



Performance Assurance Committee Meeting

Summary – 09 July 2019

KEY MESSAGES – 09 JULY 2019

- Xoserve presented slides on AQ at risk to the PAC for sites that are not receiving meter readings for sites in Product Class 4, to support the PARR reports
 - The reports were developed at the UIG task force and will provide useful to the PAC when targeting performance improvements.
 - PAC members requested an update for an update in August but for sites in Product Class 3.

- Xoserve examined the provision of data required under the implementation of UNC0654
 - Nine shippers were highlighted to the PAC who are not meeting the requirements of the code.
 - PAC members agreed that the first stage of contact with shippers who are not submitting reports should be initiated through the Xoserve Customer Advocate Managers (CAMs).
 - Progress on the issue will be reviewed in the PAC meeting scheduled in September. The PAC will determine an escalation route for those Shippers who are still not submitting the required reports.

- The PAFA informed PAC members of poor opening read performance following a transfer of sites, with no shippers currently meeting the requirement stated in the UNC. Anecdotal evidence from the CAMs suggests that there are many issues in the provision of opening reads.
 - The PAC suggested for Xoserve to analyse whether replacement reads correlate with shipper transfer reads.
 - PAC members suggested that PAFA should contact MRA and SPAA to seek information on the use of the dispute process.
 - Additionally, the PAC suggested the PAFA should liaise with Xoserve to develop the reporting in this area. The revised report should be brought back to the PAC meeting.

- PAC members were informed of individual shipper performance in relation to the incorrect use of standard correction factors.
 - Following letters issued to shippers in March, the PAC were happy with the improvement in this area.
 - The PAFA highlighted that performance had plateaued for some shippers who were issued with letters in November 2018. The PAC asked the PAFA to issue letters to the shippers in question, requesting a sustained performance plan in this area.

- Xoserve informed PAC members of the change in the AUGÉ weighting factors, which will incentives shippers to move sites into Product Class 3. A workshop is being held at Xoserve on Friday 12th July to discuss the issue
 - Following on from the workshop, Xoserve are to feedback the outcomes and key discussion points at the PAC meeting scheduled for August.
 - The PAFA have been requested to add the issue onto the Risk Register



- Xoserve presented an update on the shipper MI delivery
 - PAC members suggested for PAFA to have access to the portal. Xoserve will need to examine what the process will be for PAFA to gain access to the portal.