



# Performance Assurance Committee Meeting

## Summary – 11 August 2020

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### KEY MESSAGES

- **PAC SUB-GROUP**

- The PAC sub-group met for the first time earlier this month and began a review of the risks contained on the risk register
- Members recognised the value of the group and requested that regular sessions to arranged to consider in more detail some areas of the PAC work
  - Areas of immediate interest are:
    - Theft of gas
    - Meter by-pass
    - No meters recorded
    - Unregistered sites
    - Rejected reads
    - AQ corrections

- **PAFA DDP USER STORIES WORKSHOP**

- A session was held on 4<sup>th</sup> August to approve the 26 User stories that have been developed to implement the requested amendments to the PARR reports and facilitate delivery on to the DDP
- The PAC approved all of the User stories and suggested development prioritisation

- **SHIPPER PERFORMANCE ANALYSIS**

- The PAFA presented the first full month of data since the implementation of UNC modifications 0722 and 0723.
  - PC3 is still demonstrating limited change in read performance following the impact of the modification, the same can be said for PC4.
  - As expected there continues to be no impact on read performance in PC1 and PC2, although we are seeing AQs in the classes beginning to return to normal levels.
- All 14 Shippers that are currently on performance improvement plans have been contacted since last months meeting and all (except 2) plans have been updated by Shippers
  - Are Improvement plana relate to performance improvement for report 2A.5 Read Performance. Improvements are already being seen across all classes
    - All Shippers are advised to contact the PAFA with revised timeframes on improvement plans immediately.



- The PAFA presented the latest Shipper Performance Analysis to the PAC, addressing further improvements in read performance and Meters points with no meters recorded.
  - **Read performance:** Committee members were presented with the latest read performance statistics, along with a ranking of all Shippers performance against the UNC requirements over 3 months. The majority of the poorest performing Shippers have already been contacted but 2 Shippers were identified for performance improvement targetting
  - **No meters recorded/and data flows received:** PAC members were advised that PC3 and 4 are the only classes currently demonstrating meter points with no meters attached. PAFA highlighted the Shippers within these classes and those that also had meter points with no meter attached but data flows were being received.
    - PAC members requested PAFA send performance observation letters to those Shippers appearing on the reports, highlighting areas for improvement and also asking if there were any issues in the process.
  
- **COVID-19 IMPACT**
  - The CDSP presented data to the PAC on the usage of the isolation flag. Current data shows that there remains a relatively low uptake in the use of the isolation flag (in line with normal levels).
  - Meter reading performance remains relatively unchanged with a slight increase in PC4 reads, this is thought be due to the increased ability for customer to submit their own reads during lockdown
  - PAC will continue to monitor this area closely. As defined in UNC modification 0722, Shippers can be asked to provide backing data to the number of estimated readings being submitted as actuals, there are questions around the ability for this data to be collected and provided to the PAC.
  
- **PAFA PROCUREMENT**
  - CDSP have advised that they are still looking for members to join the stakeholder panel.
    - Any interested parties should contact CDSP as soon as possible, as procurement activities are to be begin in the coming weeks.