

UNC Performance Assurance Committee Minutes
Monday 20 April 2020
Via Teleconference

Attendees

Alan Raper (Chair)	(AR)	Joint Office
Helen Cuin (Secretary)	(HCu)	Joint Office
Alex Travell	(MB)	Transporter Member
Alison Wiggett	(AW)	Shipper Member
Carl Whitehouse	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Karen Kennedy	(KK)	Shipper Member
Leteria Beccano	(LB)	Transporter Member
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman (<i>joined at 11:30</i>)	(MB)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Sally Hardman	(SH)	Transporter Member
Sallyann Blackett	(SB)	Shipper Member
Sara Usmani	(SU)	PAFA
Sean Cooper	(SC)	Shipper Member
Shelley Rouse	(SR)	PAFA

Apologies

Mark Jones	(MJ)	Shipper Member
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* *via teleconference*

Copies of non-confidential papers are available at: www.gasgovernance.co.uk/pac/200420

1. Introduction and Status Review

Alan Raper (AR) welcomed all parties to the meeting.

1.1 Apologies for absence

Mark Jones, Shipper Members.

1.2 Note of Alternates

None provided.

1.3 Quoracy Status

The Committee meeting was confirmed Quorate.

1.4 Approval of Minutes (16 and 24 March 2020)

Fiona Cottam (FC) noted a few minor amendments for the 16 March minutes, which were provided and republished ahead of the meeting. The minutes of the previous meetings were approved.

1.5 Approval of Later Papers

Late papers pre-agreed.

2. Monthly Performance Assurance Review Items

2.1 Risk & Issues Register Review (PAFA)

Shelley Rouse (SR) confirmed the addition of COVID-19 to the risk register, the full details of which will be updated as industry changes/discussions are monitored.

2.2 PARR Report Review - Dashboard update (PAFA)

Sara Usmani (SU) provided the Shipper Performance Analysis 'PARR Dashboards' update. PAFA supplied the following observations for this section:

April Industry Performance Observations:

- **Meter Read Performance**

- The Performance Assurance Framework Administrator (PAFA) presented an overview of read performance by Product Class to the Performance Assurance Committee (PAC), covering the period September 2019 - February 2020.
 - PAFA highlighted the slight drop in performance in Product Class 2 which has come in lower than forecast. This appears to be an issue across industry and not due to individual Shipper performance. Since it is a single month that has seen a reduction in performance, the PAFA will continue to monitor in this area.
- The PAFA had confirmed that following the March PAC meeting, letters had been issued to Shippers on meter read performance. However, the letter to Brazzaville was withheld due to an observed increase in performance in the following month's data. Discussion with CAMs confirmed that the Shipper was working on improvements in this area.
- PAC members were informed of the change in read performance figures as a result of moving from the existing legacy PARR reports to the Data Discovery Platform (DDP).
- The PAFA highlighted that they have been advised by CDSP that the changes were due to the exclusion of non-standard meters.
 - PAC members discussed that there are not many non-standard meters within industry and therefore this shouldn't be impacting the read performance results significantly.
 - PAFA informed members that they had already begun investigations in this area alongside the CDSP.

New Action PARR Apr 01: PAFA to analyse the changes in meter read performance and number of MPRNs between both data sources.

- **Shipper letter responses**

- Read performance PC1: Five Shippers were in receipt of letters from the PAC regarding their read performance in February. The PAFA presented the responses to PAC members
 - Generally, PAC were happy with the responses and that, considering the current climate no milestones had been provided.
 - PAC members had all agreed to put two letters on hold (Monaco & Tehran) as both Shippers believed they should not have been in receipt of the letter as they have non-standard sites. It was agreed that until there was no decision on what meters are being included in the read performance figures on the DDP, no further action/communication will be taken in this area.
 - There were two Shippers (Valletta & Ramallah) who had not responded to the letters and following chasing up from the PAFA & CAMs, PAC have decided to take further action on Valletta. The PAC discussed Ramallah's improved performance despite

no response to the letter and all members mutually agreed to take no further action on this Shipper.

New Action PARR Apr 02: PAFA to contact Valetta to escalate the continued poor performance being exhibited.

- No meter attached but supply point registered: Two Shippers (Oranjestad and Brazzaville) were in receipt of a letter due to increasing number of no meters attached to supply points.
 - PAC members were informed that both Shippers were aware of the issue and were satisfied with the response provided as well as the milestones.
 - PAFA will continue to monitor both Shippers in this area.
- **Shipper update**
 - PAFA provided an update on Saipan, who were previously in receipt of a performance improvement plan (read performance for Product Class 1, 2 &3).
 - PAC members were informed of the improved performance in Product Class 2 and the reasoning behind the decline in performance in Product Class 3. However, they were made aware of no changes in read performance in Product Class 1.
 - Given the current climate, PAC agreed that PAFA should continue to monitor performance in this area and only contact the Shipper once site visits are allowed once again.

2.3 AQ at Risk Update (FC)

Fiona Cottam (FC) provided a brief update on the AQ at risk statistics, explaining the breakdown of reports as at 10 April.

FC summarised that the total AQ at risk was 47 TWh of AQ, circa 8.4% of the LDZ portfolio, March was 45 TWh. Class 1 had improved, but all other Classes had worsened since the last report. 11 Shippers have 45% of the total AQ at risk. In each case, there was a clear top 2-3 Shippers in terms of AQ.

Sean Copper (SC) asked how this could be incorporated into the PAFA reports. FC confirmed this report is shared with the Customer Advocate teams and proactive contact is made, to educate and provide support to Shippers.

The Committee briefly considered the proposed changes to the reporting as part of Modification 0672 - Target, Measure and Report Product Class 4 Read Performance.

2.4 EUC09 Count by Class Update (FC)

FC confirmed that the EUC09 reporting needs to be changed in line with Modification 0690S - Reduce qualifying period for Class 1, explaining that a jump in numbers is expected as the Modification makes the qualifying timescales shorter.

3. Matters for Committee Attention

3.1 COVID-19 and work of the PAC

SR wished to address the role of the Committee during the COVID-19 pandemic and impacted processes. AR noted a number of considerations are being undertaken by the industry and a number of short-term Modifications are expected to address certain aspects. AR explained that a number of Urgent Modifications are expected for Ratchets and Isolations.

Karen Kennedy (KK) wished to consider the impacts to PAC and what it will need to monitor if certain processes are amended.

The Committee discussed changes in Shipper abilities to undertake validation of meter reads, allocations and reconciliations, and what initiatives are being considered. KK expressed that it was not clear how behaviours will be monitored.

KK suggested there will be a significant number of AQ corrections or site re-classifications which will need to be monitored, particularly what will happen at the end of the restriction period and the impact of making short-term changes that need to be reversed month's down the line.

KK suggested PAC will need to understand at what point processes will be re-aligned back to normal and when to expect performance to be back on track. KK believed PAC needed to take full stock of all likely scenarios.

KK summarised the three scenarios on the table which would involve AQ correcting, removal of Isolation flags and managing zero advancing / low consumption reads. KK wanted clarity on what the industry expectations are for PAC. Some concern was expressed about the time restrictions to incorporate a comprehensive review of performance monitoring and that this may have to be considered outside of the Modification process not to delay progression.

Sean Cooper (SC) stressed that whatever solutions are adopted, such as the isolation flag, PAC needs visibility. FC confirmed the isolation flags are not in the current performance pack. SC suggested PAC should first understand the current state of isolated sites before changes are made and then this should be monitored at a Shipper level for the total number of isolations flags being set. FC confirmed that Xoserve would review what information could be provided.

FC emphasised the industry is experiencing an extraordinary period, any of the options will only be allowed during lock-down and Xoserve will be keeping close contact with Shippers and will review the actions taken to ensure interim solution transactions are reversed.

SR enquired at what point Xoserve's monitoring will become a PAC report or if these monitoring activities will only be considered an ad hoc requirement. SR also wished to understand the funding of the ad hoc activity reports and if these will be incorporated with the UNC Modifications. SR was keen for any interim requirements to take into account what information can be made available to ensure clarity and to ensure PAFA/PAC have access to appropriate data that needs to be monitored.

FC clarified that AQ corrections are already available in a report and for the short term Xoserve are envisaging the use of Reason Code 2. SC expressed concern about using Reason Code 2 due to the extent it is already used and its limitations. FC emphasised there needs to be a flexible approach with using existing processes to avoid potential delays building new changes.

SR wanted clarity on what needs to be monitored, particularly if the expectation is that PAC will need to monitor interim measures. SC questioned who is going to monitor the changes and reversals if it is not PAC.

Louise Hellyer (LH) suggested at this stage of the Modifications, which are still in their very early stages of development, discussions on monitoring may be premature. LH recognised that the role of PAC needs to be considered but the Modifications are still in their infancy and consideration/development of any monitoring will have to be relevant to the processes adopted. LH recognised this is an ad hoc response to the current environment and monitoring needs to be captured.

AR concurred that the industry needs to consider reporting requirements. The Committee considered, given the current, circumstances how the appropriate data can be captured and how reporting could be managed through PARR and whether this needed to be part of the Modifications development or an ad hoc implementation issue in support of the Modification which could be managed as a change / update to PARR via UNCC approval.

FC explained as PAC are responsible the PARR, this could be updated and approved by the UNCC.

<p>New Action 0401: Xoserve (FC) to review what reporting is likely to be needed and available for the Modifications being processed as a result of COVID-19.</p>
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SR referring to the recent industry communications, released on performance and the existing performance assurance plans, wished to understand the approach for the next couple of months.

The Committee considered the likely timing of when the lock-down impacts would be seen within the performance monitoring, and whether it was appropriate to wait and see the results and judge the position when performance impacts are better understood and the Modifications have been developed.

Shippers were encouraged to engage in the development and consultation of the upcoming Modifications.

3.2 Performance Assurance Reports Register (PARR)

FC provided an update on the review of the Performance Assurance Report Register (PARR) providing a draft document with colour coded changes to highlight:

- Grey: Merged / rationalised documents, governance of document, summarised performance obligations and signposting to UNC sections
- Turquoise: Updates to existing Reports to align report formats
- Yellow: New Reports added due to introduction from recent UNC Modifications

Alison Wiggett (AW) asked for clarity on which documents had been merged. FC confirmed these were the short form and long form documents.

FC explained the purpose of the change was to resolve the duplication between the documents, capture the PARR Reports and bring the document up to date, and recommended PAC now proceed with reviewing and approving the document.

AR asked for feedback on how best to proceed. AR suggested a final opportunity is provided for any further feedback with a view to submitting the document for UNCC approval in May. FC requested that all feedback is provided by 07 May 2020.

Post Meeting Note: A word copy of the PARR has been published at:

<https://www.gasgovernance.co.uk/PAC/120520>

New Action 0402: All PAC members to review the Performance Assurance Report Register (PARR) document and feedback comments to Xoserve (FC) by 07 May 2020.

3.3 Review PAC Document 4 PAFA Scope Definition

Mark Bellman (MB) encouraged the review and update to PAC Document 4. He understood this document was controlled by PAC and did not require UNCC approval and urged this document is updated as soon as possible in order to have an up to date document that can be used to incorporate changes proposed under Modification 0674 - Performance Assurance Techniques and Controls.

FC explained this was a procurement piece of work, which required PAC to sign off the requirements. FC emphasised the need for the document to be in a format which is capable of being lifted and shifted into the service documents and explained the role it will play for the procurement process for 2021.

FC referred to the document published for the February PAC meeting, this was a track changed version of the document. The Committee considered the importance of finalising the document before the PAFA procurement process commences.

FC suggested a word copy of the document is circulated to members to provide feedback offline and allow the Committee to consider approving the document at the May PAC meeting.

MB was keen to capture a baseline for Modification 0674. It was understood that the document would need to be embedded into the 0674 Draft Modification Report to assist the consultation process.

FC clarified that the document itself will have a change control process for managing changes.

Post Meeting Note: A word copy the PAC Document 4 PAFA Scope Definition has been

published at: <https://www.gasgovernance.co.uk/PAC/120520>

New Action 0403: All PAC Members to review the PAC Document 4 PAFA Scope Document and feedback comments to Xoserve (FC) by 28 April to allow approval at the 12 May PAC meeting.

3.4 Review of 'PAC Sponsor' role

Following further consideration at last month's PAC meeting of the options presented by PAFA, SR wished to highlight that no conclusion had been made on the support that could be provided to PAC and industry meetings. SR provided a recap of the PAFA 3 options and enquired what the next steps would be.

The Committee considered if the PAC Sponsor role would need to be incorporated into PAC Document 4 PAFA Scope Document. FC explained if this is required as a PAFA support service/role, with measures, this would need to be incorporated into the Document 4 review.

Due to the limited time to finalise the Document 4 PAFA Scope Document, it was agreed that a line should be added in the Scope Document, with a view this could be taken out if decided against.

MB wished to note there was still a 4th option for a member of PAC to be a PAC sponsor/advocate and to attend various industry meetings. MB explained there is a similar role on the Electricity Performance Assurance Board (PAB).

It was recognised that resources are limited and there may not be a capacity for a PAC member to undertake this role. It was suggested that unless there is PAC member who can volunteer for this role, this should be included in Document 4 PAFA Scope Document as a PAFA activity.

New Action 0404: PAC members to consider being a PAC sponsor/advocate to attend various industry meetings and provide Xoserve feedback on the inclusion of this role into the Document 4 PAFA Scope Document by 28 April (see action 0403).

3.5 Review of Theft of Gas Statistics (Action 0108/9)

Neil Cole (NC) presented a log of valid Theft of Gas queries received between March and September 2019, with a corresponding MPR count and AQ breakdown. NC noted that all but one shipper had an upward trend on AQ changes.

NC enquired if this data provided the detail required by PAC members and if the report should be circulated to PAC each month. SR also wished to understand if the information provided met the requirements of the Committee.

SC explained the purpose of requesting this data to ensure, where theft has been established, that Shippers were correcting the Aqs. He noted that PAC didn't see a high volume of AQ corrections and wished to understand how many may have gone through as consumption adjustments. SC was looking for assurance that suspected theft is being managed properly, he wanted PAC to have more visibility due to the impact theft could have on unidentified gas.

SR wished to understand what more data would be required to clarify what is being presented.

KK challenged whether PAC need to understand how many cases are being investigated, against validated cases and some form of indication that where theft has been identified that each site is being corrected.

NC clarified that the count of MPRs is a count of valid theft queries and the associated AQ adjustments. KK was unclear if this was enough detail and whether the volumetric should include not only a count of MPRs identified as valid but the count of MPRs corrected and the AQ breakdown.

It was agreed that the total number of queries would be useful, alongside the number of valid queries and an indication if each valid query has undergone an adjustment/correction. SC enquired if it was possible to differentiate AQ amendments that may not be specifically related to a theft investigation.

NC offered to review what additional information could be provided. He clarified that a consumption adjustment would be made when a meter read is loaded.

SC was keen to understand what theft is being identified, how many are valid and action is taken, against how many are valid and action is not taken. SC wanted to understand if there were Shippers ignoring the process and not taking appropriate action and if there are instances where adjustments are not going through.

NC confirmed additional context would be provided for next month.

New Action 0405: Xoserve (NC) to provide more context on the Theft of Gas statistics, including the total number of cases and corresponding AQ corrections.

FC wished to note that the Theft of Gas Review Group utilised existing reporting availability and provided detailed theft reporting. FC highlighted the extent of Theft of Gas information provided to the industry and suggested it may be better to signpost the Committee to the reporting already produced (<https://www.gasgovernance.co.uk/theft>) for consistency of information.

SC stressed the need for PAC to better understand Theft of Gas process, as currently they have little visibility. He was keen to ascertain if this is something PAC should be monitoring and what re-assurance is required to ensure obligations are undertaken. The Committee briefly considered the auto-closure process for queries in the query management system. They enquired about the percentage of such cases and how many were actively investigated before closure.

MB believed PAC needed to understand if there is an issue with Shippers managing Theft and if this is a monthly reporting requirement or quarterly reporting requirement.

SC stressed PAC need to understand if this is an issue for PAC to be aware of and for PAC to be informed of what the risks are and what action PAC needs to take to improve performance.

The Committee considered the current reporting available. MB suggested that PAC are provided with an overview of the available data at May's meeting to better understand what reports are currently provided.

New Action 0406: Xoserve to provide an overview of Theft Gas Reporting at the May meeting.

Carl Whitehouse (CW) suggested that Review Group 0677R - Shipper and Supplier Theft of Gas Reporting Arrangements report and output are revisited and information is brought back to the next meeting.

It was agreed that the next steps would be for PAC to gain a better understanding of Theft of Gas and Shipper Performance.

3.6 Huddle Review – Access Arrangements for PAC Alternates

SR confirmed that at last month's meeting PAC members were asked for views on providing full Huddle access to standing PAC Alternates with the limited number of licences.

KK enquired about current access requests and if any requests for access have been declined. SR confirmed there have been no refusals to date, however PAFA are near to the total contract number. SR explained this could be increased, however if PAC alternates relinquished their access this would free up a number of licences.

The Committee considered the situation and that each Shipper is granted access, and noted that in some cases, due to PAC membership, some Shippers will have 3 or possibly 4 licences.

Lisa Saycell (LS) confirmed she would be happy to relinquish full PAC member access for alternates. Initially some PAC members agreed that access could be removed for PAC alternates and only provide access on a case by case basis. However, having considered the cost of additional licences, it was agreed not to remove PAC alternate access to Huddle.

MB suggested as a way forward if an existing licence has not accessed Huddle this could be revoked after a period of time to release capacity. SR confirmed PAFA have written to parties where access has not been used and remarked that this has sparked more interest and additional requests.

MB enquired how quickly is access is granted. SR explained that access can be granted almost immediately after signing the confidentiality agreements.

It was agreed that as the licence cost would be minimal for additional licences and the number can be increased that PAC alternates would continue to have full Huddle access.

3.7 PAC Budget Spend Update

FC confirmed there is no update for this financial year at the moment, but updates will be provided in due course.

MB expressed his disappointment that no updates had been provided to date following the request from members to be kept informed on spending against the budget and how this will assist understanding the likely need for an increased budget in future.

MB wished for PAC to be provided with a broader update including PAFA's costs and not limiting the updates to the PAC-assigned £50k change budget. MB wished to have a breakdown on PAFA costs, standard budget spending, and additional project spending. MB was keen to receive regular updates. AR enquired if Xoserve could provide an end of year report for last year as a starting point.

FC recognised the desire for the information on the cost of the PAFA contract and project budgets and agreed to provide future reporting.

New Action 0407: Xoserve (JR) to provide PAC with an end of Year Budget Spend and overview of monthly budget spend to keep a track of spending.

3.8 Standards of Service Liabilities Report (information only)

The Standards of Service report had not been not provided this month.

4. Review of Outstanding Actions

PAC 1106: Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.

Update: See item 3.2. **Closed.**

OPAC 0107: Scottish Power (SCI) Proposer to consider incorporating a PAC version of the performance report for Modification 0672.

Update: FC confirmed there is an A&B percentage report for this Modification, however there was not a PAC version of the report in the 0672 Modification. AR confirmed this Modification had been issued to consultation. See item 5.2. FC confirmed that this report could be incorporated and approved by UNCC. **Closed.**

OPAC 0108/9: PAFA to draft a potential PARR report to measure reported theft, AQ correction and corrected volumes; and Xoserve to provide some high-level Theft of Gas statistics for PAC to consider the next steps for Workgroup 0677R recommendations.

Update: See item 3.5. **Closed.**

0201: Xoserve (JR) to provide additional analysis on Open Meter by-pass.

Update: FC confirmed CAMs are continuing to work with Shippers however as site visits will be required to assess if there is an open by-pass on the meter this action would need to be carried forward. **Carried Forward.**

0207: PAC Members to consider PAFA/PAC support role at other industry meetings for further consideration next month.

Update: See item 3.4. **Closed.**

0208: Xoserve (FC) to query Sub-cap information within the Standards of Service Liabilities Report and check alignment with UNC.

Update: FC confirmed discussions have been held for further clarity. **Carried Forward.**

PARR Mar 01: PAFA to write to Shippers Berlin, Tallinn, Manama, Brazzaville, Monaco, Roseau and Praia requesting the provision of improvement plans, and assurance of their ability to operate within each respective market

Update: Letters issued. See item 2.2. Improvement responses to be provided next month.
Carried Forward.

PARR Mar 02: Include detail on UNC0652 as part of the key messages and liaise with the CAMs for support on communicating with those Shippers yet to submit reads

Update: It was confirmed this is an ongoing task, relating to the WAR band read submission. Communications have been issued. KK believed this may cause some difficulty with the current climate as Shippers may not have been able to run the full read cycle. FC noted some of these sites should have a form of automated reading equipment. It was noted physical reads may have an impact and a communication had been issued to encourage read submissions. KK suggested this is considered again in September, but an extra communication may be pertinent closer to the time. KK understood that the AQ corrections would need to be processed in September. **Closed**

New Action PARR Apr 03: WAR Bands – Xoserve Customer Advocate Managers to provide a communication in July to remind Shippers to provide read submissions / consumption adjustments to ensure correct EUC band placement

PARR Mar 03: PAFA to write to Warsaw and Papeete requesting additional detail around meeting plan milestones

Update: SU confirmed that communications have been issued, however no responses have been provided. An update will be provided on performance next month within agenda item 2. **Carried Forward.**

0301: PAC Members to review and provide feedback on the changed marked Performance Assurance Framework document for approval by PAC and subsequent submission to the UNCC.

Update: See items 3.2 and 3.3 and New Actions 0402 and 0403. **Closed.**

0302: PAFA (SR) to arrange a workshop to review the 'User Stories' and establish next steps

Update: SR confirmed that the additional reporting requirements have been captured, however, the workshop due April had been deferred until June. MB noted that Elexon have an engagement day in July, and steps are being undertaken to ensure engagement and suggested this could be done remotely. **Carried Forward.**

0303: PAC members to provide views on full Huddle access for PAC alternates.

Update: See item 3.3. **Closed.**

0304: Xoserve (JR) to provide PAC with some additional industry performance read rejection analysis from the Shipper Performance Packs

Update: FC agreed to take this offline and discuss the requirements further with SC and develop a strawman for feedback. **Carried Forward.**

PAC 0305: PAFA (SR) to provide a draft universal communication relating to Meter Read Performance during COVID-19 pandemic for PAC members to review and approve.

Update: SR confirmed a communication has been provided. **Closed.**

PAC 0306: All parties consider consequential impacts of COVID-19 and maintaining read performance for further discussion within UIG Workgroup.

Update: FC believed this action had been overtaken by wider industry discussions. Committee agreed closure. **Closed.**

5. Update on Potential Changes to Performance Assurance Reporting and PARR

5.1 Future Proofing PARR (% targets): Modification 0664 - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4.

AR confirmed that following the consultation in March, the UNC Modification Panel had determined that new issues had been identified and had recommended that this Modification is returned to Workgroup for further assessment. A supplemental report will be presented to the 16 July 2020 Modification Panel.

5.2 Modification 0672 – Target, Measure & Report Product Class 4 Read Performance (MB)

AR confirmed that the Workgroup Report had been concluded and provided to the April UNC Modification Panel. The consultation has now commenced and will close on 15 May 2020.

5.3 Modification 0674 - Performance Assurance Techniques and Controls (MB)

AR confirmed that the Workgroup had been extended until June 2020 due to the ongoing development of the proposal and the associated documentation: associated legal text, PAC Constitution Document and the revised PA Framework Document. MB noted an amended Modification is expected for further consideration by the Workgroup.

5.4 Modification 0691S - CDSP to convert Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met

AR stated that he anticipated that the Workgroup Report being presented to the June UNC Modification Panel.

5.5 Modification 0707S - Introducing ‘Performance Assurance Framework Administrator’ as a new User type to the Data Permissions Matrix

AR confirmed this Modification was implemented on 14 April 2020.

5.6 Any Other changes

No further items requested for discussion. AR noted the earlier discussion on the suite of COVID-19 proposals.

6. Any Other Business

6.1 Volume of Market Breaking Reads – Shipper Performance Packs

SC explained that this is related to over 1 million reads being rejected and understanding the reasons behind information. This item related to Action 0304. No further discussions held.

6.2 Update on Seasonal Normal Review

Fiona Cottam (FC) provided a presentation on the Seasonal Normal Review for 2020. This provided an executive summary, background to Composite Weather Variable (CWV) and Seasonal Normal Composite Weather Variable (SNCWV).

FC confirmed industry updates are being provided at various forums to keep parties abreast of the changes and enquired if PAC would like to receive regular updates.

7. Next Steps

7.1 Key Messages – PAFA

The PAC Key Messages will be published at:

<http://www.gasgovernance.co.uk/pac/summarykeymessages>

8. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:30, Tuesday 12 May 2020	5pm Monday 01 May 2020 (BH)	Teleconference	Standard Agenda

10:30, Tuesday 09 June 2020	5pm Monday 01 June 2020 <i>Short notice for papers agreed</i>	Potential Teleconference Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 14 July 2020	5pm Monday 06 July 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 11 August 2020	5pm Monday 03 August 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Monday 14 September 2020 <i>(moved from 8th)</i>	5pm Friday 04 September 2020	Solihull venue to be confirmed	Standard Agenda
10:30, Tuesday 13 October 2020	5pm Monday 05 October 2020	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 10 November 2020	5pm Monday 02 November 2020	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 08 December 2020 <i>*Provisional Date change to 15 December 2020</i>	5pm Monday 30 November 2020 <i>Short notice for papers agreed if meeting cannot be moved to 15th.</i>	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda

PAC Action Table (as at 20 April 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
PAC 1106	12/11/19	4.5	Xoserve (FC) and PAFA (SR) to start the process to update PARR Reports to include Modification 0654 PARR Specification.	Xoserve (FC)	Closed
Open PAC Meeting Actions:					
OPAC 0107	20/01/20	5.1	Scottish Power (SC) Proposer to consider incorporating a PAC version of the performance report for Modification 0672.	Scottish Power (SC)	Closed
OPAC 0108/9	20/01/20	6.0	PAFA to draft a potential PARR report to measure reported theft, AQ correction and corrected volumes; and Xoserve to provide some high-level Theft of Gas statistics for PAC to consider the next steps for Workgroup 0677R recommendations.	PAFA (SR) Xoserve (FC)	Closed
PAC Actions February 2020:					
PAC 0201	11/02/20	2.2	Xoserve (JR) to provide additional analysis on Open Meter by-pass.	Xoserve (JR)	Carried Forward
PAC 0207	11/02/20	3.0	PAC Members to consider PAFA/PAC support role at other industry meetings for further consideration next month.	PAC	Closed
PAC 0208	11/02/20	5.4	Xoserve (FC) to query Sub-cap information within the Standards of Service Liabilities Report and check alignment with UNC.	Xoserve (FC)	Carried Forward
PARR Report Actions March 2020:					
PARR Mar 01	16/03/20	2.2	PAFA to write to Shippers Berlin, Tallinn, Manama, Brazzaville, Monaco, Roseau and Praia requesting the provision of improvement plans, and assurance of their ability to operate within each respective market	PAFA (SU)	Carried Forward
PARR Mar 02	16/03/20	2.2	Include detail on UNC0652 as part of the key messages and liaise with the CAMs for support on communicating with those Shippers yet to submit reads	PAFA (SU)	Carried Forward

PARR Mar 03	16/03/20	2.2	PAFA to write to Warsaw and Papeete requesting additional detail around meeting plan milestones	PAFA (SU)	Closed
PAC Actions March 2020:					
PAC 0301	16/03/20	3.0	PAC Members to review and provide feedback on the changed marked Performance Assurance Framework document for approval by PAC and subsequent submission to the UNCC	PAC	Closed
PAC 0302	16/03/20	5.1	PAFA (SR) to arrange a workshop to review the 'User Stories' and establish next steps	PAFA (SR)	Carried Forward
PAC 0303	16/03/20	6.3	PAC members to provide views on full Huddle access for PAC alternates.	PAC	Closed
PAC 0304	16/03/20	6.5	Xoserve (JR) to provide PAC with some additional industry performance read rejection analysis from the Shipper Performance Packs	Xoserve (JR)	Carried Forward
PAC 0305	24/03/20	2.2	PAFA (SR) to provide a draft universal communication relating to Meter Read Performance during COVID-19 pandemic for PAC members to review and approve.	PAFA (SR)	Closed
PAC 0306	24/03/20	3.0	All parties consider consequential impacts of COVID-19 and maintaining read performance for further discussion within UIG Workgroup.	All	Closed
PARR Report Actions April 2020:					
PARR Apr 01	20/04/20	2.2	PAFA to analyse the changes in meter read performance and number of MPRNs between both data sources.	PAFA (SU)	Pending
PARR Apr 02	20/04/20	2.2	PAFA to contact Valetta to escalate the continued poor performance being exhibited.	PAFA (SU)	Pending
PARR Apr 03	20/04/20	4.0	WAR Bands – Xoserve Customer Advocate Managers to provide a communication in July to remind Shippers to provide read submissions / consumption adjustments to ensure correct EUC band placement.	CAMs	Pending
PAC Actions March 2020:					
PAC 0401	24/03/20	3.1	Xoserve (FC) to review what reporting is likely to be needed and available for the	Xoserve (FC)	Pending

			Modifications being processed as a result of COVID-19.		
PAC 0402	24/03/20	3.2	All PAC members to review the Performance Assurance Report Register (PARR) document and feedback comments to Xoserve (FC) by 07 May 2020.	PAC	Pending
PAC 0403	24/03/20	3.3	All PAC Members to review the PAC Document 4 PAFA Scope Document and feedback comments to Xoserve (FC) by 28 April to allow approval at the 12 May PAC meeting.	PAC	Pending
PAC 0404	24/03/20	3.4	PAC members to consider being a PAC sponsor/advocate to attend various industry meetings and provide Xoserve feedback on the inclusion of this role into the Document 4 PAFA Scope Document by 28 April (see action 0403).	PAC	Pending
PAC 0405	24/03/20	3.5	Xoserve (NC) to provide more context on the Theft of Gas statistics, including the total number of cases and corresponding AQ corrections.	Xoserve (NC)	Pending
PAC 0406	24/03/20	3.5	Xoserve to provide an overview of Theft Gas Reporting at the May meeting	Xoserve	Pending
PAC 0407	24/03/20	3.7	Xoserve (JR) to provide PAC with an end of Year Budget Spend and overview of monthly budget spend to keep a track of spending.	Xoserve (JR)	Pending