**Performance Assurance Framework (PAF) Document for the (Gas) Energy Settlement Performance Assurance Scheme**

Prepared and maintained by the Uniform Network Code Committee or any relevant Sub-committee.

**Version History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Reason for update** |
| 1.0 | May 2016 | From UNC 0506V – as approved |
| 1.1 | July 16 | PAC – Identified amendments for consideration |

**Acronyms used in this document**

PAC Performance Assurance Committee

PAFA Performance Assurance Framework Administrator

PAF Performance Assurance Framework (known formally as the Performance Assurance Scheme)

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Document 2 Report Specification Template

Document 3 Risk Register

Document 4 Performance Assurance Framework Administrator - Scope definition

Document 5 Performance Assurance Committee Member - Confidentiality Agreement

Document 6 Employer Assurance Document

1. **Definitions**

The following terms shall have the following meanings:

‘Change’ means a proposal for the addition to, variation of, or removal of any of the services within the Performance Assurance Framework Administrator Scope

‘Code Parties’ means parties to the Uniform Network Code

‘Employer Assurance Document’

means a document signed by an Office Bearer of the employer of the Performance Assurance Committee (PAC) Member assuring that the PAC Member can attend PAC meetings and that they are attending and voting at PAC meetings in the interest of the GB gas market and that they will not be representing any commercial interest or commercial body

‘Energy Settlement’ means the allocation and reconciliation of energy at supply point level

‘Performance Assurance Committee Member - Confidentiality Agreement’

means a document signed by the Performance Assurance Committee Member assuring that they are attending and voting at Performance Assurance Committee meetings in the interest of the GB gas market and that they will not be representing the commercial interest of any commercial body

‘Performance Assurance Committee Document’

means the series of documents detailed in Section 8 of this Framework document, prepared and maintained to support the general operation of the Performance Assurance Scheme. These documents are governed by the Performance Assurance Committee

‘Performance Assurance Framework’

has the same meaning as ‘Performance Assurance Scheme as described in the legal text for UNC Modification 0506V;

‘Performance Assurance Framework (PAF) Year’

means the year commencing on 01 October each year

‘Performance Assurance Framework Administrator Scope’

means the scope of works set by the Performance Assurance Committee and agreed with the Performance Assurance Framework Administrator (PAFA) as set out in Document 4

‘Performance Assurance Scheme Party’

means the scheme party referred to or described in Section 4

‘Performance Report(s)’ means a report or reports defined in the Performance Report Register

‘Performance Report Register’

means the register of agreed reports defined in Document 1

‘Report Specification’ means the report specification defined in Document 2

‘Risk Register’ means the register of risks defined in Document 3.

1. **Introduction**

This Framework Document sets out the arrangements for the general administration of the Performance Assurance Framework.

1. **Performance Assurance Framework**
   1. **General**

The Performance Assurance Framework (the “Framework”) is the overarching framework for the Energy Settlement Performance Assurance Regime. Thiscomprises the details of the Scheme’s operation, the Performance Assurance Committee (PAC) and its operation, and the scope, operation and provision of services to be provided by the Performance Assurance Framework Administrator (PAFA).

* 1. **Goal**

The goal of the Energy Settlement Performance Assurance Framework is:

*“A demonstrably effective settlement regime for the gas industry where no one party adversely impacts another party as a result of its failure to operate to the defined settlement regime*”.

* 1. **Objectives**

The Framework has the following objectives:

* To determine the appropriate reporting and analysis to measure energy settlement performance and risks to it
* To create a risk register and supporting analysis to assess risks and determine mitigation activities for energy settlement performance
* To report as necessary
* To create a regime incentivising the required performance.

These objectives may be updated by the PAC from time to time as the PAF develops.

**Application and Operation**

The Performance Assurance Scheme applies to those UNC parties that directly contribute to Energy Settlement performance, i.e. those in direct control of the data inputs to Energy Settlement (the Performance Assurance Scheme Party(ies)). For the avoidance of doubt this includes all Gas Transporters, the Transporter Agency (or Central Data Service Provider as its’ successor) and Shipper Users.

The Performance Assurance Scheme will initially comprise reporting against certain performance indices and the management of a Risk Register comprising risks to Energy Settlement performance.

To meet the requirements of the Performance Assurance Scheme, two new roles are created: the Performance Assurance Committee (see Section 5), and the Performance Assurance Framework Administrator (see Section 6).

The Performance Assurance Scheme may extend to include:

* Management of a risk model developed by a third party
* The operation of an incentive regime requiring the creation and settlement of incentive charges
* The provision of training and awareness services to existing and new Users
* Other activities yet to be determined.

1. **Performance Assurance Committee (PAC)**

The PAC has the roles and responsibilities as defined within the Uniform Network Code Committee PAC Terms of Reference.

The PAC is defined as a Uniform Network Code Committee, or any relevant Sub-committee, with certain rights and responsibilities relating to the management of the community’s Performance Assurance Framework.

In the event of any conflict between the Uniform Network Code Committee Terms of Reference and the terms of the Performance Assurance Framework Document for the Energy Settlement Performance Assurance Regime then the Uniform Network Code Committee Terms of Reference shall prevail.

1. **Responsibilities under the tender process, appointment process, review process, termination process and provision of data for the Performance Assurance Framework Administrator Scope**
   1. **Performance Assurance Framework Administrator (PAFA) Appointment Criteria**
      1. The PAC shall produce a clear set of criteria for the appointment of the PAFA detailing (without limitation):
2. The ability of the PAFA to produce, publish and maintain a Performance Report Register and the creation, management and maintenance of the PAF Risk Register which shall be in line with the Terms of Reference plus any other criteria agreed by the PAC;
3. Changes to services are expected to be made in the future, therefore the PAFA should indicate its ability to deliver new services;
4. The appointment is expected to be for a period of three years, with arrangements for a minimum 2 year initial period, with the option for a one-year extension;
5. The consideration of the relevant knowledge and expertise of the candidates;
6. Details of how much weight/percentage should be placed for each set of criteria.
   * 1. Produce a clear scope of works and activities that the PAFA is required to perform, against which the Gas Transporters can undertake a tender process. The scope of works is as detailed in Document 4.
     2. Prepare the draft recitals/introduction for the PAFA contract.
   1. **Gas Transporter tender for and appointment of the Performance Assurance Framework Administrator**

6.2.1 This is as set out in the UNC Transportation Principal Document Section V.

* 1. **Performance Assurance Framework Administrator - Tender and appointment timescales and contract extension**
     1. The PAC shall provide to the Gas Transporters the final versions of the document in Section 5.1.

* + 1. On receipt, the Gas Transporters shall commence the tender process, using reasonable endeavours to appoint the PAFA:
    2. At the end of each anniversary of the PAFA Contract appointment, the Gas Transporters shall seek feedback from the industry, including the PAFA, on the activities and performance of the PAFA for the provision of the PAFA Scope. The Gas Transporters shall produce a report for the PAC.
    3. In sufficient time prior to the end of the PAFA Contract first term (two years), and if applicable second extension term (one year), the Gas Transporters shall consult with the PAC to determine whether to extend the PAFA Contract, or allow the PAFA Contract to terminate and commence another procurement process.
  1. **Performance Assurance Framework Administrator Contract termination**
     1. In the event that the PAFA Contract is required to be terminated, the termination will be at the sole discretion of the Gas Transporters.
  2. **Code Parties - Provision of data or information to the PAFA**
     1. Where the PAFA requests data/information/services from Code Parties, required for the provision of the PAFA Scope, Code Parties shall use reasonable endeavours to provide the information data/information/services within the timescales requested, (such timescales having been previously notified to Code Parties).

1. **Potential extension of this** Performance Assurance Framework (PAF) Document **as other UNC Modifications are developed**

This document has been prepared for the establishment of the PAC and PAFA arrangements. It is recognised that there will be both current and potential future modifications in development that may require the extension of this Document. . This Document allows for future change.

1. **Performance Assurance Committee Documents**

The following Performance Assurance Committee Documents – hereafter referred to as “Documents”, will be used to support the general operation of the Performance Assurance Scheme. These example Documents will be governed by the Performance Assurance Committee and published on the Joint Office website (www.gasgovernance.co.uk/PAC). Changes to these Documents can be proposed by any UNC Party, the Performance Assurance Committee, and the Performance Assurance Framework Administrator. Changes to the Documents will be prepared by the Performance Assurance Framework Administrator and presented to the Performance Assurance Committee for approval.

NB: *For the avoidance of doubt, these Documents are for example purposes only and may be amended or removed by the PAC in the interests of the effective and efficient operation of the PAF. Any new Documents must be referred to and agreed by the UNCC, such agreement being made by a majority vote.*

Document 1 Performance Assurance Scheme– Performance Report Register

Document 2 Report Specification Template

Document 3 Risk Register

Document 4 Format of Performance Assurance Framework Administrator Scope

Document 5 Performance Assurance Committee Member Confidentiality Agreement

Document 6 Employer Assurance Document

**Performance Assurance Framework Document for the (Gas) Energy Settlement Performance Assurance Regime**

**Document 1**

**Performance Report Register**

The following is the register of reports to be provided under the FrameworkDocument.

**Version History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Reason for new version** |
| 1.0 | May 2016 | Final version from workgroup report |
|  |  |  |

**Reports Register**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reference** | **Title** | **Frequency** | **Date of issue** | **Recipients / publication location** |
| Report 1 |  |  |  |  |
| Report 2 |  |  |  |  |
| Report 3 |  |  |  |  |
| etc |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |



**Performance Assurance Framework Document** **for the Energy Settlement Performance Assurance Regime**

**Document 3**

**Risk Register**

The following is the Risk Register provided under the Performance Assurance FrameworkDocument for the Energy Settlement Performance Assurance Regime.

**Version History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Reason for new version** |
| 1.0 | May 2016 | Final version from workgroup report |
|  |  |  |
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1. **Introduction**

This document sets out the supporting example templates and register.

A risk can be defined as an uncertain event or set of events that, should it occur, will have an effect on the achievement of objectives. For Performance Assurance a risk is the probability that an event or action may adversely affect the performance and gas settlement arrangements. To highlight a risk for investigation is to ask the question “*what may be going wrong and what can be done about it?”*

Risk Management provides a framework within which business-critical risks can be identified, assessed, managed and reported in a visible, structured, consistent and continuous manner. Effective Risk Management will help to create and focus management action plans to mitigate against risk.

Below is an example of a risk process for discussion and development within the PAC.

1. **Identification of Risk**

Risks can be identified by any PAC stakeholder and submitted to the PAFA. To do this a standard template is required. A Risk Template is shown in Appendix 1. A guidelines document for completion of the Risk Template is available in Appendix 2 and an example of a completed Template is available in Appendix 3.

The Risk Template should be populated with all the information necessary to aid the PAFA to register the risk and then provide this to the PAC for the next stage of the process. Should there be insufficient information to document the risk the PAFA will need to liaise with the Risk Originatorto obtain the relevant information.

During this stage the PAFA will conduct an initial validation of the risk to ensure the risk needs to be added to the Risk Register, for example ensuring that the risk identified is not a duplication of an existing risk on the Risk Register.

Once the necessary information is captured the PAFA will translate the risk onto the Risk Register.

1. **Risk Register**

The PAFA will translate the risk onto the Risk Register. A copy of the Risk Register is available in Appendix 4 and a definition of the components of the Risk Register can be found in Appendix 5. An example of a completed Risk Register is available in Appendix 6. All risks will be highlighted to the PAC to clarify and quantify the risk. The risk rating is scored based on the financial impacts, community impacts of the risk and the likelihood of the risk occurring. The PAC is responsible for assessing and agreeing on the score.

The risk scoring matrix looks at where this risk score is currently, what the worst case scenario could be should the risk not be addressed, and the target for the risk score following the expected mitigation actions.

Risks will be given a status based on the score (active/monitoring/closed). Where the risk is scored [0] and is deemed to have no impacts it will be closed and the Risk Originator will be informed that no risk was identified. Risks which are identified as having a low score with controls in place may require monitoring and therefore may remain open with a status of ‘monitoring’. As and when required, the PAC will update the risk score and determine the next steps, e.g. to escalate or close the risk.

The PAFA is responsible for administering and maintaining the Risk Register. The PAFA will update the Risk Register based on the outcomes of the PAC risk discussions, actions and controls, and where necessary will close the risks.

The Risk Register is expected to be published in a location as advised by the PAC.

1. **Risk Actions**

For every potential cause of a risk, a control needs to be identified. Where controls do not exist an action will be created to reduce the likelihood of occurrence of the risk. The PAC will decide on the course of action to be taken for the identified risk(s) and delegate these accordingly. All actions will have an assigned owner who is accountable for them with a defined target date. The PAFA will support the PAC to monitor and update the actions within the Risk Register and will therefore liaise with all parties and owners of actions. The PAFA will update the actions either monthly for high risks or quarterly for low risks and inform the PAC. Any actions incomplete will be subject to regular scrutiny from the PAC.

Risks are also deemed to have a control opinion. This is based on a green, amber, red system predicated on the levels of control in place. As actions are implemented and levels of control established the control opinion should reflect this.

1. **Risk Progress Report**

A risk review date is provided on the Risk Register. For high risks, scoring above [score tbc] this will be monthly; all other risks will be reviewed quarterly.

All risks are submitted to the PAC and will be subject to a Risk Progress Report. The Risk Progress Report is to provide an update of planned actions and risk management activities to help shape the target risk score and action progress. The simplest technique for providing a visualisation of the total risk activity for the PAC will be a diagram that reflects the likelihood of occurrence, financial impacts and community impacts. Appendix 8 presents an example of a visual globe map. This will provide the PAC with a visual map of the risk profile. The PAFA will provide the Risk Progress Report to the PAC as required.

1. **Closing a Risk**

Risks are closed based on the result of the actions and the controls put in place. The Risk Progress Report may highlight that controls are in place and subsequently the PAC may amend a risk score. Where risk scores have reduced or have met the target and are no longer deemed to be a risk to gas settlement performance the PAC may choose to close the risk. The PAFA will update the Risk Register accordingly and notify the Risk Originatorof the actions completed and the outcome of the risk they raised.

**Appendix 1 – Risk Template**

**Performance Assurance: Risk Template**

Please complete the template with as much information as possible that to aid the registration and initial investigation of the proposed risk. All fields are mandatory unless otherwise specified. Please refer to the guidance document.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date |  | Raised by (include Contact Details) | | |  | | |
| There is a risk that…  (Risk Description) |  | | | | | | |
| Because of…  (Cause) |  | | | | | | |
| Leading to…  (consequence) |  | | | | | | |
| **Risk Scores** |  | | **Financial** | **Reputation** | | **Probability** | **Total** |
| **Current** | |  |  | |  |  |
| **Target** | |  |  | |  |  |
| **Inherent** | |  |  | |  |  |
| Any current controls identified |  | | | Any additional information/ supporting information  (optional) | |  | |

**Appendix 2 - Guidance for populating the Risk Template**

The Risk Template is designed to provide sufficient information for the PAFA to update the Risk Register and to facilitate discussions within the PAC therefore please update to the best of your knowledge.

The following fields are mandatory and should be populated. Any fields that have not been populated will result in a delay to the updating of the Risk Register.

**Date**: Date the risk is raised

**Raised by**: Your details, including a method for communication should the PAFA need additional information and for on-going communication regarding the progress of your risk.

**There is a risk that…** A description of the source of the risk, i.e. the event or situation that gives rise to the risk. A succinct sentence of what the risk is. For example, “there is a risk that formulae year AQ is not being calculated for all Supply points”.

**Because of…** Identify the cause of the risk, what could pose a risk. For example, “because reads are not being submitted by 10 Shipper organisations”.

**Leading to** … The consequence of the risk should it occur. For example, “allocation of gas is not accurate and incoming Shippers may be burdened with an incorrect AQ when there is a transfer of ownership”.

**Risk Scores** – Score the risk based on:

* + Financial Risk
  + Community Risk
  + Likelihood of occurrence.

The Matrix (below) represents the risk ratings:

|  |  |  |  |
| --- | --- | --- | --- |
| **RISK RATINGS** | | | |
| **Rating** | **Financial£m (annual)** | **Community** | **Likelihood** |
| 1 | [<£1million] | [Risk to one Shipper organisation] | Description – Remote  Probability – <10% chance |
| 2 | [£1m – £25m] | [Risk to whole Shipper community] | Description – Less Likely  Probability – >10% and < 40% chance |
| 3 | [£25m – £50m] | [Risk to Shipper Community and one Network] | Description – Equally unlikely as likely  Probability – >40% and < 60% chance |
| 4 | [£50m – £75m] | [Risk to Shipper Community and all Networks] | Description – More likely  Probability – >60% and < 90% chance |
| 5 | [>£75m] | [Risk to Shipper Community, Networks, all parties and potential risk to End Consumers] | Description – Almost certain  Probability – >90% chance |

The score is calculated by taking a score from each column based on the risk for each category. An example of this:

If a risk was identified that posed a financial risk of £5million, affected all Shippers and was deemed 50% likely to occur, the score could be:

1. Financial impact x Community Impact x Likelihood = 2 x 2 x 3 = 12; or
2. Financial impact + Community Impact + Likelihood = 2 + 2 + 3 = 7

|  |  |  |  |
| --- | --- | --- | --- |
| **RISK RATINGS** | | | |
| **Rating** | **Financial**  **£m (annual)** | **Community** | **Likelihood** |
| 1 | [<£1million] | [Risk to one Shipper organisation] | Description – Remote  Probability – <10% chance |
| 2 | [£1m – £25m] | [Risk to whole Shipper community] | Description – Less Likely  Probability – >10% and < 40% chance |
| 3 | [£25m – £50m] | [Risk to Shipper Community and one Network] | Description – Equally unlikely as likely  Probability – >40% and < 60% chance |
| 4 | [£50m – £75m] | [Risk to Shipper Community and all Networks] | Description – More likely  Probability – >60% and < 90% chance |
| 5 | [>£75m] | [Risk to Shipper Community, Networks, all parties and potential risk to End Consumers] | Description – Almost certain  Probability – >90% chance |

The score is calculated across 3 separate categories:

* + Current risk - The current position of the risk based on the analysis you have undertaken.
  + Target risk - Where you would like the risk to be in the future once controls have been put in place. For a risk to be minimised you would anticipate a control opinion of green even if the score is not zero.
  + Inherent risk – The worst case scenario should the risk occur.

All scores are subject to review and amendment by the Performance Assurance Committee.

**Any current controls identified –** Any identified controls that already exist to mitigate against the risk.

**Any additional information/supporting information (optional) -** Additional information that can be presented to the PAC to aid discussions and form actions; this may include example scenarios of the risk.

**Appendix 3 – Example Risk Template**

**Performance Assurance: Risk Template**

Please complete the template with as much information as possible that to aid the registration and initial investigation of the proposed risk. All fields are mandatory unless otherwise specified. Please refer to the guidance document.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | 20/04/15 | Raised by (include Contact Details) | | | Rachel Hinsley, Service Development Consultant  Address - Xoserve Limited, 31 Homer Road, Solihull, B91 3LT Telephone - (0121) 623 2854 | | |
| There is a risk that…  (Risk Description) | Meter Read performance is having a detrimental impact on rolling AQ | | | | | | |
| Because of…  (Cause) | Meter Read submissions are not as frequent as they should be for class 4 sites. 5 Shippers have not hit any of the UNC targets for their portfolios. | | | | | | |
| Leading to…  (consequence) | Where no reading is submitted the AQ cannot be updated therefore there is a risk to allocation and settlement | | | | | | |
| **Risk Scores** |  | | **Financial** | **Reputation** | | **Probability** | **Total** |
| **Current** | | 3 | 4 | | 4 | 48 |
| **Target** | | 2 | 1 | | 2 | 4 |
| **Inherent** | | 5 | 5 | | 4 | 100 |
| Any current controls identified  **Appendix 4 – Risk Register** | Targets are set to mitigate against this risk:  Monthly MRF: 90% per calendar month  SSP Annual: 70% in 12 month period  LSP Annual: 90% in 12 month period  The PAC is already reporting on this but there needs to be an incentive linked to the performance to encourage the Shipping community to improve performance. | | | Any additional information/ supporting information  **Risk number**  (optional) | | Please see the ‘MRF’ report 2.2 | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Number:** |  | | **Risk Description:** | | | | | | | | | | | | |
| There is a risk that……. | | | | | | | | | | | | |
| **Date:** |  | | **Raised by:** | |  | | **Risk Status:** | | |  | | **Control Opinion** | |  | |
| **Risk Scores** | | |  | | | | **Financial** | **Community** | | | **Probability** | **TOTAL** | **Risk Review Date** | | |
| **Current** | | | |  |  | | |  |  |
| **Target** | | | |  |  | | |  |  |
| **Inherent** | | | |  |  | | |  |  |
| **Associated Risk:** | | | |  | | | **Category:** | | | | |  | | | |
| **Potential Causes of the Risk** | | **Potential Consequences of the Risk Event Occurring** | | | | **Controls** | | | **Actions** | | | | | | **Owner and Target Completion Date** |
|  | |  | | | |  | | |  | | | | | |  |

**Appendix 5 - Risk Register components**

* **Risk Number** – unique Risk Number for identification
* **Risk Description** – a concise definition of what the risk is (not to be confused with what the risk consequence may be)
* **Date** – the date the issue is raised
* **Raised by** – the Originator of the risk to ensure they can be informed of progress
* **Risk status** – active/monitoring/closed
* **Control opinion** – this is based on the controls in place – categorised with a green, amber or red status based on the matrix (below):

|  |  |
| --- | --- |
| **Not**  **Effective** | Key controls have not been established or are deemed to be ineffective. Action plans to rectify the fundamental weakness have still to be fully identified and agreed. |
| **PartiallyEffective** | Key controls are in place but have either not been subject to suitable assurance activity or testing reveals that some control improvements, not deemed to be fundamental, are required. |
| **Effective** | Key controls are in place, are tested periodically as appropriate and are deemed satisfactory. This testing includes independent challenge where the risk is deemed significant(e.g. from Internal Audit or another independent assurance provider). |

* **Risk Scores**:
  + Financial Risk
  + Community Risk
  + Likelihood of occurrence.

The Matrix (below) represents the risk ratings:

|  |  |  |  |
| --- | --- | --- | --- |
| **RISK RATINGS** | | | |
| **Rating** | **Financial**  **£m (annual)** | **Community** | **Likelihood** |
| **1** | [<£1million] | [Risk to one Shipper organisation] | Description – Remote  Probability – <10% chance |
| **2** | [£1m – £25m] | [Risk to whole Shipper community] | Description – Less Likely  Probability – >10% and < 40% chance |
| **3** | [£25m – £50m] | [Risk to Shipper Community and one Network] | Description – Equally unlikely as likely  Probability – >40% and < 60% chance |
| **4** | [£50m – £75m] | [Risk to Shipper Community and all Networks] | Description – More likely  Probability – >60% and < 90% chance |
| **5** | [>£75m] | [Risk to Shipper Community, Networks, all parties and potential risk to End Consumers] | Description – Almost certain  Probability – >90% chance |

Scores – Based on the financial impact should the risk occur x the community risk to the industry x the probability of occurrence:

* + Any score above [100] requires action with frequent monitoring and monthly reporting to the PAC.
  + Any score between [6] and [100] will be actioned and monitored but will only be reported into the PAC on a quarterly basis.
  + Scores below [6] – risk will be closed.

The score is calculated across 3 separate categories:

* + Current risk - The current position of the risk based on analysis
  + Target risk - Where the PAC would like the risk to be in the future once controls have been put in place
  + Inherent risk – The worst case scenario should the risk occur.
* **Risk Review Date** – a review date needs to be supplied for reviewing the risk.
* **Associated Risk** – if this links to any other risks within the risk register this will list the linked Risk number
* **Risk Category** – proposal to categorise risks
* **Potential causes of the Risk** – identification of all the causes that may be creating the risk
* **Potential Consequences of the Risk Event Occurring –** detailing the consequences should the risk occur
* **Controls –** for every potential cause of a risk a control needs to be identified to mitigate against the risk. Where there is no control an action will be created.
* **Actions –** the actions are identified to reduce the risk of occurrence based on controls identified. The actions are specific and have an identified owner and target date of completion. All actions are required to be reviewed and updated quarterly as a minimum. The result of a completed action is that a control has been implemented which in turn will reduce the risk score and may influence the risk status.
* **Owner –** Identification of an owner to complete the action. In some scenarios this may entail all industry parties; in other scenarios this may be one organisation or may be the PAFA.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Number:**  **Appendix 6 – Risk Register** | 2 | | **Risk Description: Incomplete Meter Read Submissions**  **Risk Number 2** | | | | | | | | | | | | |
| There is a risk that……. Meter Read performance is having a detrimental impact on rolling AQ | | | | | | | | | | | | |
| **Date:** | 21/04/15 | | **Raised by:** | | Rachel Hinsley | | **Risk Status:** | | | Active | | **Control Opinion** | | **Amber** | |
| **Risk Scores** | | |  | | | | **Financial** | **Community** | | | **Probability** | **TOTAL** | **Risk Review Date:**  **Initial discussions to be held at the PAC on 5th May and scores to be agreed** | | |
| **Current** | | | | 3 | 4 | | | 4 | **48** |
| **Target** | | | | 2 | 1 | | | 2 | **4** |
| **Inherent** | | | | 5 | 5 | | | 4 | **100** |
| **Associated Risk:** | | | | **NA** | | | **Category:** | | | | | **Settlement** | | | |
| **Potential Causes of the Risk** | | **Potential Consequences of the Risk Event Occurring** | | | | **Controls** | | | **Actions** | | | | | | **Owner and Target Completion Date** |
| Meter Read submissions are not as frequent as they should be for class 4 sites. 5 Shippers have not hit any of the UNC targets for their portfolios. | | Where no reading is submitted the AQ cannot be updated therefore there is a risk to allocation and settlement | | | | Targets are set to mitigate against this risk:  Monthly MRF: 90% per calendar month  SSP Annual: 70% in 12 month period  LSP Annual: 90% in 12 month period  The PAC is already reporting on this but there needs to be an incentive linked to the performance to encourage the Shipping community to improve performance. | | | To be agreed at meeting 05/05/15 | | | | | | To be agreed at meeting 05/05/15 |

**Appendix 7 – Example Risk Scoring**

Risk can be scored in different ways. The example scenario has rated scores based on financial impact, community impact and likelihood (probability) of occurrence. The rating categories need to be discussed and defined based on recommendations from the PAC. Alongside the options for risk ratings the PAC will also need to decide the method it wishes to adopt for scoring. The scoring needs to take into account the brackets for scoring a risk as high or low and the outcome of a risk score affecting the frequency with which a risk needs to be presented to the PAC.

For example:

* Any score above [100] requires action with frequent monitoring and monthly reporting to the PAC.
* Any score between [6] and [100] will be actioned and monitored but will only be reported into the PAC on a quarterly basis.
* Scores below [6] – risk will be closed

Below are given two examples of different ways the scoring system could be used by the PAC:

**Example 1:**

|  |  |  |  |
| --- | --- | --- | --- |
| **RISK RATINGS** | | | |
| **Rating** | **Financial**  **£m (annual)** | **Community** | **Likelihood** |
| **1** | [<£1million] | [Risk to one Shipper organisation] | Description – Remote  Probability – <10% chance |
| **2** | [£1m – £25m] | [Risk to whole Shipper community] | Description – Less Likely  Probability – >10% and < 40% chance |
| **3** | [£25m – £50m] | [Risk to Shipper Community and one Network] | Description – Equally unlikely as likely  Probability – >40% and < 60% chance |
| **4** | [£50m – £75m] | [Risk to Shipper Community and all Networks] | Description – More likely  Probability – >60% and < 90% chance |
| **5** | [>£75m] | [Risk to Shipper Community, Networks, all parties and potential risk to End Consumers] | Description – Almost certain  Probability – >90% chance |

If a risk was identified that posed a financial risk of £5million, affected all Shippers and was deemed 50% likely to occur, the score could be:

1. Financial impact x Community Impact x Likelihood = 2 x 2 x 3 = 12 or;
2. Financial impact + Community Impact + Likelihood = 2 + 2 + 3 = 7

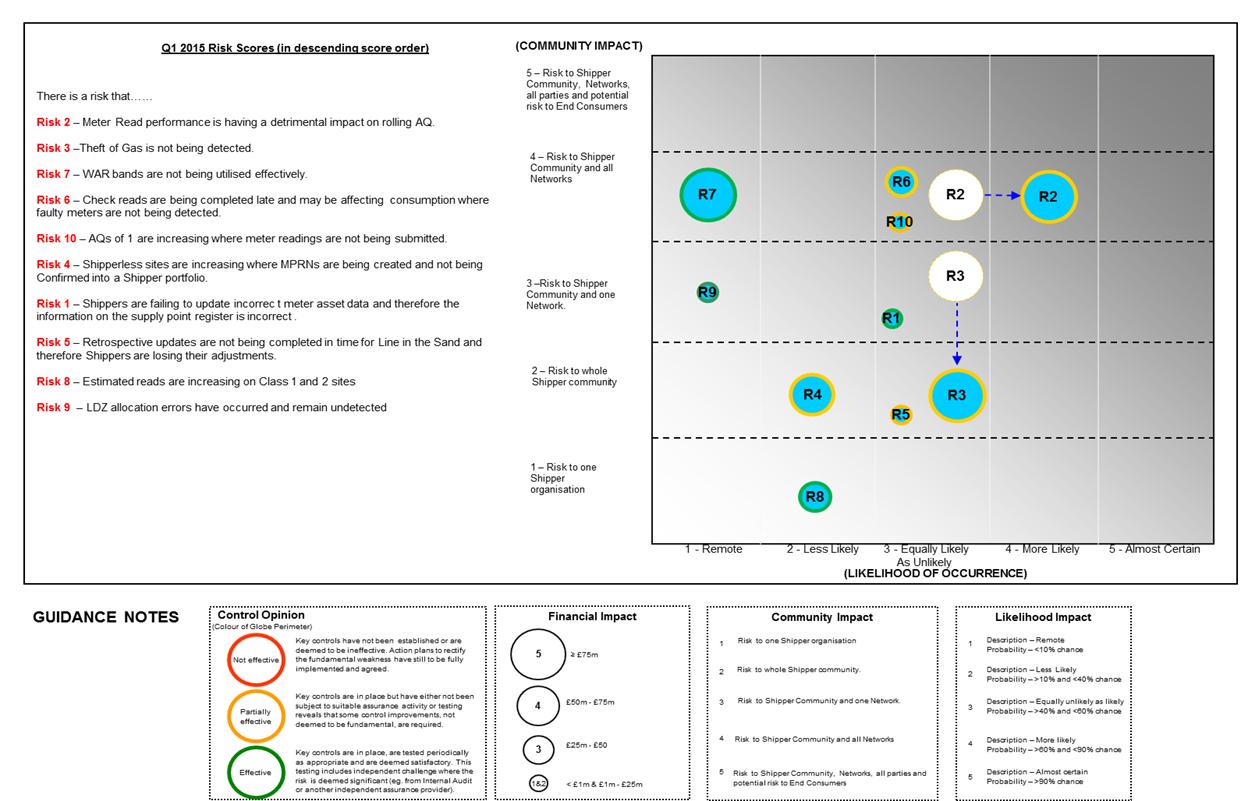
**Example 2:**

Alternatively, a simpler option could be formed where the impact is grouped together

|  |  |  |
| --- | --- | --- |
| **RISK RATINGS** | | |
| **Rating** | **Cost**  **£m (annual)** | **Impact** |
| **1** | [<£1million] | [Risk to one Shipper organisation]  Probability – <10% chance |
| **2** | [£1m – £25m] | [Risk to whole Shipper community]  Probability – >10% and < 40% chance |
| **3** | [£25m – £50m] | [Risk to Shipper Community and one Network]  Probability – >40% and < 60% chance |
| **4** | [£50m – £75m] | [Risk to Shipper Community and all Networks]  Probability – >60% and < 90% chance |
| **5** | [>£75m] | [Risk to Shipper Community, Networks, all parties and potential risk to End Consumers]  Probability – >90% chance |

If a risk was identified that posed a financial risk of £5million, affected all Shippers and was deemed 50% likely to occur the score could be:

1. Cost x Impact = 2 x 3 = 6 or;
2. Cost + Impact = 2 + 3 = 5

**Appendix 8**

**Performance Assurance Framework Document for the (Gas) Energy Settlement Performance Assurance Regime**

**Document 4**

**Performance Assurance Framework Administrator (PAFA) Scope**

This is one of the Documents governed under the Performance Assurance Framework Documentfor the Energy Settlement Performance Assurance Regime.

For Performance Assurance Framework Year [01 October 2015/16]

|  |  |  |
| --- | --- | --- |
| **Version** | **Status** | **Date** |
| 1.0 | Final version from the PAC report | May 2016 |

**Contents**

**Part 1 General**

**Schedule 1 Definitions and Interpretation**

**Schedule 2 Services**

**Schedule 3 Change Control Procedure**

**Schedule 4 Performance Indicators**

**Part 1 General**

1. **Introduction**

This Performance Assurance Framework Administrator Scope (PAFA Scope) sets out the Services to be provided by the Gas Transporters for the relevant year.

**Note:** For the purpose of the document any reference to the Gas Transporters includes the independent Gas Transporters and excludes National Grid Transmission. Gas Transporters also refers to any party that is appointed to perform the administration services on their behalf.

1. **Interpretation and Definitions**

This PAFA Scope shall be interpreted in accordance with Schedule 1.

1. **Services**

The Services to be provided within the PAFA Scope are detailed in Schedule 2.

1. **Change**

To initiate a Change to the Services a Change procedure is set out in Schedule 3.

1. **Agreeing the PAFA Scope, cost estimates and cost reporting**

The PAC shall submit a Draft PAFA Scope largely in the form of Schedule 2, setting out the scope of Services for the forthcoming PAF Year to the Gas Transporters [4] months prior to the start of the PAF Year.

The Gas Transporters and the PAC shall discuss the PAFA Scope and the Gas Transporters shall provide a PAC Cost Estimate for the delivery of the PAFA Scope. The Gas Transporters and the PAC shall agree the Final PAFA Scope [1] month prior to the start of the PAF Year.

The Gas Transporters shall monitor actual costs against forecast costs and provide a [monthly] Budget Tracking Report to the PAC.

Where the Gas Transporters identify that actual or forecast costs vary, or are expected to vary by [50%] of the relevant PAC Cost Estimate the Gas Transporters shall submit a Budget Exception Report to the PAC explaining the situation, its impacts and any mitigation that may be possible.

1. **Performance Assurance Scheme Party obligations to the Gas Transporters**

Each Performance Assurance Scheme Party is expected to use reasonable endeavours to support the Gas Transporters in the performance of the Services. For example, the Gas Transporters may have a requirement to request data from a Performance Assurance Scheme Party as part of the provision of a Service.

1. **Monitoring of Performance**

The Gas Transporters shall be responsible for reporting their performance of the Services and any other obligations under this PAFA Scope to the PAC in accordance with Schedule 4, on a monthly basis. If the Gas Transporters fail to provide the Services in accordance with the Performance Indicators the Gas Transporters shall:

* + identify the cause of any failure to provide the Services in accordance with a specific Service Standard or Performance Indicator;
  + inform the PAC of such action necessary to correct such failure and prevent it from recurring; and
  + keep the PAC advised of the status of remedial efforts and any rectification being undertaken.

**Schedule 1 Definitions**

1. **Interpretation and Definitions**
   1. **Definitions**

The following terms shall have the following meanings:

**Budget Exception Report** means the report described in Section 5 in a form largely as set out in Appendix 1

**Budget Tracking Report** means the report described in Section 5 in a form largely as set out in Appendix 1

**Business Evaluation Order (“BEO”)** means a form submitted to the Gas Transporters by the PAC approving an Evaluation Quotation Report (EQR) and requesting a Business Evaluation Report (BER) in relation to a specific Change Order

**Business Evaluation Report** **(“BER”)** means a report issued by the Gas Transporters in response to a BEO, setting out such matters as are referred to in Schedule 3

**Change Order** means a request for a Service Change

**Draft PAFA Scope** means the proposed scope of Services for the forthcoming PAF Year

**Evaluation Quotation Report (“EQR”)** means a report issued by the Gas Transporters in response to a Change Order, setting out such matters as are referred to in Schedule 3

**Final PAFA Scope** means the agreed scope of Services for the forthcoming PAF Year

**PAC Cost Estimate** means the report described in Section Schedule? 5 in a form largely as set out in Appendix 1

**Performance Indicators** means the specific standards to which the Gas Transporters must provide the Services and which are set out in Schedule 4

**Services** means the service requirements described or referred to in Schedule 2.

* 1. **Interpretation**

Capitalised terms that are not defined above shall have the meanings given to them in the Uniform Network Code, Performance Assurance Committee Terms of Reference, or the Performance Assurance Framework Documentfor the Energy Settlement Performance Assurance Regime.

**Schedule 2 Services Schedule (example)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Part 1** **Provision of administration services to the Performance Assurance Committee** | | | | | |
| **Service description** – The provision of administration services to the Performance Assurance Committee to support the delivery of the Performance Assurance Committee’s requirements | | | | | |
|  | **Service Requirement Description** | **Service Requirement Trigger** | **Service Requirement Output** | **Recipient** | **Timing of delivery of service requirement output** |
| **1** | Maintenance and publication of the Performance Reports Register | Ongoing, maintain as changes require | The publication of the Performance Reports Register | The industry, published at: | Within [1] business day of the notice from the PAC of the approved Performance Reports Register |
| **2** | Review of Performance Reports and consideration of effectiveness, providing recommendations to the PAC as required | Annually | A report to the PAC | PAC | April each year [this is to give the PAC chance to consider the report before the PAC submits the PAFA scope 4 months before 01 October each year] |
| **3** | Maintenance of each Report Specification | Ongoing | The publication of each Report Specification | The industry, published at: | Within [1] business day of the notice from the PAC of the approved Report Specification |
| **4** | Attend meetings of the PAC as required | Ongoing | Attendance at PAC | PAC | As required |
| **5** | Provision of PAC Cost Estimate for the provision of the PAFA Scope as provided by the PAC | On receipt of the PAFA Scope for the forthcoming PAF Year from the PAC | Cost estimate | PAC | Within [2] months of the receipt of the PAFA Scope for the forthcoming PAF Year |
| **6** | Provision of Budget Tracking Report to the PAC | [Monthly] | A report of actual against forecast costs | PAC | Within [10] business days from the end of the [month] |
| **7** | Provision of a Budget Exception Report | As required when actual to forecast costs, or forecast costs, vary, or are expected to vary from the relevant PAC Cost Estimate | A Budget Exception Report | PAC | As soon as reasonably practicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Part 2 Provision and maintenance of the PAF Risk Register** | | | | | |
| **Service description** - Creation, management, maintenance and reporting (including publication) of the PAF Risk Register and operation of the PAF Risk Register process | | | | | |
|  | **Service Requirement Description** | **Service Requirement Trigger** | **Service Requirement Output** | **Recipient** | **Timing of delivery of service requirement output** |
| **1** | Publication of the PAF Risk Register process and any supporting documents/templates, etc | Ongoing, maintain as changes require | The publication of the PAF Risk Register Process | The industry, published at: | Within [1] business day of the notice from the PAC of the approved PAF Risk Register process |
| **2** | Operation of the PAF Risk Register Process | Ongoing | As required by the PAF Risk Register Process | As required by the PAF Risk Register Process | As required by the PAF Risk Register Process |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Part 3 Provision of reports to industry** | | | | | |
| **Service description** – The provision of reports to the industry (individual organisations, the Performance Assurance Committee, and others as required) | | | | | |
|  | **Service Requirement Description** | **Service Requirement Trigger** | **Service Requirement Output** | **Recipient** | **Timing of delivery of service requirement output** |
| **1** | Performance Report Register report 1 | As per Performance Report Register report 1 | As per Performance Report Register report 1 | As per Performance Report Register report 1 | As per Performance Report Register report 1 |
| **2** | Performance Report Register report 2 | As per Performance Report Register report 2 | As per Performance Report Register report 2 | As per Performance Report Register report 2 | As per Performance Report Register report 2 |
|  |  |  |  |  |  |

**Schedule 3 Change Control Procedure (example)**

1. **Principles**

A suggestion for a Change may be made by any party and will be processed in accordance with this Change Control Procedure.

This Change Control Procedure will, where required, encompass the processes and framework principles created under the “Guidance Document on Best Practice – Process, Cost Estimates and Cost Allocations relating to Uniform Network Code User Pays Modification Proposals’ – as published on the Joint Office website (http://www.gasgovernance.co.uk/sites/default/files/User%20Pays%20Guide%20Doc%20v2.pdf). This is most likely to apply for the provision of a Rough Order of Magnitude (ROM) and Detailed Cost Analysis (DCA) services.

The supporting templates are shown in Appendix 1 of this Schedule 3.

1. **Procedure**
   1. **Change Order**

Any party wishing to make a Change to the PAFA Scope shall issue a written request to the Gas Transporters. A request for a Change shall be submitted by a Change Order in the format shown in Appendix 1 of this Change Control Procedure.

The Gas Transporters shall provide an acknowledgement of receipt of the Change Order to the Originator.

* 1. **Change Order Evaluation at Performance Assurance Committee**

The Gas Transporters shall submit the Change Order to the PAC with an outline report of its assessment of the Change (including a ROM), as soon as reasonably practical after receipt of the Change.

The Gas Transporters and the PAC shall discuss the Change Order to determine the next actions to be undertaken.

The Gas Transporters shall provide a response to the Originator advising the outcome of the PAC review.

* + 1. Performance Assurance Committee **Review Outcomes**

The PAC review outcomes are as follows:

1. Reject Change Order
2. Accept Change Order and proceed to the next stage
3. Suspend Change Order. Request that the Gas Transporters and the Originator discuss the Change Order further to enable the PAC to make an informed final decision.
   1. **Evaluation Quotation Report**

Where the PAC accepts the Change Order, the Gas Transporters shall prepare an Evaluation Quotation Report (EQR). Once it is complete, the Gas Transporters shall submit the EQR to the PAC. The EQR will set out:

* the details of the Service Change (i.e. describe the new service requirements) and the expected beneficiaries, based on the Gas Transporters’ understanding of the Change Order;
* the Gas Transporters’ initial view of whether and (if relevant) how the Service Change can reasonably be implemented; and
* if the Gas Transporters’ initial view is that the Service Change could reasonably be implemented, the EQR will also set out:
* the Gas Transporters’ impact assessment of what analysis work is required in order to develop the Business Evaluation Report (BER) which may include a Detailed Cost Analysis (DCA);
* if the Gas Transporters have determined that they need to recover the costs of preparing the BER, a quotation for such costs; and
* any initial view that the Gas Transporters may have of potential likely changes to the Services Schedule and the PAFA costs.
  1. **Agreeing the Evaluation Quotation Report** 
     1. If the EQR states that, in the Gas Transporters’ view, the Service Change cannot reasonably be implemented then the relevant Change Order will be referred back to the PAC for rejection.
     2. If the EQR states that, in the Gas Transporters’ initial view, the Service Change may reasonably be implemented then the PAC will then consider the EQR. The Change will not progress until the PAC has agreed and approved the EQR (including any quotation for the funding required by the Gas Transporters to complete the BER) in accordance with its then prevailing terms of reference. The PAC will notify the Gas Transporters that it has approved the EQR by submitting, in accordance with its then prevailing terms of reference, a Business Evaluation Order (BEO) to the Gas Transporters.
  2. **Preparation of Business Evaluation Report (BER)**

Once the PAC has, in accordance with its then prevailing terms of reference, provided the Gas Transporters with the BEO, the Gas Transporters will prepare the Business Evaluation Report (BER) which may include a DCA. Once the BER is complete, the Gas Transporters shall submit it to the PAC.

The BER will set out:

* whether, after further business analysis, the Gas Transporters still consider that the Change can reasonably be implemented;
* and if the Gas Transporters still consider that the Change can reasonably be implemented, the BER will also set out:
* the various design options for how the Service Change may be delivered by the Gas Transporters (including timescales) (“Design Options”);
* the estimated development and implementation costs of each Design Option (a ROM or DCA as required);
* the estimated ongoing service costs/price of each Design Option (a ROM or DCA as required);
* any amendments which will be required to the wording of the Services Schedule;
* any necessary changes to the Agency Charging Statement which would need to be submitted to the Gas and Electricity Markets Authority (“Ofgem”) pursuant to the provisions of Standard Special Condition A15 of the Transporter’s Licence.
  1. **Agreeing the Business Evaluation Report**

If the BER states that in the Gas Transporters’ view, after further business analysis, the Service Change cannot reasonably be implemented (and giving reasons therefor), then the relevant Change Order will be referred back to the PAC. Any party may then, should it choose to do so, submit a new or revised Change Order pursuant to the provisions of paragraph 2.1 above and the Services Schedule Change Procedure will recommence.

If the BER states that in the Gas Transporters’ view, after further business analysis, the Service Change may reasonably be implemented, the PAC will then consider the BER and shall either agree on one of the proposed Design Options and approve the BER on that basis, or elect to cancel the Change Order.

The Change Procedure will not progress until the PAC has agreed and approved the BER in accordance with its then prevailing terms of reference.

* 1. **Development and Implementation**

If the PAC agrees and approves the BER, the Gas Transporters will commence work to develop and implement the chosen Design Option.

If the PAC agrees and approves the BER, but there are required changes to the Agency Charging Statement then the revised Agency Charging Statement will be submitted to Ofgem pursuant to the provisions of Standard Special Condition A15 of the Transporter’s Licence.

Once (if required) the Agency Charging Statement has been modified pursuant to the provisions of Standard Special Condition A15 of the Transporter’s Licence, the Gas Transporters will proceed to implement the chosen Design Option and the changes to the Service Schedules as set out in the BER shall be made.

The Gas Transporters will provide ongoing progress reports to the PAC as the development and implementation of the chosen Design Option progresses. This will include performance against planned timescales and budgets.

**Appendix 1 of this Schedule 3**

**Change Order Template**

**Performance Assurance Framework**

**Change Order Form**

**for {Title}**

Please send this completed form to [[tbc]](mailto:xoserve.userpays@xoserve.com&Subject=User%20Pays%20Enquiry)

|  |  |  |
| --- | --- | --- |
| Admin Details | | |
| Change Title |  | |
| Submission date |  | |
| Originator organisation |  | |
| Organisation representative |  | |
| Change reference number | [provided by PAFA] | |
| Change Details | |
| **Change description**  {Provide a full description of the change from a requirement perspective – where possible the solution should not be provided, the change is a description of the matter requiring resolution not a description of the solution. Where possible include:   * Issue that has led to the change requirement * Expected benefits of the change * Any other related topics relevant to the change * Any timescale or other critical drivers.} | |

**Evaluation Quotation Report (EQR) Template**

**Performance Assurance Scheme? Services Evaluation Quotation Report (EQR) for Change Order [ref] [title]**

**Document Purpose and Summary**

The purposes of this report are…

* To provide a quotation for the Gas Transporters to evaluate the business change outlined in the relevant Change Order, i.e. a quote to provide a Business Evaluation Report (BER).
* To identify the impacted areas that will be analysed during the evaluation.

**Evaluation service offered:**

Analysis of the change order to produce a Business Evaluation Report that will include estimated costs for delivery of the business change.

During business evaluation the Gas Transporters may provide other appropriate deliverables.

**Quotation Dependencies**

1. There are no changes in the scope or complexity of the change between provision of this EQR and delivery of the BER.
2. The BER delivery time scale quoted is elapsed time. Actual start date depends upon [a] when the BEO is received and [b] the relative priorities and availability of resource at that time.

**Disclaimer**

This Evaluation Quotation Report has been prepared pursuant to Schedule 3 of the PAFA Scope.

It has been prepared in good faith, and has been prepared using data and information provided by third parties, and whilst the Gas Transporters have used reasonable endeavours to ensure that it is accurate and appropriate, no representation or warranty is made as to it is accuracy or completeness of the information contained herein, nor its fitness for purpose, even where any such purpose has been advised. By its very nature it is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to the Gas Transporters at the time of its preparation. Nothing in this document is intended to have any contractual or legal force.

|  |  |
| --- | --- |
| **Change type** | **Change Order PAF Services** |
| Service Change details (describe new requirements and expected beneficiaries): |  |
| Gas Transporters’ initial view of if and how service Change can be reasonably be implemented: |  |
| Gas Transporters’ impact assessment of what analysis work is required in order to deliver BER: |  |
| Estimated BER delivery cost and whether recoverable: |  |
| Potential changes to any regulatory documents, e.g. Agency Charging Statement: |  |
| Period for which EQR is valid: |  |
| Lead Xoserve [CDSP?] operational manager name and contact details: |  |

**Business Evaluation Order (BEO) Template**

**Business Evaluation Order (BEO) for Performance Assurance Scheme?Services Change Order [ref] [title]**

The purposes of the Business Evaluation Order are…

* To approve an Evaluation Quotation Report for the Change Order.
* To inform the Gas Transporters of the next action the sponsor requires for the Change

Order.

|  |  |
| --- | --- |
| Change Order Reference: |  |
| Change Order Title: |  |
| Customer: |  |
| Customer Representative: |  |
| EQR version: | Version: n Date: |
| EQR approval:  *Unless approved without comment, please provide reasons in the comment section below.* | 1. Approved 2. Approve with comments 3. Clarification required 4. Rejected |
| Next action required: | 1. Proceed with evaluation 2. Provide clarifications 3. Revise the EQR 4. Nothing – change being reassessed 5. Nothing – change suspended 6. Nothing – change cancelled |
| Date Change Order received: |  |
| Date EQR received: |  |
| Date BEO provided: |  |
| Date BEO expires: |  |
| Funding Approval | *Detail proposed funding methodology.* |

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Section Ref** | **Reviewer comment** | **Author response** |
| **1** |  |  |  |
| **2** |  |  |  |
| etc |  |  |  |

***Note:***The Gas Transporters reserve the right to reject the BEO and provide a new EQR if the scope of the service requested or scope of the change differs from that specified in relevant version the EQR for the relevant Change Order.

**Business Evaluation Report (BER) Template**

**Performance Assurance Scheme? Services - Business Evaluation Report (BER) for Change Order [ref] [title]**

**Disclaimer:**

This Business Evaluation Report (BER) has been prepared in good faith by the Gas Transporters but by its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to the Gas Transporters at the time of its preparation.  The Gas Transporters accordingly make no representations of accuracy or completeness and any representations as may be implied are expressly excluded (except always for fraudulent misrepresentation).

This BER does not, and is not intended to, create any contractual or other legal obligation on the Gas Transporters.

|  |  |
| --- | --- |
| **Details of Service Change** |  |
| Do the Gas Transporters consider the service Change can reasonably be implemented? |  |
| Design Options (including timescales) |  |
| Estimated development and implementation costs of each Design Option |  |
| Estimated ongoing service costs/price (and cost recovery mechanisms) of each Design Option |  |
| Any system constraints |  |
| Any amendments which will be required to the wording of the PAFA scope document |  |
| Any required changes to regulatory documents,e.g. Agency Charging Statement |  |
| Period for which BER is valid |  |
| Lead Xoserve (CDSP?) operational manager name and contact details |  |

**Schedule 4 Performance Indicators**

1. **Performance Indicators**
   1. The Performance Indicators and the Services to which they apply are set out in the following table.
   2. The Gas Transporters shall produce an exception report on a monthly basis, which provides relevant information relating to the non-achievement of the Performance Indicators in accordance with Part 1 paragraph 7.
   3. The introduction, change or removal of Performance Indicators can only occur as a Change. Any such introductions, changes or removals will come into force in the month immediately following their agreement unless otherwise agreed with the Performance Assurance Committee.
   4. In the case of introduction or substitution of a Performance Indicator, where no historic performance and management information is available, a period of at least six months must elapse (or such other period as may be agreed between the Gas Transporters and the Performance Assurance Committee) before a new performance standard can be set for the Performance Indicator.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Performance Indicators** | | | | |
| To be developed based upon Schedule 2 and, where required, Schedule 3 | | | | |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Document 5

LETTER OF CONFIRMATION

BY PERFORMANCE ASSURANCE COMMITTEE MEMBER

To: Joint Office of Gas Transporters

Consort House 6 Homer Road

Solihull

B91 3QQ

(for the benefit of all Parties to the Code)

Dated as of [insert date]

Dear Sirs,

In connection with my proposed appointment as a member of the Performance Assurance Committee established under the Uniform Network Code (the “Code”), I am writing to confirm, in accordance with TPD Section V16.1.1(d) of the Code, that:

1. I will act as a Performance Assurance Committee Member in accordance with the Code, and I acknowledge the requirements of General Terms B4.3.6 of the Code;

Yours faithfully,

**Document 6**

**LETTER OF AGREEMENT FROM COMPANY**

**EMPLOYING A PERFORMANCE ASSURANCE COMMITTEE MEMBER**

To: the Joint Office of Gas Transporters, in its role as Secretary to the Performance Assurance Committee

Dated as of [*Date*]

Dear Sirs,

We are aware that [*name of candidate for Performance Assurance Committee Membership*] has been appointed as a member of the Performance Assurance Committee established under the Uniform Network Code (the "Code").

We agree that [*name of candidate for Performance Assurance Committee Membership*] may act as a Performance Assurance Committee Member, and that when [he/she] is acting in their capacity as such Member the requirement in General Terms B4.3.6 shall prevail over [his/her] duties as an employee.

(A copy of General Terms B4.3.6 of the Code is attached to this letter.)

Yours faithfully,

[insert Name of Employing Company]