

UNC Performance Assurance Committee Minutes

Tuesday 09 October 2018

at Radcliffe House, Blenheim Court, Warwick Road, Solihull B91 2AA

Attendees

Rebecca Hailes (Chair)	(RHa)	Joint Office
Mike Berrisford (Secretary)	(MiB)	Joint Office
Andy Clasper	(AC)	Observer, Cadent – <i>item 9.5 only</i>
Anne Jackson	(AJ)	PAFA
Billy Howitt	(BH)	PAFA
Carl Whitehouse	(CW)	Shipper Member
Dave Turpin	(DT)	Observer, Xoserve
Emma Smith	(ES)	Observer, Xoserve
Fiona Cottam	(FC)	Observer, Xoserve
John Welch	(JW)	Shipper Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Rachel Hinsley	(RHi)	Observer, Xoserve
Rob Johnson*	(RJ)	Transporter Member
Sally Hardman*	(SH)	Transporter Member
Sallyann Blackett	(SBa)	Shipper Member
Shanna Key*	(SK)	Transporter Member
Shelly Rouse	(SR)	PAFA

Apologies

Graham Wood	(GW)	Shipper Member
Nirav Vyas	(NV)	PAFA

* *via teleconference*

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/pac/091018>

1. Introduction and Status Review

In welcoming everyone to the meeting, RHa explained that due to the extensive agenda, it would be necessary to focus only on those items that members consider to be of the utmost importance.

1.1 Confirm Quorate Status

RHa welcomed everyone to the meeting and declared the meeting as being quorate.¹

1.2 Apologies for absence

Apologies were noted as above.

¹ Please note: a meeting is only deemed to be quorate where there are at least four (4) Shipper User PAC Members and two (2) Transporters (DNO and/or IGT) PAC Members with a minimum of six (6) PAC Members in attendance.

1.3 Note of Alternates

None.

1.4 Review of Minutes (11 & 26 September 2018)

The minutes of the previous meetings were approved.

2. New PAC Members Process

During a quick onscreen review of the '*Performance Assurance Committee New Member Process*' document, PAC members agreed to approve the document, as presented.

3. Deferred Business (26 September 2018 Item 7.4)

3.1 Action update paper for 0911

It was noted that both CW and JW had provided update responses to the outstanding action 0911 that would now be considered at the 20 November 2018 PAC meeting.

3.2 The Draft Letter

PAFA have drafted a letter *Data Cleanliness Observation – Meter Correction Factors*' which can be modified (with a revised title) and used for other Data Cleanliness issues. During an onscreen review of the draft letter, it was suggested that the letter should make reference to which PARR Report is being reviewed.

RHi reminded parties that the systems do not have a bulk Class transfer mechanism, and that it currently remains uncertain when an appropriate system change to introduce one would be undertaken.

When asked, it was noted that the PAFA would issue the letter(s) on behalf of the Performance Assurance Committee (PAC).

It was suggested that the letter should also contain references to UIG uncertainty, whilst at the same time, more detail around the type of information that the PAC is seeking from offending parties would be beneficial.

When it was suggested that the 'target audience' for these letters should include Class 1s (including Network parties and Transporters where appropriate), MJ reminded everyone that the Project Nexus programme identified that Class 1 issues mostly relate to asset information inaccuracies (i.e. Shipper related), and so the conclusion is that perhaps the focus should be on targeting Shippers in the first instance – it was suggested that for the first tranche, the five (5) Shippers on the recommendations listing should be targeted. However, some parties favoured focusing on the persistent offenders, whilst others suggested that a risk based identification mechanism would be more preferable than a prescriptive based approach.

New Action PAC1001: Reference the '*Data Cleanliness Observation – Meter Correction Factors*' letter – PAFA (SR) to look to redraft the letter (and the list of persistent offenders) with a view to providing a copy to PAC members for approval via email.

BH explained that he would examine the previous months alongside this month's data held within the Huddle system in order to look to identify the persistent offending Shipper organisations.

AJ then suggested that it is unclear that the Uniform Network Code (Code) obligations actually drive the industry towards a reduction in settlement related risk, and as a consequence perhaps a happy medium should be sought. MB apologised for late submission of the PAC's Framework Modification and explained that his new draft includes an objective for fair settlement allocation (which would reduce settlement risk).

When RHa enquired as to whether or not there are any potential 'perverse incentives' that would need to be considered, FC responded by acknowledging the point before indicating that for this data cleanliness matter there is no direct impact.

New Action PAC1002: Reference the 'Data Cleanliness Observation – Meter Correction Factors' letter – PAFA (SR) to look to issue letters to the Account Managers within the offending Shipper organisations, once approved by PAC members.

PAC agreed to have a short teleconference call commencing at 09:30 on Tuesday 23 October 2018 in order to approve the amended 'Data Cleanliness Observation – Meter Correction Factors' letter for the 2A.1 PARR report aspect.

3.3 Risk Model Methodology

SR requested that should anyone have any feedback on this matter to please direct it to her outside of this meeting.

Thereafter, it was agreed to defer consideration of this item at the meeting.

3.4 PRID(e) Model (action for views)

As per item 3.3 above.

3.5 PRID(e) Overview (action for views)

As per item 3.3 above.

3.6 PARR Dashboard (update)

BH informed the PAC about the later version of the 'PARR Dashboards (Complete Set)' presentation (dated 08 October 2018), explaining that this contains new information relating to items 2A, 2, 3, 4, 7 and 10 – it was requested that parties review this document outside of the meeting and provide feedback direct to BH where appropriate.

Moving on, SR then focused attention on reviewing the earlier version of the 'PARR Dashboards' presentation (dated 03 October 2018). An onscreen review of the presentation was undertaken, with the key discussion elements captured (by exception) as follows:

2A.1 Estimated & Check Reads – Product Classes 1 & 2

- Information is based on PARR Reports;
- Feedback from PAC members has been received by the PAFA;
- It was suggested that inclusion of the percentage (%) view of throughput and kWh would be beneficial;
- Inclusion of parties which have breached the threshold would be beneficial;
- Reference the graphical representation, it was agreed that the red line should be changed to another colour to avoid confusion with urgent matters/information;
- The April 2018 spike in the (current) red line reflects Class 1 and 2 movers;
- Information provided potentially highlights where some 'targets' might be unrealistic and perhaps adding the number of sites and/or volumes involved might add value;
- PAFA (SR) to liaise with CDSP Contract Managers to agree an approach strategy;

New Action PAC1003: Reference the 'PARR Dashboards - 2A.1 Estimated & Check Reads – Product Classes 1 & 2 – PAFA (SR) and Xoserve (DT) to liaise on the initial customer engagement approach strategy via the CDSP Customer Account Managers (inc. identification of a supporting process and timeline).

- It was suggested that care would be needed around the time allowed to parties for them to respond (i.e. defend their performance) to their respective PAC letters and in adopting a consistent and transparent approach to invoking the letters;
 - it was suggested that a two (2) month 'respond by' period and/or improve their performance, followed by a two (2) month period for PAC to review, should suffice;
 - PAC to review the poor performers at the December 2018 meeting;
- Parties should be given the opportunity to defend the performance positions at a PAC meeting during which, PAC could look to offer support in order to resolve parties' issues;
- An historical view of the persistent offenders' performance (i.e. the 'back story') would be beneficial;

New Action PAC1004: Reference the 'PARR Dashboards - 2A.1 Estimated & Check Reads – Product Classes 1 & 2 - Xoserve (DT) to look to provide historical background data behind the PC1 and PC2 individual offending parties and what, if any, engagement Xoserve has already undertaken with them (i.e. intelligence gathering).

2A.5 Read Performance

- It was noted that the reads for circa 1million annual read sites are overdue, whilst the figure for monthly read sites is circa 0.5million overdue;
- Following a request from PAC members, SR agreed to reconsider how the information is presented, and what the content would be going forwards;
- It was suggested that should UNC Modification 0660S 'Amendment to PARR permissions to allow PAC to update with UNCC approval' be implemented, this report information should improve;

New Action PAC1005: Reference the 'PARR Dashboards - 2A.5 Read Performance - Xoserve (FC) and PAFA (SR) to look consider how to ensure data is being consistently represented and to look to enhance it to include 'X' and 'Y' axis titles, along with a supporting narrative (inc. background rationale for the data set, such as read anniversary etc.).

- A general PAC view of industry meter reading performance is that it is poor across the board;
 - BH explained that in examining the information provided to the PAFA revealed a lot of zeros, that could potentially have a bearing on how this data appears within the various graphs;
 - Responding, FC explained how Xoserve has prepared the data, including the utilisation of zero values where appropriate.

2A.6 Meter Read Validity Monitoring

- When asked whether or not the identification of the percentage of Shipper portfolio where reads submitted failed validation really matters, AJ responded by suggesting that it helps to build a case when viewed alongside other performance related reports;

- RHa suggested that this information also relates to outstanding action 0911.

2A.8 AQ Correction by Reason Code

- When it was noted that this information might highlight that parties are undertaking corrections for the right operational reasons in order to seek to improve their read performance, AJ suggested that perhaps PAC could look to identify parties portfolio patterns of behaviour – it was acknowledged that this matter relates to one of the major risks already identified by the PAC;
- In considering the '*Reason Code 02 – Change in Consumer Plant*' list, ES pointed out that pre-November 2018, this is a workaround for Reason Code 04, but post November it is purely to satisfy Reason Code 02 purposes;
- As far as '*Reason Code 03 – Commencement of New Business*' is concerned, FC suggested that Herne Bay and Southend have now found the required data;
- BH suggested that as far as the '*Recommendations*' statements are concerned, the data has potentially highlighted underlying trends;
- When a request was made to have sight of the source data behind these figures, RHi pointed out that a 'ticket' has already been raised to cover this;
- It was suggested that there would be some benefit in engaging with Herne Bay to undertake an investigation, in order to ascertain what movement is involved;
 - It was suggested that perhaps PAC needs a (new) report that identifies kWh movement directions (i.e. + or – in value), by Shipper and/or by product class;

New Action PAC1006: Reference the '*PARR Dashboards - 2A.8 AQ Correction by Reason Code - PAFA (SR)*' to look to provide a new report identifying kWh movement directions, once UNC Modification 0660S is approved.

- In considering the '*Reason Code 01 – Confirmed Theft*' list, it was felt that the values appear to be on the low side, and perhaps PAC needs to consider how best to report on these matters – it was noted that this also ties in with AOB item 9.4 below.

2A.9 Standard CF AQ > 732,000kWh

- When it was pointed out that the opening statement is incorrect and there is no '*Recommendations*' statements – SR agreed to correct the error and add in a Recommendations statement(s) in an updated version to be provided in due course;
- It was noted that this slide appears overly busy, although it does relate to three (3) draft risks;
- The value of retaining the graph was questioned by some;
- It was noted that sites with a converter fitted do not need a correction factor;
- AJ and MB to discuss Thermal Regulations use of the 73,200 figure offline;
- In considering whether or not utilising EUC01, 02 and 03 is appropriate, parties also wondered whether EUC04 demonstrates that PAC needs a recommendations statement;
- BH apologised by pointing out that the Morecambe Central and Falmouth figures should actually read as '954' and '905' respectively;

New Action PAC1007: Reference the 'PARR Dashboards - 2A.9 Standard CF AQ > 732,000kWh – EUC04 (Morecambe Central, Falmouth and Colwyn Bay) – Xoserve (FC) and PAFA (SR) to investigate the background behind the figures.

- SR pointed out that the information is based around the five (5) highest risks.

3.7 Framework (green introductions)

Consideration deferred.

4. Responsibility Overview

During a brief onscreen review of the document JW requested that should anyone have any thoughts or feedback, to please contact him directly after the meeting.

It was felt by those in attendance that this document forms a good starting point and that further consideration at the 20 November 2018 meeting would be beneficial whereupon the document could be ratified / approved.

MB suggested that based on today's discussions, that perhaps PAC should look to have both a PAC development and actions meeting split out (i.e. theory versus practice meetings). Agreeing with MB's suggestion, CW pointed out that in reality he sees consideration of the PARR Reporting aspects as potentially taking up a whole meeting on their own. RHa suggested that perhaps PAC would also look to consider the Monthly Review items (agenda item 6.0) at the same time.

Summarising, RHa suggested, and parties agreed, that for the 20 November 2018 PAC meeting the agenda would at the whole of item 6.0 (Monthly Review Items), and as a consequence, PAC would look to review agenda item 4.0 (JW's Responsibility Overview document) at the 05 November 2018 PAC meeting.

5. Customer Advocate Engagement

In providing a verbal update, DT explained that he recognises the PAC members' concerns relating to Xoserve's role in engaging with industry parties, especially those who are consistently under-performing.

MB suggested that the PAC would welcome more feedback from DT and his team at Xoserve on matters relating to discussions with industry parties, as he believes that this feedback route is of paramount importance to the PAC. PAC members agreed.

It was suggested that currently Shippers appear to favour their Shipper pack reports over and above the newer PARR Reports and that it might be valuable to highlight the 'added value' of the PARR Reports to the Shipper community going forwards. Responding, DT pointed out that Xoserve are currently considering how best to raise the profile of the PARR Reports.

When asked, DT confirmed that Xoserve undertakes regular meetings with various industry parties in one form or another, although the frequency and content does vary depending upon who is involved, and what matters need to be discussed / addressed. In acknowledging that some of these discussions could / would relate to PAC concerns etc, DT explained that going forwards Xoserve would look to ensure PAC matters (concerns) are to the fore, from now on.

MB suggested that a more proactive (direct) engagement with industry parties and feedback to PAC might be beneficial in future, and that, a monthly update from Xoserve for the under-performing parties, that have been discussed at today's meeting would be invaluable. Responding, DT advised that he would look at how best to provide a regular (monthly) update to PAC going forwards, although he did caution that any feedback would NOT include commercially sensitive information (or GDPR related matters).

In referring to the equivalent electricity market model, MB suggested that the PAC would be surprised at the level of detail that is discussed at similar performance related meetings – perhaps PAC could consider following a similar level of detailed discussion going forwards, especially as there are potential educational elements involved. He remains of the view that on occasions, commercially sensitive matters might need to be discussed in order to successfully improve industry parties' performance levels.

JW pointed out that until UNC Modification 0660S is approved and implemented, any mechanism would be on an 'informal' basis and that as a consequence a 'heads up' to the industry might prove beneficial. In acknowledging the point, MB advised that he would look to include this within his new draft modification in due course.

New Action PAC1008: Reference the 'Customer Advocate Engagement' – Xoserve (DT) to consider how best to provide future (monthly) updates to the PAC, including nature and level of content.

6. Monthly Review Items

6.1 Risk Register Review

Consideration deferred.

6.2 Issues Register

6.2.1. New Issues

Consideration deferred.

6.3 Project Plan

Consideration deferred.

6.4 Ofgem Update

RHa explained that as no update had been provided by Ofgem ahead of the meeting, a more detailed consideration was deferred at this time.

6.5 Review of Monthly PARR Reports

When SR pointed out that not only are all of the reports available in the Huddle system, the matter has also been covered off during discussions on item 3.6 above, a more detailed consideration was deferred at this time.

6.6 Review of PAC Related and New Modifications

Consideration deferred.

7. Annual Work Plan and Budget

7.1 Draft Workplan and Budget Actions Update

Consideration deferred.

8. Communications Plan

Consideration deferred.

9. Any Other Business

9.1 Review of the Performance Assurance Framework - All

Consideration deferred.

9.2 Smart Meters (exchanges and read submission statistics) - JW

JW explained that he has already raised a risk relating to smart meters with the PAFA (Nirav Vyas) that he hopes can be discussed at a future PAC meeting.

In referring to UNC Modification 0632S 'Shipper asset details reconciliation' provisions, JW suggested that the actual report output lacks full coverage, and therefore perhaps PAC should consider what they would like to pick up.

Explaining the 0632S reporting, RHi pointed out that this was a one off reporting provision (high level by EUC band (SMETS 1 and 2)), provided three (3) months after the modification was formally approved.²

RHi went on to point out that the (non-commercially sensitive) report was published under the Distribution Workgroup papers, and that the associated Change Proposal 'XRN4686' is currently progressing through the DSC Change Management Committee change approvals process. RHi also pointed out that the Proposer of Modification 0632S believes that it has been a success, regardless of the fact that there was not a clear view on the BEIS report content.

FC pointed out a discrepancy between the information contained in the 0632S report and that in the BEIS report whereby the 0632S report identifies 5.87 million Shipper assets and the BEIS report indicates that there are 5.17 million assets – the difference possibly reflecting that not all asset flow data has progressed through to Xoserve.

New Action PAC1009: Reference the 'Smart Meters (exchanges and read submission statistics)' – Xoserve (FC) to look to provide a high level comparison of the differences between the 0632S and BEIS reports at the 20 November 2018 PAC meeting.

During consideration of the potential SPAA 'ONJOB' reporting aspects, it was noted that the associated risk could expand as the smart metering rollout ramps up. RHi explained that Xoserve are currently considering what information from slide 2 of the Dashboard presentation, they can realistically provide, especially as this matter is related to the settlement risk. AJ pointed out that as the smart rollout involves an accelerated programme, this only serves to compound the risk / problem.

In noting that the first table reflects UNC Modification 0570 'Obligation on Shippers to provide at least one valid meter reading per meter point into settlement once per annum' provisions, JW pointed out the remainder are his 'best guess' view. He went on to suggest reconsidering the 'Future' slide, once Modification 0660S is approved.

9.3 Consideration of the Ofgem Decision Letter for UNC0619/A/B – All

9.3.1. Undertake GAP Analysis when considering Modifications 0647, 0664 and 0685

Consideration deferred.

9.4 Supplier and Shipper Theft of Gas Reporting - FC

Opening discussions, FC provided a brief update on the background to this item that was initially discussed at the April 2018 PAC meeting.³

² Please note: UNC Modification 0632S was approved at the 15 March 2018 Panel meeting.

³ Please note: a copy of the original Supplier and Shipper Theft of Gas Reporting presentation is available to view and/or download at: <http://www.gasgovernance.co.uk/pac/100418>

FC explained how the report is broken down into two main components (i.e. Shipper valid cases of theft with kWh – Gas Governance data and Supplier confirmed thefts (excluding zero kWh energy thefts) – TRAS data). FC then went on to explain that Xoserve is trying to refine the information further to provide anonymised meter point level data on a line-by-line basis. To date, the bulk of discussions have taken place within the TIG arena; she appealed to the group asking if anyone sits on the SPAA, or has a colleague that does, could they please try to obtain a gauge on how PAC might best address the problems.

FC explained that discussions between Xoserve, the Joint Office and Electralink have looked at establishing a cross code Workgroup to look in more depth at theft matters. In short, even though the governance aspects for such a Workgroup have yet to be identified, FC is seeking PAC 'buy-in' (i.e. a simply notional level of support at this point in time) to the proposed approach – the question is do PAC believe that this is worth doing?

When asked whether she believes that this matter is a PAC or governance consideration, FC responded by pointing out that there are potential performance aspects involved.

When RHa suggested that what PAC are looking to address is a mismatch in reporting in order to hopefully work towards addressing the issue of theft of gas, FC added that it is also about potentially streamlining the reports themselves (i.e. a process improvement opportunity across various Codes).

AJ remarked that this matter relates to settlement risks and therefore has an (indirect) relationship to PAC.

When RHa requested that the PAC consider providing a 'Statement of Intent' in support of FC's request, CW wondered whether this potentially highlight a lack of Code coverage (i.e. obligations) that PAC might be able to support the resolution of. FC explained that discussions to date have suggested that a Review Proposal is needed in order to initiate the process and asked if any PAC members or their colleagues would be willing to sponsor the Review Proposal?

During a brief discussion within which FC highlighted that data suggests that theft constitutes 0.15% of throughput in kWh (which contradicts the AUGE's view), CW agreed to discuss the matter offline with a view to possibly raising the Review Proposal in due course.

9.5 Extension of Current Process to include Annual Read Supply Meter Points – SK/AC

PAC welcomed Andy Clasper (AC) to join as an observer for this part of the meeting.

In providing a background to this item, AC explained that the aim is to extend the current monthly read process to include annual read provisions as well.

In referring to the previous (pre Project Nexus) Review Group discussions that considered this matter, that were subsequently overtaken by the Project Nexus delivery, AC explained that this matter is now due to be discussed again at a future DSC Change Management Committee meeting.

AC went on to explain that Ofgem has requested that PAC should be involved in development of this provision. When JW pointed out that he was under the impression that it is only Cadent doing this for sites where no reads have been provided for 3 years+, AC explained that it is not clear whether or not all Transporters would look to take up any new provision. The expectation is that reads would be undertaken at a 3 to 4 year period, although it is not proposed that this would stop reads being undertaken every 2 years.

In referring back to the '2A.7 No Reads Received for 1, 2, 3 or 4 years' slide in the PARR Dashboards (Complete Set) presentation, JW felt that the data suggests that annual reads could improve, with any 3 to 4 year reads potentially being less of a risk.

Whilst the general PAC consensus was that there could be value in introducing the Annual Read Supply Meter Points provision, RHi explained that there could be quite a significant system impact involved, that PAC would also need to consider. RHi went on to point out that, whilst the (main) change would be funded by the Distribution Networks, the ongoing 'business as usual' costs, would likely need to be picked up by Shippers.

ES explained that as a Cadent only sponsored change, this would / could be included within the June 2019 Release, however, should another Transporter join in, this would slip back to a later Release.

When JW suggested that this matter is related to Risk 13, SB pointed out that this is an issue that Ofgem are very keen to see addressed, especially as any Shipper related risk increases significantly with proximity to the 4 year mark.

It was noted that the current 4 year performance data, appears worse than years 1, 2 and 3, which seems counter intuitive.

9.6 Ofgem Switching Design Form Update - AJ

In providing a brief update on the progress being made by the Ofgem Switching Design Forum, AJ explained that one change is focusing on the proposed CSS automation of the current workaround processes associated with Shippers who are burning gas at a site that is not registered. In airing their concerns, Ofgem have wondered what PAC's views on this matter might be, especially on the grounds that this would / could result in an additional CSS cost – would this be better served by having a PAC initiative to improve performance and therefore avoid incurring the additional CSS costs?

Parties acknowledged that this matter relates to a settlement risk associated to the registering Supplier process (i.e. Risk 8). FC noted that the latest AUGE statement suggests a magnitude in the region of <0.5% of total UIG.

When asked why parties are not correctly registering sites, and thereby potentially avoiding paying for gas they are using (a Code obligation after all), FC explained that this relates to Shipperless and Unregistered sites related issues. It was noted that under UNC Modification 0664 'Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4' provisions, it is only Supplier transfers that have an automated solution.

When AJ outlined that Ofgem is asking whether or not the PAC already has this matter 'covered off', or would need to develop an appropriate solution, LS questioned whether PAC has the necessary information to hand, in order to address these matters. RHa suggested that PAC should look to include these matters when discussing Risk 8 at the 20 November 2018 PAC meeting.

MB suggested that PAC would need to carefully assess any potential cost of developing an automated Supplier registration process against the true value of doing so (i.e. cost v's benefit assessment).

9.7 Timing of the Review of the November PARR Reports - FC

It was agreed that this matter had been covered during discussions elsewhere in the meeting.

9.8 Retirement of Rachel Hinsley from Participation in PAC on behalf of Xoserve

RHa pointed out that this was Rachel's final meeting supporting PAC on behalf of Xoserve – members thanked Rachel for all her hard work and support in the last few years and wished her well in her new National Grid role.

10. Review of Outstanding Actions

PAC 250702: PAC Members to review the existing PAFA process and suggest any amendments to the process including adding new risks to the current top 15 risks.

Update: SR confirmed that the process is now in place. **Closed**

PAC 250703: PAC Members to review the risk model and consider how the model should be developed for assessing PAC risks.

Update: SR confirmed that consideration of this Risk Model Methodology related matter remains ongoing at this time. **Carried Forward**

PAC 250704: PAC Members to provide any comments/observations/feedback to PAFA on the Prevent technique, including the suggested methods.

Update: When asked, JW confirmed that he had provided some information to the PAFA (Nirav Vyas). Following this, he concludes that no further information needs to be included within the *Prevent* technique.

MB pointed out that he has also included some of these requirements within his new draft modification that he hopes to discuss in more detail at a forthcoming PAC meeting on 05 November 2018. When asked, MB confirmed that the modification is being raised on behalf of the PAC. **Closed**

PAC250705a: PAC Members to identify any new risks. Some suggested risks to be considered for inclusion:

- Correction factor risk
- DM read submission
- Smart meter exchanges
- DMSP performance consumption adjustments

Update: It was suggested that PAC should look to split the DM read submissions in order to get a more accurate view, even though it is acknowledged that the DMSP consumption adjustments would not come out.

JW explained that npower has considered raising a UNC Modification to cover off the DMSP consumption adjustments although npower concluded that this would be difficult to manage, and to identify requirements accurately.

In looking to assess whether or not this matter should be logged as either an issue or a risk going forwards, it was recognised that there are still some Project Nexus 'go-live' issues that remain ongoing. The consensus amongst PAC members was to include this matter within an expanded Risk 3 going forwards. **Closed**

PAC250705b: PAFA to review the risk register once the updated post-Nexus data is received.

Update: In noting that data is still needed in order to accurately quantify the risk, it was agreed to reconsider this action at the 20 November 2018 PAC meeting. **Carried Forward**

PAC 250706: Draft modification to be developed for the September Panel to describe framework (Deadline for new modification is 07 September 2018).

To consider a document outside the UNC which includes appropriate controls that mirror the modification process for example in relation to consultation. Could also use a similar process as that used for the demand estimation process for profiles.

Update: When MB apologised for the late submission of the draft modification, RHa explained that this could result in the modification missing the November Panel (new

modification proposal) submission date deadline. She went on to suggest that as a consequence, MB could always look to formally raise the modification earlier and thereafter amend it inline with subsequent feedback from the PAC. **Carried Forward**

PAC 250707: Members to review PAFA's role and responsibilities in relation to the Performance Assurance Framework document in the context of the proposed PRIDe Gas model.

Update: Members agreed that the document provided by JW satisfies this action and as a consequence the action can now be closed. **Closed**

PAC 250708: Xoserve to consider how data can be made more accessible to industry at an aggregate level by LDZ and Product Class to enable movements in volumes to be tracked. MB to provide Xoserve with a more detailed specification setting out the type of information required by industry.

Update: When MB confirmed that he had emailed the information to Xoserve (FC) a few weeks earlier, RHi explained that her colleague FC is still investigating the matter.

The Committee members agreed to reconsider the action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC 250711: PAFA to review the PRIDe Gas Model based on the comments received during the workshop held on 25 July 2018.

Update: Whilst it was noted that this piece of work has been undertaken, the Committee members agreed to reconsider the action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0921 (260901): PAFA to provide a proposed plan / timescales for progressing with an incentive regime modification.

Update: When SR requested that this action is carried over for a few months in order to enable the PAFA to undertake discussions with Ofgem and also receive information relating to this matter, the Committee members agreed to reconsider the action at the 11 December 2018 PAC meeting. **Carried Forward**

PAC0501: Xoserve (FC) to investigate Schedule 33 data with Electralink/TRAS and see if this data could be shared with Xoserve.

Update: It was agreed to close the action. **Closed**

PAC0602: Xoserve (FC) to provide feedback via the Customer Account Managers on the Shippers performance with a RAG status, including the current level of engagement with each Shipper.

Update: RHi suggested that on the grounds that her colleague D Turpin has now been assigned a new action relating to this matter, this action could now be closed. **Closed**

PAC0801: All PAC members to review the Risk Register and the reporting of how a new risk is to be included into the Risk Register.

Update: It was agreed that this is a duplicate of the previous PAFA action to produce a Risk Register Plan. **Closed**

PAC0803: PAFA (NV) to document and provide information on the process of moving a PAC Related Risk to an Issue and how it will be defined and monitored.

Update: When SR suggested that this relates to how we move a risk to an issue (i.e. once assessment is completed), Committee members agreed to defer consideration until the 11 December 2018 PAC meeting. **Carried Forward**

PAC0804: PAFA (NV) to conduct a Risk Model Review to encompass the Assumptions Register and the original Engage Report to ensure all are fit for purpose.

Update: It was agreed that in light of other actions being progressed, this action could now be closed. **Closed**

PAC0807: Xoserve (FC) to approach the DSC Change Management Committee and enquire what information the PAFA could be given in relation to the Xoserve UIG Task Force and to advise if the PAFA could attend any of the meetings for that specific item.

Update: RHi suggested that this action had already been completed as her colleague F Cottam has already advised that interested parties would be able to either attend in person or alternatively, dial in to the meeting (including the PAFA for the UIG aspects). **Closed**

PAC0901: Joint Office (BF) to develop a brief on-boarding pack of information which will include the information suggested at this meeting; resignation; how to access information from Joint Office and PAFA via Huddle and what type of information is available.

Update: When asked, L Hellyer confirmed that the on-boarding pack had worked successfully for her recent appointment – it was noted that perhaps adoption of a ‘buddy style’ process might also help new PAC members to get up to speed. **Closed**

PAC0902: Joint Office (BF) to include the resignation process in the contract information sent to new Members.

Update: When LH advised that she had received the resignation and contract information as part of her recent appointment, it was agreed to close the action. **Closed**

PAC0903: Joint Office (BF) to re-issue the new version of the appointment letter for all PAC Members to sign.

Update: MJ advised that this action had now been completed. **Closed**

PAC0904: Joint Office (BF) to a) draft a high level resignation process which sets out how the process is closed and down and confirms to the Member what the member can/cannot do following resignation and, b) to include an agenda item for discussion at the 09 October meeting to review the draft resignation process and the Non-Disclosure Agreement.

Update: RHa apologised for the fact that this had not been included on today’s meeting agenda and suggested that consideration is deferred until the 05 November 2018 PAC meeting. **Carried Forward**

PAC0905: *Reference PAF Risk Register Titles* - PAFA (NV) to look to ensure adoption of a consistent risk title naming convention (i.e. title and description of risk, rather than inadvertently outlining the obligation).

Update: When MB suggested that the Risk Register titles now look better (although he does still have some feedback to provide to improve things further), it was agreed that this action could now be closed. **Closed**

PAC0906: *Reference PAF Risks Register* - PAFA (NV) to look to split out the 10,330 sites with an AQ below 732,000kWh and have a Non Standard Correction Factor into a separate risk (possibly PACR018D) for consideration in due course.

Update: When AJ advised that this action had now been completed, it was agreed that the action could now be closed. **Closed**

PAC0907: *Reference PAF Draft Risks 017D and 018D* - PAFA (NV) to look to re-evaluate the (draft) risks against the October 2018 AUGÉ information, once it has been published.

Update: When AJ advised that the PAFA is still awaiting provision of the appropriate data, it was agreed to defer further consideration until the 20 November 2018 PAC meeting. **Carried Forward**

PAC0908: *Reference Thermal Regulation Enforcement* – Ofgem (JD) to confirm whether Ofgem would/should take the lead role in enforcing Thermal Regulation related obligations for PAC referral matters and confirm the most appropriate Ofgem colleague to contact.

Update: It was agreed that following receipt of a confirmation from J Dixon (Ofgem) this action could now be completed. **Closed**

PAC0909: *Reference PAF Draft Risk 016D - PAFA (NV)* to prepare a draft of the PAC letter to impacted Shipper(s) who do not have a site specific correction factor, asking them for provision of a milestone plan to rectify this.

Update: It was agreed that this action had now been completed. **Closed**

PAC0910: *Reference PAF Draft Risk Register Low Level Process Flow Maps - PAFA (NV)* to prepare the specific risk low-level process flow maps for consideration at a future meeting.

Update: Whilst it was acknowledged that the (hardcopy) process flow maps had been provided at a previous meeting, it was also agreed that further consideration should be undertaken at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0911: *Reference PAF Risk Register – All parties* to review risks 001 – 015 and provide views on suitable steps for progressing these (current and next action flags etc.), including potential PAC owners.

Update: In referring to C Whithouse's document, RHa suggested, and parties agreed, to undertake consideration of this action at the 20 November 2018 PAC meeting. **Carried Forward**

PAC0912: *Reference PAF Risk Register – PAFA (NV)* to provide a Performance Assurance Technique For Risk Resolution document to highlight risk progression (i.e. a Workplan for next 12 months and learning paper for the Top 6 risks).

Update: When AJ advised that a presentation was available, it was agreed to undertake consideration of this action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0913: *Reference AUGÉ Indicative UIG Figures – Xoserve (FC)* to request a summary of the data from the AUGÉ.

Update: In noting that this action relates to temperature and pressure correction matters (i.e. the 0.35 / °C difference) and is dependent upon information being provided by the AUGÉ, it was agreed that nothing more (meaningful) could be done at this time. **Closed**

PAC0914: *Reference AUGÉ Indicative UIG Figures – PAFA* to evaluate how the AUGÉ indicative UIG figures could potentially impact on (draft) risk PACR017D.

Update: It was agreed to undertake consideration of this action at the 20 November 2018 PAC meeting. **Carried Forward**

PAC0915: *Reference the Dave Lander Consulting Report – All parties* to look to read the report and provide views at a forthcoming PAC meeting.

Update: It was agreed that this action had now been completed. **Closed**

PAC0916: *Reference PAC09 – Data quality and issues with the submission of readings result in higher levels and fluctuations in (UIG) Unidentified Gas – Xoserve (FC)* to ensure that an overview of the Ofgem letter is provided to PAC in due course.

Update: RHi explained that nothing had been sent to Ofgem relating to this matter at this time, as Xoserve is still to undertake an internal review. It was agreed to consider the action at the 20 November 2018 PAC meeting. **Carried Forward**

PAC0917: Shipper Member (CW) to discuss additional UNC Modification 0635 aspects with the Proposer of UNC Modification 0647, Richard Pomroy (Wales & West Utilities) to ascertain whether he would be willing to expand 0647 to take into account aspects of 0635.

Update: When CW advised that this matter was discussed at the recent Distribution Workgroup meeting, where R Pomroy made it clear that he would not be looking to amend UNC Modification 0647, RHi suggested that perhaps CW should consider raising an Alternative Modification (i.e. 0647A), especially as some members of the 0647 Workgroup have been amenable to the suggestion that incentives aspects should be included within the modification. RHi then explained that any Alternative Modification could have potentially shorter implementation timescales, to those for 0647. When asked, MJ advised that the

current projected implementation date for 0647 was June 2020, supported by a transitional period through to September 2020.

Taking the points on board, CW advised that he would consider raising an Alternative Modification for 0647 in due course.

It was then agreed that this action could now be closed. **Closed**

PAC0918: *Reference New PAC Members Process* – All parties to look to consider this matter and provide views at the 26 September 2018 PRID(e) Workshop meeting.

Update: It was agreed that this action could now be closed. **Closed**

PAC0919: *Reference Resolution of the Consumption Adjustment Issue* – Ofgem (JD) to compose an industry letter / communication, outlining what remedial actions have been taken so far, in looking to resolve the consumption adjustment issue.

Update: In noting that nothing has been forthcoming from J Dixon (Ofgem) at this time, RHa agreed to chase JD for a response. It was agreed to consider the action at the 20 November 2018 PAC meeting. **Carried Forward**

PAC0920: Joint Office (RHa) to encourage Ofgem attendance and remind members about the importance of quoracy along with providing an alternate.

Update: It was agreed that this action could now be closed. **Closed**

PAC0921 (PRIDe): *PRIDe - PAFA* to provide a proposed plan / timescales for progressing with an incentive regime modification. (*PRIDe action repeated for information*)

Update: When SB pointed out that this looks to simply be a repeat of the PAC0921 (260901) action, it was agreed that this action should be closed. **Closed**

PAC0922: PAFA (NV) to provide an update on the Project Plan with observations and any recommendations.

Update: AJ requested that this action be carried over until the 20 November 2018 PAC meeting. **Carried Forward**

PAC0923: All PAC members to review the published Project Plan with a view of providing updates on any required actions.

Update: It was noted that this action relates to action PAC0922 and therefore should also be considered at the 20 November 2018 PAC meeting. **Carried Forward**

PAC0924: JW to review the requirements of the PAC Workplan and Budget and provide an update at the 9th October meeting.

Update: When JW advised that consideration remains ongoing at this time. It was agreed to consider the action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0925: PAFA and Xoserve to consider the focus of future PAF Reviews to ensure it captures PACs requirements and provide a proposal/view on how this could be structured (i.e. should it be a review of the framework or a review of the PAFA role).

Update: When AJ advised that consideration remains ongoing at this time. It was agreed to consider the action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0926: JW to provide an overview of the responsibilities of PAC Members, Xoserve, PAFA and Joint Office at the next meeting.

Update: It was agreed that this action could now be closed. **Closed**

PAC0927: *Reference Risk Register* – PAFA (NV) and PAC (JW) to come up with an interim tool kit for PAC to follow.

Update: JW advised that NV had started work on this action, before requesting that the action be carried over until the 20 November 2018 PAC meeting. **Carried Forward**

PAC0928: Reference PARR Reports – PAFA (NV) a review to be scheduled to ensure the reports meet PAFA requirements.

Update: When JW suggested that this matter could involve at least a couple of hours of discussion (including post Project Nexus aspects), it was agreed to consider the action at the 05 November 2018 PAC meeting. **Carried Forward**

PAC0929: All PAC members to review Section 5 (pages 21 and 22) namely the 17 Risk Register actions available via Huddle.

Update: When JW suggested that this action is similar to the Risk Register action and then BH advised that he could not see anything relating to this in Huddle, it was agreed that the action could now be closed. **Closed**

11. Next Steps

11.1 Key Messages – PAFA

The following draft Key Points are provided by the PAFA subject to formal approval at the next meeting, as follows:

- All PARR (Performance Assurance Report Register) dashboards are available with performance issues highlighted where relevant.
- Letters from the PAC are being drafted to those shippers causing concern in some performance areas and final decisions will be made in a PAC meeting in the last week of October.
- The PAC have identified the need for an additional meeting each month for a period of time. One meeting will focus on PAF development work and the other on performance. The first month of the new format will be November.
- The focus of the Performance meetings will be to analyse the PARR dashboards and the risk register, review performance trends, identify consistent poor performance and make decisions on remedies.
- PAC and Xoserve's Customer team will be working together to engage with shippers and support on specific areas of poor performance, and
- A new risk on meter data accuracy following a smart meter installation has been received in draft by PAC and is currently being assessed by the PAFA.

12. Diary Planning

Further details of planned meetings are available at:

<https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
09:30, Tuesday 23 October 2018	Teleconference	<ul style="list-style-type: none"> • Consideration and Agreement of the Data Cleanliness Observation Letter <ul style="list-style-type: none"> ○ Content ○ Recipients ○ Definition of Sender • Approval of (draft) 09 October 2018 PAFA Key Messages
10:30, Monday 05 November 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> • <i>To be confirmed</i>

10:30, Tuesday 20 November 2018	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	<ul style="list-style-type: none"> • <i>To be confirmed</i>
10:30, Tuesday 11 December 2018	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	<ul style="list-style-type: none"> • <i>To be confirmed</i>

PRID(e) Action Table (as at 09 October 2018)			
Action Ref	Action	Owner	Status Update
PAC 250702	PAC Members to review the existing PAFA process and suggest any amendments to the process including adding new risks to the current top 15 risks.	PAC Members	Update provided. Closed
PAC 250703	PAC Members to review the risk model and consider how the model should be developed for assessing PAC risks.	PAC Members	Carried Forward (Update due 05 November 2018)
PAC 250704	PAC Members to provide any comments/ observations/feedback to PAFA on the <i>Prevent</i> technique, including the suggested methods.	PAC Members	Update provided. Closed
PAC 250705a	PAC Members to identify any new risks. Some suggested risks to be considered for inclusion: <ul style="list-style-type: none"> • Correction factor risk • DM read submission • Smart meter exchanges • DMSF performance consumption adjustments. 	PAFA	Update provided. Closed
PAC 250705b	PAFA to review the risk register once the updated post-Nexus data is received.	PAFA	Carried Forward (Update due 20 November 2018)
PAC 250706	Draft modification to be developed for the September Panel to describe framework (Deadline for new modification is 07 September 2018). To consider a document outside the UNC which includes appropriate controls that mirror the modification process for example in relation to consultation. Could also use a similar process as that used for the demand estimation process for profiles.	PAC Members	Carried Forward

PAC 250707	Members to review PAFA's role and responsibilities in relation to the Performance Assurance Framework document in the context of the proposed PRIDe Gas model.	PAC Members	Update provided. Closed
PAC 250708	Xoserve to consider how data can be made more accessible to industry at an aggregate level by LDZ and Product Class to enable movements in volumes to be tracked. MB to provide Xoserve with a more detailed specification setting out the type of information required by industry.	Xoserve (FC)/ MB	Carried Forward (Update due 05 November 2018)
PAC 250711	PAFA to review the PRIDe Gas Model based on the comments received during the workshop held on 25 July 2018. Update: PAC members to review the updated PRIDe in Gas Model Workshop presentation which was republished since the 25 July 2018 workshop.	PAFA	Carried Forward (Update due 05 November 2018)
PAC 0921 (260921)	PAFA to provide a proposed plan / timescales for progressing with an incentive regime modification.	PAFA	Carried Forward (Update due 11 December 2018)

PAC Action Table (as at 09 October 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0501	08/05/18	2.1	To investigate Schedule 33 data with Electralink / TRAS and see if this data could be shared with Xoserve.	Xoserve (FC)	Update provided. Closed
PAC 0602	12/06/18	2.1	To provide feedback via the Customer Account Managers on the Shippers performance with a RAG status, including the current level of engagement with each Shipper.	Xoserve (FC)	Update provided. Closed
PAC 0801	06/08/18	2.1	All PAC members to review the Risk Register and the reporting of how a new risk is to be included into the Risk Register.	ALL	Update provided. Closed
PAC 0803	06/08/18	2.2.2	To document and provide information on the process of moving a PAC Related Risk to an Issue and how it will be defined and monitored.	PAFA (NV)	Carried Forward (Update due 11 December 2018)

PAC 0804	06/08/18	2.4	To conduct a Risk Model Review to encompass the Assumptions Register and the original Engage Report to ensure all are fit for purpose.	PAFA (NV)	Update provided. Closed
PAC 0807	06/08/18	6.0	To approach the DSC Change Management Committee and enquire what information the PAFA could be given in relation to the Xoserve UIG Task Force and to advise if the PAFA could attend any of the meetings for that specific item.	Xoserve (FC)	Update provided. Closed
PAC 0901	03/09/18	2.1	To develop a brief on-boarding pack of information which will include the information suggested at this meeting; resignation; how to access information from Joint Office and PAFA via Huddle and what type of information is available.	Joint Office (BF)	Update provided. Closed
PAC 0902	03/09/18	2.1	To include the resignation process in the contract information sent to new Members.	Joint Office (BF)	Update provided. Closed
PAC 0903	03/09/18	2.2	To re-issue the new version of the appointment letter for all PAC Members to sign.	Joint Office (BF)	Update provided. Closed
PAC 0904	03/09/18	2.2	To a) draft a high level resignation process which sets out how the process is closed and down and confirms to the Member what the member can/cannot do following resignation and, b) to include an agenda item for discussion at the 09 October meeting to review the draft resignation process and the Non-Disclosure Agreement.	Joint Office (BF)	Carried Forward (Update due 05 November 2018)
PAC 0905	11/09/18	2.1.1	<i>Reference PAF Risk Register Titles</i> - PAFA (NV) to look to ensure adoption of a consistent risk title naming convention (i.e. title and description of risk, rather than inadvertently outlining the obligation).	PAFA (NV)	Update provided. Closed
PAC 0906	11/09/18	2.1.1	<i>Reference PAF Risks Register</i> - PAFA (NV) to look to split out the 10,330 sites with an AQ below 732,000kWh and have a Non Standard Correction Factor into a separate risk (possibly PACR018D) for consideration in due course.	PAFA (NV)	Update provided. Closed

PAC 0907	11/09/18	2.1.1	<i>Reference PAF Draft Risks 017D and 018D - PAFA (NV) to look to re-evaluate the (draft) risks against the October 2018 AUGE information, once it has been published.</i>	PAFA (NV)	Carried Forward
PAC 0908	11/09/18	2.1.2	<i>Reference Thermal Regulation Enforcement – Ofgem (JD) to confirm whether Ofgem would/should take the lead role in enforcing Thermal Regulation related obligations for PAC referral matters and confirm the most appropriate Ofgem colleague to contact.</i>	Ofgem (JD)	Update provided. Closed
PAC 0909	11/09/18	2.1.2	<i>Reference PAF Draft Risk 016D - PAFA (NV) to prepare a draft of the PAC letter to impacted Shipper(s) who do not have a site specific correction factor, asking them for provision of a milestone plan to rectify this.</i>	PAFA (NV)	Update provided. Closed
PAC 0910	11/09/18	2.1.2	<i>Reference PAF Draft Risk Register Low Level Process Flow Maps - PAFA (NV) to prepare the specific risk low-level process flow maps for consideration at a future meeting.</i>	PAFA (NV)	Carried Forward (Update due 05 November 2018)
PAC 0911	11/09/18	2.1.2	<i>Reference PAF Risk Register – All parties to review risks 001 – 015 and provide views on suitable steps for progressing these (current and next action flags etc.), including potential PAC owners.</i>	All	Carried Forward (Update due 20 November 2018)
PAC 0912	11/09/18	2.1.2	<i>Reference PAF Risk Register – PAFA (NV) to provide a Performance Assurance Technique For Risk Resolution document to highlight risk progression (i.e. a Workplan for next 12 months and learning paper for the Top 6 risks).</i>	PAFA (NV)	Carried Forward (Update due 05 November 2018)
PAC 0913	11/09/18	2.1.2	<i>Reference AUGE Indicative UIG Figures – Xoserve (FC) to request a summary of the data from the AUGE.</i>	Xoserve (FC)	Update provided. Closed
PAC 0914	11/09/18	2.1.2	<i>Reference AUGE Indicative UIG Figures – PAFA to evaluate how the AUGE indicative UIG figures could potentially impact on (draft) risk PACR017D.</i>	PAFA	Carried Forward (Update due 20 November 2018)
PAC 0915	11/09/18	2.1.2	<i>Reference the Dave Lander Consulting Report – All parties to look to read the report and provide views at a</i>	All	Update provided. Closed

			forthcoming PAC meeting.		
PAC 0916	11/09/18	2.2.1	<i>Reference PAC09 – Data quality and issues with the submission of readings result in higher levels and fluctuations in (UIG) Unidentified Gas – Xoserve (FC)</i> to ensure that an overview of the Ofgem letter is provided to PAC in due course.	Xoserve (FC)	Carried Forward (Update due 20 November 2018)
PAC 0917	11/09/18	2.6	To discuss additional UNC Modification 0635 aspects with the Proposer of UNC Modification 0647, Richard Pomroy (Wales & West Utilities) to ascertain whether he would be willing to expand 0647 to take into account aspects of 0635.	Shipper Member (CW)	Update provided. Closed
PAC 0918	11/09/18	5.5	<i>Reference New PAC Members Process</i> – All parties to look to consider this matter and provide views at the 26 September 2018 PRID(e) Workshop meeting.	All	Update provided. Closed
PAC 0919	11/09/18	6.	<i>Reference Resolution of the Consumption Adjustment Issue</i> – Ofgem (JD) to compose an industry letter / communication, outlining what remedial actions have been taken so far, in looking to resolve the consumption adjustment issue.	Ofgem (JD)	Carried Forward (Update due 20 November 2018)
PAC 0920	26/09/18	1.1	Joint Office (RH _a) to encourage Ofgem attendance and remind members about the importance of quoracy along with providing an alternate.	Joint Office (RH _a)	Update provided. Closed
PAC 0921 (PRIDe)	26/09/18	2.2	<i>PRIDe</i> - PAFA to provide a proposed plan / timescales for progressing with an incentive regime modification. (<i>PRIDe action repeated for information</i>)	PAFA	Update provided. Closed
PAC 0922	26/09/18	4.2.1	PAFA (NV) to provide an update on the Project Plan with observations and any recommendations.	PAFA (NV)	Carried Forward (Update due 20 November 2018)
PAC 0923	26/09/18	4.2.1	All PAC members to review the published Project Plan with a view of providing updates on any required actions.	PAC	Carried Forward (Update due 20 November 2018)

PAC 0924	26/09/18	4.3.1	JW to review the requirements of the PAC Workplan and Budget and provide an update at the 9 th October meeting.	PAC (JW)	Carried Forward (Update due 05 November 2018)
PAC 0925	26/09/18	4.4	PAFA and Xoserve to consider the focus of future PAF Reviews to ensure it captures PACs requirements and provide a proposal/view on how this could be structured. (i.e. should it be a review of the framework or a review of the PAFA role)	PAFA / Xoserve	Carried Forward (Update due 05 November 2018)
PAC 0926	26/09/18	4.4	JW to provide an overview of the responsibilities of PAC Members, Xoserve, PAFA and Joint Office at the next meeting.	PAC (JW)	Update provided. Closed
PAC 0927	26/09/18	4.4	Risk Register - NV and JW to come up with an interim tool kit for PAC to follow.	PAFA (NV) / PAC (JW)	Carried Forward (Update due 20 November 2018)
PAC 0928	26/09/18	4.4	PARR Reports review to be scheduled to ensure the reports meet PAFA requirements.	PAFA (NV)	Carried Forward (Update due 05 November 2018)
PAC 0929	26/09/18	4.4	All PAC members to review Section 5 (pages 21, 23 and 23) of the PAFA Annual Review namely the 17 Recommended Actions contained in the table. The PAFA Annual Review can be found via Huddle.	PAC	Update provided. Closed
PAC 1001	09/10/18	3.2	<i>Reference the 'Data Cleanliness Observation – Meter Correction Factors' letter – PAFA (SR) to look to redraft the letter (and the list of persistent offenders) with a view to providing a copy to PAC members for approval via email.</i>	PAFA (SR)	Pending
PAC 1002	09/10/18	3.2	<i>Reference the 'Data Cleanliness Observation – Meter Correction Factors' letter – PAFA (SR) to look to issue letters to the Account Managers within the offending Shipper organisations, once approved by PAC members.</i>	PAFA (SR)	Pending

PAC 1003	09/10/18	3.6	<i>Reference the 'PARR Dashboards - 2A.1 Estimated & Check Reads – Product Classes 1 & 2 – PAFA (SR) and Xoserve (DT) to liaise on the initial customer engagement approach strategy via the CDSP Customer Account Managers (inc. identification of a supporting process and timeline).</i>	PAFA (SR) & Xoserve (DT)	Pending
PAC 1004	09/10/18	3.6	<i>Reference the 'PARR Dashboards - 2A.1 Estimated & Check Reads – Product Classes 1 & 2 - Xoserve (DT) to look to provide historical background data behind the PC1 and PC2 individual offending parties and what, if any, engagement Xoserve has already undertaken with them (i.e. intelligence gathering).</i>	Xoserve (DT)	Pending
PAC 1005	09/10/18	3.6	<i>Reference the 'PARR Dashboards - 2A.5 Read Performance - Xoserve (FC) and PAFA (SR) to look consider how to ensure data is being consistently represented and to look to enhance it to include 'X' and 'Y' axis titles along with a supporting narrative (inc. background rationale for the data set, such as read anniversary etc.).</i>	Xoserve (FC) & PAFA (SR)	Pending
PAC 1006	09/10/18	3.6	<i>Reference the 'PARR Dashboards - 2A.8 AQ Correction by Reason Code - PAFA (SR) to look to provide a new report identifying kWh movement directions, once UNC Modification 0660S is approved.</i>	PAFA (SR)	Pending
PAC 1007	09/10/18	3.6	<i>Reference the 'PARR Dashboards - 2A.9 Standard CF AQ > 732,000kWh – EUC04 (Morecambe Central, Falmouth and Colwyn Bay) – Xoserve (FC) and PAFA (SR) to investigate the background behind the figures.</i>	Xoserve (FC) & PAFA (SR)	Pending
PAC 1008	09/10/18	5.	<i>Reference the 'Customer Advocate Engagement' – Xoserve (DT) to consider how best to provide future (monthly) updates to the PAC, including nature and level of content.</i>	Xoserve (DT)	Pending
PAC 1009	09/10/18	9.2	<i>Reference the 'Smart Meters (exchanges and read submission statistics)' – Xoserve (FC) to look to provide a high level comparison of the differences between the 0632S and BEIS reports at the 20 November 2018 PAC meeting.</i>	Xoserve (FC)	Pending

