

# PAC - AUGE issues reporting

13<sup>th</sup> February 2024



ELECTRICITY | GAS | INDUSTRY EXPERTS

# Welcome: AUGÉ key contacts



**David Speake**

Lead Consultant

07874 853305

Service Delivery Lead

[david.speake@engage-consulting.co.uk](mailto:david.speake@engage-consulting.co.uk)



**James Hill**

Senior Consultant

07395 261632

Methodology Lead

[james.hill@engage-consulting.co.uk](mailto:james.hill@engage-consulting.co.uk)



**Sophie Dooley**

Consultant

07814 893658

Data and Modelling Lead

[sophie.dooley@engage-consulting.co.uk](mailto:sophie.dooley@engage-consulting.co.uk)

# AUGE PAC Issues Log

## Background

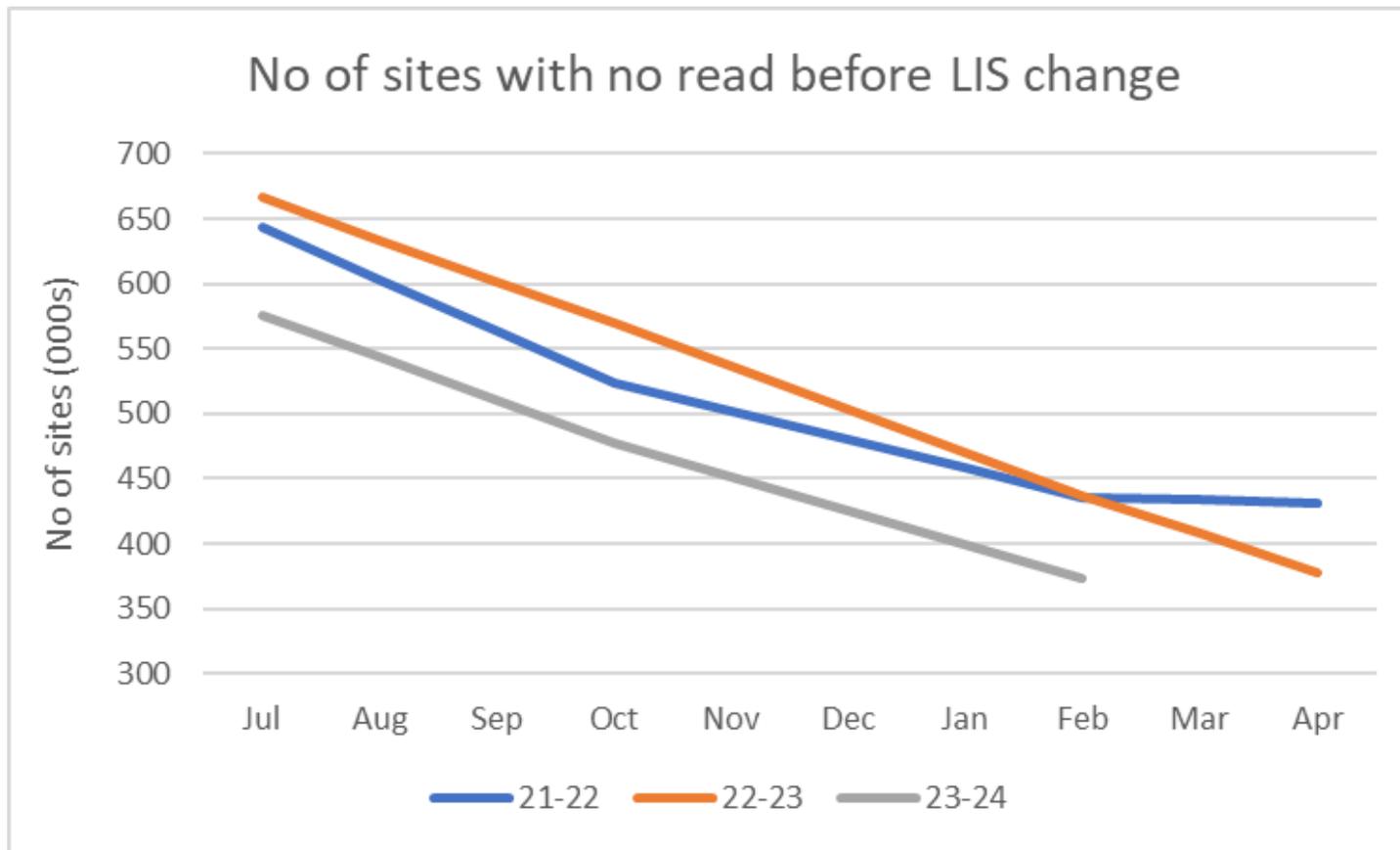
- ▶ In our role as AUGE we identify issues which may be related to performance against required processes
  - ▶ Some issues have an obvious and material impact on UIG (calculated at Line in the Sand)
  - ▶ Others are apparent in the data we receive but have no UIG impact
- ▶ We generally note these issues in the AUG Sub-Committee but their resolution is out of scope of our core service of producing Weighting Factors
- ▶ To help progress issue resolution, AUG Sub-Committee has requested a periodic formal report to PAC of any issues that we identify in the course of our analysis
- ▶ We now present an updated AUGE PAC issues log every six months: once following Statement production (Q1/2) and once when nearing completion of each year's analysis (Q3/4)

# Agenda

- ▶ **Key Updates to highlight to PAC**
  - ▶ No Read at Line on the Sand metrics
  - ▶ Isolated & Dead Sites Update
  - ▶ Prepayment Numbers
- ▶ **Update of issues with this year's UIG numbers**
- ▶ **Remainder of issues**

# AUGE 04/05/06: No Read at Line in the Sand

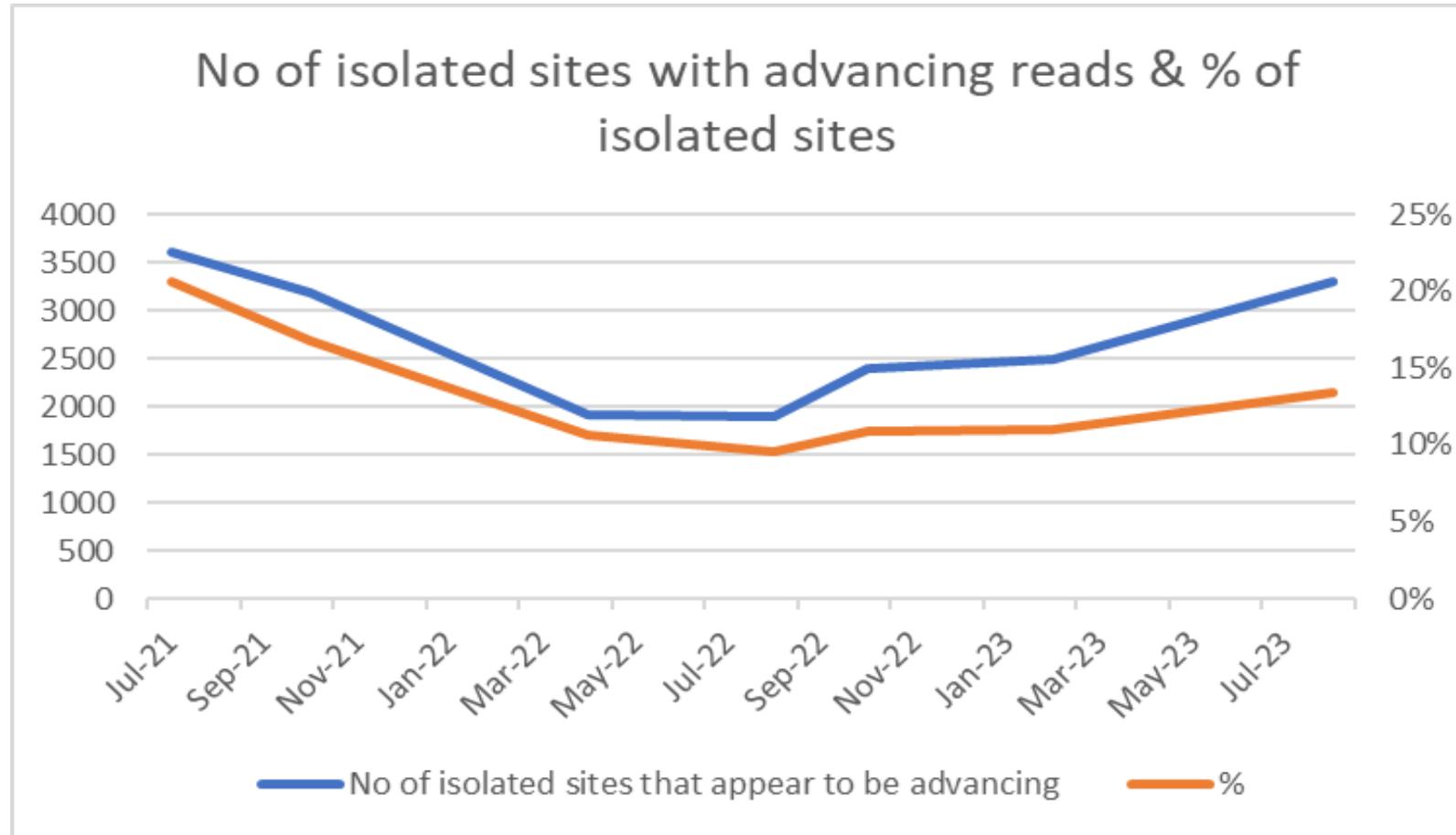
## No Read number of sites is improved compared to the last 2 years



- ▶ % of sites in the No Read dataset with more than 1 read rejection is still high: now stands at 79% (slightly down from 83% 9 months ago)
- ▶ Number of larger/AMR sites should be attracting Must Reads – around 2.4k sites (up from 2k last year)

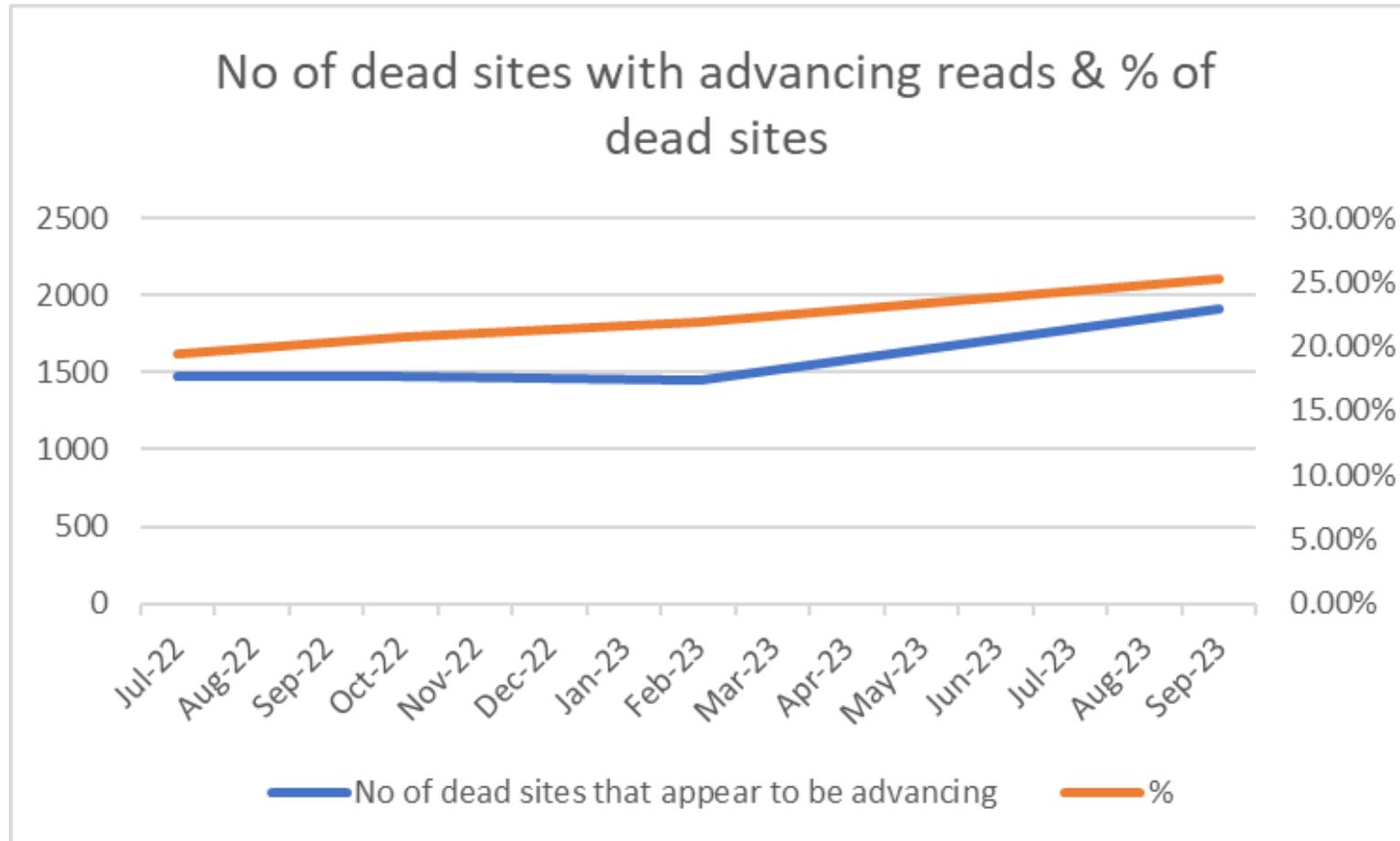
# AUGE 11: Isolated Sites (Update)

Isolated sites were being addressed but focus appears to have diminished



# AUGE 19: Dead Sites

Dead sites since being identified last year, the problem appears to be slowly getting worse



# AUGE 16: Prepayment Numbers

**Despite some recent improvements large numbers of gas prepayment meters are not identified in CDSP data**

Data from CDSP  
(May 2023)

▶ Class 3: 0.1m

▶ Class 4: 1.6m

▶ Total: **1.7m**

Industry estimates<sup>1</sup>  
(Dec 2022)

▶ Smart: 0.6m

▶ Non-Smart: 1.8m

▶ Total: **2.4m**

Data from CDSP  
(Jan 2024)

▶ Class 3: 0.5m

▶ Class 4: 1.6m

▶ Total: **2.1m**

Industry estimates<sup>1</sup>  
(Dec 2023)

▶ Smart: 0.9m

▶ Non-Smart: 1.7m

▶ Total: **2.6m**

DESNZ stats<sup>2</sup> for Sep-23 suggest 13% of domestic customers pay for gas on prepay ~**3.2m**

<sup>1</sup>Engage consolidation of various sources: DESNZ, USwitch, DCC

<sup>2</sup>DESNZ Quarterly Energy Prices Bulletin

# AUG PAC Issues Log (Key Updates 1)

AUGE Issue	PAC Risk	AUGE Contributor	Topic	Description	Impact (GWh) 2023-24	Impact (GWh) 2024-25 (Draft Statement)	Other Metrics 2023-24	Other Metrics 2024-25
<b>AUGE04</b>	14	No Read at the Line in the Sand	Overall Scale	Sites not acquiring a read by line in the sand are creating a large amount of UIG	162	113	437k MPRNs	374k MPRNs
<b>AUGE05</b>	10	No Read at the Line in the Sand	Read Rejection	Shippers are receiving repeated read rejections and they are not resolving the root cause	Not Calculated	Not Calculated	83% of MPRNs which had reads rejected have a repeat rejection reason	79% of MPRNs which had reads rejected have a repeat rejection reason
<b>AUGE06</b>		No Read at the Line in the Sand	Must Reads	There are monthly read sites with no accepted read at Line in the Sand. Must reads should occur for monthly read sites and this may not be occurring due to the number of sites without a read for more than 3 years	Not Calculated	Not Calculated	2k MPRNs in No Read pot qualify for a Must Read	2.4k MPRNs in No Read pot qualify for a Must Read
<b>AUGE11</b>		Isolated sites	Advancing Isolated Sites	Isolated sites have meter reads which show that the site is consuming therefore creating UIG	19	21	2.5k MPRNs from pop. 22.7k MPRNs are advancing	3.3k MPRNs from pop. 24.5k MPRNs are advancing

# AUG PAC Issues Log (Key Updates 2)

AUGE Issue	PAC Risk	AUGE Investigation	Topic	Description	Impact (GWh) 2023-24	Impact (GWh) 2024-25 (Draft Statement)	Other Metrics 2023-24	Other Metrics 2024-25
<b>AUGE19</b>		Dead Sites	Advancing Dead Sites	Dead sites have meter reads which show that the site is consuming therefore creating UIG	19	23	1.4k MPRNs from pop. 6.6k MPRNs are advancing	1.9k MPRNs from pop. 7.5k MPRNs are advancing
<b>AUGE16</b>		Site Classification	Prepayment Sites	The number of prepayment meters recorded on UK Link is lower than the number in operation	Not Calculated	Not Calculated	1.7m vs 2.4m	2.1m vs 2.6m

# AUG PAC Issues Log (Other Statement Updates)

AUGE Issue	PAC Risk	AUGE Investigation	Topic	Description	Impact (GWh) 2023-24	Impact (GWh) 2024-25 (Draft Statement)	Other Metrics 2023-24	Other Metrics 2024-25
<b>AUGE02</b>	1	Theft of Gas	Theft identification	Only a small percentage of estimated total theft is identified and reported into Settlement	Up to 6.8TWh	Up to 6.3TWh		
<b>AUGE14</b>	8	Unregistered	Unregistered Sites	There are consuming sites that have remained unregistered at the line in the sand	53	53		
<b>AUGE15</b>	9	Shipperless	Shipperless Sites	There are consuming sites that have remained shipperless at the line in the sand	17	15		
<b>AUGE09</b>		Correction Factors	Site Specific Correction Factor	Some correction factors are set lower than permitted in legislation	0.4	0.4	32 MPRNs	28 MPRNs
<b>AUGE10</b>	16	Correction factors	Site Specific Correction Factor	Site specific Correction Factors have not been provided by Shippers for all sites that need them	53	44	1.8k MPRNs	1.6k MPRNs

# AUG PAC Issues Log (Other Issues)

AUGE Issue	PAC Risk	AUGE Investigation	Topic	Description	Impact (GWh) 2023-24	Impact (GWh) 2024-25 (Draft Statement)	Other Metrics 2023-24	Other Metrics 2024-25
<b>AUGE01</b>	1 a)	Theft of Gas	Theft reporting	Detected theft is not always reported into Settlement	Not Calculated	Not Calculated	35% of MPRNs in the TRAS data appear in TOG	18% of MPRNs in the TRAS/TDIS data appear in TOG
<b>AUGE03</b>		Theft of Gas	Energy reporting	The energy that is reported for the same instances of theft is different between TRAS/TDIS and TOG (CMS)	Not Calculated	Not Calculated	20% of thefts in both systems have a different volume	32% of thefts in both systems have a different volume
<b>AUGE07</b>	2	No Read at the Line in the Sand	AQ Corrections	AQ corrections are taking place without an associated read being provided	Not Calculated	Not Calculated		
<b>AUGE08</b>		Consumption Meter Errors - Faulty meter	Consumption Adjustments for faulty meters	Consumption adjustments are not occurring in cases where a faulty meter flag has been applied	Not Calculated	Not Calculated		
<b>AUGE12</b>	22	By-pass	Use of By-pass flag	The open by-pass flag utilisation is low	Not Calculated	Not Calculated		
<b>AUGE13</b>	22	By-pass	Consumption Adjustments	Consumption adjustments completed by-pass operations are rare	Not Calculated	Not Calculated		
<b>AUGE17</b>		Site Classification	Number of Commercial sites	There are a number of non-domestic sites registered as domestic in EUC bands 1 and 2	Not Calculated	Not Calculated		
<b>AUGE18</b>		Site Classification	Number of sites with AMR fitted	The number of sites with AMR recorded on UK link is lower than the number fitted	Not Calculated	Not Calculated		

# Next steps

## Summary

- ▶ We have provided details of the 19 issues that we have identified as part of our AUGE work. Today we focused on 3 or 4 particular areas
- ▶ We will present an updated AUGE issues list, including any new issues during our H2 2024 analysis, at the November or December 2024 PAC meeting
- ▶ Any questions or additional requests for information to [AUGE@engage-consulting.co.uk](mailto:AUGE@engage-consulting.co.uk), or via AUGE team contact details



**engage** 

ELECTRICITY | GAS | INDUSTRY EXPERTS