

UNC Performance Assurance Committee Minutes
Tuesday 16 August 2022
via Microsoft Teams

Attendees

Rebecca Hailes (Chair)	(RH)	Joint Office
Maitrayee Bhowmick-Jewkes (Secretary)	(MBJ)	Joint Office

Shipper Members (Voting)

Andy Knowles	(AK)	Utilita Energy
Alison Wiggett	(AW)	Corona
Graeme Cunningham	(GC)	Centrica
Claire Louise Roberts	(CLR)	ScottishPower (Alternate)
Sallyann Blackett	(SB)	E.ON (and Alternate)
Tzern Toh	(TT)	ESB Generation & Trading (Alternate)

Transporter Members (Voting)

Brandon Rodrigues	(BR)	ESP Utilities (Alternate)
Sally Hardman	(SH)	SGN (Alternate)
Ben Mulcahy	(BM)	Northern Gas Networks (Alternate)

Observers (Non-Voting)

Anne Jackson	(AJ)	PAFA/Gemserv
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Correla on behalf of Xoserve
Helen Field	(HF)	Correla on behalf of Xoserve
James Rigby	(JR)	Correla on behalf of Xoserve
Martin Attwood	(MA)	Correla on behalf of Xoserve
Michelle Downe	(MD)	Correla on behalf of Xoserve
Neil Cole	(NC)	Correla on behalf of Xoserve
Rachel Clarke	(RC)	PAFA/Gemserv
Talia Lattimore	(TL)	PAFA/Gemserv

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/160822>

PAC meetings will be quorate where there are at least four Shipper User PAC Members and two Transporters (DNO and/or IGT) PAC Members with a minimum of six PAC Members in attendance.

1. Introduction

Rebecca Hailes (RH) welcomed all parties to the meeting.

1.1 Apologies for absence

Alex Travell, Transporter Member
Anthony Diccico, Shipper Member
Lisa Saycell, Shipper Member
Louise Hellyer, Shipper Member
Shiv Singh, Transporter Member
Tracey Saunders, Transporter Member

1.2 Note of Alternates

Ben Mulcahy for Tracey Saunders

Brandon Rodrigues for Alex Travell
Claire Louise Roberts for Mark Bellman
Sally Hardman for Shiv Singh
Sallyann Blackett for Louise Hellyer
Tzern Toh for Anthony Diccico

1.3 PAFA representative

Rachel Clarke (RC) advised she will be starting maternity leave and Talia Lattimore (TL) will be representing PAFA in her stead until mid-2023. The Committee wished RC well and welcomed TL onboard.

1.4 Quoracy Status

The Committee meeting was confirmed as being quorate.

1.5 Approval of Minutes (12 July 2022)

Some amendments were suggested to the minutes from the meeting on 12 July. The amended minutes were approved.

1.6 Approval of Later Papers

RH noted there were no late papers to consider.

1.7 User Representative Appointment Process Update

Rebecca Hailes (RH) confirmed that Andy Knowle's nomination had been received. RH urged other PAC Members and attendees to submit nominations on behalf of their organisation.

2. Monthly Performance Assurance Review Items

2.1 PARR Report Review – Dashboard update (PAFA)

Rachel Clarke (RC) provided the Shipper Performance Analysis PARR Dashboard update. PAFA supplied the following August industry performance observations for this section:

August Industry Performance Observations

- **Maputo Update**

RC advised that PAFA had contacted Shipper "Maputo" but there had not been much engagement from them.

RC noted that the PARR data for "Maputo's" May performance was 0% and as of 11 August 2022 their read performance was at 14.29%. RH asked if this was from one out of their seven unread sites. RC was unable to confirm this.

RH suggested that it would be beneficial to have a meeting with "Maputo" in September before Modification 0674V was implemented.

Anne Jackson (AJ) highlighted that Modification 0674V would introduce a formal PAC process as well a step change which would be more vigorous than the previous PAC assurance process.

AJ suggested that this would make it simpler to refer a party to Ofgem if there are any concerns about them, which has not been easy to do historically in the absence of a formal process.

The Committee noted that once Modification 0674V was implemented, there will be a 6-week transition period.

- **SHIPPER PERFORMANCE IMPROVEMENT PLANS**

- Performance Assurance Committee (PAC) members were informed that updates on all Shippers on improvement plans were available for view on the Gas Performance Assurance Portal (GPAP). There were five Shippers on performance improvement plans (not including those on Product Class 4 (PC4) monthly plans) and the Performance Assurance Framework Administrator (PAFA) presented updates on four Shippers, with one recommendation to close a plan.
- Shipper “Praia” was presented to the PAC, who were on a performance improvement plan for PC3 and PC4. Within the PC3 market, the Shipper continued to perform higher than they had forecast and move closer to UNC requirement. In both PC4 markets the Shipper’s performance came in just below their forecast. The Shipper reported that the holiday period has had an impact on their ability to work through their read rejections and they expect this to be a short-term issue. Due to the Shipper’s open communication this did not pose a concern for the PAFA. PAC acknowledged the update.
- Updates on Shipper “Manama” were provided to the PAC. The Shipper had been on a performance improvement plan for PC3 and PC4 Monthly since March 2020. Progress in the PC3 market was slightly below the Shipper’s forecast in June. PC4 read performance recorded below the Shippers forecast for May 2022. This shows a slight decline in performance over the past 3 months. The PAFA have approached this Shipper to understand the cause of this.
- Updates on Shipper “Roseau” were provided to the PAC. Shipper saw a sharp improvement in the PC3 market in May 2022, however this has declined slightly in June 2022. PC4 Monthly has seen a slight improvement in performance in May 2022 and PC4 Annual performance has remained at a steady level. The Shipper has been contacted for an update on when we should expect milestones and any mitigations around the PC3 drop in performance.
- RC updated the PAC on “Warsaw” and their performance in the PC3 and PC4 markets. The Shipper has been on a performance improvement plan since January 2020 and in recent months has been performing at UNC target in both product classes consistently. The PAFA noted that there was an issue with one of their meters that which had not received a read in three years and both the PAFA and CDSP were offering assistance on this. RC noted that this meter would likely be picked up in the Line of the Sand risk mitigation work the PAC were carrying out. The PAFA recommended that both plans be closed after an extended period of maintaining UNC target. The PAC considered the recommendation and agreed to close the plan.

NEW ACTION PARR 0801: PAFA to close the Performance improvement plans for Warsaw and thank them for their hard work in achieving UNC target in PC3 and PC4.

2.2 Review of Outstanding PARR Actions

PARR0402: CDSP to inform members of the PC4 monthly read performance split by meter/equipment type.

Update: Fiona Cottam (FC) presented this update, advising that smart meters show better performance than non-smart meters. Claire Louise Roberts (CLR) noted that it would be beneficial to have sight of this data regularly. FC explained that this data may not be available at the next PAC meeting in September as it will not be available until the day before the meeting. Sallyann Blackett (SB) suggested this action can be reviewed again in October instead.

AJ noted that SECAS will meet PAFA discuss smart metering issues in September and PAFA will provide an update to PAC in October.

Update due at October Meeting. Carried Forward.

PARR0501: *Reference Shipper Performance Improvement Plans* – CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.

Update: FC advised that the strawman had been drafted and is currently being reviewed by PAFA. **Closed.**

PARR0602: CDSP to continue to review open meter bypass and report to PAC at annual intervals.

Update: Deferred to June 2023. **Carried Forward**

PARR0603: PAFA to investigate the underlying information for the increase in replaced reads.

Update: RC presented an update on this action explaining that there is an increase in risk from replaced reads but noted that this should eventually drop. **Closed**

PARR0701: PAFA to draft letter to industry to encourage submission of WAR bands in the September window prior to the end of the gas year for PAC decision outside of PAC and to send the letter once agreed.

Update: RC advised that the letter to the industry had been issued by the CDSP to Shippers who have eligible sites. RC added that this should result in more parties putting in their NQIs-AQIs in September. FC noted that AQ amendments will impact winter consumption. **Carried Forward**

PARR0702: PAFA to provide, where possible, some comparator WAR BAND performance data to give context to the observed performance this year.

Update: AJ noted that PAFA will provide an update on this action in detail in September to present the findings of their investigation, the results of which have not been good. AJ noted that PAFA are still reviewing the data before it is disclosed. AJ explained that the risk model is influenced by a smaller pool of data and therefore it appears that there is a bias in how meter reads are inputted. Whilst these are expected to be distributed evenly, this has not been the case. **Carried Forward**

PARR0703: CDSP and PAFA (MA/AJ) to seek root cause into the reasons behind the PC4 – add in rejection information for smart and standard and look at the rejection reasons.

Update: AJ advised that the PAFA have spoken to CDSP and concluded that this report will be difficult to produce and expensive. However, it was noted that PAC can request the information from any source. The Committee discussed this and agreed this was no longer an issue and agreed to close the action. **Closed**

2.3 Risk & Issues Register Update (PAFA)

PAFA supplied the following observations for this section:

WAR Bands

- AJ explained that in doing the annual review of the WAR band risk it had become apparent that considering the total AQ of all impacted sites was not appropriate, as the risk would be placed second in priority to theft which intuitively is not appropriate. With that in mind the PAFA have been reconsidering how to value the WAR band risk.

- The lack of WAR bands for sites leads to an inappropriate consumption profile (the average profile) being used for the site through the year. This means that winter consumption is often understated, and summer consumption is often overstated which ultimately impacts UIG and its volatility. The approach being considered is to reflect on the energy difference that separates the two profile lines and to consider this to be the energy at risk rather than the total AQ. The risk tool is currently being refined and the results will be available for the September PAC.
- AJ also referenced the work done on WAR bands in connection with ACTION PARR0702. In looking at the information from last year (2021), 39% of the impacted AQs had not provided the relevant reads under the WAR band provisions and this compared with 37% this year, so there is a slight improvement. However the statistics this year are not following usual trends and the PAFA will be looking into this to gain further insights and will share their findings at the September PAC meeting.

AMR Annual and Monthly Risks

- AJ reported that AMR Annual and Monthly meter reading performance has dropped by relatively small percentages over the past year. However this is having a greater impact on the evaluation of the risk than might be reasonably expected. The PAFA will be doing further analysis to understand the other influencing factors to explain this change and will bring the risks back to the September PAC.

2.4 Measurement Error (EM009 – Alrewas EM MTD) Update

RH advised there has been a new Significant Measurement Error Report (SMER) - EM011 Thornton Curtis MTA, that will be discussed at the Offtake Arrangements Workgroup on 24 August 2022 with a view of appointing Independent Technical Experts (ITE). RH added this error had also resulted from an issue with an orifice plate type meter (which is a type not used by all transporters).

A high-level view of the new SMER was shared with the Committee and RH requested Committee Members to submit any questions they had so they can be raised with Cadent. She noted that the intention was not to operate any dual governance and the questions should relate to PAC and settlement risk rather than the error amount or its calculation.

New Action PAC 0801: PAC Members (All) to submit their questions about SMER EM011 Thornton Curtis MTA to the Joint Office.

RH updated the Committee on EM009 – Alrewas EM MTD and noted that the separate ITE reports for this had now been completed and the two reports were now being reconciled.

3. PAC Performance Escalation Meeting – Confidential Session

Notes taken separately and available for PAC Members. Please contact enquiries@gasgovernance.co.uk for more information.

4. Matters for Committee Attention

4.1 Modification 0674V Approach following Implementation

FC presented an update on Modification 0674V and provided a brief background as well as an overview of the key changes to be introduced once the Modification is implemented.

Please see published slides for full details. The key points of discussion are captured below:

- It was noted that Modification 0674V will be implemented on 01 November 2022 with a 6-week transition thereafter.
- FC advised that this Modification will formalise the Performance Assurance Techniques (PATs) PAC already uses, but with two notable exceptions being introduced:
 - 1) PAC can now mandate training for parties at their expense
 - 2) PAC can mandate audits for parties at their expense including appointing the auditor.

- FC presented the Performance Assurance Techniques (PATs) in the draft Performance Assurance Framework Document (PAFD), highlighting that a referral to Ofgem is a last resort.
- The 6-week transitional arrangements were noted, and RH highlighted that a Shipper had queried how Shippers will be contacted to provide details of their PAC contacts. RH explained that Shippers already provide details of a Single Point of Contact (SPOCs) and DSC Contract Managers and asked whether the Committee was expecting to have a separate contact for PAC matters.
ER suggested that having a specific person for PAC issues would be beneficial.
- FC explained that at present Shippers with existing Performance Improvement Plans (PIPs) will not face any changes from the implementation of Modification 0674V, except having to provide details of a contact.
- FC asked the Committee what would the bandwidth of PAC be for future plans following implementation of Modification 0674V. FC presented a table showing the percentage of PC4 MPRNs with no reads received, showing that many are already not meeting the standards to be introduced under the Modification. FC asked whether the industry had the ability to deal with these.
RC noted that the PIPs are all about read performance.
Andy Knowles (AK) suggested that read performance is likely to deteriorate.
RC explained that historically those without reads have been contacted to ask them to provide these and it would depend on how PAC wants to approach this.
- RH suggested that PAFA should compile a list of Shippers who would need to be contacted and be included in the holistic performance matrix and a review should be carried out for each.
FC noted that if the holistic performance matrix was approved in September, PAC could monitor the performance of the individual Shippers, and this would also provide a future view before 0674V's transitional period is over on 14 December 2022.
ER explained that the holistic performance matrix would likely include any Shippers with a PIP.
- PAC considered the impact on PAC reporting following the implementation of Modification 0674V.
- AJ asked on behalf of the PAFA what outcome PAC were hoping to see. AJ noted that the meter read targets are set in the Uniform Network Code (UNC). However, the target was not aligned with what was actually achievable by the industry. RH suggested that this would be driven by the risk model. AJ agreed noting that consideration of the risk model was required.
- AK suggested that no two risk profiles were the same and PAC should look to proactively be ahead of what had to be achieved as early as possible.
- FC noted that the PAFD was more extensive and prescriptive and once a Shipper was on a PIP, the milestones they had to achieve were prescribed in the PAFD.
- It was highlighted that there needed to be an overall matrix showing which Shippers should be targeted. RH agreed noting that the matrix should provide a view of the worst performers.
- AK suggested that there would need to be a limit on the number of plans in action and how the issues could be addressed. AK added that PAC would also need to demonstrate that this was economical/proportionate.
- ER suggested that the new Shipper PIPs could be resolved using the new PATs and the holistic performance matrix.
- AJ disagreed with FC's slide outlining the PAFA activities currently in scope of the current contract. It was agreed that Xoserve and the PAFA will be discussing this to resolve the concerns with a view to reporting back an updated slide in September.
- RH raised the issue of the rollover of the existing contract between Xoserve and the PAFA which ends in June 2023, noting that this decision had been made by Xoserve outside of the UNC or PAC. RH suggested that the decision should have perhaps been taken in a more formal manner and recorded as such.

- FC suggested that Shippers should be made aware of the 6-week transition period for implementing Modification 0674V, from the date of implementation to when it takes effect. FC also added that clarity should also be provided that the current PIPs would not be impacted by this. RC advised that a number of these issues and concerns would be raised at the September PAFA Annual Review engagement day. RH advised that the Joint Office can issue a communication to the industry advising them of the changes to be implemented as a result of Modification 0674V.

RH summarised the discussions and noted the following Actions:

New Action PAC 0802: PAFA/CDSP (AJ/FC) to decide on how to procure nominated Performance Assurance contacts for Shippers by 01 November 2022.

New Action PAC 0803: PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office.

New Action PAC 0804: ~~CDSP (FC/PAFA)~~ (AJ) to review and recalculate the risk profile for Maputo.

New Action PAC 0805: PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs.

New Action PAC 0806: PAFA (AJ) to review the holistic performance matrix and ensure it includes the 48 open PIPs and to reconcile these.

New Action PAC 0807: Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves.

4.2 PAC Budget 2023/24

James Rigby (JR) provided an update on the PAC Budget 2023/24 proposal on behalf of the DSC Change Management Committee. The key points to note are below:

- JR noted that the current backlog would cost £175k which was higher than the original ringfenced amount of £125k. Therefore, a further £50k would be required to clear the backlog.
- Additional costs would be required further to Modification 0674V being implemented.
- Additional costs would also be required for PARR fit for purpose review.
- Final budget proposal to be recommended at the September DSC Change Management Committee.
- JR advised that if the approved budget is not sufficient to cover the costs, PAC can request additional funding if required at the DSC Change Management Committee.
- CLR and Sally Hardman (SH) requested clarity around the budget and the additional cost elements highlighted.
- RC asked for clarity on how the PAC Budget is approved. JR explained that the DSC Change Management Committee votes on an overall proposed budget but the Xoserve Board would have to formally approve it.
- SH queried Xoserve's capacity to deliver. JR explained that having a pot of money for PAC which allowed any additional works required.
- AK asked how much works would an additional £25k deliver. JR advised that this was speculative, and it would likely include around 2 PAC user stories in the DDP.
- RH noted that historically PAFA have carried out a several pieces of significant work which have been paid for out of the BAU budget.
- Graeme Cunningham (GC) asked whether the budget could be reduced. JR explained that the budget was evolving.
- The Committee formally voted on the PAC Budget 2023/24 and unanimously voted for £175k.
- JR thanked PAC and advised he would report this back to the DSC Change Committee. JR added that whilst the budget may be challenged, he was not concerned about it.
- RH advised she would attend the September DSC Change Management Committee for the PAC budget discussion.

4.3 Isolated Sites with Progressive Readings

Deferred to September.

4.4 Data Discovery Platform (DDP) Update

Deferred to September.

4.5 Annual Review

RC presented the PAFA Annual Review slides which will be issued as part of a formal consultation.

FC asked if there was a deadline for feedback to be submitted. RC said PAFA were agreeable to discussing the slides offline with anyone interested. RC added she can accept comments until the end of week commencing 15 August 2022.

See published slides for full details.

4.6 AUGE Risk Items

5. Deferred to September. Update on Potential Changes to Performance Assurance Reporting and PARR (UNC Modifications)

Deferred to September.

6. PAC Membership 2 Year Appointment (Action PACSW0509)

RH noted that she had an action to amend the PAC Terms of Reference (ToR) to introduce a two-year term for PAC Members as this will reduce the risk of loss of continuity.

RH advised that the amended ToR had been drafted. She suggested talking with UNCC in August to prepare the way to request approval from UNCC in September. The Committee agreed with this course of action. **Closed**

7. Review of Outstanding Actions

7.1 PAC Actions

PAC0104: CDSP (DN) to breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.

Update: Deferred to September. **Carried Forward**

PAC0202: *Reference Meter By-Passes with an 'Open' flag status* – CDSP (MA) to engage with the Meter Owners and their respective CAMs for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.

Update: Deferred to September. **Carried Forward**

PAC0502: *Reference DDP Update – 9 Backlog User Stories BER Development* – Correla (FC/DN) to look to provide an update on the potential BER development aspects including initial cost benefit analysis and a potential ranking order

Update: Deferred to September. **Carried Forward.**

PAC0603: Correla (FC) to provide a draft/strawman on PARR fit for purpose review for PAC to consider.

Update: ~~Deferred to September~~ Published in July. PAC members to review document (Action 0704)
Carried Forward Closed.

PAC0704: PAC members to review the **Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE** document and consider if it is fit for purpose with the aim of approving it August 2022.

Update: Deferred to September. **Carried Forward.**

PAC0705: CDSP (MA) to investigate what training for Meter By-Passes CDSP has, and explore whether more can be provided

Update: Deferred to September. **Carried Forward.**

PAC0706: Joint Office to post a placeholder on their Events Calendar for the 21 September Annual Review Awareness Day.

Update: This has been completed. **Closed.**

PAC0707: PAFA (RC) to consider communication of the Annual Review Awareness Day, Timetable, and content.

Update: RC presented the timeline and plan for the Annual Review engagement day. RH agreed to ask the chairs of UNC Workgroups to flag this event at industry meetings to raise awareness.
Closed

PAC0708: PAFA (RC) to arrange for SEC to attend the September 2022 PAC meeting.

Update: This has been completed. **Closed.**

PAC0709: *Modification 0674V:* CDSP and PAFA to work up an action list of time dependent activities and present a Strawman to PAC in August.

Update: This has been completed see item 4.1. **Closed.**

Strategic Workshop Actions

PACSW 0501: *Performance Assurance Matrix* - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.

Update: Deferred to September. **Carried Forward.**

PACSW 0502: *Performance Assurance Matrix* - CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2-PC4 sites and provide a view on what should be incorporated into the reporting.

Update: Deferred to September. **Carried Forward.**

PACSW 0503: Performance Assurance Matrix - CDSP/PAFA to provide a view on Shipper Transfer Read performance in terms of being a Transporter responsibility for PC1 sites.

Update: Deferred to September. **Carried Forward.**

PACSW 0504: Performance Assurance Matrix - Joint Office (RH) / PAFA (RC) to review the Market Entry Process for any *potential* improvements/recommendations.

Update: Deferred to September. **Carried Forward.**

PACSW 0509: Membership Appointment - Joint Office (RH) to establish which documents (including the [PAC Terms of Reference](#) and the [Guidelines for the User Representative Appointment Process](#)) would need to be amended to establish a 2 Year Appointment Period and when this could take effect.

Update: RH confirmed she will review the draft amended Terms of Reference for PAC at the August UNCC meeting and request approval at the September UNCC meeting. **Closed**

PACSW 0701: Performance Assurance Matrix - In order that new entrants understand what is expected of them, CDSP/Xoserve/Correlia (Mike Orsler) to add to the process what reports and what standards new entrants will be measured against, this should also explain the role of the PAC to new entrants

Update: Deferred to September. **Carried Forward.**

PACSW 0702: PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC.

Update: Deferred to September. **Carried Forward.**

8. Any Other Business

8.1 Half-day September Meeting

RH highlighted the agenda items had not been discussed at this meeting as the Committee had run out of time. RH suggested a half-day session in September in addition to the scheduled PAC meeting on 13 September. PAC Members agreed with this suggestion.

AK suggested PAC should prioritise which topics PAC should discuss, urging the Committee to not waste time on inconsequential matters if possible. RH accepted this.

It was noted that the PAFA Annual Review engagement day was on 21 September and therefore not suitable for holding the additional meeting. AJ advised she was unavailable on 27 September.

NEW ACTION PAC 0808: Joint Office (RH) to finalise and advise PAC Members of the additional meeting date in September.

9. Next Steps

9.1 Key Messages

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

10. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
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10:00, Tuesday 13 September 2022	17:00 Monday 05 September 2022	Teleconference	Standard Agenda
Performance Assurance Industry Engagement Session 10:00, Wednesday 21 September 2022	Monday 19 September 2022 In order to register your attendance and receive your invitation, please email the Performance Assurance Framework Administrator (PAFA) on PAFA@Gemserv.com .	Microsoft Teams	To be issued
10:00, Tuesday 11 October 2022	17:00 Monday 03 October 2022	Teleconference	Standard Agenda
10:00, Tuesday 15 November 2022	17:00 Monday 07 November 2022	Teleconference	Standard Agenda
10:00, Tuesday 13 December 2022	17:00 Monday 05 December 2022	Teleconference	Standard Agenda

PAC Action Table (as of 16 August 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PARR Report Actions 2022:					
PARR 0402	12/04/22	2.2	CDSP to inform members of the PC4 monthly read performance split by meter/equipment type.	CDSP (FC)	Carried Forward <u>(Update due in October)</u>
PARR 0501	17/05/22	2.1	<i>Reference Shipper Performance Improvement Plans</i> - CDSP (FC) to draft a strawman on further guidance for new Shippers to consider when embarking on a Performance Improvement Plan.	CDSP (FC)	Carried Forward
PARR 0602	14/06/22	2.3	CDSP to continue to review open meter bypass and report to PAC at annual intervals.	CDSP (FC)	Carried Forward
PARR 0701	12/07/22	2.1	PAFA to draft letter to industry to encourage submission of WAR bands in the September window prior to the end of the gas year for PAC decision outside of PAC and to send the letter once agreed.	PAFA (AJ/RC/SU)	Carried Forward
PARR 0702	12/07/22	2.1	PAFA to provide, where possible, some comparator WAR BAND performance data to give context to the observed performance this year.	PAFA (AJ/RC/SU)	Carried Forward

PARR 0801	16/08/22	2.1	PAFA to close the Performance improvement plans for Warsaw and thank them for their hard work in achieving UNC target in PC3 and PC4.	PAFA (AJ/RC)	Pending
PAC Actions 2022:					
PAC0104	18/01/22	3.2	To breakdown the Backlog User stories from a costing, timeline, development, and potential other barriers perspective.	CDSP (DN)	Carried Forward Pending Update
PAC0202	15/02/22	2.5	<i>Reference Meter By-Passes with an 'Open' flag status</i> – CDSP (MA) to engage with the Meter Owners and their respective CAMs for the remaining 37 sites where there is an 'Open' status flag in order to ascertain whether these can be resolved.	CDSP (MA)	Carried Forward Pending Update
PAC0502	17/05/22	3.2	<i>Reference DDP Update – 9 Backlog User Stories BER Development</i> – Correla (FC/DN) to look to provide an update on the potential BER development aspects including initial cost benefit analysis and a potential ranking order.	Correla (FC/DN)	Carried Forward Pending Update
PAC0603	14/06/22	8.1	Correla (FC) to provide a draft/strawman on PARR fit for purpose review for PAC to consider.	Correla (FC)	Carried Forward
PAC0701	12/07/22	2.3	Shipperless Sites – CDSP and PAFA to investigate the underlying information for the increase in Shipperless sites	CDSP and PAFA	Carried Forward
PAC0702	12/07/22	2.3	Meter By-Pass – CDSP to continue to review open meter bypass and report to PAC at annual intervals.	CDSP	Carried Forward
PAC0703	12/07/22	2.3	Replaced Reads – PAFA to investigate the underlying information for the increase in replaced reads.	PAFA	Carried Forward
PAC0704	12/07/22	6.0	PAC members to review the Review of the PARR (Performance Assurance Reports Registers) – DRAFT SCOPE document and consider if it is fit for purpose with the aim of approving it August 2022.	PAC Members	Carried Forward
PAC0705	12/07/22	6.0	CDSP (MA) to investigate what training for Meter By-Passes CDSP has, and explore whether more can be provided	CDSP (MA)	Carried Forward
PAC0706	12/07/22	6.0	Joint Office to post a placeholder on their Events Calendar for the 21 September <i>Annual Review Awareness Day</i> .	Joint Office (HB)	Closed

PAC0707	12/07/22	6.0	PAFA (RC) to consider communication of the <i>Annual Review Awareness Day</i> , Timetable, and content.	PAFA (RC)	Carried Forward
PAC0708	12/07/22	6.0	PAFA (RC) to arrange for SEC to attend the September 2022 PAC meeting and gather more data to provide to August 2022 PAC.	PAFA (RC)	Closed
PAC0801	16/08/22	2.4	PAC Members (All) to submit their questions about SMER EM011 Thornton Curtis MTA to the Joint Office so they can be raised with Cadent.	ALL	Pending
PAC0802	16/08/22	4.1	PAFA/CDSP (AJ/FC) to decide on how to procure nominated Performance Assurance contacts for Shippers by 01 November 2022.	PAFA (AJ)/ CDSP (FC)	Pending
PAC0803	16/08/22	4.1	PAFA (AJ) to update the PAFD with changes arising from Modification 0674V ready for publication by the Joint Office.	PAFA (AJ)	Pending
PAC0804	16/08/22	4.1	CDSP (FC) to review and recalculate the risk profile for Maputo.	CDSP (FC)	Pending
PAC0805	16/08/22	4.1	PAFA (AJ) to review the format of the holistic performance matrix and compare against the PIPs.	PAFA (AJ)	Pending
PAC0806	16/08/22	4.1	PAFA (AJ) to review the holistic performance matrix and ensure it includes the 48 open PIPs and to reconcile these.	PAFA (AJ)	Pending
PAC0807	16/08/22	4.1	Joint Office (RH) to issue communication to all Shippers with an overview of PAC's remit following the implementation of Modification 0674V, including the implementation time and noting that some of the costs arising from this would have to be borne by the Shippers themselves.	Joint Office (RH)	Pending
PAC0808	16/08/22	8.1	Joint Office (RH) to finalise and advise PAC Members of the additional meeting date in September.	Joint Office (RH)	Pending

PAC Strategic Workshop Action Table (as of 16 August 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PACSW 0501	24/05/22	3.0	<i>Performance Assurance Matrix</i> - PAC to consider if PC3 Read Performance is worth considering as an additional performance monitor.	PAC (All)	Carried Forward

PACSW 0502	24/05/22	3.0	<i>Performance Assurance Matrix - CDSP/PAFA to consider the Shipper Transfer Read Performance for PC2-PC4 sites and provide a view on what should be incorporated into the reporting.</i>	CDSP/PAFA	Carried Forward
PACSW 0503	24/05/22	3.0	<i>Performance Assurance Matrix - CDSP/PAFA to provide a view on Shipper Transfer Read performance in terms of being a Transporter responsibility for PC1 sites.</i>	CDSP/PAFA	Carried Forward
PACSW 0504	24/05/22	3.0	<i>Performance Assurance Matrix - Joint Office (RHa) / PAFA (RC) to review the Market Entry Process for any potential improvements/recommendations.</i>	Joint Office (RHa) / PAFA (RC)	Carried Forward Pending Update
PACSW 0505	24/05/22	3.0	<i>Performance Assurance Matrix - CDSP/Xoserve/Correla (Mike Orsler) to review the Market Entry Process for onboarding market participants to ensure they understand the importance of meeting performance standards. (RHa to contact Mike Orsler directly. Linked to action 0504 above).</i>	Correla (MO)	Carried Forward
PACSW 0509	24/05/22	8.0	<i>Membership Appointment - Joint Office (RHa) to establish which documents (including the PAC Terms of Reference and the Guidelines for the User Representative Appointment Process) would need to be amended to establish a 2 Year Appointment Period and when this could take effect.</i>	Joint Office (RHa)	Closed
PACSW 0701	12/07/22	5.0	<i>(See New Action PACSW0702) Performance Assurance Matrix - In order that new entrants understand what is expected of them, CDSP/Xoserve/Correla (Mike Orsler) to add to the process what reports and what standards new entrants will be measured against, this should also explain the role of the PAC to new entrants</i>	CDSP/Xoserve/Correla (MO)	Carried Forward
PACSW 0702	12/07/22	5.0	<i>PAFA (RC) to provide an introduction to PAC to support new action PACSW0701. Draft to be reviewed by PAC</i>	PAFA (RC)	Carried Forward