

Performance Assurance Committee Minutes

Tuesday 11 July 2017

at Energy UK, Charles House, 5-11 Regent Street, London SW1Y 4LR

Attendees

Angela Love	(AL)	Shipper Member
Bob Fletcher (Chair)	(BF)	Joint Office
Colette Baldwin	(CB)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Fraser Mathieson	(FM)	Transporter Member
John Welch	(JW)	Shipper Member Alternate non-voting
Karen Visgarda (Secretary)	(KV)	Joint Office
Lisa Saycell*	(LS)	Shipper Member
Lizzie Montgomerie	(LM)	PAFA
Mark Jones	(MJ)	Shipper Member
Mitch Donnelly	(MD)	Shipper Member
Nirav Vyas	(NV)	PAFA
Rachel Hinsley	(Rhi)	Observer, Xoserve
Richard Pomroy	(RP)	Transporter Member
Shanna Key	(SK)	Transporter Member

Apologies

N/A

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/110717>

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

No apologies were received.

1.3 Note of Alternates

John Welch alternate for Edward Hunter.

1.4 Review of Minutes (13 June 2017 and 30 June 2017)

The minutes of the previous meetings were approved.

2. Performance Assurance Framework Administrator (PAFA)

LM and NV both introduced themselves to the members as the representatives for the newly appointed PAFA and provided a brief overview of their respective backgrounds and experience.

NV then presented the '*Performance Assurance Framework Administrator*' introduction presentation, which included the following areas; the PAFA Scope, High Level Mobilisation Plan, Mobilisation Timeline, Performance Assurance Approach, the PRID (e) in Gas Model, the Risk Register, Data Analysis, Continuous Improvement process, Annual Review

Methodology, Risk Register Process, Analysis of Data, Control, Techniques; Prevent, Remedy, Incentivise, Detect Engage, Educate and Evolve. NV explained this was a broad overview of the PAFA's suggested approach and methodology.

NV then drew attention to the Mobilisation objectives as listed below and explained this was high-level at this stage, as the PAFA had only just been appointed and was in the initial mobilisation stage at the present time.

He explained that a Timeline Plan had been produced, (as detailed below) and that these timelines would be reviewed, when further information was available and that this could be amended accordingly regarding the areas that needed specific priority.

- *Performance Report Register Review*
- *Define PRID(e) in Gas Model (assurance principles and techniques to manage performance)*
- *Agree PAF Approach (including the use of the PRID(e) in Gas Model) with the PAC*
- *Industry Engagement Workshops*
- *Agreed PAF Design Specification with the PAC*
- *PAF Training and Guidance documents for Shippers and Transporters*
- *Reporting system – alpha system test*
- *Trial reporting run – beta system test*
- *Readiness declaration for Go Live*

High-Level Timeline Plan

<i>Activity</i>	<i>Proposed Date</i>
<i>Review Risk Register</i>	<i>03 July 2017</i>
<i>Review Gas Settlement Risk Model</i>	<i>05 July 2017</i>
<i>Review Performance data/report publication process</i>	<i>07 July 2017</i>
<u><i>PAC Meeting</i></u>	<u><i>11 July 2017</i></u>
<i>Agree provision of data schedule</i>	<i>21 July 2017</i>
<i>Risk Register adoption</i>	<i>28 July 2017</i>
<i>Gas Settlement Risk Model adoption</i>	<i>28 July 2017</i>
<i>Mobilisation Stage 1 Sign Off</i>	<i>04 August 2017</i>
<i>PRID(e) Model progress approval</i>	<i>08 August 2017</i>
<i>PAF industry engagement</i>	<i>08 August 2017</i>
<i>Alpha Testing</i>	<i>11 August – 01 Sept 2017</i>
<u><i>PAC Meeting</i></u>	<u><i>08 August 2017</i></u>
<i>Mobilisation Stage 2 Sign off</i>	<i>01 September 2017</i>
<i>Beta Testing</i>	<i>04 September – 29 Sept 2017</i>
<u><i>PAC Meeting</i></u>	<u><i>12 September 2017</i></u>
<i>Helpdesk</i>	<i>22 September 2017</i>
<i>Mobilisation Stage 3 Sign off</i>	<i>29 September 2017</i>

A general discussion took place surrounding the Risk Register production and the associated dates and Timeline Plan, and both LM and NV said they knew that the Risk Register was the pressing priority and that some aspects would evolve during the Risk evaluation process and that they were focused on getting the register to the sign off stage

in an expedient manner. JW said that along with the assumptions list, the 'probability' and 'control' factors also needed to be taken into consideration. MD said that looking at the existing Timeline Plan, that he felt the 08 August was challenging as the Risk Register was going to be complex and needed to ensure all the associated risks were captured and initially assessed. LM said that the timelines would be re-evaluated and adjusted and that a 'first pass' of the Risk Register would be available for initial discussion by 08 August 2017, although the content would need to be sense checked by the PAC Members accordingly, but that she was keen to have a draft document to discuss at the PAC meeting on that day. She also reiterated that the Timeline Plan had been produced during the PAFA's initial 'Mobilisation phase'.

New Action 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.

AL noted that with regards to the 'educate' section as detailed in the presentation, that this was an area that needed to be treated with care within the Industry from a delivery and content perspective. LM agreed and said she understood the potential sensitivity of this matter and that it would be discussed in the context of the specific risks and that perhaps these could be addressed via a Workshop environment. LM also stated that the PAFA would communicate directly with Members and BF confirmed he would send the Contact Lists to LM.

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

A lengthy general discussion took place surrounding the Committee Member Voting process and the role of the Non-Voting Member, and how this was defined in the Terms of Reference and also within the Legal Text. BF stated that from 01 October 2017, post the election process, then there would be 5 Shipper Members, whereas the current interim arrangements were 7 Shipper Members, 5 Voting and 2 Non-Voting.

CB was still concerned that Non Voting Members should not be receiving the confidential information as with Voting Members. JW advised that he had signed the same confidentiality letters as Voting Members so could not see the issue presented.

To aid clarity, RP said that he would raise the matter of Non Voting Member arrangements at the UNCC meeting in July.

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

3. Monthly Review Items

3.1 Risk Register Review *(on hold pending the production of the Risk Register by the PAFA)*

Members agreed this would be revisited at the August meeting and the PAFA confirmed a 'first draft' of the Risk Register would be available at that meeting.

3.2 Issues Register

BF briefly summarised the current issues:

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. **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. List to be considered at August PAC. **Carried forward.**

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

3.3 Implementation Plan

Members agreed to defer consideration of this item until the Project/Timeline Plan had been finalised.

3.4 Assumptions Register

Members agreed that they were not sure of how useful this document would be moving forward as its primary use is to establish the regime and agreed that ownership of the Assumptions Register should now pass to the PAFA.

3.5 Ofgem Update

BF confirmed that no Ofgem representative was present at the meeting, however, he said he had received an update from Ofgem in relation to the Site Specific Correction Factors issue as follows:

Ofgem intend writing to PAC to clarify that they won't be considering any action at this time as they expect PAC to investigate and consider appropriate actions to deal with Sites requiring a Site Specific Correction Factor and which are recorded with standard Correction Factor. PAC will be requested to provide a report and recommendations on remedies needed.

3.6 PARR Schedule 1 Reporting

FC confirmed that the confidential PARR Schedule 1 Reporting had been provided to the Members.

BF explained the difficulty of producing detailed minutes which captured reporting information when the reports are unseen by the Joint Office due to confidentiality and publication issues and so this section would be high-level general minutes. In future it was anticipated that the PAFA would minute closed sections of the meeting.

FC then provided a high-level overview of the information contained in the PARR Schedule 1 Reporting document.

A general discussion took place regarding what the process would be if the PAC needed to request a different or extra report and how this would be supplied and actioned from both a requesting and costing perspective.

RHi explained that perhaps the Schedule 2 Reporting could be amended to encompass this aspect and that a DSC Change Order Proposal could be raised in relation to a new report type or request. RHi said that this topic would have to be discussed and clarified in further detail, as to whether this was possible.

Members then debated the time period for a DSC Change Order proposal against raising a new modification, and BF said that if the change was of a 'material nature', then a new modification would need to be raised, as it would be out of scope for DSC Change Committee. Both NV and LM said that an initial overview of the existing reports had been undertaken, however that further analysis and a validation process was required, in order to clarify the exact requirements moving forward, which indeed may lead to a new modification needing to be raised.

4. Annual Work Plan and Budget

FM provided an overview to the *(Gas) Energy Settlement Performance Assurance Committee; Annual Work Plan and Budget document*. FM explained that he had populated some of the document, but that it needed extensive input from all the Members and that it was far from complete.

BF then moved through the document 'on screen' populating and amending specific titles or areas as directed by the Members. FM again reiterated that the budget section required the most input, which would be added in line with the requirements as dictated by the PAFA, especially in relation to extra charges for any specific additional analysis that may

be required at future date as this could potentially impact the DSC Change budget. LM stated that this area would be produced and inputted with the help of the Members as they had the expertise and experience.

A lengthy general discussion also took place surrounding the fact that the PAC should be seen as a 'stand-alone' and should not be subservient to any other committees in terms of seeking approval to finance its activities and should be free to operate as the industry and Members deemed fit, as had been stated in the Terms of Reference and approved by the UNCC.

Regarding the area of Communications, a general discussion took place concerning the 'Headlines' and it was agreed that the Joint Office should continue to circulate Key Messages subject to inputs being received by Members and the PAFA and that the PAFA would do all direct communications with industry parties e.g. such as where this required the provision of additional information or confirmation of actions being undertaken to resolve issues, as the PAFA would be reporting on confidential issues and other associated PAC matters. It was agreed that the PAFA (LM) and Xoserve (FC) should jointly discuss the boundaries and the overall remit of information requests and data analysis that may be required by PAC.

New Action 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.

5. Communications Plan

BF believed that the PAC and the PAFA needed to discuss the appropriate communications medium that should be used depending on the subject matter and audience moving forward, especially with regards to responses and the overall co-ordination process. He reiterated that the Joint Office would send out the 'Key Messages' only and that all other communication should be controlled and monitored accordingly by the respective sender.

6. Estimated readings not being provided for DM sites

RP explained that he had a meeting with the DMSP who are responsible for submitting DM reads for Cadent, Northern Gas Networks and Wales & West Utilities, noting that SGN use a different provider. He said photographic evidence was being made available for all the installations, where there had been a data mis-match or rejected reads. He stated that there had been 214 rejected reads from 01 July 2017, and 139 were asset discrepancies, and 32 were Business as Usual and 43 were Data Migration issues. He said that the DMSP were holding regular meetings with DNOs and Xoserve to attempt to resolve issues that were in their control.

FC said that the Joint Office had circulated a request for information 'to Shippers with impacted sites as requested by PAC. Out of the 12 organisations, 8 responses had been received and 4 had not yet responded – reminders had been sent. The non respondents contact details had been flagged to the internal Xoserve Customer Managers in an attempt to escalate the issue.

A lengthy general discussion then took place as to how to resolve this issue in the most expedient manner and it was proposed by the Members that Ofgem should also be made aware of the non respondents. Members discussed that this was an important issue that needed to be addressed and resolved as quickly as possible, due to the cost implications to other Industry parties in relation to the actual reads and estimated reads, including the mismatching data issues as this would impact allocation.

FC agreed to re-chase the non respondents, and to ascertain from the parties that had responded what their resolution plan was and the estimated timescale for completion. She also said that she would impress upon all parties the importance of timely and speedy resolution to this matter.

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

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

New Action 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.

7. Additional sites with an AQ of 1KWh

FC explained this matter was in relation to Action 0612, (please see action section for update on this matter).

8. 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: FC requested that this action be carried forward to the August meeting. **Carried Forward**

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

Update: FC and RHi said this needed to be carried forward until the next meeting and that work was taking place regarding this action. **Carried Forward**

PAC 0302: *Reference the Implementation Plan (line 22)* – AL to consider whether the high-level summary is sufficient or do we need a better industry engagement process (i.e. a communications plan based approach).

Update: Members agreed this action could now be closed, due to the creation of the Annual Work Plan document. **Closed**

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 this action should be carried forward at the Annual Work Plan was still in its development phase. See item 4.0. **Carried Forward**

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: Ofgem had requested that this item is deferred until August. **Carried Forward**

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

Update: Members agreed that this action should be carried forward until the August meeting. **Carried forward.**

PAC 0602: Standard Correction Factors for sites with AQ > 732, MWH -Xoserve to consider Gazprom presentation to ensure the process is reflected correctly for onward communication to Shippers.

Update: RHi confirmed that this action could now be closed, as this matter had now been addressed. **Closed**

PAC 0603: Standard Correction Factors for sites with AQ > 732, MWH - PAFA to write out to Shippers for an update on actions being undertaken.

Update: FC/RHi said this action could now be closed as this matter had now been addressed and actioned. **Closed**

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: FC advised that it would be extremely difficult and time consuming to undertake, however they would review the action and provide a view at the next meeting. **Carried forward.**

PAC 0605: JO to create a contact list containing all the DSC Contract Managers and issue an email for each organisation to provide an appropriate contact for PAC and PAFA communications.

Update: BF confirmed that this action could now be closed as the DSC Contract Managers list had been created and the email had been sent. **Closed**

PAC 0606: DSC Contract Managers to provide a nominated PAC contact.

Update: BF confirmed that the PAC contacts were now being supplied the Joint Office and a PAC contact list was in the process of being developed. **Closed**

PAC 0607: No Meter Recorded - PAFA to send request for update.

Update: Members agreed this action could now be closed. **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 should be carried forward and would be reassessed against the Risk Register being developed by the PAFA. **Carried forward /**

PAC 0609: Annual Work plan and Budget to be produced.

Update: FM confirmed this action could now be closed as the Annual Work Plan had now been created and was evolving. **Closed**

PAC 0610: Unsuccessful Must Read Process to be logged as a new issue and PAC members to consider an education exercise to improve the high volumes of CMS auto closures.

Update: Members confirmed this action could now be closed and BF confirmed he would update the Issues log to capture it. **Closed**

PAC 0611: Xoserve (FC) to produce the communication content and context for the DM's data mis-match and estimates to be sent by the Joint Office to relevant DSC Contract Managers.

Update: FC said this action could now be closed as the email had now been sent. **Closed**

PAC 0612: Xoserve (FC) to investigate and provide further data extracts of AQ's of 1 and negative consumption.

Update: FC explained that obtaining data extracts of AQ's of 1 and negative consumption was unfortunately, not possible and that any change would require a change to the process which would in turn require a change to the BRDs to be agreed at Distribution Workgroup.

BF said that following the implementation of Nexus, amendments to BRDs were no longer a valid method of changing a live system and that either a modification or DSC Change Proposal would be required. FC said that if this was the case and then a complete Impact Assessment would need to be carried out, together with extensive testing. It was agreed this action could now be closed. **Closed**

9. Agree Key Messages and Next Steps

9.1 Key Messages

It was agreed that following Key Messages should be communicated:

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

Members welcomed the PAFA representatives to their first PAC meeting and looked forward to supporting the mobilisation programme presented in an introduction presentation published here <https://www.gasgovernance.co.uk/PAC>

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

PAC would like to thank those organisations for responding to their request for information. However, it was noted that a number of parties contacted directly for this issue are still to respond.

PAC is concerned about the slow progress to correct the previously advised DM site issues and will be asking impacted organisations to provide a plan on their approach to clear the outstanding DM issues – it is anticipated that the DM issues should be resolved as soon as possible. Where no response is received, PAC intends to escalate the issue to CEOs and is keeping Ofgem aware of the situation and on individual Shipper positions.

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

The PAC is considering if there are any changes required to the AQ process to correct erroneous AQs of 1KWh. PAC notes that a UNC modification and/or a DSC Change Proposal would be required to amend the existing process. PAC will review this issue at its next meeting on 08 August 2017.

- **Following PAC consideration of the Performance Assurance Schedule 1 Reports:**

- Ofgem have requested PAC to deal with Sites requiring a specific Correction Factor and which are recorded with standard Correction Factor, such sites are to be investigated further by PAC. Shippers are urged to review their portfolios or contact their MAMs to ensure Correction Factors are correct.

- **Work Plan and budget consultation document in progress**

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

9.2 Next Steps

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

10. Any Other Business

10.1 None raised.

11. Diary Planning

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

Time/Date	Venue	Programme
10:30, Tuesday 08 August 2017	Xoserve Ltd, Lansdowne Gate, 65 New Road, Solihull B91 3DL	<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 3.1. Estimated readings not being provided for DM sites 3.2. Additional sites with an AQ of 1KWh 4. Annual Work Plan and Budget 5. Communications Plan 6. Review of Actions 7. Key Messages
10:30, Tuesday 12 September 2017	Room LG8, Energy UK, Charles House, 5-11 Regent Street, London SW1Y 4LR	<i>To be confirmed</i>
10:30, Tuesday 10 October 2017	Radcliffe House, Blenheim Court, Solihull, B91 2AA	<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 11 July 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 1004	10/10/16 <i>(reworded 08/11/16)</i>	7.	<i>PARR Schedule 2 Reports</i> - Xoserve to collate report development questions/recommendations for review by PAC at a future meeting.	Xoserve (RHi)	Carried Forward
PAC 0104	10/01/17 <i>(reworded 14/02/17)</i>	6.	<i>"Nexus Manual Workaround Report"</i> - AL to liaise with RHi and bring to the next meeting for discussion.	PAC Member (AL) & Xoserve (RHi)	Carried Forward
PAC 0302	14/03/17	6.2	<i>Reference the Implementation Plan (line 22)</i> – AL to consider whether the high-level summary is sufficient or do we need a better industry engagement process (i.e. a communications plan based approach).	PAC Member (AL)	Closed
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'	PAC Members (AL/MJ/CB)	Carried Forward

Action Table (as at 11 July 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			for expectations/targets and how the framework will work (CB).		
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)	Carried Forward
PAC 0601	13/06/17	3.6	Standard Correction Factors for sites with AQ > 732, MWH -Shippers to raise the issue at MAM CoP.	Shipper Members	Carried Forward
PAC 0602	13/06/17	3.6	Standard Correction Factors for sites with AQ > 732, MWH - Xoserve to consider Gazprom presentation to ensure the process is reflected correctly for onward communication to Shippers.	Xoserve (FC)	Closed
PAC 0603	13/06/17	3.6	Standard Correction Factors for sites with AQ > 732, MWH - PAFA to write out to Shippers for an update on actions being undertaken	PAFA	Closed
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)	Carried Forward
PAC 0605	13/06/17	3.6	JO to create a contract list containing all the DSC Contract Managers and issue an email for each organisation to provide an appropriate contact for PAC and PAFA communications.	Joint Office	Closed
PAC 0606	13/06/17	3.6	DSC Contract Managers to provide a nominated PAC contact.		Closed
PAC 0607	13/06/17	3.6	No Meter Recorded - PAFA to send request for update.	PAFA	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	Carried Forward
PAC 0609	13/06/17	4.0	Annual Workplan and Budget to be produced	Shipper Member (FM)	Closed

Action Table (as at 11 July 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 0610	13/06/17	6.0	Unsuccessful Must Read Process to be logged as a new issue and PAC members to consider an education exercise to improve the high volumes of CMS auto closures.	Shipper Members	Closed
PAC 0611	30/06/17	2.1	Xoserve (FC) to produce the communication content and context for the DM's data mis-match and estimates to be sent by the Joint Office to relevant DSC Contract Managers.	Xoserve (FC)	Closed
PAC 0612	30/06/17	2.3	Xoserve (FC) to investigate and provide further data extracts of AQ's of 1 and negative consumption.	Xoserve (FC)	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)	Pending
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)	Pending
PAC 0703	11/07/17	2.0	RP to raise the PAC Committee Member Voting and Non Voting Members access to confidential information at the UNCC meeting in July.	Transporter Member (RP)	Pending
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)	Pending
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)	Pending
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)	Pending

Action Table (as at 11 July 2017)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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)	Pending