



Performance Assurance Committee Meeting

Summary - 10 December 2019

KEY MESSAGES – 10 DECEMBER 2019

- PAC have requested that the committee meet twice in January and potentially run a second meeting every quarter to allow development discussions to happen outside of committee meetings.
 - Joint Office to consider dates and agenda items for January meeting
- PAFA presented industry utilisation statistics of the Huddle platform
 - Utilisation is currently averaging at 32% between Jan and Oct 2019.
 - **ACTION:** PAFA to undertake data cleanse of Huddle membership, including writing to contract managers to confirm contact details
- XRN4795 – Amendments to the PARR reporting, has been delivered.
 - Some issues have been identified with the data particularly with the meter read performance reports
 - PAFA and CDSP are working closely to resolve the issues
 - Any further amendments are likely to be delivered via the Data Delivery Platform
- Meter read performance remains the focus for the PAC and attention is now turning to performance in Product Class 4.
 - PAC will begin Shipper targeting in early Q2 2020
- One PAC member reported very positive feedback from an Xoserve Theft reporting training session they had attended. The member recommended that any Shipper that is unsure of the theft reporting requirements should consider contacting Xoserve, regarding receiving this training.

DECEMBER INDUSTRY PERFORMANCE OBSERVATIONS AND PROPOSED ACTIONS:

- PAC considered reporting on industry performance under UNC700 and the changes to PC3 read submission for EUC01 PC4.
 - Some inaccuracies in the reports being investigated by CDSP, complete report should be available from next month
- 4 Shippers were contacted by PAFA in the last month with regard to poor meter read submission performance



- 3 Shippers submitted the required performance improvement plans
 - PAFA will continue to monitor Shipper performance against the plans and report to the PAC
 - The unresponsive Shipper will be contacted again by PAFA requesting an urgent update on performance
-
- PAFA highlighted that when speaking with Shippers on meter read performance, issues with MAMs are often cited as the reason for delays in performance improvement.
 - PAC have requested PAFA to investigate this further
 - **Should any Shippers wish to raise issues with MAM performance to the PAFA please contact: PAFA@gemserv.com**