

**UNC Performance Assurance Committee Minutes**  
**Tuesday 13 August 2019**  
**at Elexon, 4th Floor, 350 Euston Road, London, NW1 3AW**

**Attendees**

Rebecca Hailes (Chair)	(RH)	Joint Office
Helen Cuin (Secretary)	(HCu)	Joint Office
Alison Wiggett	(AW)	Shipper Member
Anne Jackson	(AJ)	PAFA
Fiona Cottam	(FC)	Observer, Xoserve
Karen Kennedy*	(KK)	Shipper Member
James Rigby	(JR)	Observer, Xoserve
Lisa Saycell	(LS)	Shipper Member
Louise Hellyer	(LH)	Shipper Member
Mark Bellman	(MB)	Shipper Member (joined at 12:00)
Mark Jones*	(MJ)	Shipper Member
Neil Cole	(NC)	Observer, Xoserve
Sally Hardman*	(SH)	Transporter Member
Sallyann Blackett*	(SBI)	Shipper Member
Sara Usmani	(SU)	PAFA
Sean Cooper	(SC)	Shipper Member
Shanna Barr*	(SBa)	Transporter Member

**Apologies**

Alex Travell	(AT)	Transporter Member
Carl Whitehouse	(CW)	Shipper Member
Shelley Rouse	(SR)	PAFA

\* via teleconference

Copies of non-confidential papers are available at: <https://www.gasgovernance.co.uk/PAC/130819>

**1. Introduction and Status Review**

**1.1 Confirm Quorate Status**

The Committee meeting was confirmed as Quorate.

**1.2 Apologies for absence**

As detailed above.

**1.3 Note of Alternates**

None advised.

**1.4 Review of Minutes (09 and 17 July 2019)**

SU wished to challenge the setting of Action 0711, under item 3.2.1 Page 6 on 09 July 2019 minutes:

**Action 0711:** PAFA (SR) and Xoserve (NC) to confirm if their respective data sets in relation to the Read Performance in the PC1 market are the same, and if any Shippers are not included, then the CAMs are to write to them concerning the materiality aspect.

The Committee discussed the validity of this action. FC confirmed there would be different outcomes for the two reports, as PAFA have a more challenging target due to the way the report is scripted. LH enquired if this was related to a requirement for PC1 letters and what Xoserve's view was. It was agreed that the action should be removed, and a new action logged to re-assess the Read Performance for PC1. It was recognised that the Customer Account Managers (CAMs) may also need to be engaged, as a follow-up action, to address performance.

**New Action 0801:** Xoserve and PAFA to re-assess Read Performance for PC1 and update at the next meeting with the top poor performers.

With this change the Minutes of the previous meetings were approved.

## 2. Review of Outstanding Actions

**0103:** *Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only)*  
- Xoserve (FC) to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place.

**Update:** FC confirmed that there were 5 outstanding consumption adjustments. 2 are with the invoice team being processed, 2 are with the DM Service Provider and discussions are taking place with the Shipper before the adjustment request is raised, and 1 is being discussed with the Shipper via the Customer Advocate Team. **Closed.**

**0502:** *Reference Broken / Faulty Meter Flags Information Provision – PAFA (SR)* to investigate whether the associated information (split by AMR and SMART) can be teased out of the system and reported to the PAC (accepting that there may also be some commercial sensitivity issues involved).

**Update:** SU confirmed that the PAFA are waiting for an update from Xoserve, it was also suggested that it may be worth scoping a new report within the Data Discovery Platform (DDP) as a new function. JR confirmed that Xoserve have undertaken some preliminary analysis by Meter Class, splitting the results at a class level, where meters have been faulty for more than 12 months, between 6-12 months and less than 6 months. JR provided a brief summary of the 3714 faulty meters, focussing on those which were over 12 months old for each Class and the number of Shippers involved. He confirmed that the next step will be to add the split by AMR and SMART meters and circulate the summary.

The Committee considered the flags available within UK Link that indicate there is a faulty meter and what the flag is actually used for. As AMR equipment may still be submitting meter reads the faulty meter flag is used to avoid volume adjustments, avoid erroneous reconciliations and to protect the AQ.

The Committee considered how Shippers *should* be using flag to indicate a true fault. It was suggested that Xoserve should provide a view on the purpose of the flag and the intent of the design. FC confirmed that the requirement in the build is to set a flag to indicate the meter is faulty and to prevent automated reads from being loaded into the system triggering a reconciliation which could affect the AQ and flow volume. SC wanted reassurance that Shippers are using the flag correctly. JR provided some further observations confirming that one Shipper predominately uses the faulty meter flag with 80% of the total volume of class 2 for those with the flag for longer than 12 months.

The Committee considered what the next steps should be, whether an education piece would be worthwhile to ensure the correct use of the flag and if Shippers should be notified of the impact of using the flag. AJ suggested engaging with Shippers first to ensure it is being used correctly, as Shippers may not be aware that the flag prevents reads loading into the system.

LH also suggested some analysis is undertaken on how long faulty meters tend to be left in situ before resolution. JR confirmed that the average number of days for faulty Class 2 meter is 384 days, and for Class 4 it's 240 days. The Committee discussed the varying reasons why some meters cannot be replaced within a short period of time. AJ enquired what PAC wants to do with the information and suggested that Shippers are approached to ensure they are proactively addressing the issue, by targeting the oldest faulty meters and the Shipper with the most faulty meters.

KK also asked for clarification if a meter is exchanged/replaced if the faulty meter flag is automatically removed within UK Link. SC believed a replacement meter and a new Shipper registration removes the flag.

It was also questioned if Shippers receive any reports on the use of the Faulty Meter Flag, and if not if this could be added to the Data Discovery Platform.

**Action 0802:** Xoserve to confirm if the Faulty Meter Flag is automatically removed upon a meter replacement and the registration of a new Shipper.

**Action 0803:** CAMs to enquire on the circumstances for using a faulty meter flag and proactively engage with parties with the oldest and largest faulty meter flags.

**Action 0804:** Xoserve to engage with Shippers to understand the correct use of flag.

**Action 0805:** Xoserve to confirm what Faulty Meter Flag reports are available and consider inclusion of this functionality within the Data Discovery Platform (DDP).

**Action 0806:** Xoserve (DN) to provide an update on DDP Drop 2.

It was agreed that the original action 0502 should be carried forward until Xoserve circulate the summary split between AMR / SMART with an AQ breakdown. **Carried forward**

**0602:** Reference UNC Modification 0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4 – Joint Office (RH) to look to request an extension to the current Workgroup Reporting date at the 20 June 2019 Panel meeting.

**Update:** See item 3.1.1. The Workgroup Report date has been extended to [December 2019](#). **Closed.**

**0605:** Reference PARR Dashboard Report for 2A.5 Read Performance – Product Classes 1 & 2 – PAFA (SR) to focus attention on the Top 4 poor performing organisations, with a view to issuing letters in due course (*applicable to Shippers in Product Class 2 only*).

**Update:** Letters issued 20 June 2019. **Closed.**

**0701:** PAFA to draft response and circulate to all. (*This action was raised during the extraordinary teleconference call on 04 July 2019*)

**Update:** ICOSS letter concluded. **Closed.**

**0702:** All PAC members to provide responses and comments to SR regarding the draft PAC response to the ICoSS letter by Friday 12 July 2019.

**Update:** ICOSS letter concluded. **Closed.**

**0703:** PAFA (SR) to contact ICoSS to investigate if the associated documentation can be published or not. SR will provide feedback at the extraordinary teleconference being held on 17 July 2019.

**Update:** ICOSS letter concluded. **Closed.**

**0704:** Xoserve (JR) to refresh the faulty meter read data set to include the product classes.

**Update:** See Action 0502 update above. **Closed.**

**0705:** Xoserve (NC/FC) to provided information regarding the Class 3 AQ calculation issue affecting 177,000 Shippers [Meter Points](#) that have moved into Class 3, where the AQ has been understated.

**Update:** JR reported that Xoserve have written to Shippers, confirming that the information is already available. FC highlighted that there may still be some marginal calculation issues, however the default fix is due next month. KK confirmed that the data is being corrected in September and will be notified in the NRL files around 23 September. LS wished to understand the net impact. JR confirmed that there is a 380GWh understatement of the AQ, that the defect has been deployed, and the new AQs will be effective from 01 October. It was agreed to review the action again in October. **Carried Forward.**

Deleted:

Deleted: November

**0706:** Xoserve (NC) and the PAFA (SR) to ascertain if the Top 3 Shippers are the same in both of the Class 4 data extracts, of 293,000kWh and above, and the Customer Advocate Managers (CAMs) to contact each Shipper regarding their performance.

**Update:** NC confirmed that the CAMs have been informed and are making the necessary contact to raise the issues with the parties involved. FC explained it was too soon to provide a response update from the CAMs, as the update would be dependent on the schedule for customer visits. An update is expected next month. **Carried Forward.**

**0707:** Xoserve (NC) to confirm if the Top 3 Class 1 Shippers presently have a MAM allocated to them or potentially a MAM in common.

**Update:** FC confirmed that Xoserve cannot identify MAMs at a Shipper level, it is only possible at a meter level. It was suggested that the CAMs could assist. An update is expected next month. **Carried Forward.**

**0708: Xoserve (NC)** to include the data for the Top 3 Shippers in each category as an update each month from now on, as a standing agenda item.

**Update:** FC confirmed that the information is only available from the 10<sup>th</sup> of the month. Due to the inherent timing issue, the Committee was asked whether to consider the late provision of data where that was possible or consider the data in arrears. PAC agreed to receive late data where possible. The Committee considered the AQ at Risk Statistics for August. See item 5.3. **Carried Forward.**

**0709:** Xoserve (NC) to arrange for the CAMs to contact the Shippers that had not responded to the NDM Sample data request and for this data to be refreshed and re-presented at the September PAC meeting.

**Update:** Deferred until September. **Carried Forward.**

**0710:** PAFA (SR) to contact SPAA and MRA regarding the dispute process and provide feedback on findings at the August meeting.

**Update:** SU confirmed that communications have taken place with SPAA and MRA. A meeting with SPAA is expected later this month and a formal response is expected from MRA next week. An update will be provided at the next meeting. **Carried Forward.**

**0711:** Xoserve (NC) to investigate the Replacement Read process and the associated impact on the PARR Reports and provide feedback.

**Update:** Update deferred until September. **Carried Forward.**

**0712:** Xoserve (DN) to investigate giving PAFA access to the Shipper MI Tool.

**Update:** JR confirmed the intention to provide an update on the PARR Reporting within DDP Drop 2, next month and that the XRN's have been raised. MB expressed his dissatisfaction with the updates from Xoserve and the delays. He wished to stress the importance of the items PAC are asking for. He suggested PAC should formally write to Ranjit Patel, Xoserve to list all the PAC items requested and highlight the time it is taking to access the data required. JR reassured PAC there is a plan for delivery, and this will be shared. Ranjit will be attending the DSC Contract Management Committee (scheduled for 14 August 2019) where these issues will also be raised. It was suggested the plan/timeline should be shared next month with an invite to Ranjit to attend PAC. It was anticipated delivery would be November. JR explained that Drop 1 was implemented in July and reads will be constituted in Drop 2. He reassured the Committee Xoserve have a strategic approach for the delivery of data, historical data changes are in the pipeline, and these are intended to be incorporated in the Drop 2. MB wanted it to be clear that PAFA need access to the Shipper MI Tool and that there is a clear steer that this access is supported by PAC. JR confirmed this is being raised at DSC Contract Management Committee to ensure the committee are aware PAFA will be able to see information at a Meter Point level and to ensure Shippers clearly understand that PAFA will have access to performance information by Shipper name.

KK expressed no issues with PAFA having access to the MI but highlighted the download capacity of 50,000 records at a time, which may limit reporting, this is set to ensure large reports do not cause the system to fail. The Committee was mindful that any request for MI reporting will need to consider the capacity and that information may have to be requested in tranches. MB stressed

that when conversations are held at the DSC Contract Management Committee Meeting this has full support of PAC. He asked for clarification of who was representing PAC. RH highlighted a request has been received from Kirsty Dudley for an AOB item with the expectation that Stephanie Clements is presenting the concerns and issues. Further update is expected next month. **Carried Forward.**

**0713:** Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered and how this interacted with the Shipper MI tool.

**Update:** See Action update 0712. **Carried Forward.**

**0714:** Joint Office (RH) to discuss with MJ the wording within the adopted Modification, to ensure it clearly states that MJ is the Proposer and not PAC.

**Update:** See item 3.1.1. **Closed.**

### 3. Committee Matters

#### 3.1 For Attention

##### 3.1.1. Modification 0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4 (MJ)

MJ confirmed that an Amended Modification will be provided by the end of the week with an update to be provided to PAC next month from the UIG Workgroup.

MJ confirmed the next version will amend the wording currently used in the Summary that currently states that *"This modification is being raised on behalf of the Performance Assurance Committee (PAC)."*

RH clarified that the PAC cannot raise Modifications however the Modification can be monitored by PAC (as shown by the discussion here), and parties can contribute to the assessment.

##### 3.1.2. Modification 0674 - Performance Assurance Techniques and Controls (MB)

MB explained that this Modification was progressing, with the Workgroup requesting an extension of 3 months. There were no significant changes from last month. A number of changes are expected to Ancillary documents. AJ clarified that the Modification needs amending to incorporate the Business Requirements, consideration is also being given as to what changes will be required to the Framework document.

##### 3.1.3. Modification 0677R - Shipper and Supplier Theft of Gas Reporting Arrangements (CW)

No update available. Item deferred.

##### 3.1.4. Standards of Service Liabilities Reporting (RH)

RH provided the June 2019 Standards of Service Liabilities Reporting for information.

The Committee briefly considered the reports and what the standards are reporting for Daily Metered Reads, and whether it was recording the communication of file flows.

The Committee considered the history of the reports and the value of the current reporting items. The Committee also considered the UNC obligations that drive the liabilities. FC confirmed that the Daily Metered Read performance reporting refers to UNC Section M5.6.1.

SC enquired if there was any subsequent reporting PAC required to support the report provided by Xoserve. The Committee considered Class 1 read performance.

LH didn't wish to re-direct resources looking at expanding analysis on the standards of service liabilities report where there was little evidence to suggest there was any concerns with the data being reported.

##### 3.1.5. PAC Reporting Change Proposals (ESm)

No further update (see Action 0712 above).

##### 3.1.6. NDM Sample Data Update (FC)

Update expected September. No further update.

### 3.2 For Decision

#### 3.2.1. Annual Review – For Approval (SR)

SU provided a brief update, suggesting a 4-week consultation process. PAC agreed to a 4-week response timeframe and approved the Annual Review.

## 4. Monthly Review Items

SU confirmed the reports provided within the meeting are available via Huddle.

### 4.1 Risk & Issues Register Review (PAFA)

SU advised of a new risk added to the register PACR025 regarding the impact on performance reporting for change to the PC3 settlement process for EUC01, as a result of Modification 0700 (Urgent) - Enabling large scale utilisation of Class 3. The corresponding XRN4991 has been raised.

FC explained the read validation and assurance processes.

JR wished to note that the DSC Delivery Sub-Group (the technical solution sub-group) is not always well attended and this is where the development of solutions are discussed for approval at the DSC Change Management Committee Meeting. The next two meetings are on Monday 19 August 2019 and Monday 02 September.

The Committee agreed this is a risk and should remain on the register. It was questioned if PAFA can provide a response to a request for XRN responses.

AJ enquired if there was a corresponding IGT Modification.

<b>Action 0807a:</b> Xoserve to confirm that the PAFA can provide a response to XRN4991, on behalf of PAC.
--

<b>Action 0807b:</b> PAFA to submit a response to XRN4991 consultation to highlight the requirement that there are should be no impacts on the PARR Reports.
--

<b>Action 0808:</b> PAFA to address the 7 draft risks within the Risk & Issues Register.
--

### 4.2 Review of Monthly PARR Reports (inc. Dashboard update) (PAFA)

SU provided an overview of the PARR Report.

Committee Members considered the reported standards and RAG status. It was believed that the status is a performance mitigation status rather than the performance status of the items recorded. It was agreed to add a further column to the report to add clarity.

SU suggested that the Read Performance and Estimated Read Performance would be a focus for PAC. Due to the sensitivity of information, only the key PAC discussion areas and decisions are recorded here.

#### 2A.5 Read Performance

SU provided details of the PC1 and PC2 Read Performance and confirmation a letter had been issued.

#### 2A.9 Standard Correction Factors

SU provided details of the worst performers and confirmed a communication had been issued. A response had been provided. SU suggested that the Shipper is contacted again and monitored.

#### 2A.10 Replaced Meter Reads

SC suggested each area reported would benefit from a review, including the importance and priority.

#### 2A.2. No Meter Recorded

SU provided details of the worst performers which accounted for 45% of the total number of no meters recorded. It was suggested a letter should be issued. It was agreed that the CAMs route should be utilised in the first instance. This Shipper will be monitored over next 3 months before taking next steps.

FC confirmed that Xoserve record attempts to submit meter reads against sites where no meter is recorded. The PARR Reporting was considered. KK suggested PAC needs a better understanding of the reports being provided, what the results show, and what correlations there are.

#### Next Steps

Committee Members agreed to monitor and write to Papeete and Brazzaville.

## 5. Any Other Business

### 5.1 Meter Read Capacity for Class 3 Supply Points (JR)

JR provided a brief update and the impact of Urgent Modification 0700. JR confirmed that Xoserve are mobilising the delivery of UNC 0700, within a condensed timeframe.

RH confirmed consideration is still required on who pays for the changes. JR concurred that this still needs to be discussed and agreed at DSC Change Management Committee.

### 5.2 REC and performance assurance update (AJ)

AJ provided an overview of the performance assurance consultation. She explained that there will be a Licence condition with a retail focus, focussing on effective operations and customer experience.

It was clarified that the Retail Energy Code (REC) must provide for assurance activities and performance assurance. AJ confirmed which parties will make up the board and their focus, with access to all data, and that the focus will change for PAB whereby they will need to justify why they are not taking action. AJ also clarified that there will be no soft landing or grace period, and cross co-ordination is expected.

AJ highlighted there will be Risk Management, a Risk Register, a Methodology, an Individual Risk Management Determination (similar to a credit rating), and Performance monitoring.

### 5.3 AQ at Risk Breakdown

FC provided a brief presentation advising that data is available on the 10<sup>th</sup> day following month end. The Committee considered the AQ at Risk Breakdown and the percentage of sites 'not read' since Nexus. It was noted from a UIG point of view if 0.5m sites have not had a reading there will be an element of uncertainty. KK enquired about the impact of the non-calculating AQs and if this needs to be considered. It was clarified that No read = No AQ.

KK recognised that it's been 2 years, there are aged reads with no AQ calculation, no regular reads and how much this is adding to the failure to calculate the AQ.

FC provided a graph of the Top 3 Shippers for each Category of AQ at Risk. 10 Shippers have over 50% of the total AQ at risk. In each case there is a clear top 2 or 3 Shippers in AQ terms.

**Action 0809:** Xoserve to consider what additional reporting could be undertaken to provide a better understanding on the materiality of non-calculating AQs.

MB asked if data can be provided to PAFA to see what data correlates. MB expressed that the data provided needs to be considered alongside PAFA performance data.

FC suggested that the materiality also needs to be considered as there may be one shipper with only 3 supply points which may have very little impact, whereas another Shipper may have a larger portfolio with 3 very large supply points with a greater impact.

The Committee considered PAC's right to have access to data and the potential need for changes to Performance Assurance Report Register (PARR). MB challenged PAC's right to understand who the Shippers are.

PAC considered having this report as a new PARR Report, and if this were to be added to PARR it would need to have UNCC approval. PAC wished to understand the full extent of the AQs at risk. It was suggested PAC should ascertain whether these Shippers share the same MAM.

MJ also asked about the Winter Consumption Reports. FC confirmed this is already available on the Shipper MI system Data Discovery Platform.

**Action 0810:** Xoserve to circulate the Specification of the AQ at Risk report for consideration as a new PARR report.

**Action 0811:** Xoserve to provide PAFA with the identification of Shippers from the AQ at Risk Report to review if there is a correlation in poor performance.

#### 5.4 NDM EUC09 Sites not in Class 1

FC provided an update on NDM EUC09 sites not in Class 1, providing an overview of the statistics:

- Stats include Class 2 and 3 sites – should be converted to Class 1 once qualifying criteria is met
- 4 Class 3 or 4 sites, total AQ 0.3 tWh (decrease of 6 sites)
- 10 Class 2 sites, total AQ 0.9 tWh (decrease of 3 sites)
- Plus 3 sites which are over threshold and close to qualifying criteria (total 0.3 tWh), 7 sites over threshold, not close to qualifying (total 0.4 tWh)

There were now only four Shippers with Red sites, none of the remaining Red sites had a meter reading loaded in July. The site previously highlighted as Annually read with an AQ of 154,000,000 kWh has not had any further readings, this was reported as Green due to lack of AQ calculations.

RH enquired if the PAFA should be provided with the analysis. MB challenged what information is being shared with CAMs and if/what feedback there is. FC explained that information is shared with the CAMs. It was requested that Xoserve share the current statistics with CAMs and ask what intelligence is available on any action being taken.

**Action 0812:** Xoserve to request information from CAMs on what action is being taken by Shippers to address “Red” sites.

## 6. Next Steps

### 6.1 Key Messages – PAFA

SU confirmed that PAFA would provide an overview of the Key Points from the meeting in due course.

## 7. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Venue	Programme
10:30, Tuesday 10 September 2019	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 08 October 2019	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda
10:30, Tuesday 12 November 2019	Radcliffe House, Blenheim Court, Warwick Road, Solihull, B91 2AA	Standard Agenda
10:30, Tuesday 10 December 2019	Elexon, 350 Euston Road, London, NW1 3AW	Standard Agenda

PAC Action Table (as at 13 August 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0103	08/01/19	2.	<i>Reference the Count of Outstanding Consumption Adjustments as at 21/12/2018 (Pot 1 only)</i> - Xoserve (FC) to look to identify what contact has been made with Shippers and what if any, corrective actions have been put in place. and to also provide additional information in order to better assess Shipper adjustment requests and their associated materiality aspects.	Xoserve (FC)	<b>Closed</b>
0502	11/05/19	2.	<i>Reference Broken / Faulty Meter Flags Information Provision</i> – PAFA (SR) to investigate whether the associated information (split by AMR and SMART) can be teased out of the system and reported to the PAC (accepting that there may also be some commercial sensitivity issues involved).	PAFA (SR)	<b>Carried Forward</b> Xoserve Update due 10 Sep 19
0602	11/06/19	3.1.3	<i>Reference UNC Modification 0664 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4</i> – Joint Office (RH) to look to request an extension to the current Workgroup Reporting date at the 20 June 2019 Panel meeting.	Joint Office (RH)	<b>Closed</b>
0605	11/06/19	4.2.1	<i>Reference PARR Dashboard Report for 2A.5 Read Performance – Product Classes 1 &amp; 2</i> – PAFA (SR) to focus attention on the Top 4 poor performing organisations, with a view to issuing letters in due course ( <i>applicable to Shippers in PC2 only</i> ).	PAFA (SR)	<b>Closed</b>
0701	09/07/19	2.0	PAFA to draft response and circulate to all. ( <i>This action was raised during the extraordinary teleconference call on 04 July 2019</i> )	PAFA (SR)	<b>Closed</b>
0702	09/07/19	2.0	All PAC members to provide responses and comments to SR regarding the draft PAC response to the ICoSS letter by Friday 12 July 2019.	All PAC Members	<b>Closed</b>
0703	09/07/19	2.0	PAFA (SR) to contact ICoSS to investigate if the associated documentation can be published or not. SR will provide feedback at the extraordinary teleconference on being held on 17 July 2019.	PAFA (SR)	<b>Closed</b>
0704	09/07/19	2.0	Xoserve (JR) to refresh the faulty meter read data set to include the product classes.	Xoserve (JR)	<b>Closed</b>

0705	09/07/19	2.0	Xoserve (NC/FC) to provided information regarding the Class 3 AQ calculation issue affecting 177,000 Shippers that have moved into Class 3, where the AQ has been understated.	Xoserve (NC/FC)	<b>Carried forward</b> Xoserve Update due 08 Oct 19
0706	09/07/19	2.0	Xoserve (NC) and the PAFA (SR) to ascertain if the Top 3 Shippers are the same in both of the Class 4 data extracts, of 293,000 kWh and above, and the Customer Advocate Managers (CAMs) to contact each Shipper regarding their performance.	Xoserve (NC)	<b>Carried forward</b> Xoserve Update due 10 Sep 19
0707	09/07/19	2.0	Xoserve (NC) to confirm if the Top 3 Class 1 Shippers presently have a MAM allocated to them or potentially a MAM in common.	Xoserve (NC)	<b>Carried forward</b> Xoserve Update due 10 Sep 19
0708	09/07/19	2.0	Xoserve (NC) to include the data for the Top 3 Shippers in each category as an update each month from now on, as a standing agenda item.	Xoserve (NC)	<b>Carried forward</b>
0709	09/07/19	2.0	Xoserve (NC) to arrange for the CAM's to contact the Shippers that had not responded to the NDM Sample data request and for this data to be refreshed and re-presented at the September PAC meeting.	Xoserve (NC)	<b>Carried forward</b> Xoserve Update due 10 Sep 19
0710	09/07/19	2.0	PAFA (SR) to contact SPAA and MRA regarding the dispute process and provide feedback on findings at the August meeting.	PAFA (SR)	<b>Carried forward</b>
0711	09/07/19	2.0	Xoserve (NC) to investigate the Replacement Read process and the associated impact on the PARR Reports and provide feedback	Xoserve (NC)	<b>Carried forward</b>
0712	09/07/19	5.5	Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered with PAFA access.	Xoserve (DN)	<b>Carried forward</b> Xoserve Update due 10 Sep 19
0713	09/07/19	5.5	Xoserve (DN) to inform the PAFA when the 2A.5 PARR Report will be delivered and how this interacted with the Shipper MI tool.	Xoserve (DN)	<b>Carried forward</b>
0714	09/07/19	6.0	Joint Office (RH) to discuss with MJ the wording within the adopted Modification, to ensure it clearly states that MJ is the Proposer and not PAC.	Joint Office (RH)	<b>Closed</b>
0801	13/08/19	1.4	Xoserve and PAFA to re-assess Read Performance for PC1 and update at the next meeting with the top poor performers.	Xoserve (FC) PAFA (SR)	<b>Pending</b> Update due 10 Sep 19

0802	13/08/19	2.0	Xoserve to confirm if the Faulty Meter Flag is automatically removed upon a meter replacement and the registration of a new Shipper.	Xoserve (JR)	<b>Pending</b> Update due 10 Sep 19
0803	13/08/19	2.0	CAMs to enquire on the circumstances for using a faulty meter flag and proactively engage with parties with the oldest and largest faulty meter flags.	Xoserve (JR)	<b>Pending</b>
0804	13/08/19	2.0	Xoserve to engage with Shippers to understand the correct use of flag.	Xoserve (JR)	<b>Pending</b>
0805	13/08/19	2.0	Xoserve to confirm what Faulty Meter Flag reports are available and consider inclusion of this functionality within the Data Discovery Platform (DDP).	Xoserve (JR)	<b>Pending</b>
0806	13/08/19	2.0	Xoserve (DN) to provide an update on DDP Drop 2.	Xoserve (DN)	<b>Pending</b>
0807a	13/08/19	4.1	Xoserve to confirm that the PAFA can provide a response to XRN4991, on behalf of PAC.	Xoserve (JR)	<b>Pending</b>
0807b	13/08/19	4.1	PAFA to submit a response to XRN4991 consultation to highlight the requirement that there should be no impacts on the PARR Reports.	PAFA (SU)	<b>Pending</b>
0808	13/08/19	4.1	PAFA to address the 7 draft risks within the Risk & Issues Register.	PAFA (SU)	<b>Pending</b>
0809	13/08/19	5.3	Xoserve to consider what additional reporting could be undertaken to provide a better understanding on the materiality of non-calculating AQs.	Xoserve (FC)	<b>Pending</b>
0810	13/08/19	5.3	Xoserve to circulate the Specification of the AQ at Risk report for consideration as a new PARR report.	Xoserve (FC)	<b>Pending</b>
0811	13/08/19	5.3	Xoserve to provide PAFA with the identification of Shippers from the AQ at Risk Report to review if there is a correlation in poor performance.	Xoserve (FC)	<b>Pending</b>
0812	13/08/19	5.4	Xoserve to request information from CAMs on what action is being taken by Shippers to address "Red" sites.	Xoserve (FC)	<b>Pending</b>