

**UNC Performance Assurance Committee Minutes**  
**Tuesday 09 April 2019**  
**at Elexon, 350 Euston Road, London, NW1 3AW**

**Attendees**

Chris Shanley (Chair)	(CS)	Joint Office
Karen Visgarda (Secretary)	(KV)	Joint Office
Alex Travell	(AT)	Transporter Member
Carl Whitehouse	(CW)	Shipper Member
David Mitchell	(DM)	Transporter Alternate
Emma Smith	(ESm)	Observer, Xoserve
Fiona Cottam	(FC)	Observer, Xoserve
John Welch	(JW)	Shipper 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
Neil Cole	(NC)	Observer, Xoserve
Sallyann Blackett	(SB)	Shipper Member
Sara Usmani	(SU)	PAFA
Shanna Barr (nee Key)*	(SK)	Transporter Member
Shelley Rouse	(SR)	PAFA

**Apologies**

Sally Hardman	(SH)	Transporter Member
Graham Wood	(GW)	Shipper Member

\* via teleconference

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/090419>

**1. Introduction and Status Review**

**1.1 Confirm Quorate Status**

Chris Shanley (CS) welcomed everyone to the meeting and declared the meeting as being quorate.

**1.2 Apologies for absence**

Apologies were noted as above.

**1.3 Note of Alternates**

David Mitchell for Sally Hardman

**1.4 Review of Minutes (12 March 2019)**

The minutes of the previous meeting were approved.

**2. Review of Outstanding Actions**

**PAC0101:** *Reference Future PAF Reviews - PAFA (SR)* to look to provide a separate document with questions around Industry performance requirements whilst also providing an outline of how many Industry Performance related letters have been issued, and how these and any responses received to date are reflected in the metrics, with an outline plan of action to be provided by early May for consideration at the May 2019 meeting.

**Update:** Committee Members noted that an update on this action would be provided at the 14 May 2019 meeting. **Carried Forward**

**PAC0103:** *Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only) - Xoserve (FC)* to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place.

**Update:** FC explained that work was ongoing on this matter and that they had been struggling to resource the completion of the action but that she was hopeful to have an update for the May meeting. **Carried Forward**

**PAC0104:** *Reference the Pot 2 sites not loading actuals as at 21/12/18 by Anonymous Shipper, Average Age (days) and Action Owner - Xoserve (FC)* to look to undertake an assessment of the Pot 2 nominations compared to allocations in Gemini in order to look to identify any discrepancies with these sites and whether the issues have been flagged up to the respective Shippers, including whether or not, any site visits would be required.

**Update:** As per outstanding action PAC0103 update above. **Carried Forward**

**PAC0110:** *Reference the Xoserve / PAFA Contract – Xoserve (DT)* to confirm what the current contract terms allow the PAFA to view in terms of Shipper pack related information and whether if needed, any contract changes could be progressed via the DSC Change Management Committee route.

**Update:** SR explained since the meeting in January, the PAFA and Xoserve now meet twice a month and there is a shared area on Huddle for specific information exchange. She added that MP also provides information on top of the PARR Reporting, together with updates prior to and post the PAC meetings. She said this action could now be closed. **Closed.**

**PAC0201:** *Reference Shipper Performance Analysis Report 2A.4 Shipper Transfer Read Performance – PAFA (SR) & Xoserve (FC/ES)* to provide analysis for those Shippers with a 0% transfer read performance level and identify the number of sites involved as a precursor to issuing performance letters.

**Update:** SR explained that this action was now complete and the information would be shared under agenda item 3.2.1. **Closed**

**PAC0204:** *Reference a Change to the Current PAC Membership election/appointment process from 1 year to 2 years – PAFA (AJ)* to draft a one page summary document for submission to the UNC Panel/UNCC in due course.

**Update:** SR explained the summary document had been completed in readiness for consideration at the April UNCC and she provided an overview of the presentation.

She said in summary, this change proposed that at the PAC election should be held in October this year, of the 9 positions that are available, 3 positions will be for a 1 year duration, 3 for 2 years and 3 for 3 years. She said that from October 2020, all PAC elections would be for a period of 3 years – this will lead to a staggered election process and help to ensure some continuity of membership.

SR said that she wanted to carry forward this action forward to allow the Transporters sufficient time to assimilate this proposal and asked if the UNCC approval could be gained later. CS suggested that it may be best to firstly check if the Transporters had any concerns that merited a delay. Alex Travell (AT) acknowledged the late submission of the material but thought the proposal was sensible and David Mitchell (DM) agreed.

Mark Jones (MJ) said that consideration needed to be made in relation to resignations and SR said in that case, it would be sensible for the new member to continue to the end term of

the original member who had then resigned, all agreed with this suggestion. Shanna Barr (SB) said that the GTs had a floating/rotating agreement and Chris Shanley (CS) said that this informal agreement could be noted with the Terms of Reference (ToR) and SR said she would also include this in the submitted proposals.

Carl Whitehouse (CW) said that he hoped the perception externally was not of a closed group from the membership perspective regarding only 3 positions being available in any year and CS said that the fact the Shipper membership had been increased to nine showed that a good cross representation of the shipper community could be achieved, even though, for continuity reasons, only 3 members would change in a given year, and all PAC members were in agreement. The action was then closed. **Closed**

**PAC0301:** Reference Submission of Reads Issues for Product Class 2 – PAFA (SR) and Xoserve (FC) to discuss the issues being experienced by one Shipper and thereafter write to the party concerned requesting a written response within two weeks (inc. a proposed resolution timeline).

**Update:** SU and SR provided an overview of the Harwich performance scores in relation to various areas of concern (this presentation was not made public and is controlled within the PAFA) and the Harwich detailed plan for resolution regarding these areas. FC said that Xoserve were continuing to have weekly discussions with Harwich and the Customer Advocates had reported that progress was now being made. SR said that their overall performance would be closely monitored by the PAFA over the next few weeks. It was also suggested that the PAFA should meet with Harwich to further address these issues and SR said she would arrange this.

<b>New action PAC0401:</b> PAFA to request a meeting with Harwich regarding continuing poor performance in order to obtain a view on the status of their resolution plans.
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SR confirmed this action could now be closed. **Closed.**

### 3. Committee Matters

#### 3.1 For Attention

##### 3.1.1. Modification 0664 – Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4 (JW)

John Welch (JW) explained that he would be leaving npower in June and there was no one else to take over the development of the Modification within npower. He said he would like someone to sponsor it was still an important issue that needed resolving for the Industry as a whole.

He provided an overview of the options in the 3 main areas of the Modification:

Component 1 – Settlement – Class entry checks

Component 2 – Poor Performance Class transfer

Component 3 – Incentive Charging

In relation to the Incentive Charging component, Fiona Cottam (FC) said that her initial thoughts would be to have an Unidentified Gas (UIG) charge rather than an incentive based mechanism, and that different measures could be adhered to, in relation to the different amounts of UIG. This had now been captured as an option in the presentation provided by JW. Mark Bellman (MB) and Alex Travell (AT) both agreed that it would be sensible to have the charges linked to UIG. FC said there were different charges in respect of temporary and final UIG charges and that UIG did get shared out using the same factors.

A brief general discussion then took place in respect of how the UIG was apportioned between the parties from an overall UIG perspective.

Shelley Rouse (SR) said that the PAFA could assist Xoserve with the development of the Modification and Emma Smith (ESm) said that the cost of developing this option would be covered by UIG taskforce budgets, given it was a recommendation from that project. She also highlighted that PAC also had a Change Management Budget that was being used to make amendments the PARR reports, etc. FC agreed to work on the proposal with JW and any new Proposer.

**New Action PAC0402:** Xoserve (FC) to support JW in the development of Modification 0664 – Transfer of Site and Low Read Submission Performance from Class 2 and 3 into Class 4

A general discussion was then had on the need to support PAC members with the development of Modifications that they saw merit in raising and it was agreed this also needed further investigation.

**New Action PAC0403:** PAFA (SR) and Xoserve (FC) to produce a draft proposal/contract change to enable the PAFA to support PAC members in the Modification development process.

### **3.1.2. Modification 0674 – Performance Assurance Techniques and Controls (MB)**

Mark Bellman (MB) explained that the Modification had been discussed at the March Panel and it had been approved to be allocated to a Workgroup. He said it was felt it would best fit into the Governance Workgroup initially, but that he had concerns that the next Governance Workgroup was not until June and so he had been discussing with Penny Garner if it could be initially discussed at either the Distribution or UIG Workgroups prior to the Governance Workgroup in June. Chris Shanley (CS) indicated that he believed arrangements were taking place for it to be discussed at the UIG Workgroup on 29 April and the meeting in May. He said that the Modification could also go the June Governance Workgroup if there was still a need to do so.

### **3.1.3. Modification 0677R – Shipper and Supplier Theft of Gas Reporting Arrangements (CW)**

Carl Whitehouse (CW) explained that two Workgroup meetings had now taken place and that a considerable amount of work had been undertaken during these two meetings, removing any issue duplications and all the areas of the theft reporting process had been thoroughly reviewed.

CS said the expectation at the next meeting on 03 May 2019 was to explore the issues in certain categories together to assess whether one solution could resolve them all or whether bespoke solutions were required for each issue.

### **3.1.4. Standards of Service Liabilities Reporting (BF)**

CS pointed out that this was a standard agenda item and an overview of the current report was provided. FC said the report(s) were published each month, and should any party have any comments to provide, these should be directed to Xoserve in the first instance. Although the SoS performance in most areas was very good PAC members felt that there were other connected problems that may warrant further investigation.

### **3.1.5. PAC Reporting Change Proposals (ESm)**

Emma Smith (ESm) presented the Change Proposals as detailed below:

**XRN4795 – Amendments to the PARR (520a) reporting**, cost; £45-55k, in delivery – some changes to the Business warehouse are required and therefore some aspects are required to be delivered under a release (July 2019), whereas, other aspects of the change are expected to be delivered in May 2019

**XRN4779 – UNC Modification 0657S – Adding AQ reporting to the PARR Schedule reporting suite**, cost – tbc, funded from the DSC Change budget, passed into delivery and delivery date to be confirmed.

**XRN54876 – Changes to PARR Reporting – provide further data to PAFA to aid analysis of performance reporting**, cost tbc, new change – in capture and requirements have been approved.

**XRN4770 (Mod 0654) – NDM Sample data – provide information to PAC on the numbers of Users sending data to Xoserve** – cost tbc, in delivery, to note this will be manually generated and therefore cannot be added to the PARR reports.

**XRN4790 – Introduction of winter read/consumption reports and associated obligation (Modification 0652)**, cost tbc, funded from the DSC Change budget, awaiting approval of Modification 0652.

### 3.1.6. Risk Register – Moving to an Outcome based Approach (SR)

SR and Sara Usmani (SU) provided an overview of the PAFA produced Risk Register status presentation.

SR explained there were presently 20 risks and she wanted to pose if the PAFA should now be researching the risks at a more granular level or high level, depending on the type of risk. She explained that she had now reformatted the Risk Register itself slightly, and that the risks themselves were now grouped into associated areas and she had applied a ranking of 1 – 5 with 1, being the highest score and 5 being the lowest.

A brief general discussion took place in relation to these format changes as all thought this helped to quantify and clarify these risks. It was suggested that a brief commentary of the main developments should be added regarding each grouping with the RAG status and SR agreed to amend those sections to include appropriate commentary.

Discussions took place regarding the most pertinent level that risks/issues should be captured by PAC. SR provided an overview of the template for a new AMR risk raised by JW and it was suggested that the AMR impacts should be included in the risk register, and that specific route cause analysis should be undertaken to define the risk further.

SR asked for feedback on this topic to help capture and record the most salient AMR risks and issues within the Risk Register itself. FC agreed to investigate this area in relation to the reports available on Meter Reading performance of Smart and AMR sites.

**New Action PAC0404:** All PAC members to provide feedback directly to the PAFA (SR) in relation to any issues they have observed with AMR by 01 May 2019.

**New Action PAC0405:** Xoserve (FC) to provide an overview of the reports produced for Meter Reading Performance of Smart and AMR sites.

SR suggested that a wider questionnaire could also be raised to obtain views from other Shippers on this matter.

### 3.2 For Decision

#### 3.2.1. Shipper Responses to the PAC Performance Observation Letters Update (SR/BH)

During an onscreen review of the commercially sensitive 'Shipper Performance Letter response' presentation, only new assigned actions are recorded for the purposes of the minutes, as follows:

**New Action PAC0406:** PAFA (SR) and Xoserve (FC) to investigate if there are any Datalogger issues regarding the 28 poor performing sites for South Clarence.

### 4. Monthly Review Items

#### 4.1 Risk & Issues Register Review

The Committee agreed that this agenda item had been covered during consideration of item 3.1.6 above.

#### 4.2 Review of Monthly PARR Reports (inc. Dashboard update)

The Committee agreed that this agenda item had been covered during consideration of item 3.2.1 above.

### 5. Best Practices (News Bulletin) Update

Consideration deferred, as the Committee agreed there was nothing to add at this time.

### 6. Any Other Business

#### 6.1 EUC09 Sites, not in Class 1.

FC provided an overview of the EUC09 Sites not in Class 1 and explained that the UIG Task Force had identified sites with AQ's over the Class 1 threshold that were still in Class 3 and 4, which are not adhering to the obligations, as set out by the UNC reference G1.6.15.

She said that these sites should be re-confirmed as Class 1 by the Shipper after 3 consecutive AQ calculations above the threshold in a 6 month period or after 18 months if every calculated AQ was above the defined threshold. She said that these sites may well also be contributing to the daily UIG, if their usage pattern was very different to the EUC09B NDM profile.

FC explained that this area was not yet included in the PARR reports and that the statistics she was referring to within the graphs were anonymised as 'Moon' codes. She then overviewed the schematic graphs and drew attention to specific areas of interest, which included 'count by class# and #AQ's by class#'. She said following further analysis the data inaccuracies highlighted that one MPR had an AQ of 154,000,000 kWh which had not been recalculated since May 2018, and so had not met the qualifying criteria.

FC said that the PAFA were already engaged with the Shippers who had sites in the red poor performance category and that the CAM's were also engaging with the Shippers regarding this topic.

#### 6.2 Scottish LDZ – Stranraer – Class 2 site

MB said he had a concern regarding the Stranraer LDZ in relation to a large Class 2 site and FC said it was an issue regarding the use of D-7 estimates and that this was presently being addressed by the Xoserve team.

## 7. Next Steps

### 7.1 Key Messages – PAFA

SR said she would develop an overview of the Key Points from the meeting and this will be provided by the PAFA in due course.

## 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 14 May 2019	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda

**PAC Action Table (as at 09 April 2019)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0101	08/01/19	2.	<i>Reference Future PAF Reviews - PAFA (SR) to look to provide a separate document with questions around Industry performance requirements whilst also providing an outline of how many Industry Performance related letters have been issued, and how these and any responses received to date are reflected in the metrics, with an outline plan of action to be provided by early May for consideration at the May 2019 meeting.</i>	PAFA (SR)	<b>Carried Forward</b>  (Update due 14 May 2019)
PAC 0103	08/01/19	2.	<i>Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only) - Xoserve (FC) to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place.</i>	Xoserve (FC)	<b>Carried Forward</b>  (Update due 14 May 2019)
PAC 0104	08/01/19	2.	<i>Reference the Pot 2 sites not loading actuals as at 21/12/18 by Anonymous Shipper, Average Age (days) and Action Owner - Xoserve (FC) to look to undertake an assessment of the Pot 2 nominations compared to allocations in</i>	Xoserve (FC)	<b>Carried Forward</b>  (Update due 14 May 2019)

			Gemini in order to look to identify any discrepancies with these sites and whether the issues have been flagged up to the respective Shippers, including whether or not, any site visits would be required.		
PAC 0110	29/01/19	6.3	<i>Reference the Xoserve / PAFA Contract – Xoserve (DT) to confirm what the current contract terms allow the PAFA to view in terms of Shipper pack related information and whether if needed, any contract changes could be progressed via the DSC Change Management Committee route.</i>	Xoserve (DT)	<b>Closed</b>
PAC 0201	12/02/19	4.2.1	<i>Reference Shipper Performance Analysis Report 2A.4 Shipper Transfer Read Performance – PAFA (SR) &amp; Xoserve (FC/ES) to provide analysis for those Shippers with a 0% transfer read performance level and identify the number of sites involved as a precursor to issuing Performance Letters.</i>	PAFA (SR) & Xoserve (FC/ES)	<b>Closed</b>
PAC 0204	12/02/19	5.1	<i>Reference a Change to the Current PAC Membership election/appointment process from 1 year to 2 years – PAFA (AJ) to draft a one page summary document for submission to the UNC Panel/UNCC in due course.</i>	PAFA (AJ)	<b>Closed</b>
PAC 0301	12/03/19	3.2.1	<i>Reference Submission of Reads Issues for Product Class 2 – PAFA (SR) and Xoserve (FC) to discuss the issues being experienced by one Shipper and thereafter write to the party concerned requesting a written response within two weeks (inc. a proposed resolution timeline).</i>	PAFA (SR) & Xoserve (FC)	<b>Closed</b>
PAC 0401	09/04/19	2.0	PAFA to request a meeting with Harwich regarding continuing poor performance in order to obtain a view on the status of their resolution plans.	PAFA (SR)	<b>Pending</b>
PAC 0402	09/04/19	3.1.1.	Xoserve (FC) to support JW in the development of Modification 0664 – Transfer of Site and Low Read Submission Performance from Class 2 and 3 into Class 4	Xoserve (FC)	<b>Pending</b>
PAC 0403	09/04/19	3.1.1.	PAFA (SR) and Xoserve (FC) to produce a draft proposal/contract change to enable the PAFA to support	PAFA (SR) and Xoserve (FC)	<b>Pending</b>



			PAC members in the Modification development process.		
PAC 0404	09/04/19	3.1.6.	All PAC members to provide feedback directly to the PAFA (SR) in relation to any issues they have observed with AMR by 01 May 2019.	ALL PAC Members	<b>Pending</b>
PAC 0405	09/04/19	3.1.6	Xoserve (FC) to provide an overview of the reports produced for Meter Reading Performance of Smart and AMR sites.	Xoserve (FC)	<b>Pending</b>
PAC 0406	09/04/19	3.2.1.	PAFA (SR) and Xoserve (FC) to investigate if there are any Datalogger issues regarding the 28 poor performing sites for South Clarence.	PAFA (SR) and Xoserve (FC)	<b>Pending</b>