

UNC Performance Assurance Committee Minutes Monday 26 March 2018 Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Karen Visgarda (Secretary)	(KV)	Joint Office
Andy Clasper	(AC)	Transporter Member
Carl Whitehouse	(CW)	Shipper Member
Fiona Cottam	(FC)	Observer, Xoserve
Graham Wood	(GW)	Shipper Member, Alternate
John Welch	(JW)	Shipper Member
Lisa Saycell	(LS)	Shipper Member
Mark Jones	(MJ)	Shipper Member
Nirav Vyas	(NV)	PAFA
Rachel Hinsley	(RH)	Observer, Xoserve
Richard Pomroy	(RP)	Transporter Member
Rob Johnson	(RJ)	Transporter Member
Shanna Key	(SK)	Transporter Member

Apologies

Hilary Chapman	(HC)	Transporter Member
Mitch Donnelly	(MD)	Shipper Member
Tricia Quinn	(TQ)	Observer, Ofgem

* via teleconference

Copies of non-confidential papers are available at: <http://www.gasgovernance.co.uk/PAC/050318>

1. Introduction and Status Review

1.1 Confirm Quorate Status

BF welcomed everyone to the meeting and declared the meeting as being quorate.

1.2 Apologies for absence

Apologies were noted as above.

1.3 Note of Alternates

Graham Wood for Mitch Donnelly.

1.4 Product Class 2 and 3 Meter Reading Submissions

BF explained that this meeting was specifically to discuss the Product Class 2 and 3 Meter Reading issues.

Product Class 2 Read submissions:

RH then provided an overview of the latest data regarding Class 2, and explained that the results discussed in the last meeting were not reflective of the current data and that this updated data analysis now looked correct. She then provided an explanation of the data and drew attention to the specific parties, which were all anomalyised. GW

asked whether it possible to get a view of the performance per month, together with the percentage figure of the reads by specific month and RH said that was presently being investigated and that an additional update will be provided at the April meeting as to what data could be provided.

A general discussion then took place as to whether an urgent modification was needed to address this issue, the consensus was that this was not necessary, as an improvement over the previous reporting had now been seen. It was agreed that the performance needed to be monitored and a watching brief was suggested in relation to the overall industry performance. It was agreed that more investigations were needed in relation to the read submissions as sites are transferred from Product Class 1 to Product Class 2. In this regard, RH said that there were presently 453 sites as of 26 March 2018, that needed to move out of Class 1 before the 01 April 2018, if not these would be transferred by Xoserve by the end of April. RH said should would produce an updated report for the Performance Assurance Meeting on 10 April 2018.

Product Class 3 Read submissions:

A lengthy and protracted discussion took place regarding the overall performance of the organisations submitting Class 3 reads and Xoserve confirmed that they were actively engaged with these Shippers trying to resolve their file flow/data issues. GW said that as a general rule, organisations moving supply points from Product Class 4 to Product Class 3 should ensure their systems were compatible and able to perform the read submissions process as required, prior to moving from one class to another.

JW proposed that a general communication should be sent to all Shippers reminding them that there is a UNC obligation requiring a read submission performance of 90%. GW was in agreement and also proposed that some form of incentive should be instigated, as there was presently no consequence of failing to supply a valid read submission. He added that this needed to be tangible and realistic and supported by Ofgem.

BF asked if the risk was the difference in the allocation of UIG factors between supply points in Class 3 and those in Class 4, and he said perhaps the incentive should be focused on that area. GW would prefer if the meter reads were not being submitted, then the that Shipper could be made to move back into Class 4 with measure to prevent them moving more sites into Class 3 until they could demonstrate their systems could support the performance required. JW asked FC how difficult would it be from a systems perspective to move Shippers from one Class to another. FC said she would investigate this area and LS asked why it was the responsibility of Xoserve to move the Shipper from one class to another, and said it should be the individual Shippers' own responsibility. GW asked how difficult it would be to identify the difference in UIG factors, FC said that as the UIG allocation closed out at D+5, it was a complicated process.

New Action Class 2&3 PAC0301: Xoserve (FC) to investigate the system complexity regarding Read Submissions of moving Shippers between Class 3 and Class 4.

A further general discussion took place in connection to the potential incentive and the financial aspects and impacts of these, all agreed it needed to be simple, yet effective. MJ proposed a two step approach with modifications was needed, i) transitional to get a quick fix, perhaps around re classifying supply points; ii) an enduring solution at a later date based on incentive payments that were reflective of the impact on UIG. GW said that organisations should not then be allowed to enter into Class 3 again for a set period of time, and that performance metrics would be required to monitor their specific performance.

A general debate then took place surrounding the existing Business Rules and what would be the proposed percentage of failure allowed within each Class. GW proposed that a communication should be sent stating that all Shippers needed to meet 90% of their portfolio in relation to the read submissions as defined in the UNC. NV proposed that there should be an engagement process to explain the overall procedure. CW said that a training and education guide had already been produced and sent to all Shipper prior to Christmas, and that Xoserve had been engaging with the offenders anyway. RH confirmed this was the case especially, with regards certain Shippers listed in the report.

RH then moved on to overview the read rejections reasons and a brief general discussion took place surrounding the reasons and NV noted that some of the Shippers had the same rejection reasons; i.e. *Reading breached the upper Inner tolerance value and no override flag provided*. It was subsequently agreed that RH would further investigate the read rejection reasons and report back at the April meeting.

New Action Class 2&3 PAC0302: Xoserve (RH) to investigate the read rejection reasons in more depth, especially regarding systems errors and *Reading breached the upper Inner tolerance value and no override flag provided*.

BF then asked with regards to the proposed communication that needed to be sent to all the Shippers, who was going to produce and send this? He said it was not in the Joint Office or the PAFA's remit, especially as either did not get any visibility of the offenders or the data. It was then agreed that FC and RH would produce a draft a communication and circulate it to the PAC members for comments, and FC said would welcome comments and feedback by 06 April 2018, to then be signed off and sent on 10 April after the PAC formal meeting.

New Action Class 2&3 PAC0303: Xoserve (FC) and (RH) to draft a communication for comment by the PAC members regarding Shippers adhering to the read submission process.

2. Any Other Business

2.1 Communication from Ofgem reading DM Read Issues

BF and MJ both said that Ofgem were very interested in the DM Reads issues being closed down and in particular relating to consumption adjustments. BF confirmed that Ofgem wanted to know how this issue was going to be resolved and what action PAC was taking. JW said that previously npower had investigated raising a new modification for this issue, but had concluded that they were not sure what a new modification would do regarding the timelines and that it was more a transitional issue, so would be resolved in due course as business as usual processes were applied. He confirmed that npower were not going to raise a new modification.

BF said that Ofgem were keen to know what the resolution was going to be. FC said that she had discussed this matter with Emma Lyndon who was heading up the DM Read arena and that EL had said that there was still an exposure of 90 sites, which was reducing each week. BF said that this topic should be added to the 10 April agenda for a greater discussion, and that Ofgem's help might be needed to progress this matter in an expedient manner. FC agreed to investigate the weekly statistics on how the DM Reads were progressing and if all the organisations concerned, were fully engaged or not.

New Action DM Reads PAC0304: Xoserve (FC) to investigate the weekly statistics on how the DM Reads were progressing and the level of engagement.

BF said that Ofgem had sent their apologies, as they were unable to dial into the meeting.

3. Next Steps

BF said the all PAC members were to supply feedback to FC prior to 06 April regarding the Read Submissions communication to be sent out to all Shippers on 10 April 2018, following sign off by the PAC members and Ofgem respectively, at the meeting on the same day.

Diary Planning

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

Time/Date	Venue	Programme
10.30, Tuesday 10 April 2018	St John's Hotel, 651 Warwick Road, Solihull, B91 1AT.	<ul style="list-style-type: none"> Standard Agenda Items Workplan & Budget Issues Potential facilitating Modification for PAC reports Daily Meter read performance and consumption adjustments – Ofgem Letter
10.30, Tuesday 08 May 2018	Elexon, 350 Euston Road London Lon NW1 3AW UK	<ul style="list-style-type: none"> To be confirmed

Action Table (as at 26 March 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
Class 2&3 PAC 0301	26/03/18	1.4	Xoserve (FC) to investigate the system complexity regarding Read Submissions of moving Shippers between Class 3 and Class 4.	Xoserve (FC)	Pending
Class 2&3 PAC 0302	26/03/18	1.4	Xoserve (RH) to investigate the read rejection reasons in more depth, especially regarding systems errors and <i>Reading breached the upper Inner tolerance value and no override flag provided.</i>	Xoserve (RH)	Pending
Class 2&3 PAC 0303	26/03/18	1.4	Xoserve (FC) and (RH) to draft a communication for comment by the PAC members regarding Shippers adhering to the read submission process.	Xoserve (FC & RH)	Pending
DM Reads PAC 0304	26/03/18	2.1	Xoserve (FC) to investigate the weekly statistics on how the DM Reads were progressing and the level of engagement.	Xoserve (FC)	Pending