

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	MS Teams Meeting	
Meeting Date:	15 th December 2022	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Simon Harris (SH)	Representatives of Xoserve
	Lee Jackson (LJ)	
	Matt Taylor (MT)	
	Chelsea Wainman (CW)	
	Reece Emanuel (RE)	
	Rebecca Hamilton (RB)	
	Stefan Rybka (SR)	
	Louise Bastock (LB)	
	Charlene Donnelly (CD)	
	Joanne Sharpe (JS)	
	Millie Legg (ML)	
	Emma McDonough (EM)	
	Joanne Williams (JW)	
	Prabhu Sahai (PS)	British Gas
	James Mee (JM)	
	Eleanor Tucker (ET)	Ecotricity
	Glynn Jones (GJ)	SSE
	Nicola Farrier (NF)	N-Power
	Gavin Arnett (GA)	
	Steve Collins (SC)	OVO
Susie Lambert (SL)		
Andy Clasper (AC)	Cadent	
Greg Woodward (GW)		
Lisa Warnock (LW)	SGN	
<u>Apologies</u>	Melissa English	Cadent
	Nina Raynor	
	Louise Rammell	
	Amanda Monaghan	Northern Gas Networks
	Solomon Kidane	
	Paul Rees	Sefe Energy
	Barbara Allsopp	EON Next
	Shamil Udayar	Npower

	Andy Phillips	SGN
	Daryl Rogers	
	Sally Hardman	
	David Mitchell	
	Hayley Woods	Ecotricity

Action updates from meeting held on 15/12/2022

Ref.	Date Raised	Description	Owner	Status
1	15/12/2022	<i>JM having issue registering sites where RMP Status is Dormant, registration being blocked by CSS. RE will escalate this to raise profile of the issue.</i>	RE	Open
2	15/12/2022	<i>RE Will follow up unknown Shipper/Supplier issue – SC talked about a lack of Shipper communications, asked if every time a network creates a dead MPRN, can this be communicated to Shippers. RE will follow up with CMS rebuild team.</i>	RE	Open
3	15/12/2022	<i>MT advised attendees to look at ways to reduce S&U Population and to think about any pain points relating to this in readiness for the next S&U Workgroup.</i>	Shippers & Networks	Open

Minutes

1. Introductions

MT: Ran through introductions. Recording started due to no objections.

LJ: Introduced himself as new team lead for all RGMA (Review of Gas Metering Arrangements) team processes (inc. Shipperless & Unregistered Process) going forward.

2. Statistical Information

MT: Talked about a change in figures. Drop in figures over a rolling 12 months due to natural churn. No questions from any attendees regarding this.

3. MOD431/641S

RE: Gave overview on general background of MOD0431.

RE: talked about 98/6% received in Nov 2022. 56 Shippers took part by Nov 25th, 13 Shippers failed but 4 attempted. Discussed number of sites that are Shipperless & Unregistered, Unrecognised & DE/EX. A further update will be given in the next Shipperless & Unregistered Workgroup.

4. CMS Rebuild

MT: Introduced JW.

JW: Talked through the CMS rebuild process and showed some screens regarding general info, which can be found on Xoserve's website:

(<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>)

JW: Advised dates will be confirmed soon for DTL to the industry.

JW: Advised that week commencing 12th December, Correla will hold user support sessions for CMS on a dial-in session.

5. Future Strategy

MT: Discussed Terms of Reference & working group objectives. Gave overview of future Strategy, & Achievements.

MT: Went over the follow-on slides discussing workgroups, asked for thoughts, views & opinions on how to reduce the S&U population levels.

6. Your thoughts

MT: Spoke about carrying out the Shipperless & Unregistered Workgroup on a quarterly basis.

7. AOB

a. Customer Contacts

LW: This should be addressed in the new CMS rebuild with cross party communication but until then, DN's do not have good enough contacts to be able to help customers.

LW: Suggests that Suppliers should start to use more shared mailboxes.

b. Dormant RMP Status

LW: Can this be explained and why the RMP Status which shows as Dormant would prevent a supplier from registering an MPRN?

JM: Added to this by mentioning that he was having issues with sites where the RMP status was dormant, he was having trouble registering these sites as this was being blocked by CSS.

MT: Mentioned that this will be escalated to raise the profile of the issue.

c. GT1 Requests

LW: Some Customers are going to DNs for T1 information such as Pressure, what is the capacity of the meter. Is this now a requirement for a customer to be able to get registered? Numbers have been low, however.

MT: This can be fed back to the Customer experience team if this persists from a particular Supplier. However, Suppliers would have access to that information via the Datasearch line.

d. Meter Fit issues

LW: Customers are struggling to get meter fits, delays on GS(I&U)R being closed down. Customer was told to wait until February/March when the government scheme ends. Inconsistent reasons being given to customers trying to get a meter fit. Potential to push customers to making unsafe and wrong choices.

e. GSR Rejected/Site visit

LW: GSR's are having to be raised multiple times due to Shipper erroneously removing meters from the system which will then trigger a new GSR.

LW: Suggested using the MOD 518 report to check that the correct actions have been taken three months prior to it triggering a GSR. LW advised Shippers to use the three months to their advantage to check if the meter has been removed from site and if it hasn't, then reattach to prevent this from happening. Which will prevent DNs charging for several site visits.

f. Find My Supplier

LW: asked about issues with FMS not being accurate and this is causing complaints with customers.

SH: Xoserve are aware of issue and a message will be put on the website to make this clear, they are looking at the root cause to resolve the issue going forward.

g. Dead Report

SC: Asked about a lack of Shipperless communications, he advised that if the dead report hasn't worked, the Shipperless MPRNs aren't picked up. He asked if every time a network creates a dead MPRN, can this be communicated to the Shippers?

MT: Advised that sometimes in this scenario, the shipper and suppliers aren't known, however, he will follow this up with the CMS rebuild team.

h. Outro

LJ: Advised if these meetings stay quarterly, input will be needed from Shippers regarding topics that need covering.

Meeting over.

Next Meeting: March/April