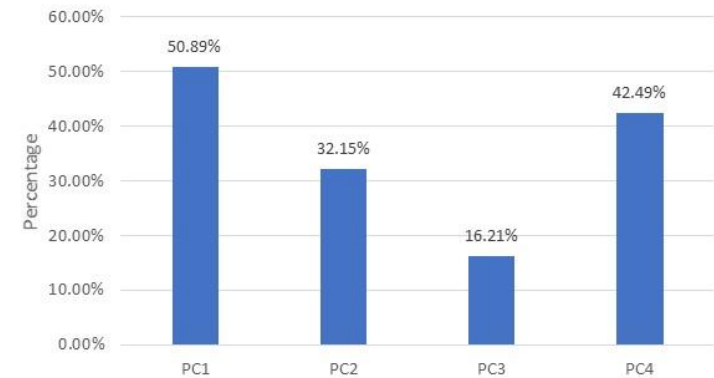
Observations:

- The industry processes used to manage the submitting of reads for each Product Class.
- Performance has improved slightly since November but is still not at the expected level (in line with UNC)
- PC3 remains the lowest out of all product classes

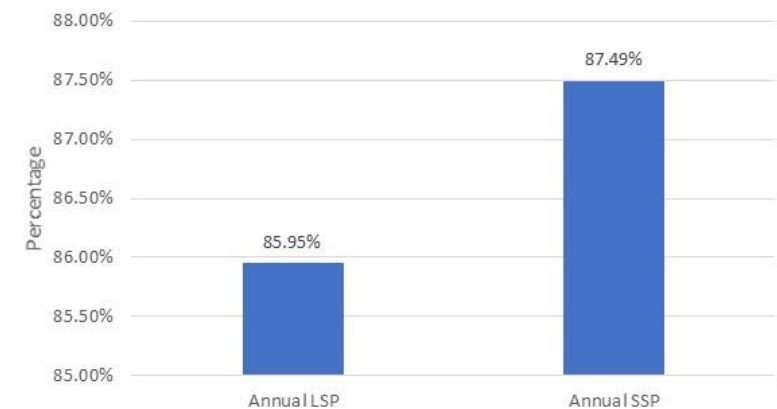
Recommendations:

- Engagement with all shippers to understand processes and any difficulties they may be facing in submitting reads

2A.5 Percentage of Product Class read submissions



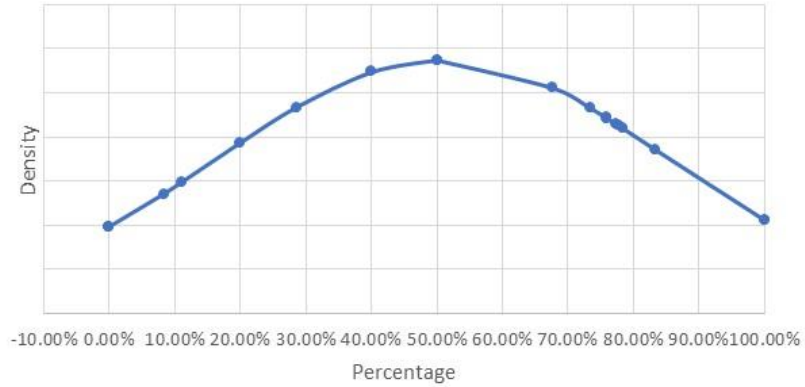
2A.5 Percentage of LSP/SSP read submission



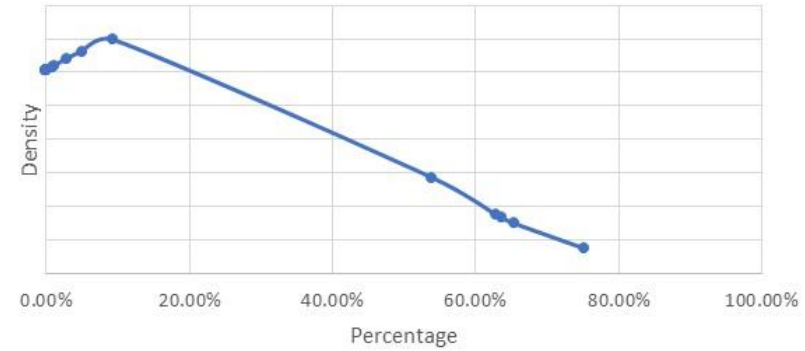
2A.5- Read Performance



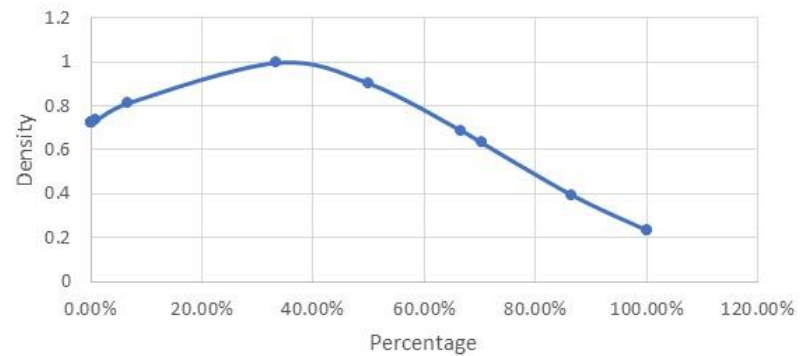
2A.5 Distribution of percentage of PC1 sites providing meter reads



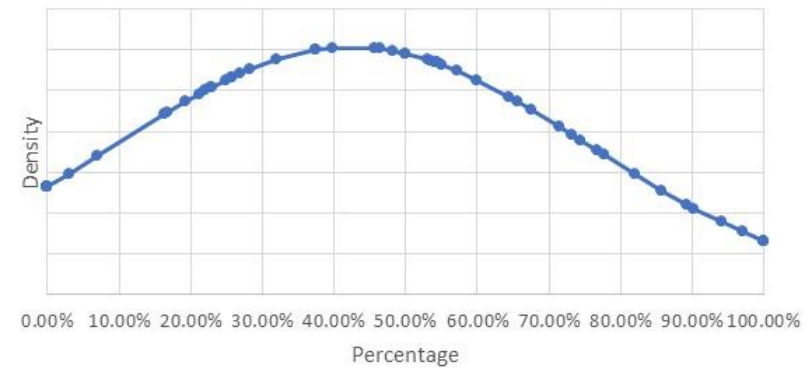
2A.5 Distribution of percentage of PC3 sites providing meter reads



2A.5 Distribution of percentage of PC2 sites providing meter reads



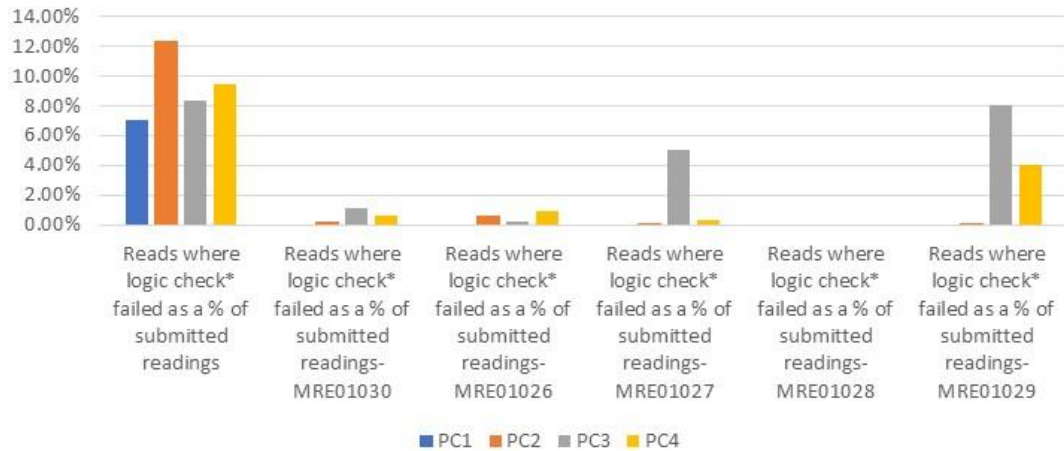
2A.5 Distribution of percentage of PC4 sites providing meter reads



2A.6 Meter Read Validity Monitoring

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

2A.6 Percentage of meter read validity by Product Class - March 2019



Product Class	Reads where logic check failed as a % of submitted readings	MRE01030	MRE01026	MRE01027	MRE01028	MRE01029
1	Wellington – 80.00%					
2	Deal – 100%	Eastbourne – 3.06%	Burnham-on-Sea – 6.90%	Gravesend – 2.25%		Southsea Clarence – 0.77%
3	Totland Bay – 90.97%	Totland Bay – 6.45%	Colwyn Bay – 4.53%	Ramsey – 100%		Clevedon – 65.08%
4	Cromer – 55.42%	Totland Bay – 13.64%	Walton-on-the-Naze – 10.00%	Walton-on-the-Naze – 4.29%		Worthing – 26.84%

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

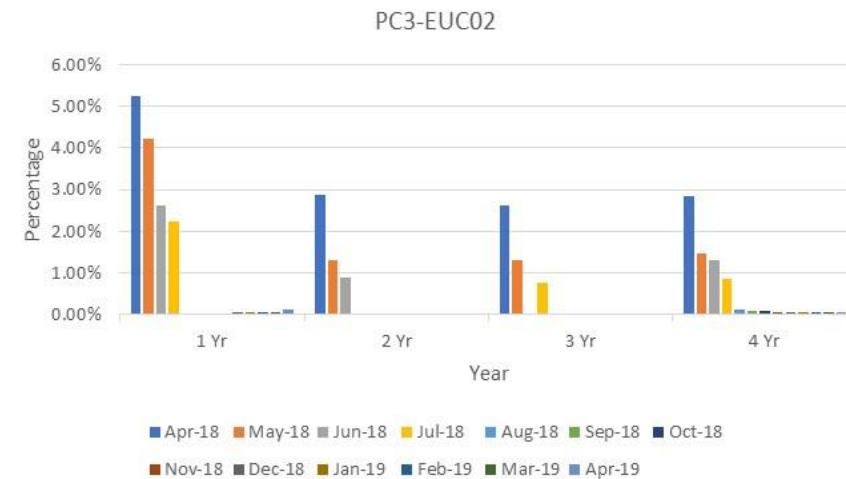
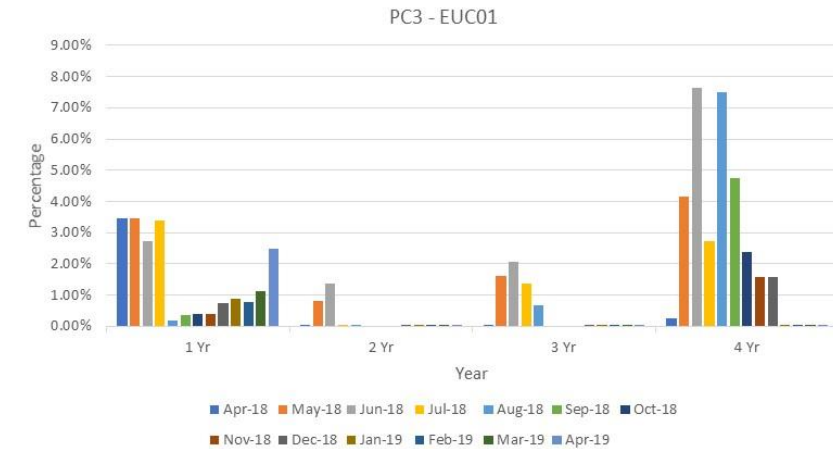
Report measures the percentage of Shipper portfolio in the specified AQ band without a meter reading for the specified period.

PC1 & PC2

Limited or no data both product classes

Observations:

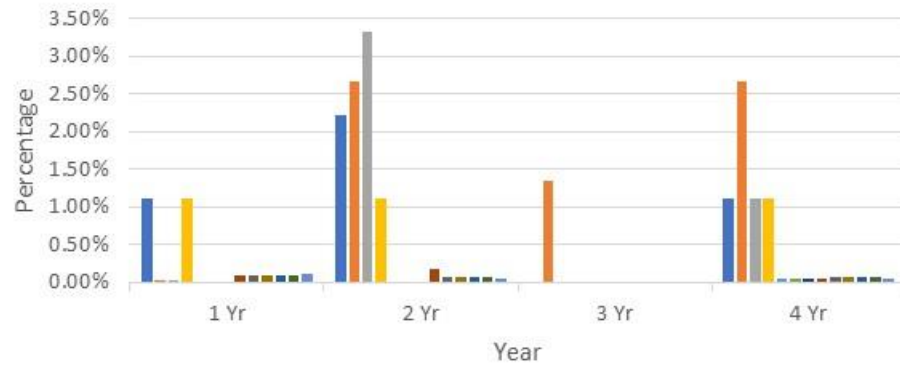
- PC3: Highest number of no meter readings for EUC01 occur after four years though this has seen declines recently. EUC04 has seen a spike in no meter recorded after one year since October 2018.
- PC4: No meter readings for each specified period are consistent across all EUC bands.



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

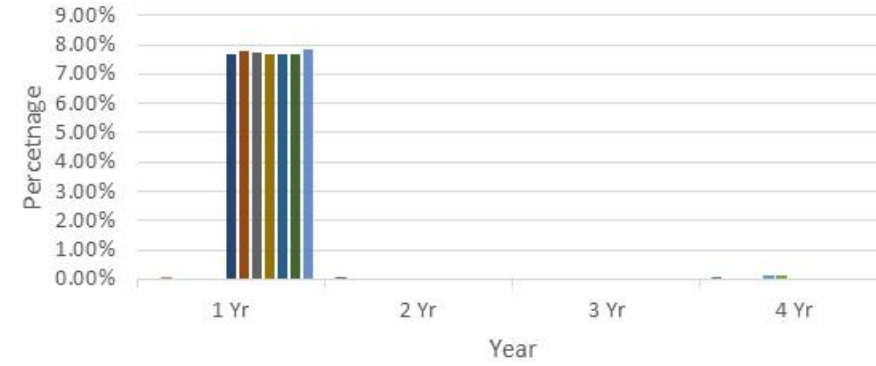


PC3 - EUC03



■ Apr-18 ■ May-18 ■ Jun-18 ■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18
■ Nov-18 ■ Dec-18 ■ Jan-19 ■ Feb-19 ■ Mar-19 ■ Apr-19

PC3 - EUC04

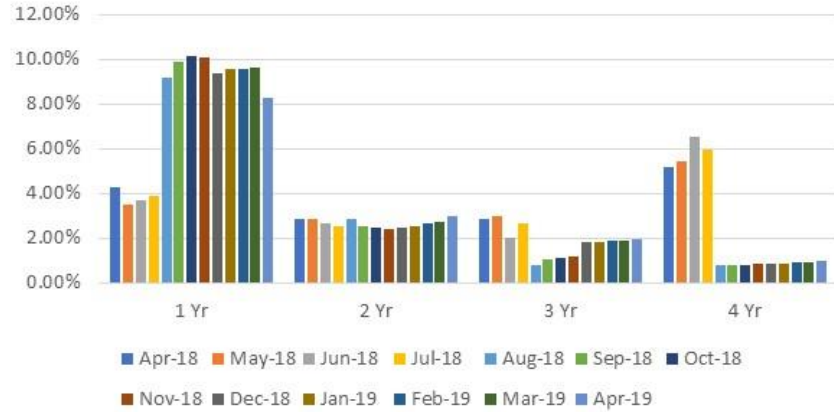


■ Apr-18 ■ May-18 ■ Jun-18 ■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18
■ Nov-18 ■ Dec-18 ■ Jan-19 ■ Feb-19 ■ Mar-19 ■ Apr-19

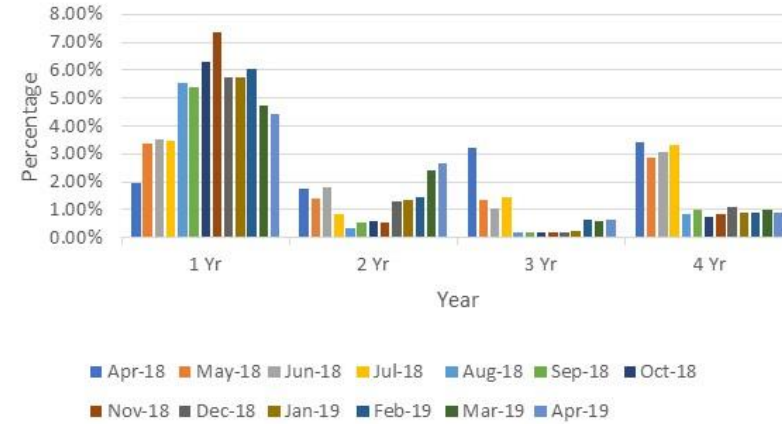
2A.7 No Reads Received for 1, 2, 3 or 4 years



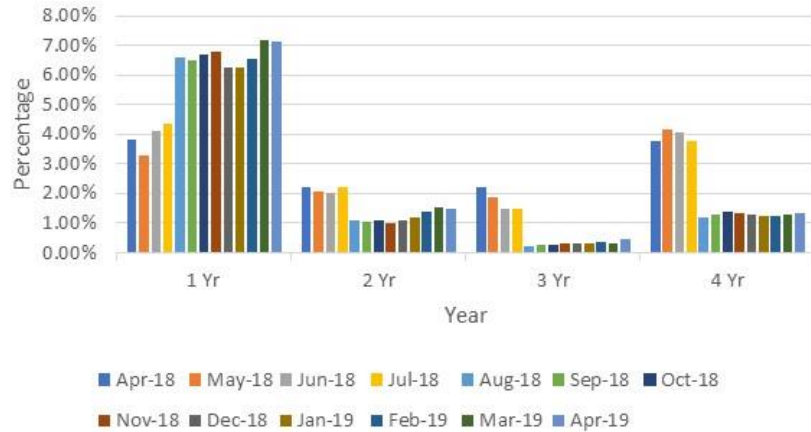
PC4 - EUC01



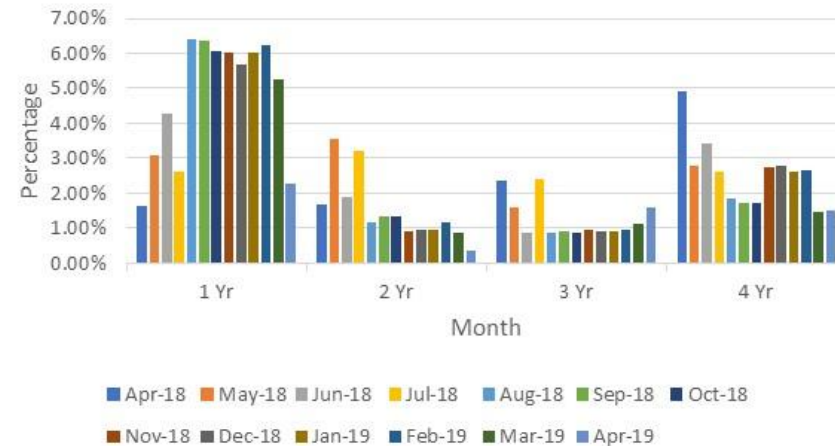
PC4 - EUC03



PC4 - EUC02



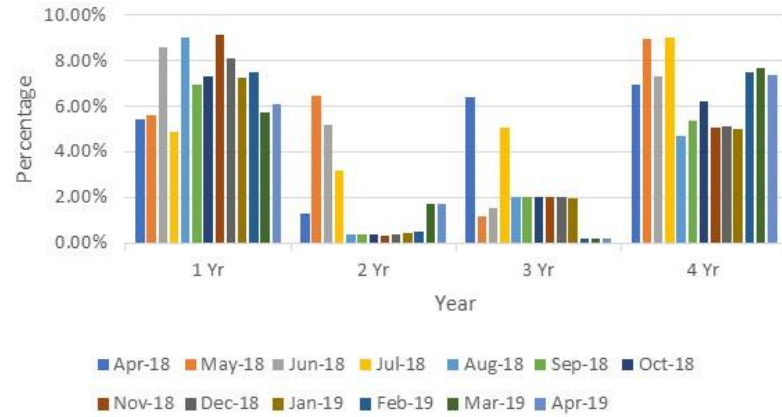
PC4 - EUC04



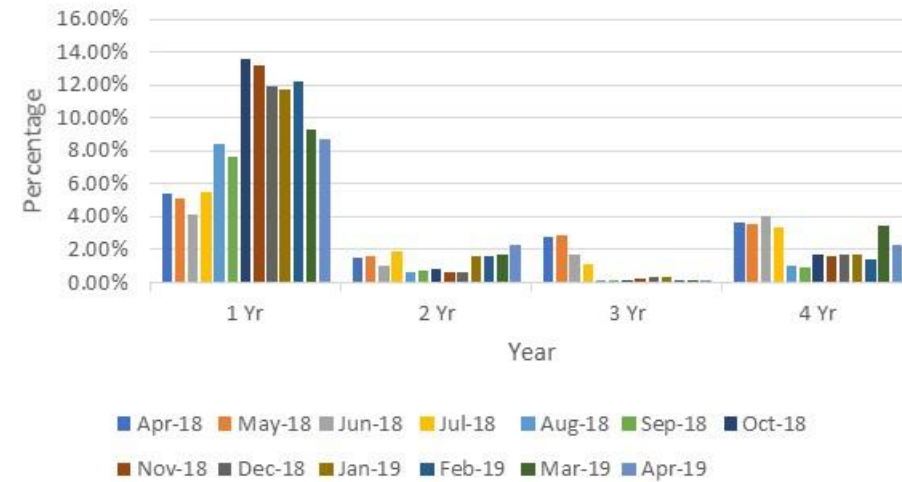
2A.7 No Reads Received for 1, 2, 3 or 4 years



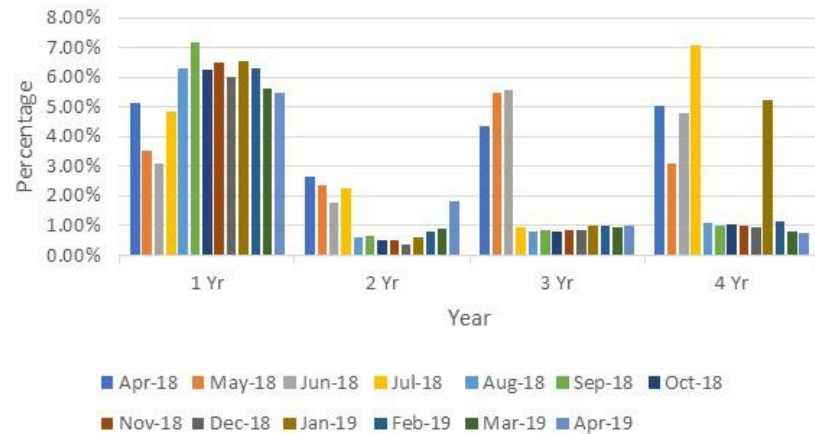
PC4 - EUC05



PC4 - EUC07



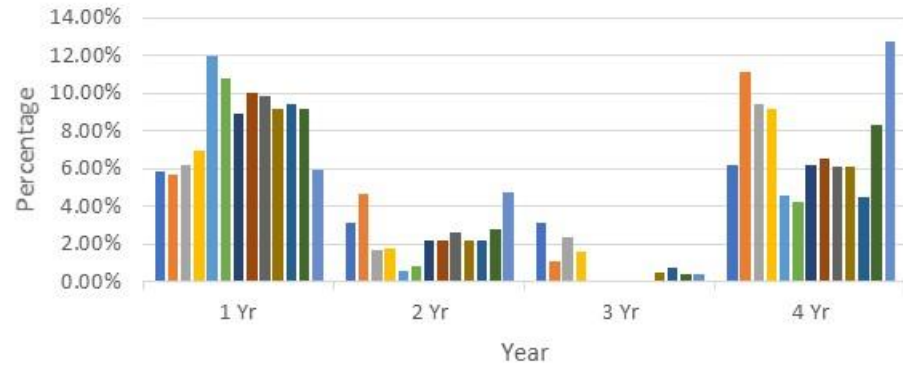
PC4 - EUC06



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

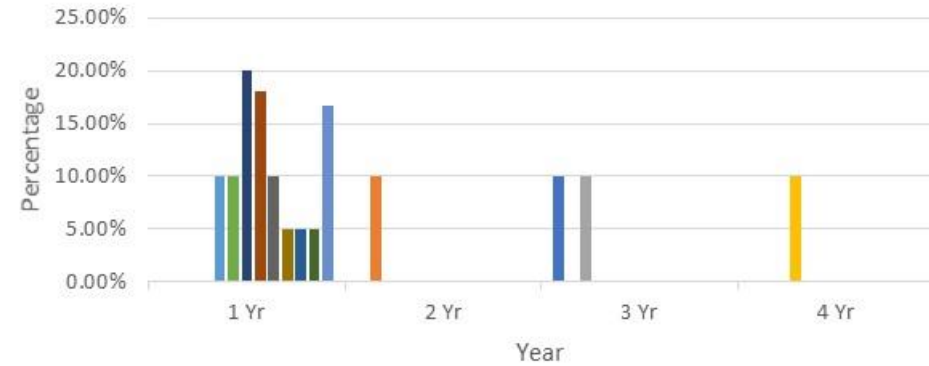


PC4 - EUC08



- Apr-18 ■ May-18 ■ Jun-18 ■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18
- Nov-18 ■ Dec-18 ■ Jan-19 ■ Feb-19 ■ Mar-19 ■ Apr-19

PC4 - EUC09



- Apr-18 ■ May-18 ■ Jun-18 ■ Jul-18 ■ Aug-18 ■ Sep-18 ■ Oct-18
- Nov-18 ■ Dec-18 ■ Jan-19 ■ Feb-19 ■ Mar-19 ■ Apr-19

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

- 11 Beaumaris
- 10 Eastbourne
- 6 Morecambe Central

Reason Code 02- Change in Consumer Plant

- 1323 Felixstowe
- 832 Weymouth
- 626 Boscombe

Reason Code 03- Commencement of New Business

- 14 Herne Bay
- 7 Eastbourne
- 3 Morecambe Central

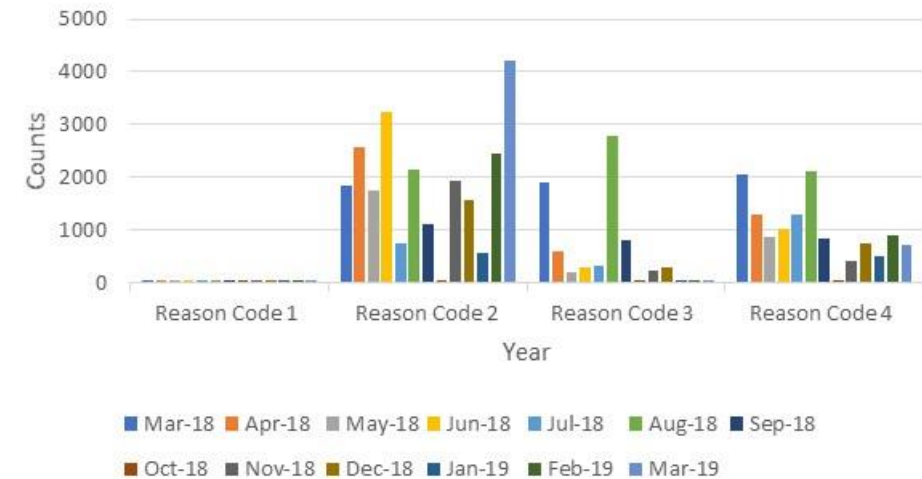
Reason Code 04- Tolerance Change

- 176 Colwyn Bay
- 137 Beaumaris
- 68 Eastbourne

Observations:

- Reductions in AQ corrections have been seen across all reason codes, with Reason code 03 seeing the greatest decrease.
- Reason code 2 has seen a sharp increase in AQ corrections used.

2A.8 Count of AQ Corrections used by reason code



Recommendations:

- 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

- ↑ 41 Falmouth
- ↑ 27 Morecambe Central
- ↑ 7 Saltburn
- ↓ 131 Herne Bay
- ↓ 119 Mumbles
- ↓ 85 Colwyn Bay

Falmouth **519**,
 Southsea Clarence **410**,
 Morecambe Central **313**
 ↓ 292 Monthly Change
 ↓ 910 Annual Change

EUC06

- ↑ 3 Falmouth
- ↑ 1 Burnham-on-Sea
- ↓ 5 Mumbles
- ↓ 4 Colwyn Bay
- ↓ 3 Harwich

Southsea Clarence **16**,
 Falmouth **12**,
 Colwyn Bay **9**
 ↓ 13 Monthly Change
 ↓ 47 Annual Change

EUC05

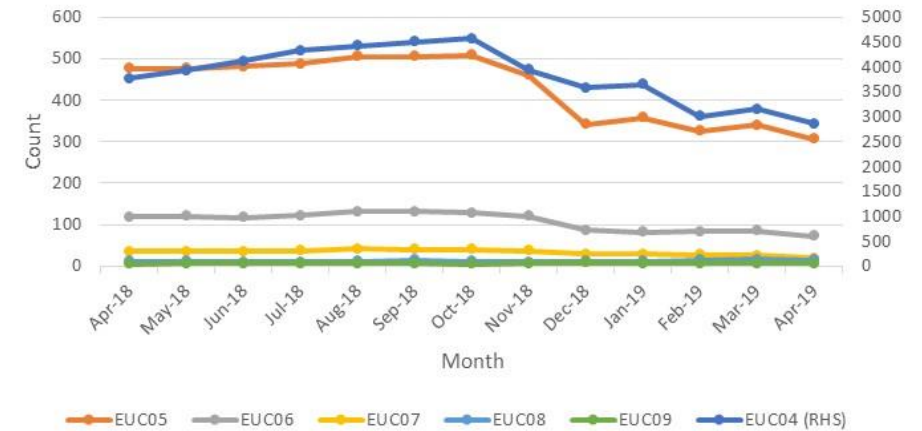
- ↑ 5 Southsea Clarence
- ↑ 3 Falmouth
- ↓ 13 Herne Bay
- ↓ 12 Mumbles
- ↓ 11 Colwyn Bay

Southsea Clarence **75**,
 Colwyn Bay **42**,
 Falmouth **34**
 ↓ 34 Monthly Change
 ↓ 170 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.

2A.9 Count of sites above >732,000 kWh using standard CF



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

No negative movements in April 2019

↓ 2 Harwich

Colwyn Bay 5,
Harwich 4,
Southsea Clarence 4

↓ 1 Monthly Change
↓ 10 Annual Change

EUC08

↑ 1 Bankside
↑ 1 Falmouth

↓ 1 Harwich
↓ 1 Totland Bay

Colwyn Bay 4,
Falmouth 3,
Hastings 3

↓ 2 Monthly Change
↑ 2 Annual Change

EUC09

No positive or negative movements in April 2019

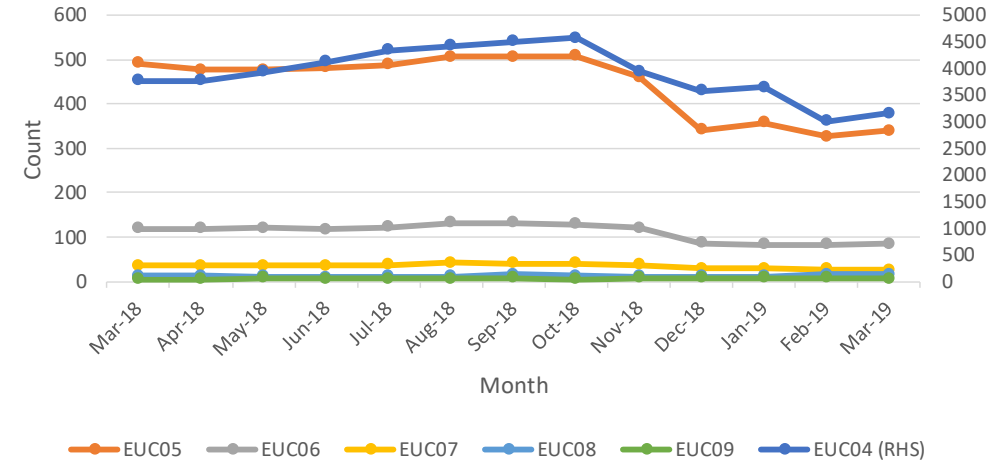
Southsea Clarence 3,
Morecambe Central 1

No Monthly Change
↑ 1 Annual Change

Observations:

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

2A.9 Count of sites above >732,000 kWh using standard CF



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

- ↑ 841 Rothesay
- ↑ 476 Weymouth
- ↑ 452 Colwyn Bay

- ↓ 910 Claremont
- ↓ 404 Herne Bay
- ↓ 257 Swanage

- ↑ 130 Falmouth
- ↑ 62 Deal
- ↑ 17 Eastbourne

Claremont **10893**,
Deal **5304**,
Weymouth **2825**

↑ 1274 Monthly Change
↓ 2846 Annual Change

Falmouth **163**,
Felixstowe **106**,
Deal **97**

EUC03

- ↑ 14 Deal
- ↑ 12 Falmouth
- ↑ 11 Eastbourne

- ↓ 5 Canary Wharf
- ↓ 1 Ryde
- ↓ 1 Burnham-on-Sea

- ↑ 17 Eastbourne
- ↑ 9 Gravesend
- ↑ 6 Falmouth

Folkstone **25**,
Gravesend **23**,
Falmouth **18**

↑ 97 Monthly Change
↑ 81 Annual Change

Gravesend **26**,
Eastbourne **17**,
Folkstone **14**

EUC05

- ↑ 7 Eastbourne
- ↑ 3 Gravesend
- ↑ 3 Falmouth

- ↓ 1 Mumbles
- ↓ 1 Folkstone
- ↓ 1 Hastings

Gravesend **9**, Eastbourne **7** ↑ 13 Monthly Change
↑ 6 Annual Change

EUC02

- ↓ 12 Beaumaris
- ↓ 7 Saltburn
- ↓ 4 Southsea Clarence
- ↓ 4 Ryde

↑ 303 Monthly Change
↑ 417 Annual Change

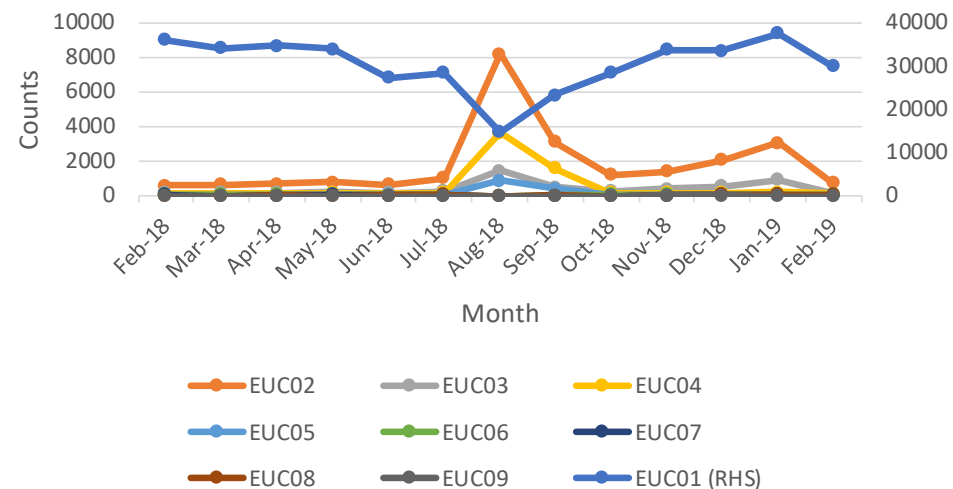
EUC04

- ↓ 6 Beaumaris
- ↓ 3 Southsea Clarence
- ↓ 2 Colwyn Bay

↑ 32 Monthly Change
No Annual Change

**Data cannot be
normalised for
EUC06 - 09**

2A.10 Count of meter reading replaced by EUC



Observations:

- EUC01 has seen an upward trend in replaced meter reads since August 2018

- EUC01 continues to account for the most amount of total replaced meter reads, though this has declined in the last month.

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, and consumption adjustments for Product Classes 1 & 2	<p>Need to count everyday portfolio and count mprn where read has been estimated and no actual present on the same day .</p> <p>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.</p> <p>For those MPRNs we have site visit read <=14 months and no subsequent site visit read . Those are outstanding ones per shipper.</p>	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 have 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	<p>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</p> <p>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</p>	Reason Codes		Percentage	October	M-1	
7	No reads received for 1,2,3 or 4 years (excludeds estimated	<p>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</p>	AQ Band	Annual	Percentage	Nov	M	
8	2A - AQ Corrections	<p>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 OUC_SWTDOC Switch Document new field added in DS - ZZ_AQ_REASON</p>	AQ Band	Annual	count	October	M-1	
9	2A - Standard Correction Factors for sites with AQ > 732, MWH	<p>Standard correction factor by AQ Band Count of meter points where replacement reads received by AQ Band ,only for class 3& 4 ,</p>	AQ Band	Annual		Nov	M	Report should only include AQs above 732000. Currently including >=732000
10	2A - Replaced Meter Reads	<p>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</p>	AQ Band	Annual		October	M-1	

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