

UNC Performance Assurance Committee Minutes

Tuesday 09 July 2019

at Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA

Attendees

| | | |
|------------------------|-------|--------------------|
| Rebecca Hailes (Chair) | (RH) | Joint Office |
| Karen Visgarda | (KV) | Joint Office |
| Alex Travell | (AT) | Transporter Member |
| Alison Wiggett | (AW) | Shipper Member |
| Carl Whitehouse | (CW) | Shipper Member |
| David Newman | (DN) | Observer, Xoserve |
| Emma Smith | (ESm) | Observer, Xoserve |
| James Rigby | (JR) | Observer, Xoserve |
| Jayne Goodge | (JG) | Observer, Xoserve |
| Karen Kennedy | (KK) | Shipper Alternate |
| Kieran McNulty | (KN) | Observer, Xoserve |
| Lisa Saycell* | (LS) | Shipper Member |
| Louise Hellyer | (LH) | Shipper Member |
| Max Pemberton | (MP) | Observer, Xoserve |
| Neil Cole | (NC) | 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

| | | |
|--------------|------|----------------------|
| Mark Bellman | (MB) | (Shipper Member) |
| Mark Jones | (MJ) | (Shipper Member) |
| Shanna Barr | (SB) | (Transporter Member) |

* via teleconference

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/090719>

1. Introduction and Status Review

1.1 Confirm Quorate Status

Rebecca Hailes (RH) welcomed Alison Wiggett (AW) and Sean Cooper (SC) as new PAC Members and declared the meeting as being quorate.

1.2 Apologies for absence

As detailed above.

1.3 Note of Alternates

None.

1.4 Review of Minutes (11 June 2019)

The minutes of the previous meeting were approved.

2. Review of Outstanding Actions

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: Emma Smith (ESm) explained that the advocates were making contact with the Shippers and that there were presently still 5 outstanding. She asked for this action to be carried forward, so that FC could update on it next month. **Carried forward**

PAC0502: *Reference Broken / Faulty Meter Flags Information Provision* – PAFA (SR) to investigate whether the associated information (split by AMR and SMART) can be teased out of the system and reported to the PAC (accepting that there may also be some commercial sensitivity issues involved).

Update: Shelley Rouse (SR) explained that there were commercially sensitive issues surrounding the AMR and SMART data and that ESm had confirmed they now had the numbers in relation to the faulty meter days, which could be shared. Louise Hellyer (LH) said that if they could get access to any supplemental data that would be useful, in order to understand the overall data in more depth. ESm said that the information supplied would supplement the Read Performance data and Sean Cooper (SC) asked if this data would provide the final result that was needed in relation to the faulty meter reads applied to Class 1 and Class 2. It was then agreed that James Rigby (JR) (Xoserve) would refresh the faulty meter read data set, including the product class. It was agreed that this action should be carried forward. **Carried forward**

New Action PAC0704: Xoserve (JR) to refresh the faulty meter read data set to include the product classes.

PAC0503: *Reference AQ at Risk and Read Rejection Considerations* – Xoserve (FC) to look to provide a view/information (based on the percentage of portfolio size) on the Top 10 Shippers in time for consideration at the next PAC meeting, subject to addressing any potential commercial sensitivity issues.

Update: Neil Cole (NC) said that Fiona Cottam (FC) had previously produced a presentation *AQ At Risk Prototype Statistics and Visualisation* and then provided an overview of the Top 10 Shippers. He explained that the Xoserve UIG Task Force had identified a lack of Meter Reads as a major risk factor for UIG, and for Class 1 and 2 sites, This means that an estimate is used in daily allocation, with differences between estimates and actuals, hence creating UIG, which is only resolved once an actual reading is received. He added that for Class 3 and 4 sites, this delays the reconciliation process and means that the AQ could be out of date, hence the Task Force has now developed a set of prototype reports that focus on “AQ at Risk” due to lack of meter readings.

NC then overviewed the associated schematics and graphs which showed the breakdown by meter points, the AQ at risk breakdown as of June 2019 and the top 3 Shippers for each category. Rebecca Hailes (RH) asked if this AQ at risk area, was already captured within the PAC Risk Register, and both SR and NC confirmed that it was.

A lengthy general discussion took place in relation to the AQs not calculating correctly, impact of the older sites and the fact that the calculations would be incorrect, owing to the length of time from when the last calculation was submitted. Both Lisa Saycell (LS) and Karen Kennedy (KK) said that there were issues with the Class 3 AQs and reads, as the AQs were calculated incorrectly and this meant there was a general lack of confidence in the AQs.

NC agreed to come back with more detail in relation to the Class 3 AQ calculation affecting circa 177,000 Shippers that had been moved into Class 3 and where the AQ had been understated.

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

Other concerns were raised by the PAC members in relation to the AMR and SMART reads, especially regarding the need for customer consent. SR added that the PAFA were still not receiving the correct reports for the Product Class 4 reads, as the full data was still not available and that the PC4 data across the board was still very poor. Sean Cooper (SC) stated that there

was also an underlying process issue in respect of Class 2 data and the overall read process. SR said that she and NC needed to ascertain the PAFA data and the data as presented in the presentation to confirm if these were the same Shippers.

New Action PAC0706: Xoserve (NC) and the PAFA (SR) to ascertain if the Top 3 Shippers are the same in both of the Class 4 data extracts, of 293,000kWh and above, and the Customer Advocate Managers (CAMs) to contact each Shipper regarding their performance.

New Action PAC0707: Xoserve (NC) to confirm if the Top 3 Class 1 Shippers presently have a MAM allocated to them or potentially a MAM in common.

New Action PAC0708: Xoserve (NC) to include the data for the Top 3 Shippers in each category as an update each month from now on, as a standing agenda item.

It was agreed this action could be closed as new subsequent actions had now been raised. **Closed.**

PAC0504: *Reference UNC Modification 0651 Provisions / Obligations and Data Cleanse Exercise requirements* – Xoserve (ESm) to investigate how best to accommodate the potential reporting requirements and potential impact on the PARR Reports.

Update: ESm explained that regarding the Modification 0651 - *Changes to the Retrospective Data Update provisions*, Xoserve were now looking at a Proof of Concept (POC) solution with some customers and PAC would be updated when there were some results. As such she said this action could now be closed. **Closed.**

PAC0508: PAFA (PR) and Xoserve (FC) to create a suitable high-level report outlining the issue and remedial actions for presentation at both the June 2019 UNCC and DSC Contract Management Committee meetings.

Update: Shelley Rouse (SR) that the presentation has been produced and presented to both the UNCC and the DSC Contract Committee meetings and that all the signed documents had now been returned by the impacted parties, and so this action could now be closed. **Closed.**

PAC0601: *Reference UNC Modification 0654S – Mandating the provision of NDM sample data* – Xoserve (NC) to look to provide a list of those parties who have yet to provide the required information, for consideration at the July meeting.

Update: NC provided the NDM sample data and provided an anonymised listing of those parties who had not yet provided the required information.

Lisa Saycell (LS) said that she had understood that there was going to be an education task completed on this matter and as yet, none of her colleagues had been contacted. NC said he would investigate this area, as he knew this had been discussed in detail and that the Demand Estimation Sub-Committee (DESC) had sent out information about this. NC then said that he would speak to the CAMs and arrange for them to contact the required Shippers to chase this matter.

New Action PAC0709: Xoserve (NC) to arrange for the CAMs to contact the Shippers that had not responded to the NDM Sample data request and for this data to be refreshed and re-presented at the September PAC meeting.

This action was then closed. **Closed.**

PAC0602: *Reference UNC Modification 0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4* – Joint Office (RH) to look to request an extension to the current Workgroup Reporting date at the 20 June 2019 Panel meeting.

Update: RH said this needed to be carried forward as Modification 0664 had not yet been extended. **Carried forward**

PAC0603: *Reference Change Proposal Summary* – Xoserve (ESm) to look to provide a post meeting summary of the current change proposals in order to assist discussions (inc. RAG and associated timelines) at the 09 July 2019 meeting.

Update: ESm provided a brief overview of the status of the current change proposals as detailed below and said the action could then be closed. **Closed.**

| Change title | Change Description | Cost | Progress/ Delivery |
|--------------|---|-------------------------------------|--|
| XRN4795 | Amendments to the PARR (520a) reporting | £45-55k | 1 st drop of data as per the new delivery approach in the data office will aligns the timings that reports are run, and will include topics from the PARR reports which are not currently in the Shipper Packs. Confirmation from Delivery Platform outstanding in relation to when remaining requirements to be delivered. |
| XRN4779 | UNC Modification 0657S - Adding AQ reporting to the PARR Schedule reporting suite | TBC – funded from DSC Change budget | Passed into delivery – Drop 1 will deliver alignment of shipper packs and PARR reports as an enabler for adding new data items from existing changes. |
| XRN4876 | Changes to PARR reporting – provide further data to PAFA to aid analysis of performance reporting | TBC | Passed into delivery – Drop 1 will deliver alignment of shipper packs and PARR reports as an enabler for adding new data items from existing changes. |

PAC0604: Reference PARR Dashboard Report for 2A.4 Shipper Transfer Read Performance – PAFA (SR) to focus attention on the Top 4 poor performing organisations, and to provide more detail within the Transfer Read Report (inc. replaced opening reads).

Update: SR provided an overview on the Top 4 poor performing organisations as defined in the Transfer Read Report, which had been created by the PAFA and this information was not published or made public. SR confirmed this action could then be closed. **Closed.**

PAC0605: Reference PARR Dashboard Report for 2A.5 Read Performance – Product Classes 1 & 2 – PAFA (SR) to focus attention on the Top 4 poor performing organisations, with a view to issuing letters in due course (*applicable to Shippers in Product Class 2 only*).

Update: SR said the Read Performance still remained poor and some Shippers were still experiencing problems with getting the reads accepted, there were also issues with data fixes, in relation to multiple Shippers and the dispute process. She said this area was stipulated in the Section of the Code (M5.13.16) where it outlined the Transporter charges. SR said that letters had been sent to Shippers to highlight the issue and requested intelligence and that the PAFA were liaising with Xoserve CAMs on this matter. Both Karen Kennedy (KK) and Sean Cooper (SC) said there were issues about actually getting the reads on the system and the data could look worse than the actual reality.

RH suggested this illustrated that the PARR Reports needed further tweaking and proposed that perhaps all the Shippers needed be contacted and sent an observation letter, SR agreed and said that the whole area needed more thought as to where the greatest impact was. Carl Whitehouse (CW) suggested that perhaps the PARR Reports in their entirety needed to be examined to see what could be re-designed, adding that it might be advisable to reach out to the SPAA and MRA on the dispute process. SR agreed to contact the SPAA and MRA regarding the dispute process and NC agreed to re-look at the Replacement Read process and the impact on the PARR Reports. SR said this action should be carried forward. **Carried forward**

New Action PAC0710: PAFA (SR) to contact SPAA and MRA regarding the dispute process and provide feedback on findings at the August meeting.

New Action PAC0711: Xoserve (NC) to investigate the Replacement Read process and the associated impact on the PARR Reports and provide feedback.

PAC0606: Reference PARR Dashboard Report for 2A.10 Replaced Meter Reads – PAFA (SR) to examine the transfer read replacement performance in order to ascertain whether it only captures opening / replacement reads.

Update: SR provided an overview of the transfer read replacement performance, this information was not published or made public. SR confirmed this action could then be closed. **Closed**

PAC0701: PAFA to draft response and circulate to all. (*This action was raised during the extraordinary teleconference call on 04 July 2019*)

Update: SR confirmed that the draft response had been circulated to all the PAC members and to date, she had only received two responses. It was agreed a new action would be placed on all PAC members to respond with their comments by Friday 12 July 2019.

New Action PAC0702: All PAC members to provide responses and comments to SR regarding the draft PAC response to the ICoSS letter by Friday 12 July 2019.

It was agreed by all PAC members that the ICoSS letter, PAC response letter and minutes from 04 July 2019, should not at this stage, be made public. SR agreed to contact ICoSS to ask if the documents could be published.

An extraordinary teleconference is to be scheduled by the Joint Office to discuss and approve the final letter to ICoSS.

New Action PAC0703: PAFA (SR) to contact ICoSS to investigate if the associated documentation can be published or not. SR will provide feedback at the extraordinary teleconference being held on 17 July 2019.

3. Committee Matters

For Attention

3.1.1. Confidential Incident (SR)

SR said that she had nothing further to add on this matter and that this could now be taken off the agenda. PAC agreed.

3.1.2. Modification 0654S – Mandating the provision of NDM sample data (NC)

NC said that this area had been discussed in relation to Action PAC0601, as detailed above in Section 2.

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

Rebecca Hailes (RH) explained that John Welch (JW) had withdrawn the Modification and that Mark Jones (MJ) had now adopted it. Work was progressing and it would be discussed within the UIG Workgroup.

3.1.4. Modification 0674 – Performance Assurance Techniques and Controls (MB)

RH explained that this Modification was progressing and there was not a specific update as the Proposer was not present at the meeting.

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

Carl Whitehouse (CW) explained that a meeting had taken place in June to discuss the solutions and he had asked for sponsors for the new Modifications. As yet, none had been forthcoming. He said that a discussion was going to take place week commencing 15 July 2019 to determine which Modifications would need sponsorship, which was going to be further discussed at the next Theft of Gas meeting on Friday 26 July and he would welcome sponsors.

3.1.6. Standards of Service Liabilities Reporting (RH)

RH advised that the report had been published ahead of the meeting. SR confirmed that that this was to stay on the agenda as a 'for information' and that she would be updating this in due course.

3.1.7. PAC Reporting Change Proposals (ESm)

ESm and DN provided a combined overview of the Xoserve 'Shipper / PARR Report – Analysis update' presentation during which attention initially focused on the 'Analysis Output / Journey' slide.

3.2 For Decision

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

SR provided an overview of Product Class 1 and Product Class 2 that are incorporated within the PARR Reports and it was agreed that the PAFA and Xoserve need to confirm if the Read Performance in the PC1 market are the same in both of their respective data sets, and if not, then the CAMs were to write to them and provide feedback in relation to the materiality aspect.

~~New Action PAC0711: PAFA (SR) and Xoserve (NC) to confirm if their respective data sets in relation to the Read Performance in the PC1 market are the same, and if any Shippers are not included, then the CAMs are to write to them concerning the materiality aspect.~~

A lengthy general discussion then took place regarding the confidentiality and the rationalisation of the respective data results and the associated estimates.

4. Monthly Review Items

4.1 Risk & Issues Register Review

In noting that there are no specific updates to provide at this meeting, SR advised that she would be adding the new risk(s) outlined earlier in the meeting to the register in due course.

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

As a consequence of the fact that the subsequent discussions relate in the main, to sensitive information, only the key PAC decision items have been recorded within these minutes, as follows:

4.2.1. 2A.1 Estimated & Check Reads – Product Classes 1 & 2

Committee Members supported a continuation of the monitoring exercise of Product Classes 1 & 2.

4.2.2. 2A.4 Shipper Transfer Read Performance

Committee Members supported a continuation of the monitoring exercise and requested that the PAFA looks to 'target' the Top 4 poor performing organisations.

4.2.3. 2A.5 Read Performance

Committee Members supported a continuation of the monitoring exercise of the read performance area.

4.2.4. 2A.10 Replaced Meter Reads

Committee Members noted that this report primarily provides additional supporting information.

5. Any Other Business

5.1 Meter Read Capacity for Class 3 Supply Points

ESm explained that Sian Jones, Xoserve's Chairperson had attended the previous DSC Change and Contract meetings and UNC Modification Panel to brief them on the issue. ESm said that Xoserve were holding an Industry Day on Friday 12 July 2019 and that there were still spaces available, she recommended interested parties registered their attendance. Some PAC members were interested to know what potential solutions were likely to be discussed at the Industry Workshop and ESm said there were multiple solutions and options that were presently being explored and that some might require a new Modification, however this would depend on investment costs. SR said she would add the Meter Read Capacity for Class 3 supply points to the Risk Register.

5.2 Risk Model Update (SR)

SR and Sara Usmani (SU) provided an overview of the Risk Model and explained the update was following on from the Workshop in February 2019. There were 14 risks in total and both SR and SU said that some of these needed to be re-qualified, as some were raised via the Engage Model which was dated pre-Nexus and some assumptions were made which may not be appropriate now. SR said the PARR Reports remained the main area of focus together with the meter reads and AQ corrections. She said that this risk model update had not yet been published, as it was not being actively used at the represent time and PAC were in agreement that this should remain as secondary data to be used in the event that there was no other issues to tackle..

5.3 PAFA Industry Engagement Day Update (SR)

SR reported that the PAFA Industry Engagement Day was held on 18 June 2019 and the PAFA had received positive feedback with 40 Shippers attending.

5.4 Class 3 Read Performance Issue (ESm)

ESm said this had already been discussed within 5.1 above.

5.5 Shipper MI Delivery (DN)

This work is to update the Shipper MI reporting and will ultimately provide alignment of shipper and PARR data.

David Newman (DN) provided an overview of the Shipper MI presentation and explained an agile approach to the product development was being piloted and this would be presented to the DSC Change management Committee for approval. He then drew attention to the schematics that showed the milestone plan and deliverables.

Sally Hardman (SH) said regarding the PARR Reporting and Shipper Packs that not all the relevant XRN's in relation to these, had been very visible and she requested in future that the XRN's and any proposal should be referenced at PAC. DN and Jayne Goodge (JG) said they would ensure this was actioned moving forward.

SR asked if the PAFA would also get access to the Shipper MI data and DN said that would be investigated at a later date, as it would depend on the cost, and that initially it was for the Shippers only at this stage.

SR stated that it appeared that the change proposal to update the PARR report regarding Target and Read Performance Report had been delayed again until November 2019 and it appeared that this Shipper MI had now superseded the PAFA reports. She said that this seemed unfair, especially as these reports had been initially requested last year and budgeted for by the PAC. ESm said that the data within the Shipper Pack and PARR Reports would be identical once this Shipper MI project finishes and that presently the delay was due to resources. Lengthy discussions were taking place concerning budget reporting.

Lisa Saycell (LS) said that the PAFA should have access to the portal and asked what was Xoserve going to do to achieve this. SR agreed, especially due to the delay in the PARR Reports. ESm said that in order for the PAFA to access to the portal, this request would have to go through the DSC Contract or DSC Change Management Committees and would be dependent upon costs and the required security levels. Xoserve were not in a position to create this access at this point in time. SR said that this needed to be investigated further, together with when the 2A.5 PARR Report would be delivered, DN agreed to investigate these areas.

New Action PAC0712: Xoserve (DN) to investigate giving PAFA access to the Shipper MI Tool.

New Action PAC0713: Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered and how this interacted with the Shipper MI tool.

6. Any Other Business

SH wanted to clarify that the Performance Assurance Committee was not allowed to raise Modifications in its own right and that this should be clearly stated in each proposal. RH concurred that the Modification Proposer has the sole responsibility and any role of PAC should be clarified to be limited only to the Modification proposal being 'initially developed at PAC'. RH said she would discuss this aspect with MJ regarding the Modification that he had recently adopted (0664).

New Action PAC0714: Joint Office (RH) to discuss with MJ the wording within the adopted Modification, to ensure it clearly states that MJ is the Proposer and not PAC.

7. Next Steps

7.1 Key Messages – PAFA

SR said she would develop an overview of the Key Points from the meeting and this would 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 13 August 2019 | Elexon, 350 Euston Road, London, NW1 3AW | Standard Agenda |

PAC Action Table (as at 09 July 2019)

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Status Update |
|------------|--------------|------------|--|--------------|---|
| PAC 0103 | 08/01/19 | 2. | 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- <u>and to also provide additional information in order to better assess Shipper adjustment requests and their associated materiality aspects.</u> | Xoserve (FC) | Carried Forward (Update due 13 August 2019) |

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| PAC 0502 | 11/05/19 | 2. | <i>Reference Broken / Faulty Meter Flags Information Provision</i> – PAFA (SR) to investigate whether the associated information (split by AMR and SMART) can be teased out of the system and reported to the PAC (accepting that there may also be some commercial sensitivity issues involved). | PAFA (SR) | Carried Forward (Update due 13 August 2019) |
| PAC 0503 | 11/05/19 | 2. | <i>Reference AQ at Risk and Read Rejection Considerations</i> – Xoserve (FC) to look to provide a view/information (based on the percentage of portfolio size) on the Top 10 Shippers in time for consideration at the next PAC meeting, subject to addressing any potential commercial sensitivity issues. | Xoserve (FC) | Closed |
| PAC 0504 | 11/05/19 | 3.1.7 | <i>Reference UNC Modification 0651 Provisions / Obligations and Data Cleanse Exercise requirements</i> – Xoserve (ESm) to investigate how best to accommodate the potential reporting requirements and potential impact on the PARR Reports. | Xoserve (ESm) | Closed |
| PAC 0508 | 24/05/19 | 2.1.1 | PAFA (PR) and Xoserve (FC) to create a suitable high-level report outlining the issue and remedial actions for presentation at both the June 2019 UNCC and DSC Contract Management Committee meetings. | PAFA (PR) & Xoserve (FC) | Closed |
| PAC 0601 | 11/06/19 | 3.1.2 | <i>Reference UNC Modification 0654S – Mandating the provision of NDM sample data</i> – Xoserve (NC) to look to provide a list of those parties who have yet to provide the required information for consideration at the July meeting. | Xoserve (NC) | Closed |
| PAC 0602 | 11/06/19 | 3.1.3 | <i>Reference UNC Modification 0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4</i> – Joint Office (RH) to look to request an extension to the current Workgroup Reporting date at the 20 June 2019 Panel meeting. | Joint Office (RH) | Carried forward |
| PAC 0603 | 11/06/19 | 3.1.7 | <i>Reference Change Proposal Summary</i> – Xoserve (ESm) to look to provide a post meeting summary of the current change proposals in order to assist discussions (inc. RAG and associated timelines) at the 09 July 2019 meeting. | Xoserve (ESm) | Closed |
| PAC 0604 | 11/06/19 | 4.2.2 | <i>Reference PARR Dashboard Report for 2A.4 Shipper Transfer Read Performance</i> – PAFA (SR) to focus attention on the Top 4 poor performing organisations, and to provide | PAFA (SR) | Closed |

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| | | | more detail within the Transfer Read Report (inc. replaced opening reads). | | |
| PAC 0605 | 11/06/19 | 4.2.1 | <i>Reference PARR Dashboard Report for 2A.5 Read Performance – Product Classes 1 & 2 – PAFA (SR) to focus attention on the Top 4 poor performing organisations, with a view to issuing letters in due course (applicable to Shippers in PC2 only).</i> | PAFA (SR) | Carried forward |
| PAC 0606 | 11/06/19 | 4.2.4 | <i>Reference PARR Dashboard Report for 2A.10 Replaced Meter Reads – PAFA (SR) to examine the transfer read replacement performance in order to ascertain whether it only captures opening / replacement reads.</i> | PAFA (SR) | Closed |
| PAC 0701 | 09/07/19 | 2.0 | PAFA to draft response and circulate to all. <i>(This action was raised during the extraordinary teleconference call on 04 July 2019)</i> | PAFA (SR) | Pending |
| PAC 0702 | 09/07/19 | 2.0 | All PAC members to provide responses and comments to SR regarding the draft PAC response to the ICoSS letter by Friday 12 July 2019. | All PAC Members | Pending |
| PAC 0703 | 09/07/19 | 2.0 | PAFA (SR) to contact ICoSS to investigate if the associated documentation can be published or not. SR will provide feedback at the extraordinary teleconference on being held on 17 July 2019. | PAFA (SR) | Pending |
| PAC 0704 | 09/07/19 | 2.0 | Xoserve (JR) to refresh the faulty meter read data set to include the product classes. | Xoserve (JR) | Pending |
| PAC 0705 | 09/07/19 | 2.0 | Xoserve (NC/FC) to provided information regarding the Class 3 AQ calculation issue affecting 177,000 Shippers that have moved into Class 3, where the AQ has been understated. | Xoserve (NC/FC) | Pending |
| PAC 0706 | 09/07/19 | 2.0 | Xoserve (NC) and the PAFA (SR) to ascertain if the Top 3 Shippers are the same in both of the Class 4 data extracts, of 293,000 kWh and above, and the Customer Advocate Managers (CAMs) to contact each Shipper regarding their performance. | Xoserve (NC) | Pending |
| PAC 0707 | 09/07/19 | 2.0 | Xoserve (NC) to confirm if the Top 3 Class 1 Shippers presently have a MAM allocated to them or potentially a MAM in common. | Xoserve (NC) | Pending |
| PAC 0708 | 09/07/19 | 2.0 | Xoserve (NC) to include the data for the Top 3 Shippers in each category as an update | Xoserve (NC) | Pending |

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| | | | each month from now on, as a standing agenda item. | | |
| PAC 0709 | 09/07/19 | 2.0 | Xoserve (NC) to arrange for the CAM's to contact the Shippers that had not responded to the NDM Sample data request and for this data to be refreshed and re-presented at the September PAC meeting. | Xoserve (NC) | Pending |
| PAC 0710 | 09/07/19 | 2.0 | PAFA (SR) to contact SPAA and MRA regarding the dispute process and provide feedback on findings at the August meeting. | PAFA (SR) | Pending |
| PAC 0711 | 09/07/19 | 2.0 | Xoserve (NC) to investigate the Replacement Read process and the associated impact on the PARR Reports and provide feedback. | Xoserve (NC) | Pending |
| PAC 0711 | 09/07/19 | 3.2.1 | PAFA (SR) and Xoserve (NC) to confirm if their respective data sets in relation to the Read Performance in the PG1 market are the same, and if any Shippers are not included, then the CAMs are to write to them concerning the materiality aspect. | PAFA (SR) | Pending |
| PAC 0712 | 09/07/19 | 5.5 | Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered with PAFA access. | Xoserve (DN) | Pending |
| PAC 0713 | 09/07/19 | 5.5 | Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered and how this interacted with the Shipper MI tool. | Xoserve (DN) | Pending |
| PAC 0714 | 09/07/19 | 6.0 | Joint Office (RH) to discuss with MJ the wording within the adopted Modification, to ensure it clearly states that MJ is the Proposer and not PAC. | Joint Office (RH) | Pending |