

UNC Unidentified Gas (UIG) Workgroup Minutes

Wednesday 31 October 2018

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

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Helen Bennett (Secretary)	(HB)	Joint Office
Alexander Mann	(AM)	Gazprom
Andy Clasper	(AC)	Cadent
Beth Wilson*	(BW)	Ecotricity
Carl Whitehouse	(CWh)	First Utility
Edward Fyfe*	(EF)	SGN
Ellie Rogers*	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Imran Shah*	(IS)	British Gas
John Welch	(JW)	npower
Jonathon Heard	(JH)	Xoserve
Kirsty Dudley*	(KD)	E.ON
Linda Whitcroft	(LW)	Xoserve
Lindsay Biginton*	(LB)	Utilita
Lorna Lewin*	(LL)	Orsted
Louise Hellyer	(LH)	Total Gas & Power
Luke Reeves*	(LR)	EDF Energy
Mark Bellman	(MB)	ScottishPower
Mark Jones	(MJ)	SSE
Mark Perry	(MP)	Xoserve
Mark Rixon*	(MRi)	Engie
Megan Coventry*	(MC)	SSE
Michael Robertson	(MRo)	ScottishPower
RHYS Kealley	(RK)	British Gas
Richard Pomroy*	(RP)	Wales and West Utilities
Robert Cameron-Higgs	(RCH)	Flow Energy UK
Shaheeni Vekaria	(SV)	Utility Warehouse
Simon Harris*	(SH)	Xoserve
Steven Britton*	(SB)	Cornwall
Tracey Saunders	(TS)	Northern Gas Networks

* via teleconference

Copies of all papers are available at: www.gasgovernance.co.uk/uig/311018

1.0 Introduction and Status Review

1.1 Approval of Minutes (03 October 2018)

The minutes of the previous meeting were approved.

1.2 Pre-Modification discussions

2.0 UIG Dashboard Reporting

Fiona Cottam (FC) advised that the intention is to provide a series of customer dashboards to help customers to understand the impacts UIG levels on them. This is Xoserve's first airing of the suggestion of what the dashboards could look like. She confirmed that UIG Task Force is reporting to DSC Change Management Committee every month.

During an onscreen presentation, Jonathon Heard (JH) explained that Xoserve are developing a business intelligence solution for Shippers which will share key UIG data and affecting factors such as Read Performance and AQ at risk. He said that the dashboard would be fully interactive and that customers will be able to pull the information rather than waiting for the dashboard delivery each month.

Linda Whitcroft (LW) advised that it is apparent that customers already get some of this information through other reporting and that she is conscious there might be differing timescales and overlaps. The Workgroup agreed that a positive way forward is for a review to identify the source of information and key questions.

Kirsty Dudley (KD) advised that E.ON have raised a Change Proposal that questions some of the information that goes in to the Shipper Pack and that this could be influenced by this approach.

The final requirements suggested will go to the DSC Change Management Committee for a vote on the most appropriate level of reporting.

FC explained the different reports that are proposed to be in the individual Shipper specific Dashboards:

- Read Performance

- Total AQ at risk where sites are not read to standard

- WAR Bands

When asked, JH confirmed that the reporting tool has process for extracting data/information from the warehouse.

JH summarised that as UIG will be reported by LDZ; there will be transparency around the documentation provided.

KD asked for caution when deciding what documentation is to be delivered, suggesting that Xoserve deliver what is being asked for, with a short synopsis rather than a large document. If the dashboard is clear, it is important to strike the right balance, e.g. too much guidance/too much on screen.

It was made clear that the underlying data that makes up the dashboard will be accessible to customers.

When asked, FC provided clarification that better linkages and information will be easier to digest. Allocation and reconciliation will be reported on a monthly level once d+5 has passed.

John Welch (JW) said that it would be good to get gas data aligned with the information that electricity currently provides.

Mark Bellman (MB) suggested that before this is developed, there is a need to make sure all the right are asked and that the data is available to answer these questions.

Training requirements were discussed, and it was noted that these will need to be user friendly and be able to meet different knowledge levels.

New Action 1002: Xoserve to review the customer management information currently available and provide proposals on how this can be delivered based on the views of customers.

Bob Fletcher (BF) clarified the next steps in that Xoserve will return to this Workgroup with an approach to incorporate the feedback given during this overview.

3.0 Workgroups

- 3.1. **0652 - Obligation to submit reads and data for winter consumption calculation (meters in EUC bands 3 - 8)**
(Report to Panel 18 October 2018)
<https://www.gasgovernance.co.uk/0652>
- 3.2. **0659S - Improvements to the Composite Weather Variable**
(Report to Panel 20 December 2018)
<https://www.gasgovernance.co.uk/0659>
- 3.3. **0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4**
(Report to Panel 20 December 2018)
<https://www.gasgovernance.co.uk/0664>
- 3.4. **0672 - Incentivise Product Class 4 Read Performance**
(Report to Panel 17 January 2018)
www.gasgovernance.co.uk/0672

4.0 Issues

4.1. New Issues

None raised.

5.0 Review outstanding actions

Action 0801: *Reference targeting volatile UIG sites - Xoserve (FC) to consider providing some initial AQ movement versus the age of the read data related information.*

Update: FC advised that this roughly works out to £5k per day; FC will provide the working out so that MB can utilise it within Modification 0672. **Carried Forward (transfer this action to Workgroup 0672)**

Action 1001: ES to investigate if a AQ tolerance would help and feed back to this meeting on this and known AQ system issues.

Update: See update provided in agenda item 5.1. The Workgroup agreed that action 1001 should remain open, with a note that FC will feed back. **Carried Forward**

6.0 Any Other Business

6.1. Re- Introduction of energy tolerances for AQ calculations

MB clarified that this topic is with regards to the energy tolerances that were previously in place for AQ calculations. The Workgroup were advised at the last meeting that some quite big incorrect AQ calculations have been seen and the question is being raised to see if there are any defects within the system that should be validating the AQ calculations. In the last 4 months, many examples have been seen that are over 1GW.

FC clarified that Emma Smith took an action from the last meeting (Action 1001) and can confirm that several defects are due to be rectified towards the end of November.

FC went on to provide an update from the resolution team in that they are currently tracking 13 AQ related defects that are prioritised, in terms of impact, high, medium and low. She confirmed that 7 high and medium AQ related defects are planned to be fixed in November and affected sites will have their AQ recalculated. The remainder will be fixed

by the end of March 2019. She went on to add that these defects are affecting 275,000 Supply Meter Points, which is just over 1% of the market.

The Workgroup agreed that there is a reduced confidence in AQ reconciliation due to related issues.

MB asked for visibility, and confidence that AQs are being looked at.

In conclusion, it was agreed that action 1001 should remain open, with a note that FC will provide feed-back to the Workgroup.

6.2. UIG Taskforce update

FC provided an updated from the UIG Taskforce:

1. Xoserve have shared all NDM sample data with advanced analytics; there are a handful of sites where the billing AQ was very different to the date coming through from the NDM sample. This is being investigated further.
2. Large sites – the focus has been put back on EUC 9; there are only 12 or so sites, but these can be quite significant. The Taskforce are looking at the root cause of these sites. The sites are significant enough to be investigated and these will be passed to the Customer Account Managers to make sure the data is right and see if there are any mitigating circumstances.
3. Further lines of ongoing enquiry and modelling of AQ processes continues.
4. Further work is being undertaken on NDM algorithm and extra weather data.
5. Standard conversion factors are being considered. Dashboards are being established to look at key areas of sites above the threshold and threshold crossers.

7.0 Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Time / Date	Venue	Workgroup Programme
10.30 Monday 19 November 2018	Radcliffe House, Blenheim Court Warwick Road Solihull B91 2AA	Detail planned agenda items.
10:30 Friday 07 December 2018	Radcliffe House, Blenheim Court Warwick Road Solihull B91 2AA	Detail planned agenda items.

Action Table (as at 31 October 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0801	28/08/18	1.2.1	<i>Reference targeting volatile UIG sites</i> - Xoserve (FC) to consider providing some initial AQ movement versus the age of the read data related information. This action has now been transferred to the outstanding actions for Modification 0672.	Xoserve (FC)	Carried Forward
1001	03/10/18	1.1	ES to investigate if an AQ tolerance would help and feed back to this meeting on this and known AQ	Xoserve (ES)	Carried Forward

			system issues.		
1002	31/10/18	2.0	Xoserve to review the customer management information currently available and provide proposals on how this can be delivered based on the views of customers.	Xoserve (FC)	Pending