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PERFORMANCE ASSURANCE BOARD OPERATING PLAN UPDATE AND FORWARD PLAN

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FOR INFORMATION	We have consolidated the forward look on the PAB's agenda with the forward look on the Performance Assurance Operating Plan. We intend on using this paper to cover any PAF updates that PAB should be informed of, invited to discuss, or asked to approve so that the Party Assurance paper can be focused on Party performance.

KEY OVERVIEW OF COMMITTEE BUSINESS

1.1.1 LOOK AHEAD ON PAOP

The table below outlines the key activities that have been planned for the next three months of the 2023/2024 performance year. These activities are in addition to Monthly Performance Assurance activities such as Market Entry Assessment, Maintenance of Qualification, Monthly risk determinations where all Retail Risks are monitored, Specific topic monitoring on Metering updates and other Associated Operational Processes.

Key:		Planned activity		Completed activity		Deferred

	Jun-24	Jul-24	Aug-24	Sep-24
Core Party Monitoring, Assessment and Remediation				
Data cleanse sprint 2[1]				
Data cleanse sprint 3				
Annual Rating of Party Performance				
Additional PATs Applied				

[1] We have completed a mid-sprint review for the data cleanse reports and presented the next steps at RIG on 14 June 2024.

	Jun-24	Jul-24	Aug-24	Sep-24
Analysis of MEM data reconciliation by CDSP				
Theft Detection Incentive Schemes				
Final theft submission for the reporting year				
Theft credits / debits communicated				
Communication and improvement				
Performance Assurance engagement session, providing insight to the market [2]				
Market entry training sessions [3]				
Reporting on Change Process improvement and integration to PAB				
PAB Reports to RECCo Board				
Quarterly reports [4]				
PAB topic deep dives				
MHHS Updates				
Impact on Retail Risk Register				
Qualification Approach and Plan approval				
Qualification Assessment Document approval[2]				
Qualification Wave Planning				
PAB Code Manager Operational Updates				
Change management and the Codes Roadmap				
Technical services				
PAB deep dive by Service Provider				
CSS, CSS Certificate Authority and Switching Operator [5]				
RECCo Services (Code Manager, Metering Auditor etc.) [5]				
PAF Product Review				
Performance Assurance: Retail Risk Register				
Performance Assurance Board (PAB) Procedures				

UPCOMING MEETING

- 30 July Performance Assurance Board Meeting (via Teams)

[2] We held our quarterly Performance Assurance Webinar. During this session we ensured it was interactive and gained live feedback from REC Parties on where we should focus our attention on in the next 6 months. This is a key output in shaping our Performance Assurance Operating Plan which we will be presenting at the June PAB.
[3] Given the number of communications going to Parties in June, the Market Entry Drop In Session will be held on 11 July 2024.
[4] We are in discussions with RECCo on the appropriate form of reporting, with our quarterly reports which summarised the minutes with additional explanation for questions from Board members provided by the RECCo personnel in attendance. We are keen to provide both clarity and brevity and are working with RECCo to achieve this.
[5] Verbal update will be provided during June PAB meeting.

1.1.2 INDICATIVE PAB FORWARD PLAN

This is our current plan for additional PAB items, outside of the standard PAB agenda. The forward plan is based on a model of full quarterly meetings, with meetings in between focused on key items and decisions only. Please note the dates of these discussions may be subject to change and we will keep this plan under review subject to developments and insight from our market monitoring. We are sharing this in advance for PAB members to consider the changes in red.

