

PAC Actions from Previous Meetings					
<i>Ref</i>	<i>Date</i>	<i>Minute Ref</i>	<i>Action</i>	<i>Owner</i>	<i>Update to June 2023 Meeting</i>
PAC Actions					
PAC0403	18/04/23	4.1	CDSP (FC/MD) to feedback on the approach for proactively engaging with customers for No Meter Recorded and provide PAC feedback	CDSP (FC/MD)	<p>This information is already presented to Shippers via DDP and their monthly "Shipper pack". We propose raising this at the next Shipper constituency meeting to explain the issue and impacts – and how to address these sites.</p> <p>CDSP Customer Care team are also raising with Shippers in 1-2-1 meetings, if they have a large pot of these sites, especially "no meter, with flows" sites.</p> <p>However we need to bear in mind the difference in processes in the IGT market, where MPRs can be created and confirmed a considerable time before the site is actually built and commissioned.</p>
PAC0501	16/05/23	4.1	Reference Revoked Shipper Licences & 'Stranded' Supply Points – CDSP (FC) to liaise with the Customer Care Team in order to provide a background update and a view on any potential 'hidden' cost aspects.	CDSP (FC)	<p>Two of the licences each have fewer than 2 dozen remaining sites. CDSP Customer Care team are working closely with the appointed Suppliers to help them move the sites via CSS confirmation process (CDSP do not have the ability to move the sites to another portfolio). One other revoked licence has c. 800 MPRs and the Supplier is investigating options for new Shipping arrangements.</p> <p>We can confirm that costs for these sites on revoked licences are still being billed to the receiver/ administrator of the failed party, so there is no industry cost exposure.</p>

Update re “Issue” relating to Class 3 read submission

At April PAC meeting we discussed an issue that some Shippers have experienced with their Class 3 Read submissions.

The circumstances in which this *could* happen are as follows: Class 3 read files are generally very large files, which can take some time to load from the Shipper’s estate into the IX (Information Exchange) environment. We **strongly** recommend that Shippers load their files initially to the IX Outbox, or better still, to their IX Inbox, as it will take time for the files to load. Until the file fully loads, it will appear to have a size of 0 bytes.

The IX system regularly sweeps the Outbox for files, and moves them to a “TEMP” folder, ready to start the process of validation and load to the UKLink system. **IF** the Shipper uploads the file directly in the TEMP folder in their IX gateway, and **IF** the file is still mid-load when the IX routines look at that folder, it will appear to be 0 bytes, i.e. empty. The IX routines will then delete the file without any response, on the basis that it is empty.

Shippers can prevent this from occurring by always loading read files direct to the IX Inbox or IX Outbox and not the TEMP folder. This will ensure that they are always fully loaded before the IX routines attempt to pick them up.

There was some discussion at May PAC as to whether CDSP had also discovered a fault within their systems that had since been fixed. We have been advised by the UKLink technical team that the change was made to lengthen the interval between polling of the TEMP folder from 3 to 5 minutes to reduce the likelihood of a file load clashing with the send routine. However this cannot completely mitigate the risk of a clash of jobs and of the Shipper’s file being deleted. Hence we recommend not loading files direct to that folder.