



Performance Assurance Committee Meeting

Summary – 10 September 2019

KEY MESSAGES – 10 SEPTEMBER 2019

- At the request of the Performance Assurance Committee (PAC), the Central Data Service Provider (CDSP) presented detail on the current usage of the 'faulty meter' flag.
 - A number of meters have been identified as having the faulty flag active for a period longer than 18 months. The Customer Advocate Managers (CAMs) have been advised to approach the Shippers responsible and offer both guidance around using the flag as well as resolving issues they may have.
- PAC are continuing to look at the transfer read process and the reasons behind low shipper transfer read performance.
 - The Performance Assurance Framework Administrator (PAFA) are assessing the use of the Shipper agreed read and replacement read processes to gain a wider understanding of any issues that Shippers may be facing.
 - Further analysis is to be performed in this area, with additional replacement read data being requested from the CDSP.
- PAC members discussed the impact of the implementation of UNC0700 on the Performance Assurance Report Register (PARR) reports.
 - The PAFA and CDSP have met to discuss additional reporting requirements. Consideration was also given to limiting the impact on existing reports.
- The incorrect use of standard correction factors is still a focus for the PAC.
 - Two underperforming Shippers have been referred to the CAMs for assistance in this area.
- The CDSP informed PAC members that a number of Shippers are still required to submit the data required under modification 0654: Mandating the provision of NDM sample data
 - The PAFA have been requested to issue letters to those Shippers in question on behalf of the PAC requesting that the relevant data is submitted by 5th October 2019, to ensure compliance with the UNC.