

Performance Assurance Committee Minutes
Unidentified Gas (UIG) Related Matters
Tuesday 14 November 2017
at Elexon, 350 Euston Road, London, NW1 3AW

Attendees

Andy Clasper	(AC)	Transporter Member
Angela Love	(AL)	Shipper Member
Anna Jackson	(AJ)	PAFA
Bob Fletcher (Chair)	(BF)	Joint Office
Carl Whitehouse	(CW)	First Utility, Observer
Fiona Cottam	(FC)	Xoserve, Observer
Fraser Mathieson	(FM)	Transporter Member, Alternate
Irina Bertrand	(IB)	Brook Green Supply, Observer
John Welch	(JW)	Shipper Member
Jon Dixon	(JD)	Ofgem
Justin Price	(JP)	Corona Energy, Observer
Karen Visgarda (Secretary)	(KV)	Joint Office
Lisa Saycell	(LS)	Shipper Member
Mark Bellman	(MBe)	ScottishPower, Observer
Mark Jones	(MJ)	Shipper Member
Mike Bagnall	(MBa)	British Gas, Observer
Nirav Vyas	(NV)	PAFA
Rachel Hinsley	(RH)	Xoserve, Observer
Richard Pomroy	(RP)	Transporter Member
Sallyann Blackett	(SB)	E.ON UK, Observer
Shanna Key*	(SK)	Transporter Member
Tim Hammond	(TH)	Corona Energy, Observer

Apologies

Hilary Chapman	(HC)	Transporter Member
Lizzie Montgomerie	(LM)	PAFA
Rob Johnstone	(RJ)	Transporter Member

* via teleconference

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/141117>

1. Introductions

BF opened the meeting and explained that the meeting was quorate, although as this was an open meeting specific to UIG related issues, and it was unlikely voting would be required..

He noted the formal apologies from:-

Hilary Chapman

Lizzie Montgomerie

Rob Johnson

BF explained that the main purpose of the meeting was to address and close the actions from the previous PAC UIG meeting held on 01 November 2017 and as listed below.

2. Review of Actions

Action PAC/UIG 1101: Xoserve (LW) to send out a communication to the Industry in respect of the daily calls regarding UIG.

Update: FC confirmed that a communication had been sent out and was included in the 03 November weekly UKLink bulletin, including dial-in details, as below and so this action could now be closed. BF advised that the meeting details were published in the Joint Office Events Calendar. **Closed**

<http://www.xoserve.com/index.php/uk-link-post-implementation-support/> - UK Link Daily Bulletin

Action PAC/UIG 1102: Xoserve (LW) to investigate the capability of Xoserve to manage and process a high volume of Smart Meter Reads and AMR data from Shippers.

Update: FC explained that as per the data specification, Xoserve had suggested around 100 sites per Shipper per EUC per LDZ – this would equate to almost 50,000 meter points per Shipper and could be accommodated. She said there was no limit as such, but timeline to get submitted data cleansed was a factor and therefore there was a preference not to have tens of thousands and for the data provided to be in reasonable shape and reliable. She said that this action could then be closed. **Closed**

Action PAC/UIG 1103: Xoserve (LW) to provide an update on the review of the DM resynchronisation process.

Update: FC said that this detail would be provided at the next meeting on 29 November 2017 and so this action should be carried forward. **Carried forward**

Action PAC/UIG 1104: Xoserve (LW) to confirm if Xoserve Training and Education processes can be included on the PAFA portal.

Update: FC explained that the Xoserve view was that this information should continue to be made available via Xoserve.com, as it was the most obvious place for industry parties to seek information on Xoserve processes and that not all parties would have access to the PAFA portal. Links could be added to the PAFA Portal to redirect users to the material. FC said that these links would be supplied to the PAFA and so this action could now be closed. **Closed**

Action PAC/UIG 1105: Xoserve (LW) to supply all DM current issues at the next PAC meeting, including up to date status.

Update: FC said the latest Xoserve weekly update information could be viewed via the link as below and so this action could now be closed.

<http://www.xoserve.com/index.php/unidentified-gas-uig/>

A general discussion took place regarding the number of sites that still remained which FC confirmed was 38 Sites across 10 Shippers and she said these were the 'sticky' ones and that most which would be easier to fix had been resolved. She explained that there were increased read validation issues since the Nexus Go Live and mis-matches, and that these were not straight forward to resolve. FC confirmed that the Shippers do get a complete list of failures and rejections. FC then talked through the details of these sites as listed below:

Latest DM stats anonymised.

(Will include twin stream as separate instances)

	Sum of AQ_ROLL	No. of Sites
Shipper 1	1,859,949,346	6
Shipper 2	1,395,482,552	8
Shipper 3	896,093,890	1

Shipper 4	578,561,462	5
Shipper 5	362,845,369	6
Shipper 6	327,443,368	8
Shipper 7	155,618,566	1
Shipper 8	119,428,203	1
Shipper 9	62,942,522	1
Shipper 10	1	1
Total.	5,758,365,279	38

JD said that there were lots of big Sites that were not getting the reads in and that a specific action plan was needed to address this issue and that their identity was not really needed. FC said that the issue was to do with the fact that all parties needed to agree to make the overall process work and that Xoserve were doing all in their power to address these issues. A lengthy general discussion took place regarding this topic and FC said she would re-confirm those Sites that were the biggest issue and make sure once again, it was not a serial number problem.

New Action PAC UIG 1111: Xoserve (FC) to re-confirm the Sites that were presenting the largest issue and to confirm that this was not being caused by a Serial Number problem. – see *Post Meeting update – this action is now Closed.*

Post-meeting note

Xoserve can confirm that only one DM site is seeing read rejections due to a mismatch of meter serial number. It is suspected that there are also other issues with meter asset set-up. This meter is with “Shipper 2” in the stats that were presented during the meeting. However, daily consumption adjustments are being loaded by the DM read provider for this site, so it is no longer contributing to UIG. The remaining sites have more complex issues with meter or corrector set-up, such number of dials, read units, make and/or model etc.

A further lengthy general discussion took place regarding which Class these Sites were in and if they were not supplying reads then they should not be considered as Daily Read sites.

MBa said that this whole area was a complex one from the DM EUC’s, 9 and weighting factors perspective and that if these were not functioning as intended, then this should be taken into account in the next AUG process. BF said he wanted to clarify that Class 1 should be mandatory sites and that he understood DMV would be moving out of Class 1 at some stage and this was confirmed as correct.

FC then provided an overview of the schematic that detail the UIG Factors Class 1 versus others and she said it was better for DMV sites to be in Class 2 than revert to Class 4.

AL noted that Modification 0625 looks to extend the timeline to remove DMV from Class 1 and that it might be appropriate that a new modification is raised to mandate moving DMV’s and DMM’s into Class 4 if they consistently fail to provide valid daily reads. JP said that he agreed with the sentiment for such a modification which would force the DM’s to go into Class 4 and then they could revert back to another class when the issue was resolved.

JD said he agreed with the urgency of needing to get this situation resolved and suggested that he was willing to write to all DM Shippers and particularly to the 10 Shippers above and the DMSP’s to request their presence at a Workshop in order to discuss all the issues in a ‘Open Session’. It was agreed that the meeting on 29 November 2017 should be dedicated to the Workshop and that Ofgem would invite them to the Workshop to be held in Solihull.

FC said she had concerns regarding the confidentiality of information that might need to be presented at the meeting. JD said that anonymised data and case studies could be used and perhaps this was a task for the DMSP. MBe proposed after the Workshop that all the 10 Shippers should then submit a report with the specifics of their own resolution plan. AL suggested that it would be worthwhile if the 4 Shippers that had now been taken off the list, were also invited, to explain how they reached a resolution and to share their experience and the process to be adopted. BF also commented on the fact that meetings could be

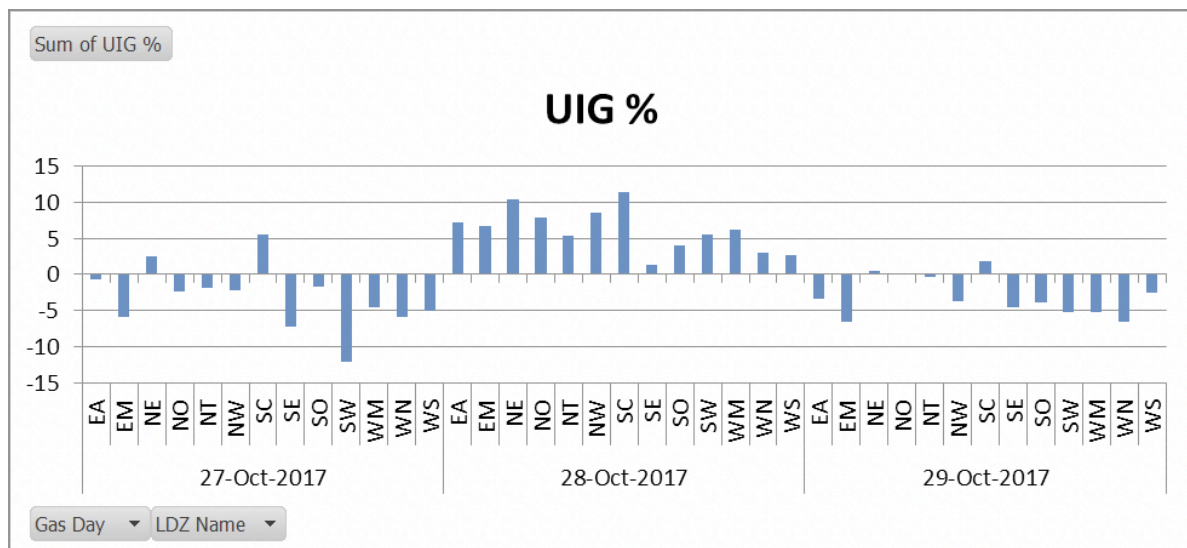
arranged and with rules similar to the EBCC rules and obligations, where the process continues to work and sanctions applied unless the PAC determines otherwise.

A general discussion took place in relation to the need for raising new modifications to address this area and FM suggested that two modifications could be required; one for the Reads Process and the other for failure to provide reads reverting sites to Class 4. SB said that Customers would not take the risk with ratchets and that they would not move to Class 2 if they have been moved to Class. A lengthy discussion took place regarding the Bucket category and DM's Sites in relation to the WAR Bands. FC said that WAR Bands were representative of DM sites due to the site specific nature and banding should be seen as an LDZ aggregate.

New Action PAC UIG 1112: Ofgem (JD) to write to the DM Shippers and DMSP to invite them to the PAC UIG meeting on 29 November 2017 in Solihull and for them to bring anonymised Case Studies regarding the DM Read Issues they are experiencing presently.

Action PAC/UIG 1106: Xoserve (LW) to establish where negative UIG was recorded in the last week and if this correlates to where Xoserve have fixed the LDZ data.

Update: FC said that the recent negatives on October 27 2017 and 29 2017 occurred in most LDZs and appeared to be weather related rather than DM related, as shown in the table below and she said that this action could now be closed. **Closed.**



Action PAC/UIG 1107: Shipper Member (AL) to speak with Xoserve (FC) in relation to what the PAFA can do to resolve the actions in terms of scope of the PAFA Contract/PAC Risk Register and relating to materiality.

Update: FC explained the Xoserve response was: the PAFA contract directly mirrors the PAF Framework and PAFA Services Schedule:

- Part 1 Provision of administration services to the Performance Assurance Committee (e.g. review of reports, recommendations to the PAC)
- Part 2 Provision and maintenance of the PAF Risk Register
- Part 3 Provision of reports to industry

FC also confirmed that she would link the Risk Register and the PAFA Contract. AL reiterated that she said that this should also encompass the AUG Report aswell. NV said that there was the option of the PAFA being able to undertake more data analysis if required, but that this would need a proposal. FC then confirmed this action could be closed. **Closed.**

New Action 1113: Xoserve (FC) to meet with the PAFA to sense check the Risk Register and the PAFA Contract in order to determine materiality.

Action PAC/UG 1108: Xoserve (LW) to provide information on how many sites have not been subjected to Rolling AQ's and those who have and have AQ reconciliation.

Update: FC overviewed the data via a schematic which showed the number of times reviewed since Nexus Go Live total of the AQ's and she said that 27% Sites had not had a rolling AQ and that the data included the month of October.

MBa wanted to explore if it was possible to split the EUC Bands to make them more representative. FC said that this was not an easy data split due to the fact there were 36 records for each LDZ. MBa then said if it was just the Product Code and EUC and not the LDZ, would that be less complicated? FC said it was still a very complex process either way. Then the general discussion moved on to the percentages aspect in relation to obligations, requirements and the standards set by the CMA, regarding what is deemed an acceptable percentage from the Operating and Licence requirements.

JW said that he wanted to bring reports introduced by Modification 081 to the PAC meeting on 12 December as it had Rolling AQ's and Code implications and BF said he was not sure by this modification should be discussed within PAC. JW said it was in relation to the transparency of the overall Rolling AQ process and that he was happy to lead on this, on behalf of PAC.

RH also added that at the PAC meeting on 12 December that Modification 0520 needed to be investigated with regards to the data requirements and what could be produced until the systems were available to support reporting and the iGT permissions issues was resolved.

After a brief general discussion, she said this action could now be closed. **Closed**

Action PAC/UG 1109: Xoserve (LW) to provide an anonymised report on sites in the specific WAR Bands for the 14 November 2017 PAC UG meeting.

Update: FC overviewed the WAR Band tables via the detailed schematic for WAR Bands 3 – 8 which used anonymous codes and total AQ and she said that the position had improved since October, as was described in the graphs. She also drew attention to the fact that the report was not within Modification 0520A scope, and that PAC could not see the attributable version and so a separate anonymisation must be used. She added that each party should contact their Xoserve Customer Account Manager if they wished to know their code under this suite of analysis. AL asked if it would be possible to have more WAR Bands to allow a greater split and FC said that this could be investigated.

A lengthy general discussion then took place regarding the AUG and why they had access to the data and the PAFA did not. FC explained that the AUG had a different commercial arrangement with regards to viewing and accessing data.

A further general debate took place regarding the UG, volatility and the WAR Bands from a percentage perspective and JW explained that Modification 0631 was presently addressing this issue.

FC said that in order to assist with the process that needed to be followed in relation to the AQ's, that Xoserve were producing an Education and Training Pack in January 2018 after the January AQ process, which would provide further clarity and explanation. **Closed**

New Action 1114: Xoserve (FC) to produce an Education and Training Pack in January 2018 following the January AQ process.

FC then said that this action could then be closed. **Closed**

Action PAC/UG 1110: PAFA (NR) to provide a high-level overview of the consultation responses regarding UG for the PAC UG meeting on 14 November 2017.

Update: NV confirmed that only 1 comment had been received regarding if there were any modifications in relation to UG and Risk and if the information related to the risks or not. NV said that he had requested clarification from the respondent in relation to which specific

risk, and as yet an answer had not been forthcoming. NV said he would be supplying a detailed synopsis of the consultation responses during the meeting on 12 December 2017. NV then said this action could now be closed. **Closed**

AL asked if the amended paper provided by DNV GL was going to be made available for the next Workgroup 0631R meeting. FC advised that the paper had been discussed at the UIG Solutions workshop held the previous day. A follow meeting is planned for the following week which might lead to up to 3 new modifications being raised.

AL asked if there would be a specific EUC Band for SMART Meters in prepayment mode. FC was not aware this was an option at this time.

AL advised that E.ON had sponsored a permissions modification for the release of iGT data for use in PAC reported. However, it was challenged whether a modification was required and confirmation is awaited.

3. Any Other Business

CDSP Discretion

RP said that as Modification 0634 had been implemented he wanted to know what monitors were in place to regarding the CDSP discretion regarding Xoserve, in relation to what PAC recommends to Panel and how that would be monitored and logged. BF explained that it was likely that the subject of Modification 0634 would be returned to Workgroup and would be discussed at Panel on 16 November 2017, and RP reiterated that there was still a need for monitoring where the CDSP used its discretion.

4. Next Steps

BF said that the next meeting to discuss PAC – UIG and the DM Reads Rejection Process Review would take place on 29 November at The Arden Hotel in Solihull and that this meeting would be in the form of a Workshop. He explained that the next formal PAC meeting would take place on 12 December 2017 at Energy UK, London.

5. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Time/Date	Venue	Programme
10.30, Wednesday 29 November 2017	The Arden Hotel & Leisure Club, Coventry Road, Solihull, B92 0ED	PAC UIG - DM Reads Rejection Process Review
10:30, Tuesday 12 December 2017	Energy UK, Charles Street, 5-11 Regent Street, London SW1Y 4LR	<i>To be confirmed</i>

Action Table (as at 14 November 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC UIG 1101	01/11/17	2.1	Xoserve (LW) to send out a communication to the Industry in respect of the daily calls regarding UIG.	Xoserve (LW)	Closed

Action Table (as at 14 November 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC UIG 1102	01/11/17	2.1	Xoserve (LW) to investigate the capability of Xoserve to manage and process a high volume of Smart Meter Reads and AMR data from Shippers.	Xoserve (LW)	Closed
PAC UIG 1103	01/11/17	2.1	Xoserve (LW) to provide an update on the review of the DM resynchronisation process.	Xoserve (LW)	Carried forward
PAC UIG 1104	01/11/17	2.1	Xoserve (LW) to confirm if Xoserve Training and Education processes can be included on the PAFA portal.	Xoserve (LW)	Closed
PAC UIG 1105	01/11/17	2.1	Xoserve (LW) to supply all DM current issues at the next PAC meeting, including up to date status.	Xoserve (LW)	Closed
PAC UIG 1106	01/11/17	2.1	Xoserve (LW) to establish where negative UIG was recorded in the last week and if this correlates to where Xoserve have fixed the LDZ data.	Xoserve (LW)	Closed
PAC UIG 1107	01/11/17	2.2	ScottishPower (AL) to speak with Xoserve (FC) in relation to what the PAFA can do to resolve the actions in terms of scope of the PAFA Contract/PAC Risk Register and relating to materiality.	ScottishPower (AL)	Closed
PAC UIG 1108	01/11/17	2.2	Xoserve (LW) to provide information on how many sites have not been subjected to Rolling AQ's and those who have and have AQ reconciliation.	Xoserve (LW)	Closed
PAC UIG 1109	01/11/17	3.0	Xoserve (LW) to provide an anonymised report on sites in the specific WAR Bands for the 14 November 2017 PAC UIG meeting.	Xoserve (LW)	Closed
PAC UIG 1110	01/11/17	3.0	PAFA (NR) to provide a high-level overview of the consultation responses regarding UIG for the PAC UIG meeting on 14 November 2017.	PAFA (NR)	Closed

Action Table (as at 14 November 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC UIG 1111	14/11/17	2.0	Xoserve (FC) to re-confirm the Sites that were presenting the largest issue and to confirm that this was not being caused by a Serial Number problem. – see Post Meeting update – this action is now Closed.	Xoserve (FC)	Closed
PAC UIG 1112	14/11/17	2.0	Ofgem (JD) to write to the DM Shippers and DMSP to invite them to the PAC UIG meeting on 29 November 2017 in Solihull and for them to bring anonymised Case Studies regarding the DM Read Issues they are experiencing presently.	Ofgem (JD)	Pending
PAC UIG 1113	14/11/17	2.0	Xoserve (FC) to meet with the PAFA to sense check the Risk Register and the PAFA Contract in order to determine materiality.	Xoserve (FC)	Pending
PAC UIG 1114	14/11/17	2.0	Xoserve (FC) to produce an Education and Training Pack in January 2018 following the January AQ process.	Xoserve (FC)	Closed