



# Performance Assurance Committee Meeting

## Summary – 16<sup>th</sup> July 2024

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### KEY MESSAGES

- **AREAS OF PAC CONCERN**

- **Mandatory RFI Letters – Non-Respondents:** The PAC will be issuing letters to any parties that failed to submit responses to the recent RFI request issued on behalf of the proposer of UNC 0851R – Extending the Annually Read PC4 Supply Meter Point (SMP) Read Submission Window.
- **Holistic Performance Matrix (HPM) Thresholds:** The PAC have agreed to move the thresholds for the Holistic Performance Matrix (HPM). The current threshold for which a request for a Performance Improvement Plan is issued are;
  - PC1 – PC3 – 15 and below
  - PC4 – 25 and below

The PAC are looking to introduce new thresholds in October 2024, with communications to be issued when confirmed.

- **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 meeting minutes, which will include the latest discussions can be found [here](#).

- **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

