



# Performance Assurance Committee Meeting

## Summary – 09 April 2019

---

### KEY MESSAGES – 09 APRIL 2019

- PAC members agreed on a new and revised PAC election process,
  - Proposal will be presented to the UNCC on 18<sup>th</sup> April 2019.
- At the request of the PAC, PAFA provided a performance update for a single shipper who was noted as severely underperforming when compared to the industry and code obligations.
  - PAC requested that the PAFA schedule a meeting with the Shipper in question to discuss their performance and whether their provided action plan is credible.
- The PAC were informed that Modification 0674 has been accepted by the UNC panel and will proceed to the Governance and UIG workgroups
- PAFA to send letters to poor performing shippers against the 2A.4 report relating to Shipper Transfer Read Performance.
- There are some shippers with high loads registered in Product Class 4 who should be moved to a more appropriate product class. PAFA to liaise with CAMs to address shippers who have high loads but have sites registered in PC4. Performance will be monitored over the next three months and analysis presented to PAC.

### PAC 'TIP OF THE MONTH'

- To ensure all opening transfer reads and actuals are passed on to CDSP as per the code (Section M5.13.2)
- The Proposing User, in the case of a Class 2, 3 or 4 Supply Meter, and the Transporter in the case of a Class 1 Supply Meter, shall secure that a Valid Meter Reading (an "Opening Meter Reading") is: (a) obtained for a Read Date which satisfies the requirement in paragraph 5.13.3; and (b) submitted (as an Opening Meter Reading) to the CDSP by the required time required under paragraph 5.13.4 from the Supply Meter referred to in paragraph 5.13.1, but in the case of a Class 1 or Class 2 Supply Meter, the Meter Reading obtained under paragraphs 5.6 or 5.7 will satisfy this requirement. Obtaining an actual or customer provided transfer meter readings provides a clean end and start reading for the consumption to be allocated by the two suppliers involved in a switch and to the two shippers.

Ultimately, they are beneficial to consumers and to settlement by improving accuracy and also by ending sometimes long periods of no meter readings prior to a transfer. Obtaining a meter reading can ensure that distortions in allocation remain with the previous shipper and provide a sound and accurate basis to start a new contractual relationship.

However, obtaining the meter reading is not all that is required. The meter reading must be obtained in the window prescribed around the transfer date and must then be submitted to the CDSP by the required time post the transfer date. And finally check for rejections – has the opening transfer meter reading provided been loaded into the CDSP's systems? If not, what was the problem and is further investigation required?