

UNC Performance Assurance Committee Minutes
Tuesday 12 November 2019
at Elexon, 4th Floor, 350 Euston Road, London, NW1 3AW

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Helen Cuin (Secretary)	(HCu)	Joint Office
Alex Travell	(AT)	BU UK
Alison Wiggett *	(AW)	Shipper Member
Anne Jackson	(AJ)	PAFA
Carl Whitehouse *	(CW)	Shipper Member
Colum Goodchild *	(CG)	Transporter Observer (AOB item 6.3 only)
David Newman	(DN)	Observer, Xoserve
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
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
Shiv Singh *	(SS)	Transporter Observer (Alternate) (AOB item 6.3 only)

Apologies

None advised.

* *via teleconference*

Copies of non-confidential papers are available at: www.gasgovernance.co.uk/pac/121119

1. Introduction and Status Review

Rebecca Hailes (RH) reminded the Committee about the requirement to provide meeting papers 5 days prior to meetings, noting that of the 10 papers provided for today's meeting only 1 meeting paper had been provided on time.

Some clarity was requested on the deadline day for papers as some papers had been submitted on the 04 November. The two papers had been provided on 04 November after 7pm and were therefore considered late.

RH clarified that meeting papers need to be provided in good time to allow publication by 5pm. The next deadline for paper provision was Monday 02 December to give five clear Business Days before the next meeting on Tuesday 10 December. It was suggested to allow ample time for publication, papers should be provided before 3pm.

The Shipper and Transporter Members agreed to accept all the late papers on this occasion with a clear view of the expectations for next month.

Shelley Rouse (SR) asked about the compressed timetable when parties are waiting for the minutes to be published as a confirmation of actions. RH acknowledged that the minutes are a record of discussions and actions taken, however she suggested for those agreeing an action which required an update at the next meeting that they ensure they note the action during the meeting to allow themselves ample time to complete action they are to undertake, as this would avoid losing time whilst waiting for the minutes.

RH stressed that no later papers will be accepted for December. Any late papers provided will not be published.

1.1 Confirm Quorate Status

The Committee meeting was confirmed as Quorate.

1.2 Apologies for absence

None received.

1.3 Note of Alternates

None required. Shiv Singh attended for AOB item 6.3 only.

1.4 Review of Minutes (08 October 2019)

Fiona Cottam (FC) provided a number of suggested changes to the minutes for the 08 October meeting. These were considered. A changed marked version was provided and approved.

RH requested clarification on the level of detail that should be recorded for the Monthly Review Items. It was noted that a public paper is provided to support the agenda item¹, but a more detailed document is presented on-screen at the meetings. Being mindful of the data presented and its sensitive nature, SR suggested only high-level agreements/decisions should be recorded. The Committee considered several options ranging from not recording any discussions in the minutes, having a separate document published on Huddle which records detailed discussions/agreements, or recording some information in the PAC minutes.

It was agreed that PAFA would produce a brief paragraph outlining the discussions and the agreements reached for provision and inclusion within the minutes. It was agreed the Code names (anonymised) would continue to be referenced.

SR wished to update the Committee in relation to the Action 0710 update at the 10 September 2019 meeting. The SPAA Representative had requested an amendment to the minutes and an opportunity to provide some further clarity as the information provided did appear to be accurate. SR confirmed this will be added to the October key messages.

The SPAA Representative provided the following clarifications regarding the experiences of SPAA parties' in relation to the Shipper Agreed Read (SAR) process, to ensure there is a fair and accurate record.

SPAA Parties Experience of SAR

- Suppliers occasionally report issues with SAR/opening read performance.
- The issues affect Suppliers both large and small, but smaller Suppliers in particular have reported knock-on impacts on their ability to resource code related processes.
- The SAR process is usually utilised where Change of Supplier (CoS) event occurs and a New Supplier needs the Old Supplier to update a reading in central systems – for example, where a site's consumption has been estimated previously but a meter reading has then been provided by the customer on CoS.

¹ An example of the public paper given for the PARR dashboard is given here: <https://gasgov-mst-files.s3.eu-west-1.amazonaws.com/s3fs-public/ggf/2019-11/2.2%20PARR%20Dashboard%20%2804%20November%202019%29.pdf>),

- Where a New Supplier is unable to update the reading, this can impact their ability to bill the customer accurately and on time and causes an administrative burden to resolve.
- To resolve a SAR requires cooperation between the Old and New Suppliers to communicate with their Shippers in order to update central systems.
- Suppliers occasionally report problems with resolving SARs with many reporting that this may be due to Shipper performance in updating central systems.
- New Suppliers have also occasionally reported situations where SARs are escalated to the Old Supplier who advises they have already instructed their Shipper to update central systems and that the New Supplier should contact the Shipper – however when contacting the Old Shipper, they are then advised that they must contact the Old Supplier instead – creating an administrative burden and meaning SARs may go unresolved for longer than necessary.
- SAR resolution requires cooperation between Suppliers and Shippers yet many of the aspects of the Supplier/Shipper relationship are not codified and operate under commercial agreement - which may obscure the responsibilities of parties in relation to SAR/opening reads.

The SPAA Representative has also clarified that in general that it is not SPAA's belief that the SAR process is in any way broken or deteriorating – it is simply the case that Suppliers have occasionally reported issues when using the process.

It was agreed that the September minutes would be amended to replace the name of the SPAA representative. A post meeting note has been added to the minutes to refer to the above clarification.

2. Monthly Review Items

2.1 Risk & Issues Register Review (PAFA)

PAFA highlighted that following approval of the revised Risk Register format, PAC Document 3 'Risk Register Approach', is being updated and will be presented at the December PAC meeting.

2.2 Review of Monthly PARR Reports (inc. Dashboard update) (PAFA)

Sara Usmani (SU) provided the 'PARR Dashboards' update. Further to the discussion under item 1.4, PAFA have provided the following outline of discussions and agreements:

- Product Class 2 (PC2) performance has improved since measures began although those Shippers with a small number of sites and a low level of read performance are skewing the average.
 - PC2 read performance, agreed actions:
 - PAC to refer x4 Shippers (Praia, Warsaw, Ramallah and Roseau), that have a low number of sites and between 0% and 50% read performance have been referred to the Xoserve Customer Advocate team to assess whether training is required.
 - PAC are to take performance improvement actions against x2 Shippers (Luanda and Thimphu), who have PC2 read performance at between 45 and 77% and a larger number of sites.
- Product Class 3 (PC3) read performance is currently around 50% despite the number of meters in PC3 rising to around 600,000 in September 2019.
- UNC0654 - *Provision on NDM sample data* was implemented 01 March 2019, requiring eligible shippers to submit sample data to the CDSP at a minimum biannually.
 - To date x8 Shippers have yet to provide data.
 - PAFA have been in contact with x5 of those to discuss eligibility and submission requirements.
- Provision of NDM sample data, agreed actions:

- PAC have agreed that PAFA should contact x3 Shippers (Papeete, Apia and Berlin) to request provision of NDM sample data as per the requirements in the UNC.

3. Review of Outstanding Actions

PAC 1001: Joint Office to confirm the governance route for modifying the PARR where a change is proposed as part of a Modification Proposal.

Update: RH clarified there was a question around the governance for any changes to the Performance Assurance Reports Register (PARR) which are made as part of A UNC Modification. Does the UNC Modification process/approval provide sufficient governance in this case? RH confirmed if the specification of the report is included within the Modification, the approval of the Modification would provide enough governance. If the specification is not included within the Modification, then the changes to the PARR would have to be presented and approved by the UNCC as a separate exercise.

PAC encouraged Proposers to provide PARR change specifications to be included within the Modifications. The Committee went on to consider the redesigning of the PARR if a recommendation was made in PAC. This would need to be approved by PAC, then provided to the UNCC for approval to ensure appropriate governance had been followed.

It was agreed that where a Modification identifies the need for a change to PARR, this needs to be within the Modification. Mark Bellman (MB) noted for Modification 0674 the PARR is solely for PAC. When this is the case it was understood these would not require UNCC approval, PAC approval would suffice. It was questioned whether a Modification is implemented without a PARR specification how this would be picked up and who would be accountable for updating the PARR. Karen Kennedy (KK) suggested consideration should be given to Modifications with *potential* PAC impacts at PAC meetings. It was agreed to have a standard agenda item to review live modifications for performance assurance impacts, and for Xoserve and PAFA to consider the responsibilities for updating PARR and a possible expansion of the PAFA role. **Closed.**

New Action 1101: Joint Office (RH/HC) to consider and amend the Standard Workgroup Terms of Reference to include the 'consideration of potential performance assurance impacts of live Modifications'.

New Action 1102: Standard agenda item to be added to future meetings: 'Review of Modifications with potential PAC impacts'

New Action 1103: Xoserve and PAFA to consider the responsibilities for updating PARR and an expansion of the PAFA role to undertake this.
--

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

Update: Mark Jones (MJ) confirmed the PARR Specification had not been presented at the 25 October PAFA- led workshop. FC provided the 'PARR extract 0664' and outlined the purpose of the report, including what needs to be reported. Concern was expressed about the ability to identify a Shipper within the reporting if both the percentage count and AQ was provided (thus making it non-anonymised). MJ confirmed that the legal text has been provided for the Modification which should enable the Workgroup Report to be concluded at the next meeting. This was noted by Xoserve to ensure the PARR specification is complete for the next UIG meeting. Clarity was requested on whether the report should provide retrospective data. It was envisaged the monitoring could start from implementation with the reports available after 3 months. MJ agreed to ensure

clarity was added to the Modification on the implementation timescales and the timing of reports. It was agreed that the specification of the report would be included in the Modification.

James Rigby (JR) questioned whether the Modification process could slow PARR changes down, particularly for simple functional changes, with no changes to UNC obligations. It was confirmed that there is an option to request a new report which does not require a Modification, that is, by going through UNCC approval. SR expressed caution about the comparison of the A&B suite of reports and the Data Discovery Platform (DDP). She was concerned about the divergence of the two suites of reports. SR questioned whether the B Reports are being kept up to date alongside changes to the A reports to make sure they are still comparable. Recognising suite B would have much more detail than suite A, MB suggested that the B suite of reports could be made available to the individual Shipper so they are aware of the information PAC has available and what PAC is considering. **Closed.**

PAC 1003: Proposer of Review Modification to provide 0677R Workgroup Report for review, together with an outline of the remaining issues to November PAC.

Update: CW requested if this action could be deferred until December as the Workgroup Report has recently concluded. He agreed to provide a summary of the progress at the next meeting. **Carried Forward.**

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

Update: Carl Whitehouse (CW) confirmed that Modification 0707 - *Introducing 'Performance Assurance Framework Administrator' as a new User type to the Data Permissions Matrix* has been raised and will be considered at the November Panel Meeting. **Closed.**

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

Update: See item 4.4. **Closed.**

PAC 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.

Update: See item 4.4. **Closed.**

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

Update: FC confirmed this is now a standard agenda item at the Customer Engagement meetings. **Closed.**

PAC 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.

Update: Max Pemberton (MP) asked for further clarity on this action. It was believed this was related to the AQ at Risk Breakdown, MP explained this would be a new position going forward and not a requirement to recalculate past reported performance. **Closed.**

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

Update: It was initially agreed that due to the timing of the Joint Office Newsletter that a more detailed PAC key messages would be more appropriate. However, RH wished to highlight that the Joint Office Newsletter provides an ideal opportunity to provide a high-level view of what key performance targets PAC have looked at this month to alert Shippers of PAC's focus areas. **Closed.**

PAC 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.

Update: See item 6.2. **Closed.**

PAC 1011: 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.

Update: See item 6.2. **Closed.**

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

Update: RH reported that the Joint Office will be organising a Customer Day in the new year, she confirmed the Joint Office would like to involve the PAC / PAFA to brief parties on the role of each and what the committees do. **Closed.**

4. Committee Matters for Attention

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

Further to Action 1002 update (see above), MJ explained that a number of updates and changes had been made to the Modification; v8.0 was amended on 06 November 2019. It is anticipated that the Workgroup Report will be concluded in November/December.

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

MB provided a short presentation for Modification 0674 – *Performance Assurance Techniques and Controls*, re-capping the intent of the Modification. He provided a Gas Performance Assurance Evolution illustration covering PAC reporting, new mechanisms and the potential for financial incentives. He provided a further slide outlining the proposed Performance Assurance Governance, emphasising the ultimate aim for fair and equitable settlement, what powers PAC should have and how supporting ancillary documents are envisaged. He summarised the business requirements for the Modification, which covered techniques for engaging with underperforming parties and maintaining continuity with PAC membership.

SR briefly explained PAFA's role, contrasting this with how it works in the electricity industry. In that case, where targets are not being met there is a requirement for parties to prepare and present material at the electricity Performance Assurance Board (PAB) meetings.

MB confirmed that the draft legal text has been prepared and will be reviewed at the next 0674 Workgroup meeting.

MB wished to understand the level of support from PAC members for the changes being proposed. PAC members were in support of the Modification, it was agreed that the modification had been developed in consultation with PAC Members, as provided for in section 3.3 of the current PAC Assurance Framework Document² and that this could be recorded within the Modification 0664. Positive feedback was provided on the progress being made, recognising the difficulties encountered, and the Committee was very much supportive of the work being undertaken by MB on this Modification.

MB welcomed any further feedback on ideas and suggestions for the Modification.

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

CW confirmed that the joint Workgroup Report³ had been finalised and will be presented to the November Panel meeting. However, CW wished to check if further UNC Workgroup meetings are needed to consider the list developed by the joint Workgroup and listed in the Workgroup Report of suggested Modifications to the UNC.

New Action 1104: Shell (CW) to consider whether further UNC 0677R Workgroup Meetings will be required.

4.4 PAC Reporting Change Proposals Update

² PAC Assurance Framework Document is available here: <http://www.gasgovernance.co.uk/pac>

³ Joint Workgroup Report 0677R is available here: www.gasgovernance.co.uk/0677

JR presented a slide-pack covering Actions (please insert numbers of actions covered) and Agenda items 4.4 & 4.7 PARR Reporting CDSP Data Discovery Platform (DDP). JR confirmed that new Modification 0707 will be considered at the November Panel meeting.

JR provided a DDP PAC Report Request Process Map, explaining the process, which is reliant on Modification 0707 being implemented to secure PAFA access to the DDP. JR confirmed that the cost of the reports is covered by the process. SR enquired about reports solely requested for PAC. Some clarity was required about funding if a PAC-only report is driven by a Modification.

JR explained the prioritisation of customer change against a set of principles to ensure changes are appropriately prioritised. This process did not incorporate PAC or DESC requests for data and they may not be seen as a priority. JR intended to present a recommendation to the DSC Change Management Committee. The change managers would need to approve an amended set of criteria for prioritisation. Concern was expressed that any change in the approach should not delay current changes.

JR confirmed that the funding of changes does need to be considered, he confirmed that the Business as Usual DDP roll out is funded via the 'Maintain The Business' (MTB) and investment budget in the CDSP Business Plan. He confirmed current industry mechanisms would be utilised, along with existing Delivery Sub-Group meetings and the CDSP Change Proposal process. There was general support for using the existing mechanisms. SR asked about the Business as Usual (BAU), Change Proposal XRN4768 and the alignment of the Shipper Pack with PARR. SR asked when there is a Modification with a new PARR report whether this would need to have a supporting Change Proposal and the costs considered through service line changes. It was clarified that if PAC have a need for a report, the PAC have to fund this through the £50k PAC budget.

PAFA requested further clarity on the timing and availability of reports for PAFA, how to test access and train staff. DN assured SR that once the Modification 0707 is approved, access can be granted. It was agreed to take this offline.

New Action 1105: Xoserve (JR), PAFA (SR) and Shell (CW) to ensure that Modification 0707 access rights are sufficient to provide the appropriate access to PAFA.

It was clarified that the intention of Modification 0707 was to add PAFA as a party and to have access to appropriate data. It was confirmed that the access rights would be managed through PARR changes.

JR also reported that XRN4795 had successfully delivered, with first reports being delivered on 12 November and XRN4779 was still on track for December.

4.5 NDM Sample Data Update

NC provided an update on the latest submission of the NDM Sample data under Modification 0654. Updates had previously been provided in April and July 2019.

NC confirmed there were 39 parties that met the criteria to submit data, however 13 parties had not submitted data, some of which have changed threshold.

NC provided a breakdown of 8 parties that have no data submitted and/or had no communication. SR confirmed that PAFA have issued a communication to all parties.

The Committee considered the obligations set out in the UNC and the interpretation that parties did not need to submit data unless there was 12 months of data. The Committee considered the potential non-compliance and interpretation of UNC TPD H 1.6.10. It was understood why an interpretation had been made in relation to 12-months' worth of data.

The next steps were considered which included whether the UNC text needed amendment and whether evidence should be requested from the Shippers that they don't have 100 sites with 12 months' of data. It was agreed that PAFA should contact the 3 parties who had failed to respond to the initial communication. It was suggested where 12 months' data is not yet available this should be available by April 2020 and that a text file should be requested to check systems are working.

FC wished to note that Modification 0654 introduced new PARR Reports, but these had not been updated in the PARR. It was agreed there was a need to update the published Performance Assurance Report Register.

New Action 1106: Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.

It was challenged why the PARR had not been updated. FC clarified the documents are being updated however obtaining final approval had not been actioned. These will need to be presented to the UNCC. It was also noted that the report will need to be added to Huddle.

It was agreed to ensure this was taken offline to finalise all the actions required.

New Action 1107: Xoserve (FC) and PAFA (SR) to ensure the scope of the 0654 PARR is added to Huddle.

4.6 AQ at Risk Breakdown

Item Deferred.

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

DN confirmed that the DDP Drop 2 went live in October and Shipper feedback has been positive.

4.8 Standards of Service Liabilities Report (information)

SR suggested parties review the Standards of Service report, as some areas were not as good as they have been. She highlighted in particular the 99% TSL1 performance year to date in Table 3. This will be discussed again next month.

5. Committee Matters for Decision

5.1 None raised

No discussion on this item.

6. Any Other Business

6.1 New PARR specifications – PARR Review Workshop Update (SR)

SR confirmed that the PAFA-led Review Workshop was very productive with 9-10 PAC Members attending.

The existing 10 PARR Reports were reviewed, and consideration was given to the new reports and best way forward.

RH noted that the PARR Specifications for the UIG Modifications needed to be formulated and reviewed as part of the Modification development.

KK asked PAC members to consider the PARR Specification for all the UIG Modifications to ensure they are appropriate (Modifications [0664](http://www.gasgovernance.co.uk/0664), [0672](http://www.gasgovernance.co.uk/0672) [0690](http://www.gasgovernance.co.uk/0690) and [0691](http://www.gasgovernance.co.uk/0691):

<http://www.gasgovernance.co.uk/0664>

<http://www.gasgovernance.co.uk/0672>

<http://www.gasgovernance.co.uk/0690>

<http://www.gasgovernance.co.uk/0691>).

New Action 1108: PAC Members to review the PARR Specification for Modification [0664](http://www.gasgovernance.co.uk/0664), [0672](http://www.gasgovernance.co.uk/0672) [0690](http://www.gasgovernance.co.uk/0690) and [0691](http://www.gasgovernance.co.uk/0691).

MJ also noted the potential need to record all the new targets into a new document (Document 8).

6.2 PAFA Procurement July 2020 (FC)

FC confirmed the options available for the July 2020 Procurement. She confirmed that the current PAFA has served a term of two years, plus a one-year extension and that under the existing contract there is an option to extend for a 4th year. She clarified the need to embark on procuring a new PAFA soon.

The Committee considered the ability to scope the role of the PAFA, with industry change especially with the level of complexity of change. FC confirmed that there is a mechanism for changing the scope following the procurement process.

The options of the procurement were considered and it was agreed to undertake a correspondence vote. There was support for the second option to allow more time to understand the scope of the PAFA with future changes.

6.3 Changes to offtake metering arrangements under RIIO – 2 Cadent

Colum Goodchild (CG) confirmed that Cadent are working on the plan for RIIO2 with a robust programme of maintenance and proactive replacement of aging meters. CG summarised the business plan proposals, delivery, cost and funding mechanisms to support the changes.

CG confirmed he wished to ascertain the support from the industry to validate the proposed engineering work from a stakeholder perspective.

A number of deep dives have been undertaken which have considered the likelihood of failure and repairs for aged meters. This has included the ability to get hold of spares, the consequences of losing meters, shutting down of sites without being metered and the impacts to the system. CG briefed the Committee on the options for replacement. CG explained if one of these meters fails the meter could be out for many weeks.

Sallyann Blackett (SB) enquired on behalf of AT if, in light of future potential hydrogen use, the new ultrasonic meters would be able to record and provide the percentage of hydrogen in gas. CS confirmed the digital output would measure calorific changes better but would not be able to detect or record the percentage of hydrogen as gas composition is not measured by the meter.

CG confirmed in GD2 there have been two failures. Given the age of assets there is a potential risk of further failures. It was recognised that modern Ultrasonic Meters are more accurate over a wider flow range with better accuracy moving from 3% to 1%.

LH enquired about the life expectancy of the new meters, it was anticipated the lifespan would be 20 years but that they are also cheaper and easier to replace.

The Committee welcomed the update from Cadent and PAC was generally supportive of the approach proposed by Cadent to ensure maintenance and better accuracy.

6.4 Review publication of PAC documentation on JO website (check title of item)

RH explained that there had been a question as to whether Document 4 “Performance Assurance Framework Administrator - Scope definition” should be visible on the Joint Office website. It was believed this document contained information on procurement and that it should be published. LS suggested there was a number of gaps in the original publication which may explain why it has not yet been published.

New Action 1109: JO (RH) and Xoserve (FC) to ascertain if PAC Document 4 should be published and/or updated.

6.5 SPAA Parties experience of SAR (SR)

See item 1.4.

6.6 PAC minutes expectation/ clarification (RH)

See item 1.4.

6.7 For decision: PAC recommendations for priority areas for development of training material by Xoserve

FC asked for a steer on the training material. It was suggested this should be deferred until December to allow PAC members to review and consider this further.

The Committee briefly considered this and gave some suggested key areas for training development:

- Meter Read Performance, Read submission and Managing Rejections,
- Change of Supplier/Shipper and the Transfer Read Process (understanding the read process timings),
- Meter Exchanges.

KK enquired if it would be better to consider WAR Band volume positions as opposed to meter point readings and timescales. KK suggested better clarity on WAR Bands and the importance of correct EUC Bands, maybe more beneficial.

SB enquired if the focus should be getting a read accepted, into the system. KK suggested the focus for some parties, may simply be a view on how many sites are read to maximise the number of meter points, regardless of site's AQ.

It was considered whether the training development should focus on poor performance areas to encourage appropriate industry steer.

6.8 For discussion: Modification 0699 Incentivise Key Areas of Performance using additional UIG Charges

Update to be provided next month.

6.9 For discussion: Product class churn – unintended consequences and inefficiencies from UNC Modifications e.g. 0690 and 0664

The Committee considered the potential for sites with poor read performance to be subject to numerous product class changes, with the combination of different Modifications moving sites into a different product class.

MB suggested it would be worth tabling the possible scenarios to visualise how a site could move due to failed meter readings and the potential number of movements.

RH provided a Spreadsheet of the different modifications and product class movements (with thanks to Alan Raper) which will be published on the meeting page for parties to consider and respond for next month.

The Committee considered the 'ping pong' effect and the strain this may put onto UK Link. MB suggested some scenarios need to be considered for a formalised view. FC suggested the number of sites that could be involved could also be considered.

RH enquired if there ought to be a PAC report that monitors product class churn.

New Action 1110: All to review the Table on Product Class churn effects of live Modifications (published on the 10 Dec 2019 PAC Meeting page).

New Action 1111: Product Class Churn - Scenario Planning to be tabled to understand the circumstances and frequencies of sites switching products class, and how many sites there maybe. (FC and DA)

FC asked parties to consider the priority of moving sites and the capability of the system to cope with the potential number of switches.

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. The PAC Key Messages can be found at:

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

8. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

It was suggested that due to the amount of discussions items there may be some benefit splitting the Performance Assurance activities into two meetings for the first three months of the new year. It was suggested that a second meeting could be used as a developmental meeting designed not to detract the focus of the main PAC meetings. The developmental meetings would report back to PAC.

The Committee also considered the rotation of agenda items to ensure there is an opportunity to discuss items that may have been deferred at previous meetings.

Post Meeting Note:

The following dates have been suggested for three additional developmental meetings: 28 January 2020, 25 February 2020, 24 March 2020

PAFA has offered to host some meetings at their London offices, and to run them as PAFA-led workgroups, bringing any decision points to the PAC meetings.

Further consideration will be given to the scope of these meetings in December 2019.

Time/Date	Venue	Programme
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 12 November 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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	Joint Office (RH)	Closed
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	Closed
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	Carried Forward

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	Closed
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)	Closed
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)	Closed
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	Closed
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)	Closed
PAC 1009	08/10/19	3.6	PAFA to write a short, key message piece for the October JO newsletter.	PAFA (SR)	Closed
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)	Closed
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)	Closed
PAC 1012	08/10/19	6.2	In terms of PAFA / shipper engagement, JO to explore incorporating PAFA in its Customer day	Joint Office (RH)	Closed
PAC 1101	12/11/19	3.0	Joint Office (RH/HC) to consider and amend the Standard Workgroup Terms of Reference to include the 'consideration of potential performance assurance impacts of live Modifications'.	Joint Office (RH/HC)	Pending
PAC 1102	12/11/19	3.0	Standard agenda item to be added to future meetings: 'Review of Modifications with potential PAC impacts'	Joint Office (RH/HC)	Pending
PAC 1103	12/11/19	3.0	Xoserve and PAFA to consider the responsibilities for updating PARR and an	Xoserve (FC) PAFA (SR)	Pending

			expansion of the PAFA role to undertake this.		
PAC 1104	12/11/19	4.3	Shell (CW) to consider whether further UNC 0677R Workgroup Meetings will be required.	Shell (CW)	Pending
PAC 1105	12/11/19	4.4	Xoserve (JR), PAFA (SR) and Shell (CW) to ensure that Modification 0707 access rights are sufficient to provide the appropriate access to PAFA.	Xoserve (FC) Shell (CW)	Pending
PAC 1106	12/11/19	4.5	Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.	Xoserve (FC)	Pending
PAC 1107	12/11/19	4.5	Xoserve (FC) and PAFA (SR) to ensure the scope of the 0654 PARR is added to Huddle.	PAFA (SR) Joint Office (RH)	Pending
PAC 1108	12/11/19	6.1	PAC Members to review the PARR Specification for Modification 0664 , 0672 , 0690 and 0691 .	PAC	Pending
PAC 1109	12/11/19	6.4	JO (RH) and Xoserve (FC) to ascertain if PAC Document 4 should be published and/or updated.	Joint Office (RH) Xoserve (FC)	Pending
PAC 1110	12/11/19	6.9	All to review the Table on Product Class churn effects of live Modifications (published on the 10 Dec 2019 PAC Meeting page).	All	Pending
PAC 1111	12/11/19	6.9	Product Class Churn - Scenario Planning to be tabled to understand the circumstances and frequencies of sites switching products class, and how many sites there maybe. (FC and DA)	Xoserve (FC/ DA)	Pending