

UNC Performance Assurance Committee Minutes
Tuesday 08 October 2019
at Elexon, 4th Floor, 350 Euston Road, London, NW1 3AW

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Alan Raper (Secretary)	(AR)	Joint Office
Alison Wiggett	(AW)	Shipper Member
Brandon Rodrigues*	(BR)	Transporter Member
Carl Whitehouse	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Karen Kennedy*	(KK)	Shipper Member
James Rigby	(JR)	Observer, Xoserve
Leteria Beccano*	(LB)	Transporter Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Mark Jones*	(MJ)	Shipper Member
Max Pemberton	(MP)	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

Apologies

Neil Cole	(NC)	Xoserve
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* *via teleconference*

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/081019>

1. Introduction and Status Review

1.1 Confirm Quorate Status

The Committee meeting was confirmed as Quorate.

1.2 Apologies for absence

As detailed above.

1.3 Note of Alternates

Brandon Rodrigues for Alex Travell (Transporter Member).

1.4 Review of Minutes (10 September 2019)

Following a one-word amendment to action 0705, (replace "Shippers" with "Meter Points"), the minutes of the previous meeting were approved.

2. Review of Outstanding Actions

PAC0705: Xoserve (NC/FC) to provided information regarding the Class 3 AQ calculation issue affecting 177,000 Meter Points that have moved into Class 3, where the AQ has been understated.

Update: FC confirmed that the AQ review process was now complete and shippers had been advised of the values for 2019/20. The main concern when the action was raised was meter points crossing EUC bands but there is no evidence this is a significant issue. **Closed.**

PAC0811: Xoserve to provide PAFA with the identification of Shippers from the Faulty Meter Report to review if there is a correlation in poor performance.

Update: Xoserve expressed a view that this action had been discharged by the production of an anonymised report and action should be closed. The discussion digressed into MAM performance, but FC stated there was little Xoserve could do regarding reporting and that MAM performance in relation to read performance is a contractual matter for the shipper to resolve.

Closed.

PAC0901: *Reference PARR Reports* - PAFA (SR) and Xoserve (FC) to discuss the establishment of a PARR Reporting Workshop in order to review the outputs.

Update: It was confirmed that the PARR was based on pre-Nexus arrangements and a review was timely and appropriate and, to that end, PAFA confirmed that a workshop had been arranged for 25th October. It was confirmed that the workshop would be a PAFA initiative and would not be governed under the UNC and, as such, the Joint Office would not be providing a chair nor taking minutes.

When asked who would be attending, PAFA confirmed that PAC and Xoserve have been invited; RH noted that it would be sensible to consider modifications currently in development, and any required changes/additions to the suite of PARR reports and that the resulting specifications of PARR reports should be included in those Modifications going forward. **Closed.**

There then followed a continuation debate on the role of UNCC in the governance of the PARR. Differing views were expressed, some were of the view that UNCC approval simply provided an extra layer of unnecessary governance as opposed to other views expressed that thought the UNCC provided a sensible check and balance over PAC decisions and offered the widest visibility to industry participants.

New Action 1001: RH (JO) to confirm the governance route for modifying the PARR where a change is proposed as part of a Modification Proposal.

PAC0902: *Reference PARR Reporting Data Discovery Platform (DDP) Drop 2* – Xoserve (DN) to double check what Data Permissions Matrix changes could / would be required in order to support granting the PAFA access to the DDP.

Update: JR confirmed this action would be dealt with in Agenda Item 3.4. **Closed.**

PAC0903: *Reference Approach to Procurement of a Performance Assurance Framework Administrator (PAFA) for July 2020* – Xoserve (FC) to double check OJEU aspects in respect to renewing the (current) Gemserv (PAFA) contract for a further year.

Update: FC confirmed this action would be dealt with in Agenda Item 4.2. **Closed.**

PAC0904: *Reference Approach to Procurement of a Performance Assurance Framework Administrator (PAFA) for July 2020* – All Members to consider what their expectations are in respect of the PAFA undertaking a more proactive role in identifying and resolving potential issues and provide a guide as to the (new) potential areas of interest/innovation they would like highlighting.

Update: FC confirmed this action would be dealt with in Agenda Item 4.2. **Closed.**

PAC0905: *Reference the Review of the PARR Reports - Xoserve (BC)* to ascertain whether 'assured' reads could provide a feasible alternative solution and how this would be identified (i.e. a separate column added) within the Class 3 report.

Update: In response to the action, JR presented a slide-pack: "Impacts to PARR Reporting of Mod 700 / XRN 499". These slides are available on the webpage for this meeting.

JR stated that 2 out of 10 reports would require minor adjustments to best monitor the implementation of Modification 700. It was confirmed that the Shipper Read Performance table would now include Assured Reads in the performance measure.

Additionally, the Read Validity Monitoring Report would have an additional column appended showing a shipper's unassured reads as a percentage of total submitted and that a further interim report covering the number, (& percentage), of reads being processed, (or not being processed), by virtue of the introduction of Assured and Non-Assured status flags would be produced.

Xoserve and PAFA will continue to work within the bounds of the PARR to provide supporting information to add contract to amended report, discussed in the presentation. **Closed.**

The discussion digressed into the level of anonymity offered by the UNC and PARR reporting with a view expressed that electricity governance was considerably more transparent in terms of naming parties. A counter view was that gas transparency operated within the bounds of current opinion of the data & information confidentiality arrangements set out in the Code. There was no conclusive conclusion to the debate as to which form of energy had the best answer to this conundrum.

3. Committee Matters for Attention

3.1 Modification 0664 – Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4 (MJ)

MJ advised an amended Modification is expected and would be reviewed at the next UIG Workgroup meeting on 22 October. The Legal Text is expected in November with the Workgroup Report due to UNC Panel on 19 December. Drawing on Agenda Item 6.1.1, RH suggested that early visibility of the PARR report specification for inclusion in the Modification proposal itself would assist the Modification's progress through governance.

New Action 1002: MJ to provide a draft Modification 0664 PARR Report Specification to 25 October PAFA-led workshop and November PAC.

3.2 Modification 0674 – Performance Assurance Techniques and Controls (MB)

MB explained that only a few minor amendments to the Modification proposal remained outstanding and that legal drafting would commence once the final version of the proposal had been reviewed by Workgroup.

3.3 Modification 0677R – Shipper and Supplier Theft of Gas Reporting Arrangements (CW)

CW confirmed that the eighth and final joint meeting (UNC and SPAA) of the Review Group 0677R: Shipper and Supplier Theft of Gas Reporting Arrangements was held on 27 September and a Workgroup Report has been completed in draft.

A Modification resulting from this review has been submitted for consideration at the October UNC Panel (0704: Review of Transporter Theft Reporting (www.gasgovernance.co.uk/0704)). This Modification proposes that the existing, SPAA, Licence and UNC Transporter theft of gas reporting requirements are consolidated and rationalised into a single UNC governed report.

Further Modification proposals addressing one or more of the 30 or so issues documented in the Workgroup Report may be raised in the fullness of time.

New Action 1003: CW to provide 0677R Workgroup Report for review, together with an outline of the remaining issues to November PAC.

3.4 PAC Reporting Change Proposals Update

JR presented slide-pack: Delivering PAC Changes via DDP.

He confirmed that the CDSP's strategic direction is to transition away from delivering individual reporting changes in Business Objects and move towards enabling its customers to 'self-serve' in a Data Discovery Platform (DDP)

As well as the information provided on the slides, JR made some additional points:

Background

With the implementation of Drop 2, the DDP will contain approximately 30% of the available data items. Drop 2 will be implemented on 11 October.

In Flight XRN's

The view expressed was that XRN's 4795 & 4779 would continue as Business Objects Reports but that XRN 4876 would be best delivered using the DDP platform. Additionally, regarding XRN 4876, some thought needs to be given as to whether the PAFA / PAC version should be different from the industry view version of the report.

PAFA Access to DDP

~~The~~ There followed quite a lengthy debate, not on the merits of having PAFA included in the DPM, but on how best to achieve this goal. Given that the Uniform Network Code, TPD Section V 5.2.2(j) requires new entities to be introduced into the DDP by way of a Modification, discussion centred around raising a new, single purpose proposal, (possibly "fast-track"), or rely on proposal 0697, which would introduce PAFA into the DDP, along with a number of other UNC & DDP changes. Some members expressed a general air of discontent with the cumbersome nature of the UNC governance process, they nevertheless agreed that the fastest route for amending the DDP should be sought.

New Action 1004: CW to consider, (in his capacity as a shipper), to raise a Modification proposal to accelerate the introduction of PAFA as a user type into DPM.

Wider Population For clarity: Green represents included already in DDP; grey represents items to be included in later drops.

Data items used in the creation of current PARR reporting

Note: the list is not definitive.

Options for delivering PAFA access to granular data

JR went on further to explore the level of data that should be available to PAFA, if, and when, the DPM is amended. The two options discussed were, first, a standard MPRN view, or secondly, given their role, a more bespoke view. A lengthy debate ensued and spawned a number of actions relating to data issues arising from the DDP roll-out.

New Action 1005: Xoserve (JR) to collate views from shippers to optimise the roll-out of data items available on DDP.

New Action 1006: Xoserve (JR) to ensure all the data items used to compile the PARR reports are either in DDP or are on schedule to be dropped in.

3.5 NDM Sample Data Update

In summary, Xoserve stated that the closeout date for the submission of files had only just passed and no substantive analysis had yet been undertaken and more information should be available for next PAC.

Some discussion took place regarding the rules for who should submit NDM sample data, this will be discussed further next month.

FC agreed to provide an update to November PAC.

3.6 AQ at Risk Breakdown

FC presented a slide-pack: AQ At Risk Updated Statistics and Visualisation

Context: Xoserve UIG Task Force has identified lack of Meter Reads as a major risk factor for UIG. In order to visualise the magnitude of the issue, a number of reports have been developed, with the most significantly contributing shippers, anonymously listed in the reports.

FC clarified that data is only available on 10th day following month-end and as such for the October PAC these are statistics as at September 10th 2019.

Key points:

- Approximately 480,000 meters have not been read since NEXUS go-live (June 2017)
- Nearly 50% of the AQ at risk can be attributed to just 11 shippers
- FC made the general point that overall, AQs are increasing.

The main discussion in relation to these slides centred on the degree to which these statistics are provided to the relevant shippers and the level of the Xoserve CAM engagement on this issue and how they can be best deployed.

There were several points raised:

- MB asked whether or not several points of contact into/with a shipper could cause problems with different messaging.
- FC asked whether or not there should be one channel into each shipper on all matters relating to performance.
- SB considered that, provided the message was the same, the number of channels should not be a factor.
- LH stated that she believed that there should be a two-pronged resolution process where PAFA to identify the issues, but that CAMs could be part of the resolution process.

New Action 1007: Xoserve to explore using AQ at Risk reports as part of customer engagement, particularly with those featuring in the report.

New Action 1008: Xoserve (MP) On the subject of PC4 meter points, look to expedite read performance based on a rolling 12 month data set to speed up the review cycle.

A suggestion was mooted that in order to raise general awareness, PAFA could write a general reminder letter stressing the importance of read performance with the Committee reaching a conclusion that, at this stage a Key Message approach was appropriate. PAFA agreed to submit an item for inclusion in this month's JO newsletter.

New Action 1009: PAFA to write a short, key message piece for the October JO newsletter.

Post Meeting Note: the deadline for submission would be 3 days before Modification Panel i.e. Friday 11 October 2019. For November it will be Friday 15 November 2019.

3.7 PARR Reporting Data Discovery Platform (DDP) Drop 2 Update (DN)

Matters relating to this item are embedded in the presentation submitted for Agenda Item 3.4 PAC Reporting Change Proposals Update, see above.

3.8 Standards of Service Liabilities Reporting

PAC was advised that the report had been published ahead of the meeting; no discussion ensued.

4. Committee Matters for Decision

4.1—Approach to Procurement of a New PAFA for July 2020 (FC)

~~No discussion on this item.~~

4.24.1 Approach to Procurement of a new PAFA for July 2020

[Further discussion took place about the approach to filling the PAFA role from July 2020.](#)

~~FC confirmed that the option of extending Gemserv, current PAFA, for a further year, (beyond the extension just commenced), would not be allowed under procurement rules: the option for 2 year plus 1 plus 1 was not part of the tender so cannot be brought into play now.~~

~~MB suggested exploring a “single source” option; FC agreed to look into this.~~

New Action 1010: [Xoserve \(FC\) to report back to November meeting on what is feasible/ permitted in relation to continuing the PAFA service from July 2020 onwards.](#) ~~Xoserve (FC) to explore using an Xoserve only procurement event using a “single source” option.~~

New Action 1011: Check governance implication given that PAF procurement falls under the remit of UNCC and single source would not be aligned with process envisaged in the UNC.

Note relating to Item 5: following Committee discussion and agreement, RH confirmed that on future agendas, Item 5 (Monthly Review Items) would move to Item 2 and follow the review of the minutes.

5. Monthly Review Items

5.1 Risk & Issues Register Review

SR advised that she would be adding the new risk(s) outlined earlier in the meeting to the register in due course.

5.2 Review of Monthly PARR Reports (inc. Dashboard update)

SR provided the ‘PARR Dashboards’ update. The minutes for this item are minimal for anonymity.

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

Estimated reads for Product Class 2 (PC2) has seen a significant decrease since November 2018 but remains well above UNC requirements. The number of check reads for PC2 has significantly increased since May 2019, which appears to have stabilised in recent months.

2A.2 No Meter Recorded

The percentage of no meter recorded remains low.

2A.3 No Meter Recorded and data flows received

No meter recorded is 0% for both product classes PC1 & PC2

Product Class 3 (PC3) Highest percentage no meter recorded shippers: Praia 0.21%, Roseau 0.16%, Bishkek 0.01% & Gitega 0.01%

Product Class 4 PC4 Highest percentage no meter recorded shippers: Valletta 2.15%, Saipan 0.39% & Roseau 0.58%

The Committee supported passing the poorest performing Shippers to the Customer Advocate (CAM) team to ascertain whether any guidance / training is needed.

2A.4 Shipper Transfer Read Performance

Transfer read performance remains low and is significantly below the UNC obligation. The average transfer read performance between October 2018 and July 2019 is 35.04%

It was recommended by the PAFA that there should be some industry education on obligation to provide opening meter readings following confirmation and industry engagement on the difficulties providing opening meter reading.

2A.5 Read Performance

Although read performance is higher than it was, it is still lower than the UNC obligation for all product classes.

The Committee supported a continuation of the meter read performance monitoring exercise for a further month.

2A.6 Meter Read Validity Monitoring

PC3 had the highest percentage of reads submitted and failed validation.

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

For PC 1 and 2 there was limited or no data.

The percentage of Shipper portfolio in the specified AQ band for PC3 (EUC 01 through 04) and for PC 4 (EUC 01 through 09) without a meter reading for 1, 2, 3 and 4 [years](#) was reviewed.

2A.8 AQ Correction by Reason Code

Reductions in AQ corrections have been seen across all reason codes, with Reason code 03 seeing the greatest decrease since August 2018.

'Change in consumer plant' saw a sharp increase in May 2019 which appeared to be a one month occurrence.

2A.9 Standard Correction Factor AQ>732,000 kWh

For sites with an AQ>732,000 kWh, EUC 04 continued to track significantly above the industry average with a much higher use of standard correction factors compared to other EUC bands.

The use of standard correction factors has continued to come down since September 2018 though this has risen slightly in the last few months and will continued to be monitored over the coming months.

2A.10 Replaced Meter Reads

EUC01 has seen an upward trend in replaced meter reads resulting in reconciliation adjustments in August 2019 due to one shipper in particular seeing a sharp increase in replaced meter reads. This is currently being investigated.

6. Any Other Business

RH reminded the Committee of PAFA's proposed PARR review workshop on 25th October which would provide an ideal opportunity to discuss PARR aspects of the Modification proposals listed below and, as such, no further debate regarding this item took place.

Proposers of these Modifications, with Xoserve will need to supply the report specifications for each Modification in time for review before the workshop and discussion as part of the workshop.

6.1 Consideration of potential new PARR specifications:

6.1.1. Modification 0664 (Sites converted from PC 2/3 to PC4 by the CDSP due to low read submission levels at individual supply points)

6.1.2. Modification 0672 (Product Class 4 Read Performance)

6.1.3. Modification 0690S (Reduce qualifying period for Class 1)

6.1.4. Modification 0691S (CDSP to convert Class 3 or 4 meter points to Class 1 when G1.6.15 criteria are met)

6.2 Responses to the Performance Assurance Framework

SR presented a slide-pack: Responses to the Performance Assurance Framework (PAFA) Annual Review 2019

SR explained that the slides had been compiled using the feedback from 2 respondents: one shipper and 1 trade body.

Each of the comments made by the respondents was identified and answers / mitigating strategies applied accordingly.

Each of the items was discussed, with general agreement that the stance taken by PAFA was appropriate.

One concern that was reiterated in the room was the issue of a single Huddle licence per shipper, which it was felt could cause problems with accessing PAFA output.

RH suggested it may be possible to include a small PAFA presentation at the forthcoming Joint Office Customer Day scheduled for early 2020.

New Action 1012: In terms of PAFA / shipper engagement, JO to explore incorporating PAFA in its Customer day.

7. Next Steps

7.1 Key Messages – PAFA

SU confirmed that PAFA would provide an overview of the Key Points from today's meeting in due course.

Post meeting note: The PAC Key Messages can be found here:

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

8. 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 12 November 2019	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 10 December 2019	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 14 January 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 11 February 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 10 March 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 14 April 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda

PAC Action Table (as at 08 October 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0705	09/07/19	2.0	Xoserve (NC/FC) to provided information regarding the Class 3 AQ calculation issue affecting 177,000 Meter Points that have moved into Class 3, where the AQ has been understated.	Xoserve (NC/FC)	Closed
PAC 0811	13/08/19	5.3	Xoserve to provide PAFA with the identification of Shippers from the Faulty Meter Report to review if there is a correlation in poor performance. <i>(AQ at risk report will be used as supporting evidence)</i>	Xoserve (FC)	Closed
PAC 0901	10/09/19	2.	<i>Reference PARR Reports - PAFA (SR) and Xoserve (FC) to discuss the establishment of a PARR Reporting Workshop in order to review the outputs.</i>	PAFA (SR)	Closed
PAC 0902	10/09/19	3.7	<i>Reference PARR Reporting Data Discovery Platform (DDP) Drop 2 – Xoserve (DN) to double check what Data Permissions Matrix changes could / would be required in order to support granting the PAFA access to the DDP.</i>	Xoserve (DN)	Closed

PAC 0903	10/09/19	4.2	<i>Reference Approach to Procurement of a Performance Assurance Framework Administrator (PAFA) for July 2020 – Xoserve (FC) to double check OJEU aspects in respect to renewing the (current) Gemserv (PAFA) contract for a further year.</i>	Xoserve (FC)	Closed
PAC 0904	10/09/19	4.2	<i>Reference Approach to Procurement of a Performance Assurance Framework Administrator (PAFA) for July 2020 – All Members to consider what their expectations are in respect of the PAFA undertaking a more proactive role in identifying and resolving potential issues and provide a guide as to the (new) potential areas of interest/innovation they would like highlighting.</i>	Members	Closed
PAC 0905	10/09/19	6.2	<i>Reference the Review of the PARR Reports - Xoserve (BC) to ascertain whether 'assured' reads could provide a feasible alternative solution and how this would be identified (i.e. a separate column added) within the Class 3 report.</i>	Xoserve (BC)	Closed
PAC 1001	08/10/19	2.0	Joint Office to confirm the governance route for modifying the PARR where a change is proposed as part of a Modification Proposal	Code Admin (RH)	Pending
PAC 1002	08/10/19	3.1	Proposer of Modification to provide a draft Modification 0664 PARR Report Specification to 25 October PAFA-led workshop and November PAC	MJ	Pending
PAC 1003	08/10/19	3.3	Proposer of Review Modification to provide 0677R Workgroup Report for review, together with an outline of the remaining issues to November PAC	CW	Pending
PAC 1004	08/10/19	3.4	CW to consider, (in his capacity as a shipper), to raise a Modification proposal to accelerate the introduction of PAFA as a user type into DPM.	CW	Pending
PAC 1005	08/10/19	3.4	Xoserve (JR) to collate views from shippers to optimise the roll-out of data items available on DDP	Xoserve (JR)	Pending
PAC 1006	08/10/19	3.4	Xoserve (JR) to ensure all the data items used to compile the PARR reports are either in DDP or are on schedule to be dropped in.	Xoserve (JR)	Pending

PAC 1007	08/10/19	3.6	Xoserve to explore using AQ at Risk reports as part of customer engagement, particularly with those featuring in the report.	Xoserve	Pending
PAC 1008	08/10/19	3.6	Xoserve (MP) On the subject of PC4 meter points, look to expedite read performance based on a rolling 12 month data set to speed up the review cycle.	Xoserve (MP)	Pending
PAC 1009	08/10/19	3.6	PAFA to write a short, key message piece for the October JO newsletter.	PAFA (SR)	Pending
PAC 1010	08/10/19	4.2	Xoserve (FC) to report back to November meeting on what is feasible/ permitted in relation to continuing the PAFA service from July 2020 onwards.	Xoserve (FC)	Pending
PAC 1011	08/10/19	4.2	Xoserve (FC) to check governance implication given that PAF procurement falls under the remit of UNCC and single source would not be aligned with process envisaged in the UNC	Xoserve (FC)	Pending
PAC 1012	08/10/19	6.2	In terms of PAFA / shipper engagement, JO to explore incorporating PAFA in its Customer day	Code Admin (RH)	Pending