



Performance Assurance Committee Meeting

Summary – 13 August 2019

KEY MESSAGES – 13 AUGUST 2019

- Performance Assurance Committee (PAC) members requested that the Central Data Services Provider (CDSP) provide the amended read performance report for Product Class 1.
 - The report is to be analysed by Performance Assurance Framework Administrator (PAFA) to highlight the worse performing shippers in the industry. A view is to be brought to the September PAC meeting
- The CDSP presented an update to PAC members on the number of faulty meters recorded for more than 12 months split by product class. The PAC requested that:
 - the Customer Advocate Managers (CAMs) engage with Shippers who have the greatest number of faulty meters.
 - the CAMs gather intelligence on Shippers' awareness of the faulty meter flag and how it is being used
 - the data to be shared with the PAFA in order to correlate the number of faulty meters with the level of read performance.
- PAC members discussed the Shipper MI tool on the new data delivery platform being developed by the CDSP. Members expressed their concerns over when the platform and the new Performance Assurance Reports Register (PARR) will be delivered and the lack of a plan indicating when this would be.
 - The CDSP reassured PAC members that a plan for delivery is in place and an update will be provided in the September PAC meeting following further testing.
 - PAC members requested sight of the plan that is in place, along with the delivery timescales at the September PAC meeting.
- Following the distribution of the 'Performance Assurance annual review and feedback request' to PAC members, the PAFA sought approval on the annual review
 - PAC members approved for the document to be circulated to industry and agreed a four-week response time.
- PAFA presented the latest version of the risk register and highlighted to the PAC the addition of one risk to the register. This risk relates to the impact on the PARR reports should Modification UNCO700 be implemented.
 - PAC members asked the PAFA to respond to the CDSP's change (XRN) on their behalf to highlight these concerns.
- The PAC were presented with information relating to an individual shipper, with performance in several areas being particularly poor.
 - The PAFA were asked to write to the Shipper to express concerns and to request a performance improvement plan, against which it will be monitored.



- The PAFA informed the PAC of an area of concern on the PARR reports which relate to “no meter recorded on the supply point register”. One shipper’s performance particularly stands apart from other shippers, with the total number of “no meters” recorded continuing in an upward trajectory.
 - The PAC agreed this was an area of concern and asked that the CAMs speak to the Shipper as the first step of action.