

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	Conference Rooms 2&3, Lansdowne Gate, 65 New Road, Solihull	
Meeting Date:	8 th December 2016	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Lee Jackson (LJ)	Xoserve
	Mark E. Summersmith (MES)	
	Richard Cresswell (RC)	
	Geoff Moss (GM)	SSE
	April Maidens (AM)	
	Lee Wileman (LWi)	British Gas
	Steve Coller (SC)	
	Chris Bingham	
	Lisa Warnock (LWar)	Scotia Gas Networks
	Abbie Irvine (AI)	
	Liz Wassall (LWas)	National Grid
	Shiv Singh (SS)	
	Olga Batsari (OB)	Wales and West Utilities
	Helen Armstrong (HA)	Northern Gas Networks
	Shanna Key	
Debbie Watson (DW)	Gazprom	
<u>Apologies</u>	Cherelle McClean	Total
	Carol Glasier	Scotia Gas Networks
	Karen Lowe	Eon
	Ian Mullis	

Archived Completed Actions

Ref.	Description	Action	Status
1-168, 170-180	These actions have been completed and archived for future reference.	N/A	Closed

Outstanding actions from previous meetings

Ref.	Date Raised	Description	Owner	Update
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 09/11/15: Update to be provided. Unified response to Ofgem to be drafted Update 24/03/16: Individual Networks are developing their own processes to deal with this. LWar to check with David Mitchell if SGN has drafted the response to Ofgem on behalf of all Networks. Update 27/07/16: LWar advised that David Mitchell relayed that a joint letter is not being drafted as all Networks have different views. LW agreed to ask David Mitchell to take this to the DN Forum for further discussion. Update 08/12/16: LWar advised that no joint approach could be agreed across all Networks and therefore each individual Network would issue their own response to Ofgem.	Networks	Closed
181	24/03/2016	Attendees to consider future agenda topics and/or presenting initiatives or success stories to the group. Update 08/12/16: The group agreed that the action could be closed. However, the invitation to contribute agenda items for future meetings would remain open.	All	Closed

Actions from meeting held on 27/07/16

Ref.	Date Raised	Description	Owner	Status
182	27/07/2016	Xoserve to investigate further, the possibility of passing the shipper feedback from the MAMCoP Portfolio Comparison Exercise back to the MAMs. Update 08/12/16: The feedback from Shippers has been passed to the relevant MAMs. We are awaiting any comments from MAMs, which will be shared in due course.	Xoserve	Closed
183	27/07/2016	Xoserve to share the data from the MAMCoP Portfolio Comparison exercise with the Networks. Update 08/12/16: The data has been shared with Networks.	Xoserve	Closed
184	27/07/2016	Shippers to provide examples of when a response is not received following an MNC Creation request. Post Meeting update: RC received two sets of examples and responded to the Shippers after analysing. If there are still further examples please do not hesitate to provide.	Shippers	Closed
185	27/07/2016	RC to investigate the process for Networks to raise address amendments on Shipperless Sites. Update 08/12/12: LJ Advised that a process had been put in place. This will be communicated to the industry.	Xoserve	Closed
186	27/07/2016	MES to instigate an exercise to obtain and distribute more up to date contact information to be used by Shippers and Networks to contact other organisations to resolve issues. Update 08/12/16: Requests for up to date contacts were issued to relevant industry participants. See meeting slide deck and minutes for details.	Xoserve	Closed
187	27/07/2016	Xoserve to confirm if the parties still using the Multi-service Indicator are still being challenged by Xoserve. Post meeting update: This is an activity that hasn't taken place for a while. Now that we have the new process, how we'll action this will be reviewed and a new procedure put in place. We'll be doing some analysis, and with the findings, will determine if a targeted message to those using the service inappropriately is necessary.	Xoserve	Closed
188	27/07/2016	Xoserve to look into applying timescales to responding to Shipper Disputes in the 425/455 processes. Update 08/12/16: Acknowledgements are now issued to all emails, and Xoserve aims to respond to enquiries within 2 business days.	Xoserve	Closed
189	27/07/2016	Networks and Shippers to consider how Xoserve should progress with scenarios where an impasse has occurred between them. Update 08/12/16: The group agreed that this action could be closed as most issues had been addressed. Specific issues would be dealt with as and when they occur.	Shippers and Networks	Closed

Minutes

1. Introductions

LJ welcomed the group presented the agenda items and initiated introductions across the group.

LJ advised the group that the MNC (MNumber Creation) Process agenda item would be moved to the top of the agenda.

2. Actions from Previous Meetings

LJ ran through all previous actions. (See updates above)

3. S&U Statistical Information

LJ presented the latest S&U statistical information. (See meeting slides)

4. Shipper and Network Operational Contacts

MES updated the group on the work that had been carried out to update the list of industry operational contacts. (See meeting slides)

5. MOD518

MES gave a reminder that MOD518 would be implemented in June 2017 and that interim reports were being issued to Shippers and Networks. The group agreed that these reports should be investigated to reduce the number of MPRNs falling into the GSR process, and subsequently reduce unnecessary work and costs.

6. MNC Process Update

RC presented an update on the new MNC MNumber Creation Process (see meeting slides)

A discussion ensued.

It was noted that since the new process had been introduced, 150 MNCs had been submitted with an AQ of 1. Currently, there is no provision in the process to reject these requests. LJ asked if the group thought it was appropriate to reject any MNC which was submitted with an AQ of 1. The group agreed that these should be rejected during the initial validation by Xoserve.

DW suggested that the fields available and the number of characters available in fields in the MNC request template were inadequate.

Suggestions were made on how to get around the restrictions. RC invited any suggestions to amend the template and these would be considered on a cost/benefit basis.

7. Network Feedback /Discussion Points

A number of discussion points were put forward by representatives from the Networks. A discussion was conducted on each.

Unregistered pre-pay meters

Customer buying gas but money not allocated anywhere by Siemens. How do we get these sites registered when customer believes paying for gas? No safety checks/tariff may be too high?

Outcome:

- Shippers present said they would confirm sites if they were made aware of them.
- Meters not associated with Shippers must be dealt with by the Networks.
- Networks to determine their own processes.

MOD455

How are we able to attach meter details after updating Xoserve/Suppliers that the data held is inaccurate/missing?

Outcome:

- Xoserve to investigate the application of MOD455 to Unregistered Sites. **(Action 190)**

Illegal connections

Once identified through MNC, request will be rejected back to Shipper and depot will resolve with end user. Shipper to assist by checking their systems to see if the customer has involvement with any other sites?

Outcome:

- o There was agreement on these points.

Contact to assist with registration

Many customers struggle to register Shipperless sites if there is a meter in situ. Need details for each organisation?

Outcome:

- o Xoserve will endeavour to obtain contacts from Shippers via the Customer Engagement Team. **(Action 191)**

Registration SLA from suppliers

To allow DN's to give target registration date to customers when chasing MNC requests/S&U sites, e.g. 6 to 8 weeks?

Outcome:

- o No agreement was reached on this as Shippers have varying internal timescales.

Vulnerable customers

How to deal with S & U vulnerable sites, best practice?

Outcome:

- o Shippers present said they would confirm sites if they were made aware of them.
- o Sites not associated with Shippers must be dealt with by the Networks.
- o Networks to determine their own processes.

8.GSR Site Visit Data

DW raised concerns over the data provided by Networks in the GSR / 425 processes. (See meeting slides) The Networks acknowledged that there had been issues but will provide full details. Where available and indicate when photographic evidence is available.

The Networks stated that they could be contacted directly by Shippers if they needed to question any information provided via a site visit.

9. Actions and Outcomes

Action 190 - Xoserve to investigate the application of MOD455 to Unregistered Sites.

Action 191 - Xoserve to endeavour to obtain contacts from Shippers via the Customer Engagement Team for use by Networks to pass to End Users when dealing with Unregistered Sites.

10. AOB

None.

LJ thanks attendees for their attendance and participation. He closed the meeting and wished everyone a happy Christmas.

Next Meeting: July 2017 (Date to be confirmed)