

UNC Performance Assurance Committee Minutes

Monday 03 September 2018

Via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Kully Jones (Secretary)	(KJ)	Joint Office
Carl Whitehouse	(CW)	Shipper Member
John Welch	(JW)	Shipper Member
Mark Bellman	(MB)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Nirav Vyas	(NV)	PAFA
Rachel Hinsley	(RH)	Observer, Xoserve
Sally Hardman	(SH)	Transporter Member
Sallyann Blackett	(SBI)	Shipper Member

Apologies

Lisa Saycell	(LS)	Shipper Member
Mitch Donnelly	(MD)	Shipper Member
Rob Johnson	(RJ)	Transporter Member
Shanna Key	(RH)	Transporter Member

** via teleconference*

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/pac/030918>

1. Introduction and Status Review

1.1 Confirm Quorate Status

Bob Fletcher (BF) welcomed everyone to the meeting and declared the meeting as being quorate. He confirmed that since originally planned this meeting had been split into 2 meetings. The second day of the PAC PRID(e) Project Plan Workshop has been moved to 26 September 2018. The purpose of today's short meeting is to focus on the new PAC Members process.

1.2 Apologies for absence

Apologies were noted as above.

1.3 Note of Alternates

2. New PAC Members Process

2.1 Access to historical information

BF informed the Committee that at the last UNCC meeting it was asked what the on-boarding process was for new members. Given that the new UNC committee year starts on 01 October 2018 with a number of new members joining, it was timely to consider this question. BF therefore, sought Committee Members views given that there is no formal process currently.

Committee Members welcomed the introduction of an induction/on-boarding process and suggested that new Members would benefit from any information that would help

them to know what has been previously discussed by the Committee and where to direct their focus when they start.

A brief discussion took place on how new Members would gain access to historical information and whether this would be through Xoserve or PAFA web portals.

Nirav Vyas (NV) confirmed that the *Huddle* Portal is the PAFA's standard document repository. He explained that all new Members are set-up with access to the Portal once the Member has signed the non-disclosure agreement (NDA). New Members receive an email which includes an invitation to join *Huddle* and a high-level description of how to use it.

SH suggested that it would be helpful for new Members to receive a one-page high level summary of key information including:

- A list of current Modifications (including links)
- Key areas the PAC are considering
- Links to the PAC Risk Register
- Summary of the last 12 months of activity
- A forward look to help Members prepare for meetings.

It was agreed that this information should be kept on the *Huddle* Portal in the same location as the performance assurance reports.

BF raised another point in relation to the UNC Sub-Committee process highlighting that Joint Office (JO) can only provide limited support to new Member enquiries as JO does not have access to all the performance assurance reports. NV confirmed that the PAFA would be available to support new Members.

Committee Members also suggested that a list of Committee Members names and contact details would be useful to new Members. A brief discussion took place on privacy issues in the context of General Data Protection Regulation (GDPR) implemented on 25 May 2018. NV reassured Members that there are two levels of data access for anonymised and confidential information. He explained that Members would need to provide their details directly to the PAFA because of GDPR.

It was agreed that the resignation process should be reviewed to include the removal of contact details and access to *Huddle*. NV confirmed that this is currently actioned by the elected Member's end date. It was suggested that Xoserve also need to include confirmation of this process through the contract information.

New Action PAC 0901: 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.

New Action PAC 0902: Xoserve (NC) to include the resignation process in the contract information sent to new Members.

2.2 Appointment Letters

BF informed the Committee that Mark Bellman (MB) has identified an anomaly in relation to the appointment letters highlighting that the letters being sent out to new Members are not consistent with the published letters. BF explained that the Performance Assurance Framework document approved and published in February 2017 did not include the new letters as an attachment, which meant that existing Members have all signed the older version of the letter. He suggested that the Committee consider an annual process of signing the letters. However, Members considered that this would be too cumbersome suggesting it was important to re-sign the letters only if there was a change to the letters so that all Members were consistent.

New Action PAC 0903: Joint Office (BF) to re-issue the new version of the appointment letter for all PAC Members to sign.

New Action PAC 0904: Joint Office 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.

2.3 Risks and Issues

Risks and issues were covered as part of agenda items 2.1 and 2.2

3. Next Steps

The next PAC meeting will take place on 11 September 2018.

4. Diary Planning

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

Time/Date	Venue	Programme
10.30, Tuesday 11 September 2018	Elaxon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> • Monthly Review Items • Annual Work Plan & Budget • Communications Plan • Smart Meter Exchanges & Read Submission Statistics • PAC Related Modifications
10:30, Wednesday 26 September 2018	Gemserve	<ul style="list-style-type: none"> • PAC PRID(e) Workshop Day 2
10.30, Tuesday 09 October 2018	Solihull – Venue TBC	<ul style="list-style-type: none"> • <i>To be confirmed</i> • <i>Review of Resignation Process</i>
10.30, Monday 05 November 2018	Elaxon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> • <i>To be confirmed</i>
10.30, Tuesday 11 December 2018	Solihull – Venue TBC	<ul style="list-style-type: none"> • <i>To be confirmed</i>

Action Table (as at 03 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0501	08/05/18	2.1	Xoserve (FC) to investigate Schedule 33 data with Electralink/TRAS and see if this data could be shared with Xoserve.	Xoserve (FC)	Carried forward (deferred to 11 Sept 18)
PAC 0601	12/06/18	2.1	Xoserve (RH) to investigate the status of the sites with a standard correction factor and MAMCoP.	Xoserve (RH)	Carried forward (deferred to 11 Sept 18)
PAC 0602	12/06/18	2.1	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.	Xoserve (FC)	Carried forward (deferred to 11 Sept 18)
PAC 0607	12/06/18	5.5	Xoserve (FC) to write to Ofgem and summarise what actions have been taken so far and request the assistance of Ofgem with the resolution to the consumption adjustment issue.	Xoserve (FC)	Carried forward (deferred to 11 Sept 18)
PAC 0801	06/0818	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	Pending (deferred to 11 Sept 18)
PAC 0802	06/0818	2.1	Xoserve (FC) to provide further data and information on the correct application of site and standard Correction Factors.	Xoserve (FC)	Pending (deferred to 11 Sept 18)
PAC 0803	06/0818	2.2.2	PAFA (NV) to document and provide information on the process of moving a Risk to an Issue and how it will be defined and monitored.	PAFA (NV)	Pending (deferred to 11 Sept 18)
PAC 0804	06/0818	2.4	PAFA (NV) to conduct a Risk Register Review to encompass the Assumptions Register and the original Engage Report to ensure all are fit for purpose.	PAFA (NV)	Pending (deferred to 11 Sept 18)
PAC 0805	06/0818	2.6	PAFA (NV) and Xoserve (FC) to discuss the formatting and figures contained within the Monthly PARR Schedule 2 Reporting Update in readiness for the September meeting.	PAFA (NV)	Pending (deferred to 11 Sept 18)
PAC 0806	06/0818	5.3	Shipper Member (MB) to produce a draft letter to Panel on behalf of PAC regarding the Ofgem decision letter in relation to Modification 0619/A/B, and this to be circulated to all PAC Members for feedback and agreement.	Shipper Member (MB)	Pending (deferred to 11 Sept 18)

Action Table (as at 03 September 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0807	06/0818	6.0	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.	Xoserve (FC)	Pending (deferred to 11 Sept 18)
PAC 0901	03/09/18	2.1	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.	Joint Office (BF)	Pending
PAC 0902	03/09/18	2.1	Xoserve (NC) to include the resignation process in the contract information sent to new Members.	Xoserve (NC)	Pending
PAC 0903	03/09/18	2.2	Joint Office (BF) to re-issue the new version of the appointment letter for all PAC Members to sign.	Joint Office (BF)/ALL	Pending
PAC 0904	03/09/18	2.2	Joint Office 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)	Pending