

## UNC Performance Assurance Committee (PAC) Agenda

14:00 Thursday 04 July 2019

By Teleconference

### Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Helen Bennett (Secretary)	(HB)	Joint Office
Billy Howitt	(BH)	PAFA
Carl Whitehouse	(CW)	Shipper Member
Emma Smith	(ES)	Observer, Xoserve
Fiona Cottam	(FC)	Observer, Xoserve
James Rigby	(JR)	Observer, Xoserve
Jane Goodes	(JG)	Observer, Xoserve
Karen Kennedy	(KK)	Shipper Alternate
Kirsty Dudley	(KD)	Shipper Alternate
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Sara Usmani	(SU)	PAFA
Shanna Barr	(SB)	Transporter Member plus Alternate
Shelley Rouse	(SR)	PAFA

### Apologies

Alex Travell (Transporter Member)  
Sallyann Blackett (Shipper Member)  
Sally Hardman (Transporter Member)

## 1. Introduction and Status Review

### 1.1 Confirm Quorate Status

Bob Fletcher (BF) confirmed the meeting was quorate.

### 1.2 Apologies for absence

Alex Travell  
Sallyann Blackett  
Sally Hardman

### 1.3 Note of Alternates

Kirsty Dudley for Sallyann Blackett  
Shanna Barr for Sally Hardman

## 2. Committee Matters

### 2.1 For Attention

#### 2.1.1. ICoSS Letter regarding Performance Assurance Committee

SR gave an overview of the presentation provided in advance for the meeting which aimed to address a number of the concerns raised by ICoSS. In the first instance SR reminded Members of the PAC Terms of Reference and its responsibilities:

- Overseeing the work of the PAFA
- Overseeing the PAF Risk Register
- Determining reporting and analysis to inform a reliable assessment of the performance of gas settlement
- Reviewing relevant settlement performance data; and
- Where settlement performance deficiencies are identified, proposing (and, where within the PAC's control, implementing) methods of resolution to improve settlement performance.
- The PAC shall perform the duties ascribed to it in the "Performance Assurance Framework Document for the (Gas) Energy Settlement Performance Assurance Scheme"

SR provided views on the concerns highlighted in the ICoSS letter dated 26 June 2019.

In response to the PAFA comments, KD advised that the challenge from both PAC members and ICoSS would be that the data provision is not necessarily as timely as it should be.

KD went on to say, although it has not yet been decided if PAC are going to respond to the ICoSS letter, if PAC do choose to respond, the response should request confirmation of specific issues to help identify the problem.

The PAFA suggested the response should be a request for evidence to support the comments provided and to advise that PAC work on a risk based approach.

LS suggested that PAC should not be asking for evidence if PAC don't have any evidence themselves when they are in a position to request data other industry participants are unable to request.

LH said that, by the nature of the reports, PAC should naturally look at the performance of Product Class 1, 2 and 3 read submissions every month. Product Class 4 information is not provided on such a regular basis and therefore reporting is not so certain as it is very dependent on meter read cycles. KD agreed with this.

It was suggested that any response should include what PAC are doing and the approach taken.

The PAFA was asked for clarity around the type of communication approach they use. SR advised the PAFA role is not to have an informal approach, PAFA communications by their nature are usually formal.

It was suggested that the process should now get a staged approach, issue observation letters, after 4-5 months if no improvement then target specific shippers and request evidence of intent to improve.

In conclusion, SR went on to clarify that the recent Engagement Day had been well attended by Shippers at which there were no questions asked or issues raised concerning the activities of this committee. SR observed that the PAR Reports are not at MPRN level and only look at Product Classes in certain areas and noted that recently Ofgem stressed the importance of performance assurance as stated by the CMA remedies. Ofgem were concerned where shippers were not meeting their Code obligations. It was noted that focus will be moving back to read performance as the Industry moves towards faster switching and the increased installation of Smart/AMR meters.

BF suggested that it might be worth PAC and/or the PAFA reaching out to industry associations to provide an overview of the risks to settlement and the approach being taken.

<b>New Action 0701: PAFA to draft response and circulate to all.</b>
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It was agreed that the aim is to review the draft letter at short notice at the meeting on 09 July 2019.

**3. Any Other Business**

3.1 None

**4. Next Steps**

4.1 Key Messages – It was confirmed there will be no key messages from this meeting.

**5. Diary Planning**

*Further details of planned meetings are available at:*

<https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
10:30, Tuesday 09 July 2019	Radcliffe House, Blenheim Court, Warwick Road, Solihull B91 2AA	Standard Agenda

**Action Table (as at 04 July 2019)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0701	04 July 2019	2.1	PAFA to draft response and circulate to PAC Members and Xoserve representatives.	PAFA	<b>Pending</b>