

Performance Assurance Committee Minutes

Tuesday 08 August 2017

at Xoserve Ltd, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

Attendees

Andy Clasper	(AP)	Transporter Member and alternate for F Mathieson
Angela Love	(AL)	Shipper Member
Bob Fletcher (Chair)	(BF)	Joint Office
Colette Baldwin	(CB)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
John Welch	(JW)	Shipper Member Alternate non-voting
Karen Visgarda (Secretary)	(KV)	Joint Office
Kirsty Dudley	(KD)	Observer, E.ON UK
Nirav Vyas	(NV)	PAFA
Rachel Hinsley	(Rhi)	Observer, Xoserve
Shanna Key	(SK)	Transporter Member
Steve Mulinganie	(SM)	Shipper Member Alternate
Tricia Quinn*	(TQ)	Observer, Ofgem

Apologies

Richard Pomroy	(RP)	Transporter Member
Mark Jones	(MJ)	Shipper Member
Mitch Donnelley	(MD)	Shipper Member
Lizzie Montgomerie	(LM)	PAFA
Lisa Saycell	(LS)	Shipper Member
Frasier Mathieson	(FM)	Transporter Member
Rob Johnson	(RJ)	Transporter Member

*by teleconference

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/080817>

1. Introduction and Status Review

1.1 Confirm Quorate Status

BF welcomed everyone to the meeting and declared the meeting as being quorate.

1.2 Apologies for absence

Richard Pomroy
 Mark Jones
 Mitch Donnelley
 Lizzie Montgomerie
 Lisa Saycell
 Frasier Mathieson
 Rob Johnson

1.3 Note of Alternates

Andy Clasper for Frasier Mathieson

John Welch alternate for Edward Hunter

Steve Mulinganie for Lisa Saycell

No alternate was proposed for Richard Pomroy as F Mathieson had been nominated and was absent

No alternate was proposed for Mark Jones

No alternate was proposed for Mitch Donnelley

No Alternate was proposed for Rob Johnson

1.4 Review of Minutes (11 July 2017)

The minutes of the previous meetings were approved.

2. Performance Assurance Framework Administrator (PAFA) Mobilisation

NV overviewed the 'Risk Register Approach' presentation which encompassed the following areas; Current Risk Management Process Model, Risk Register Creation process and Risk Register generation, the actual PAC Risks, and the Gas Settlement Risk Map. NV talked through the Current Risk Management Model and explained there were currently 15 top risks in total in the Gas Market, that these had been defined from the previous Engage study and he explained that the PAFA had reviewed and refined them accordingly.

3. Monthly Review Items

3.1 Risk Register Review

NV provided an overview of the overall Risks Register, and he said that he would focus on the top 5 for this meeting, which were defined as below.

Prior to NV discussing each specific risk, SM questioned the area of 'net risk' and 'value at risk' as described in the Current Risk Management Process Model, as to exactly how this was defined from an independent view perspective – this appeared to be changing the assumptions around the risk and its potential impact and overall rating. A lengthy discussion took place and the NV explained that this was a terminology misunderstanding and that the risks would be in the same order and he added that these still needed to be discussed in more depth from the individual risk and controls aspect.

PACR001 Theft of Gas

A general discussion took place regarding what the AUGGE was doing in respect of Theft of Gas and BF questioned why this was defined as risk, as it was happening and would be better defined as an issue. AL agreed in part, although the risk related to settlement and therefore it felt appropriate to reference it in this risk report. A further general discussion took place in relation to the Theft Code of Practice and the settlement adjustment in TRAS and whether this had made any impact on the accuracy of the settlement. AL said she would make contact with Electralink to discuss this topic further and gain clarification.

New Action 0801: ScottishPower (AL) to contact Electralink to gain clarity on the quantities of energy identified through TRAS which would have an impact on allocation and settlement process.

NV said he would amend the definition as per the SPAA Annual Report in line with the TRAS model and investigate any gaps. He also said he would discuss this matter in more depth with Xoserve in the context of this specific action.

New Action 0802: PAFA (NV) to investigate with Xoserve (FC) further information regarding risk PACR001, Theft of Gas in connection with SPAA and TRAS.

PACR002 Use of the AQ Correction Process

A general discussion took place and it was agreed that an AQ of 1 should be added into this overall risk description, to provide clarity and detail. NV confirmed that this amended would be made.

New Action 0803: PAFA (NV) to add into risk PACR002 description of the issue related to sites with an 'AQ of 1' to provide clarity.

PACR003 Estimated readings are used for Product Class 1 and 2 (daily read sites)

FC suggested that specific periods of time should be added to this risk, for Product Classes 1 and 2, to provide clarity i.e; D+5 etc. Members agreed with this suggestion and NV said he would amend this risk accordingly.

New Action 0804: PAFA (NV) to define specific time periods for risk PACR003 for Product Classes 1 and 2.

PACR004 LDZ Offtake Measurement Errors

NV proposed that amendments should be made in relation to the 'controls' rather than the 'performance' target. BF stated that extensive work had been undertaken previously within the DN Networks to improve performance and there were already incentives in line with RIIO – presentations had been provided following receipt of the Engage Report.

BF felt this risk was overstated as the Joint Office lists all Measurement errors and currently there are very few, and these were rated as low level errors.

SM would like to see more than anecdotal evidence from DN Networks prior to agreeing the risk should be down rated. Members agreed with this approach.

BF added that all the errors were currently reported and maintained and that the Transporters present regular Maintenance Plans.

AL said she would provide information at the next meeting that had been shared with her from SGN on this matter. Both AL and BF said that more work was required from a probability, plan and evidence perspective, to present to Ofgem.

New Action 0805: ScottishPower (AL) to provide information from SGN in relation to LDZ Offtake Measurements Errors for the September Meeting.

New Action 0806: All Transporters to provide PAC with evidence proving that is issue has been addressed to remove the probability factors in relation to LDZ Offtake Measurement Errors.

PACR005 Incorrect asset data on the Supply Point Register

A general discussion took place regarding the correction and validation aspects of this risk and NV proposed amending some of the existing words, to provide greater clarity. Further general discussion took place specifically in relation to incorrect asset data and the impact of SMART metering and whether adequate and robust controls were in place to monitor these.

NV reiterated that clearly all the risks, and specifically the top 5 risks needed more discussion from a qualifying and context perspective, which would take place in the future meetings. He also asked all Members to supply views and comments prior to the September meeting in order to progress and add more detail to the Risk Register itself.

New Action 0807: Members to supply feedback and views regarding the Risk Register direct to the PAFA prior to the September meeting.
PAFA@gemserv.com

3.2 Issues Register

Members agreed that the Issues Register should be deferred until the September meeting.

PAC002 – FC explained that presently Xoserve did not yet have a cost estimate yet and this would be further reviewed once the Risk Register had been produced by the PAFA. *Deferred until the September meeting.* **Carried forward.**

PAC007 – Members confirmed this was presently ongoing, as the DSC Contract managers were to be requested to nominate PAC specific contacts or to be the contact. *Deferred until the September meeting* **Carried forward.**

PAC008 - Members agreed that this was still a fairly new issue and would be scheduled for completion in December 2017. *Deferred until the September meeting* **Carried forward.**

3.3 Implementation Plan

Members agreed that the Implementation Plan discussion should be deferred until the September meeting.

3.4 Assumptions Register

Members agreed that the Assumptions Register should be deferred until the September meeting.

3.5 Ofgem Update

TQ explained that this update was very brief, due to the fact the new PAFA was now in place and actively supporting the PAC. She said that Ofgem were presently drafting a 'Close Out Letter' that would be sent to the PAC, which would state it was now in Business as Usual (BAU) status.

In addition, Ofgem would be confirming that it would support PAC in its efforts to resolve the issue identified with sites that should be recorded with site specific correction factors and were not.

3.6 PARR Schedule 1 Reporting

Members agreed that the PARR Schedule 1 Reporting should be deferred until the September meeting.

4. Issues

4.1 Estimated readings not being provided for DM sites

FC said that a letter had been sent last week by the Xoserve CEO reiterating the importance of this issue being resolved in an expedient manner. FC also stated that extra resource from PwC had now been engaged to Project Manage this area with Xoserve and to provide weekly reporting. She said that 89 out of 147 were now on the priority listing and that there were still a total of 205 that still needed to be addressed. AL wanted to know what the audience criteria was for viewing the reports and if it was solely via the Transmission Progress Group (TPG), and whether there was a potential lack of transparency issue. FC said there were weekly calls using the existing TPG timeslot although the meeting wasn't the TPG meeting and that there would also be weekly tripartite discussions with the DMSP too, she added

that one to one calls were taking place with specific parties to aid the resolution of this issue.

SM advised that the issues were proving difficult to resolve as a rejection error may be corrected only for the read to be rejected again for a different reason. It was proving to be very time consuming for industry parties impacted by this issue.

A general discussion took place regarding if the audience criteria was wide enough and whether the reporting of status updates would reach the correct contacts. FC agreed to investigate this in more depth and provide the audience information to the PAC at the September meeting.

New Action 0808: Xoserve (FC) to provide information regarding the audience/contact criteria for the reporting and investigate circulating this information to the original Shippers and respondents regarding the status of the estimated readings issue.

4.2 Additional sites with an AQ of 1KWh

FC provided an overview of the presentation, 'Additional Sites with an AP of 1kWh' and she talked through the AQ Calculation formula within the schematic, together with explaining the Negative Consumption Example. A lengthy general discussion took place regarding the 'Trial Calculation' and the readings regarding the overall total numbers and the 'actual's. AL said that internally ScottishPower had done some analysis regarding this matter and that she could circulate the AQ proposal to all Members if they felt it would be useful.

Further lengthy discussions took place regarding the process to get a system change and RHi stated that a resolution had been identified which would require an amendment to the UNC AQ Validation Rules. The amendment would then need to be approved at UNCC. The change the AQ Validation Rules to add a rule that if a site consumption was negative, the preceding AQ would be carried forward. AL said that she would propose this change to the UNCC.

New Action 0809: ScottishPower (AL) to submit a proposal to the UNCC to recommend a change to the UNC AQ Validation Rules to add a rule that if a site consumption is negative the preceding AQ is carried forward.

4.3 UNC 0594R (Meter Reading Submission for Advanced and Smart Metering)-matters arising

Members agreed that this matter should be deferred until the September meeting

4.3.1 Dispute Resolution process

Members agreed that this matter should be deferred until the September meeting

4.3.2 Opportunity to reduce the gas settlement window

Members agreed that this matter should be deferred until the September meeting

4.3.3. Tracking readings from SMART

Members agreed that this matter topic should be deferred until the September meeting

5. Annual Work Plan and Budget

BF explained that FM was not present at the meeting and that AC was not aware of the update or status of this document. BF said that this document needed to be populated in order for budgetary costs and workplan consultation to be undertaken. (*PAFA (NV) left the room for this section of the discussion*) A lengthy discussion took place regarding potential costs from an 'ad hoc' basis and a more regulated perspective and whether a 'rate card' approach could be taken, with the ability to 'draw down' on reserves as and when required. RHi said she would investigate if there was way to set up a budget within the DSC for this purpose.

New Action 0810: Xoserve (FC/RHi) to investigate if there is a way to set up a budget within the DSC in the form of a contingency fund.

BF proposed that FM to circulate the draft Annual Work Plan to Members for specific comments and amendments so that it can be issued to consultation asap.

New Action 0811: SGN (FM) to circulate the draft Annual Work Plan to Member for comments.

6. Communications Plan

Members agreed that the Communication Plan discussions should be deferred until the September meeting

7. Review of Actions Outstanding

PAC 1004: *PARR Schedule 2 Reports* - Xoserve to collate report development questions/recommendations for review by PAC at a future meeting.

Update: RHi provided an overview to the document '*Schedule 2 – Performance Assurance Reports*' and moved through the content explaining each section with regards to the specifications and Class Changes and she said that this action could now be closed.

Closed.

PAC 0104: "*Nexus Manual Workaround Report*" - AL and RHi to bring to the next meeting for discussion.

Update: AL requested this action be carried forward and she apologised she had not been able to complete it as yet and thanked RHi for the data that had been sent. **Carried Forward**

Forward

PAC 0401: All members to consider what needs to be in the work plan: manual workarounds and the risks arising from them (AL), on-boarding the PAFA (MJ) and setting out the 'stall' for expectations/targets and how the framework will work (CB).

Update: Members said that this action could be closed as **New Action 0812** had now been raised in relation to the Work Plan and its development phase. **See item 5.0. Closed.**

PAC 0506: Ofgem (TQ) to look to provide a brief two (2) slide presentation on incentives applied across different industry sectors (i.e. scaling factors and unidentified gas utilised in the gas market sector for incentive purposes etc.).

Update: TQ provided an overview of the presentation, '*Examples of Incentives from Different Sectors*' and explained this encompassed various areas of information that the PAC might find useful after it had undertaken further work on the issues. The types of information included; Design considerations, together with incentive examples – Procedural, Financial, Reputational/comparison based incentives, and including specific links to other industry sectors. TQ said that this action could now be closed. **Closed.**

PAC 0601: Standard Correction Factors for sites with AQ > 732, MWH - DA to raise the issue at MAM CoP.

Update: FC requested this action be carried forward and that DA would now be dealing with this action. **Carried forward.**

PAC 0604: Standard Correction Factors for sites with AQ > 732, MWH -Xoserve to establish if it is feasible to identify how many sites have a converter installed.

Update: RHi said that this action could now be closed as the Report for Class 1 Sites with Corrector Factors fitted had now been produced. **Closed.**

PAC 0608: Shipper Transfer Read Performance - PAC members to bring views on what reporting changes need to be made.

Update: Members agreed that this action could now be closed as they already received the information in the Shipper Pack. **Closed**

PAC 0701: PAFA (LM) to re-assess the Timeline Plan in reference to the completion of the Risk Register and present the 'first draft' of the Risk Register at the August meeting.

Update: NV said this action could now be closed as these documents had now been produced and shared with the Members. **Closed**

PAC 0702: Joint Office (BF) to supply the PAC Member contact list to the PAFA for direct communication purposes.

Update: BF confirmed that this information had been supplied and so this action could now be closed. **Closed**

PAC 0703: RP to raise the PAC Committee Member Voting and Non Voting Members access to confidential information at the UNCC meeting in July.

Update: Members agreed that this matter had already been discussed in the July meeting and so the action could now be closed. **Closed**

PAC 0704: PAFA (LM) and Xoserve (FC) to clarify what the boundaries and remit is in relation to requesting information and data analysis required by PAC.

Update: FC said this topic had been discussed in relation to modest requests and that no budget was available for large requests, so this action could now be closed. **Closed**

PAC 0705: Xoserve (FC) to re-contact parties that have already responded and request a timeline and actions plan for a rapid resolution.

Update: FC said that this action could now be closed as extra contacts had now been established and there was a resolution plan in place, so this action could now be closed. **Closed**

PAC 0706: Xoserve (FC) to re chase non respondents and highlight that no response will initiate an escalation process to that company's CEO.

Update: FC said that this was now being addressed and that the CEO of Xoserve had written to all parties and a dedicated Project Team were now working on this matter, and that an escalation plan had been produced, so this action could now be closed. **Closed**

PAC 0707: Xoserve (FC) to inform Ofgem of the current status of DM's and non respondents and request contact information for the specific parties CEO's/Ofgem where appropriate, regarding the suggested escalation process.

Update: FC said that this was now being addressed and that the CEO of Xoserve had written to all parties and a dedicated Project Team were now working on this matter, and that an escalation plan had been produced, and that Ofgem were being updated on the status, so this action could now be closed. **Closed**

8. Agree Key Messages and Next Steps

8.1 Key Messages

It was agreed that following Key Messages should be communicated:

- **Performance Assurance Framework Administrator (PAFA) Mobilisation**

The PAC were provided with an update on the PAFA mobilisation process which is currently on target.

- **Estimated readings not being provided for DM sites**

The PAC is concerned about the slow progress to correct the previously advised DM sites issue, however it notes that the issue is being discussed weekly at a TPG related meeting and has decided to keep a watching brief before considering further actions.

- **Additional sites with an AQ of 1KWh**

The PAC is recommending a change to the UNC AQ Validation Rules to add a rule that if a site consumption is negative the preceding AQ is carried forward.

- **Risk Register**

The PAFA provided an initial draft of the PAF Risk register seeking views from PAC members on content and relevance. The draft register is published on the PAC meeting page should industry participants wish to review the content. However, the document is still under review by PAC and is subject to change. <https://www.gasgovernance.co.uk/pac/080817>

- **Workplan and budget consultation document in progress**

Following further discussions on the content and scope of the Workplan, PAC aim to conclude the document so that it can be issued to consultation.

8.2 Next Steps

Standard agenda items will be required the September meeting (see diary planning table).

9. Any Other Business

9.1 Consideration of PAFA request to access to gas industry market share information (unonymised) for use internally only in putting Shipper performance into context.

FC explained that the PAFA had asked if they could get access to Industry Market Share information and if the Members were happy with this request. Members suggested that Xoserve look into the confidentiality aspect of this request, as it would be Xoserve that would be supplying the information to the PAFA. FC confirmed she would investigate this matter in relation to data sharing.

New Action 0812: Xoserve (FC) to investigate the confidentiality aspect of sharing data with the PAFA, in order for them to have a more comprehensive insight into the Industry Market Share.

9.2 PAFA to be given User Names of PAC Members

NV asked if it was possible for the PAFA to be given User Names of the PAC Members in order to set up User ID's for PAFA Reports. NV said he would set up the User ID's and would produce a simple questionnaire for the September meeting.

New Action 0813: PAFA (NV) to set up User ID's for the PAFA Reports for the use by PAC Members and to produce a simple questionnaire of user names and alternates.

FC wanted to thank CB for all her help and input with the PAFA over the last 4 years and to wish her luck and success in her new venture.

10. Diary Planning

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

Time/Date	Venue	Programme
10:30, Tuesday 12 September 2017	Room LG8, Energy UK, Charles House, 5-11 Regent Street, London SW1Y 4LR	<ol style="list-style-type: none"> 1. PAFA mobilisation 2. Monthly Review Items <ul style="list-style-type: none"> ○ Risk Register Review ○ Issues Register ○ Implementation Plan ○ Ofgem update ○ PARR Schedule 1 Reporting 3. Issues <ol style="list-style-type: none"> 3.1. Estimated readings not being provided for DM sites 3.2. Additional sites with an AQ of 1KWh 3.3. UNC 0594R (Meter Reading Submission for Advanced and SMART Metering) <ol style="list-style-type: none"> 3.3.1. Dispute Resolution process 3.3.2. Opportunity to reduce the gas settlement window 3.3.3. Tracking readings from SMART meters 4. Annual Work Plan and Budget 5. Communications Plan 6. Review of Actions <p>Key Messages</p>
10:30, Tuesday 10 October 2017	Venue to be confirmed	<i>To be confirmed</i>
10:30, Tuesday 14 November 2017	Room LG8, Energy UK, Charles House, 5-11 Regent Street, London SW1Y 4LR	<i>To be confirmed</i>
10:30, Tuesday 12 December 2017	Radcliffe House, Blenheim Court, Solihull, B91 2AA	<i>To be confirmed</i>

Action Table (as at 08 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 1004	10/10/16 <i>(reworded)</i>	7.	<i>PARR Schedule 2 Reports - Xoserve to collate report development questions/recommendations for</i>	Xoserve (RHi)	Closed

Action Table (as at 08 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
	08/11/16)		review by PAC at a future meeting.		
PAC 0104	10/01/17 (reworded 14/02/17)	6.	"Nexus Manual Workaround Report" - AL to liaise with RHi and bring to the next meeting for discussion.	PAC Member (AL) & Xoserve (RHi)	Carried Forward
PAC 0401	11/04/17	4.0	All members to consider what needs to be in the workplan: manual workarounds and the risks arising from them (AL), on-boarding the PAFA (MJ) and setting out the 'stall' for expectations/targets and how the framework will work (CB).	PAC Members (AL/MJ/CB)	Closed
PAC 0506	03/05/17	6.	To look to provide a brief two (2) slide presentation on incentives applied across different industry sectors (i.e. scaling factors and unidentified gas utilised in the gas market sector for incentive purposes etc.).	Ofgem (TQ)	Closed
PAC 0601	13/06/17	3.6	Standard Correction Factors for sites with AQ > 732, MWH – Xoserve (DA) to raise the issue at MAM CoP.	Xoserve (DA)	Carried Forward
PAC 0604	13/06/17	3.6	Standard Correction Factors for sites with AQ > 732, MWH - Xoserve to establish if it is feasible to identify how many sites have a corrector in situ.	Xoserve (FC)	Closed
PAC 0608	13/06/17	3.6	Shipper Transfer Read Performance - PAC members to bring views on what reporting changes need to be made.	Shipper Members	Closed
PAC 0701	11/07/17	2.0	PAFA (LM) to re-assess the Timeline Plan in reference to the completion of the Risk Register and present the 'first draft' of the Risk Register at the August meeting.	PAFA (LM)	Closed
PAC 0702	11/07/17	2.0	Joint Office (BF) to supply the PAC Member contact list to the PAFA for direct communication purposes.	Joint Office (BF)	Closed
PAC 0703	11/07/17	2.0	RP to raise the PAC Committee Member Voting and Non Voting Members access to confidential	Transporter Member	Closed

Action Table (as at 08 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			information at the UNCC meeting in July.	(RP)	
PAC 0704	11/07/17	4.0	PAFA (LM) and Xoserve (FC) to clarify what the boundaries and remit is in relation to requesting information and data analysis required by PAC.	PAFA (LM)	Closed
PAC 0705	11/07/17	6.0	Xoserve (FC) to re-contact parties that have already responded and request a timeline and actions plan for a rapid resolution.	Xoserve (FC)	Closed
PAC 0706	11/07/17	6.0	Xoserve (FC) to re chase non respondents and highlight that no response will initiate an escalation process to that company's CEO.	Xoserve (FC)	Closed
PAC 0707	11/07/17	6.0	Xoserve (FC) to inform Ofgem of the current status of DM's and non respondents and request contact information for the specific parties CEO's/Ofgem where appropriate, regarding the suggested escalation process.	Xoserve (FC)	Closed
PAC 0801	08/08/17	3.1	ScottishPower (AL) to contact Electralink to gain clarity on the quantities of energy identified through TRAS which would have an impact on allocation and settlement process.	Scottish Power (AL)	Pending
PAC 0802	08/08/17	3.1	PAFA (NV) to investigate with Xoserve (FC) further information regarding risk PACR001, Theft of Gas in connection with SPAA and TRAS.	PAFA (NV)	Pending
PAC 0803	08/08/17	3.1	PAFA (NV) to add into risk PACR002 description of the issue related to sites with an 'AQ of 1' to provide clarity.	PAFA (NV)	Pending
PAC 0804	08/08/17	3.1	PAFA (NV) to define specific time periods for risk PACR003 for Product Classes 1 and 2.	PAFA (NV)	Pending

Action Table (as at 08 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0805	08/08/17	3.1	ScottishPower (AL) to provide information from SGN in relation to LDZ Offtake Measurements Errors for the September Meeting.	Scottish Power (AL)	Pending
PAC 0806	08/08/17	3.1	All Transporters to provide PAC with evidence proving that this issue has been addressed to remove the probability factors in relation to LDZ Offtake Measurement Errors.	All Transporters	Pending
PAC 0807	08/08/17	3.1	Members to supply feedback and views regarding the Risk Register direct to the PAFA prior to the September meeting. PAFA@gemserv.com	All	Pending
PAC 0808	08/08/17	4.1	Xoserve (FC) to provide information regarding the audience/contact criteria for the reporting and investigate circulating this information to the original Shippers and respondents regarding the status of the estimated readings issue.	Xoserve (FC)	Pending
PAC 0809	08/08/17	4.2	ScottishPower (AL) to submit a proposal to the UNCC to recommend a change to the UNC AQ Validation Rules to add a rule that if a site consumption is negative the preceding AQ is carried forward.	Scottish Power (AL)	Pending
PAC 0810	08/08/17	5.0	Xoserve (FC/RHi) to investigate if there is a way to set up a budget within the DSC in the form of a contingency fund.	Xoserve (FC/RHi)	Pending
PAC 0811	08/08/17	5.0	SGN (FM) to circulate the draft Annual Work Plan to Member for comments.	SGN (FM)	Pending
PAC 0812	08/08/17	9.1	Xoserve (FC) to investigate the confidentiality aspect of sharing data with the PAFA, in order for them to have a more comprehensive insight into the Industry Market Share.	Xoserve (FC)	Pending
PAC 0813	08/08/17	9.2	PAFA (NV) to set up User ID's for the PAFA Reports for the use by PAC Members and to produce a simple questionnaire of user names and	PAFA (NV)	Pending

Action Table (as at 08 August 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			alternates.		