Performance Assurance Committee Meeting Summary – 14th May 2024

KEY MESSAGES

- **AREAS OF PAC CONCERN**
  - **Review of Holistic Performance Matrix (HPM) Active Monitoring Triggers:** The PAC are currently considering the HPM scores, the engagement thresholds and the possibility of moving these thresholds higher towards the UNC requirements. It was recognised that more Shippers will fall into the 'engagement window', including those whose plans are still active but are no longer being actively monitored. Any agreed changes to the thresholds will be communicated to the industry with a lead time notification for parties to look at improving performance before action will be taken in the form of the application of any Performance Assurance Techniques.
  - **AQ Class 4 Read Performance:** The issue identified with data issues for Class 4 AQ Read Performance which is affecting the dashboards and underlying data in DDP is still being investigated. This is being discussed at Contract Management Committee as an ongoing topic and a link to the April meeting minutes, which include the latest discussions can be found here. Any Performance Assurance Techniques (PATs) for Product Class 4 are currently on hold whilst investigations are being undertaken in regard to the issue with AQ Read Performance.

- **SHIPPER PERFORMANCE ANALYSIS**
  - **HPM Distribution Graphs:** The PAC considered the graphs of the distribution of Shipper scores in the Holistic Performance Matrix (HPM) in each Product Class below. In each graph the proportion of Shippers meeting UNC requirements for the factors incorporated in the HPM are shown on the extreme right and the poor performing Shipper outliers are shown towards the left.

    The line on the far right of the graph highlights the maximum score that shippers could achieve thereby meeting UNC requirements.

POOR PERFORMERS IN EACH MARKET

PC1 Shipper Matrix score distribution

PC2 Shipper Matrix score distribution

PC3 Shipper Matrix score distribution

PC4 Shipper Matrix score distribution