



Performance Assurance Committee Meeting

Summary – 13 April 2021

KEY MESSAGES

- **SHIPPER PERFORMANCE ANALYSIS**

- The Performance Assurance Framework Administrator (PAFA) provided the Performance Assurance Committee (PAC) with updates on four Shippers. Updates on all other open plans are available to the PAC to view on Huddle, but PAFA provided updates on the four Shippers for which there were points of note.
 - PAC members were generally happy with the performance improvements being seen across the board.
 - The PAFA recommended one performance improvement plan to be closed, which PAC members agreed to as the Shipper has achieved UNC target for several months and has maintained the UNC target since. The PAC would like to thank the Shipper for their efforts.
 - PAFA provided PAC with updates on the one Shipper, that was escalated through the performance assurance process in February 2021.
 - The PAC were happy with the commitment and engagement levels being shown from Shipper “Bratislava” to improve read performance. Improvements are already being seen through the data.
 - The PAFA informed Committee members that further, sharper improvements would be seen through the data next month.

- **RISK AND ISSUES UPDATE**

- The PAFA updated PAC members on a revised version of the risk register.
 - PAC members welcomed the new format of the risk register noting that the new version easier to navigate and interpret.
 - The PAFA advised a live document will be published on Huddle to view shortly and an industry update would be provided quarterly.
 - The PAFA also welcomed any feedback on the register, as well as any additional risks from PAC members that should be included in the document going forward.

- **AQ AT RISK AND METER BYPASS REPORTING**

- The Central Data Services Provider (CDSP) provided an update to Committee members on the monthly statistics in relation to AQ at risk and the current levels of meter by-pass.
 - The number of meter bypass have been reducing over the last couple of months. There were a number of Shippers with an “open” status and progressing reads who were issued letters at the end of March for investigation. Updates on responses will be brought into the PAC meeting in due course.



- The CDSP presented the proposed to the Performance Assurance Reports Register (PARR) which would add both the AQ at risk statistics and meter bypass reports to the document.
 - Meter bypass – The current report which shows those Shippers which meet the threshold and those that are approaching the threshold will be added. In addition to this, there will also be a report which shows the number of sites being reclassified by the CDSP or the Shipper. A rolling 12-month view will be provided in both the anonymised and non-anonymised versions of the reports, giving visibility to those Shippers which are converting the sites themselves and those that are leaving the CDSP to do so.
 - AQ at risk – the report will bring all six categories but there will be a distinction between the anonymised and non-anonymised reports. The anonymised view will be reported as a percentage of AQ only whilst the non-anonymised will show a whole number. The report will show the current and prior month (12 month view will not be provided as it complicates the report, making it hard to read).
 - PAC members approved changes to the reports.
 - The CDSP advised the next steps would require the CDSP to bring a track changes PARR document to the May PAC meeting for approval and if approved, it will be submitted for the June UNCC meeting for approval. Changes will then be effective from July.

- **DATA DISCOVERY PLATFORM (DDP) UPDATE**
 - The CDSP informed Committee members that the PAC DDP Sprint 2 was in developed and ready for testing to begin on 16th April 2021. This will include a total of six user stories and will go live by the 30th April 2021.
 - There is a further release for the remaining 15 user stories, which require additional sprints and the requirements need to finalised.
 - The CDSP will continue to work on refining the requirements on the outstanding user stories and provide an accurate view of budget impacts for the May PAC meeting.
 - A DDP constituency meeting is scheduled for the 15th April, whereby the CDSP will then establish the backlog refinement and prioritisation process to ensure DDP and PAC priorities are aligned.
 - Committee members were presented with user story 400 which is in relation to the replaced meter reads process. The CDSP advised that the user story should align to reconciliation only, a view that PAFA support due to the impacts on AQ. PAC members agreed with the recommendation.
 - The CDSP advised that this is currently not available in the DDP functionality and is being developed over the summer. The requirement would need to be pushed out to 2021 Q4.

- **ANY OTHER BUSINESS (AOB)**
 - **PAC BUDGET UPDATE** – The CDSP informed Committee members that there is a shortfall of £25k as the total funding for the PAC DDP sprints is £125k and the 2021/22 PAC budget is £100k. This would also mean there would be no funds available should the PAC which to focus on other areas of development.



- There is an option to secure additional funding or descope some of the user stories to create contingency. Consequently, delivery of these reports would be delayed until 2022/23.
- The CDSP have advised to continue to refine the requirements in order to provide an accurate view on the budget impacts which will be presented to the Committee in May.
- **DDP DEFECT** – The PAFA informed Committee that there has been a defect identified on the DDP such that Shippers are not receiving notifications on rejected reads and there is a delay in read responses. The CDSP provided further detail of the issue and advised there may be an impact on PC2 read performance and there is a potential of a dip in performance. It was deployed around Easter time so will affect the beginning of April, but performance will need to be looked at carefully next month.