



Performance Assurance Committee Meeting

Summary – 08 October 2019

KEY MESSAGES – 08 OCTOBER 2019

- A Performance Assurance Reports Register (PARR) redrafting workshop is being held on the 25th October 2019 to evaluate the current suite of reports and to identify additional reports that may be required to aid monitoring Shipper performance.
 - The workshop will be hosted by the Performance Assurance Framework Administrator (PAFA) and the invitation has been sent to members of the Performance Assurance Committee (PAC) and the Central Data Services Provider (CDSP).
- Following the implementation of Modification 0700, the CDSP presented changes to the PARR reports that have been impacted, namely the Read Performance report (2A.5) and Meter Read Validity report (2A.6).
 - PAC members discussed changes proposed and requested the CDSP and PAFA to continue working together to develop a report which address PAC requirements.
- The CDSP presented PAC reporting changes to PAC members.
 - XRN4795 has been agreed to be delivered to the PAFA on 8th November 2019.
 - XRN4779 is still in progress and the CDSP are aiming to deliver this to the PAFA in December 2019.
- The CDSP informed PAC members that under current terms, the PAFA would not be able to access granular level data on the Data Discovery Platform (DDP) which is being developed by Xoserve, as they are not defined as an entity on the data permissions matrix. In order for the PAFA to be defined as an entity, a modification would need to be raised.
 - PAC members discussed and emphasised the importance of the PAFA to have access to granular level data and agreed that getting PAFA access is a priority. It was agreed amongst members that a modification would be raised.
- The September AQ at risk statistics were presented to PAC members by the CDSP, which raised an area for concern, with emphasis placed on Shippers in Product Class 4 (PC4).
 - The PAC advised the Customer Advocate Managers (CAMs) to liaise with the 11 shippers that account for 50% of the total AQ at risk.
- The PAFA presented the latest version of the Risk Register to PAC members.
 - All members approved the Risk Register and approved for the document to be published after a few minor amendments.



- Following a presentation of Shipper performance to PAC members, there are a number of areas to which the PAC are turning their attention over the coming months;
 - No Meter Recorded (2A.2) and No Meter Recorded and data flows received (2A.3)
 - Read Performance (2A.5) for Shippers operating in all Product Classes with emphasis on those Shippers operating in Product Class 4

Performance improvement case study:

- As part of its monitoring and analysis of the PARR data PAFA identified an issue where a single Shipper was performing significantly below the rest of the industry and the requirements defined in the UNC
- Following PAC agreement an urgent performance improvement communication was issued
 - Performance improvement letters request the provision of a performance plan and a face to face meeting with the PAFA
- Following constant communication between PAFA, the Xoserve customer advocate teams and the Shipper in question, enduring solutions have been developed and implemented to ensure continued performance in meter read submission
- This collaborative approach has resulted in this Shipper now performing above the industry average
- Read performance across the industry is still below the requirements of the UNC and PAC will continue to contact Shippers in this regard
 - PAFA are keen to hear from shippers that are experiencing difficulty with meter read submissions and are able to offer guidance on improving performance
 - UNC read performance requirements are as follows:
 - PC1 – 97.5%
 - PC2 – 97.5%
 - PC3 – 90%
 - PC4 – monthly read 90%, annually read SSP 70%/ LSP 90%