



Performance Assurance Committee Meeting

Summary - 12 November 2019

KEY MESSAGES – 12 NOVEMBER 2019

- A Performance Assurance Reports Register (PARR) redrafting workshop was held on the 25th October 2019.
 - 9 PAC members were in attendance plus Xoserve and PAFA subject matter experts
 - All 10 of the current reports were assessed and new reports, to support the risk register were suggested
 - Xoserve presented the DDP platform and the reports currently available
- PAFA and CDSP are continuing to work together to develop requirements for the DDP including adding PAFA to the DPM
 - UNCO711 is facilitating this
- PAC discussed the process for changes to the PARR reports
 - If a PARR report is created as part of a UNC modification, no approval for inclusion into the PARR suite is required
 - JO and PAFA to work to improve the process for identifying new reports and updating the PARR
 - If the PAC identify a requirement for a new report, the addition to the PARR should be presented to the UNCC for approval
- PAC have been working with other industry parties to further understand the issues (If any) with the current Shipper transfer process, as currently submission of opening reads into central systems is very low.
- Discussions on this issue were had at the September PAC meeting, but since that date SPAA have provided PAC with further clarity on SPAA parties experience of the Shipper Agreed Read Process (SAR).
- SPAA Parties Experience of SAR:
 - Suppliers occasionally report issues with SAR/opening read performance
 - The issues affect Suppliers both large and small, but smaller Suppliers in particular have reported knock-on impacts on their ability to resource code related processes
 - The SAR process is usually utilised where CoS event occurs and a New Supplier needs the Old Supplier to update a reading in central systems – for example, where a site's consumption has been estimated previously but a meter reading has then been provided by the customer on CoS
 - Where a New Supplier is unable to update the reading, this can impact their ability to bill the customer accurately and on time and causes an administrative burden to resolve



- To resolve a SAR requires cooperation between the Old and New Suppliers to communicate with their Shippers in order to update central systems
 - Suppliers occasionally report problems with resolving SARs with many reporting that this may be due to Shipper performance in updating central systems
 - New Suppliers have also occasionally reported situations where SARs are escalated to the Old Supplier who advises they have already instructed their Shipper to update central systems and that the New Supplier should contact the Shipper – however when contacting the Old Shipper, they are then advised that they must contact the Old Supplier instead – creating an administrative burden and meaning SARs may go unresolved for longer than necessary
 - SAR resolution requires cooperation between Suppliers and Shippers yet many of the aspects of the Supplier/Shipper relationship are not codified and operate under commercial agreement - which may obscure the responsibilities of parties in relation to SAR/opening reads
- **NOVEMBER INDUSTRY PERFORMANCE OBSERVATIONS AND PROPOSED ACTIONS**
 - Focus of the PAC remains on read performance although other areas of performance were also discussed.
 - PC2 performance has improved since measures began although those Shippers with a small number of sites and a low level of read performance are skewing the average.
 - **PC2 read performance, agreed actions:**
 - PAC to refer x4 Shippers (Praia, Warsaw, Ramallah and Roseau), that have a low number of sites and between 0% and 50% read performance have been referred to the Xoserve Customer Advocate team to assess whether training is required
 - PAC are to take performance improvement actions against x2 Shippers (Luanda and Thimphu), who have PC2 read performance at between 45 and 77% and a larger number of sites.
 - PC3 read performance is current at around 50% despite the number of meters in PC3 rising to around 600,000 in September
 - UNCO654 - Provision on NDM sample data was implemented 1 March 2019, requiring eligible shippers to submit sample data to the CDSP at a minimum biannually.
 - To date x8 Shippers have yet to provide data
 - PAFA have been in contact with x5 of those to discuss eligibility and submission requirements
 - **Provision of NDM sample data, agreed actions:**
 - PAC have agreed that PAFA should contact x3 Shippers (Papeete, Apia and Berlin) to request provision of NDM sample data as per the requirements of the UNC