



Performance Assurance Committee (PAC)

Meeting Summary – 09 October 2018

KEY MESSAGES

- All PARR (Performance Assurance Report Register) dashboards are available with performance issues highlighted where relevant.
- Letters from the PAC are being drafted to those shippers causing concern in some performance areas and final decisions will be made in a PAC meeting in the last week of October.
- The PAC have identified the need for an additional meeting each month for a period of time. One meeting will focus on PAF development work and the other on performance. The first month of the new format will be November.
- The focus of the Performance meetings will be to analyse the PARR dashboards and the risk register, review performance trends, identify consistent poor performance and make decisions on remedies.
- PAC and Xoserve's Customer team will be working together to engage with shippers and support on specific areas of poor performance, and
- A new risk on meter data accuracy following a smart meter installation has been received in draft by PAC and is currently being assessed by the PAFA