Shipperless & Unregistered Workgroup

26/04/2023

Agenda

- Welcome & Introductions
- Review Previous Actions
- S&U Statistical Information
- CMS Update
- MOD 431
- ISO & DTL Process Flow
- SEFE Agenda Items
- Registration Issues (End user)
- DN Contacts (British Gas)
- MOD 518 Reporting (SGN)
- GSR Training Material
- AOB

Welcome & Introductions

Review Previous Actions

Review Previous Actions

Ref.	Date Raised	Description	Owner	Status	Update
1	15/12/2022	*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.*	RE	Open	This has been raised with the service desk so it can be escalated further with DCC.
2	15/12/2022	*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.*	RE	Closed	This issue has been fed in the CMS rebuild project.
3	15/12/2022	*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.*	Shippers & Networks	Open	

Shipperless & Unregistered Statistical Information

Statistical Information

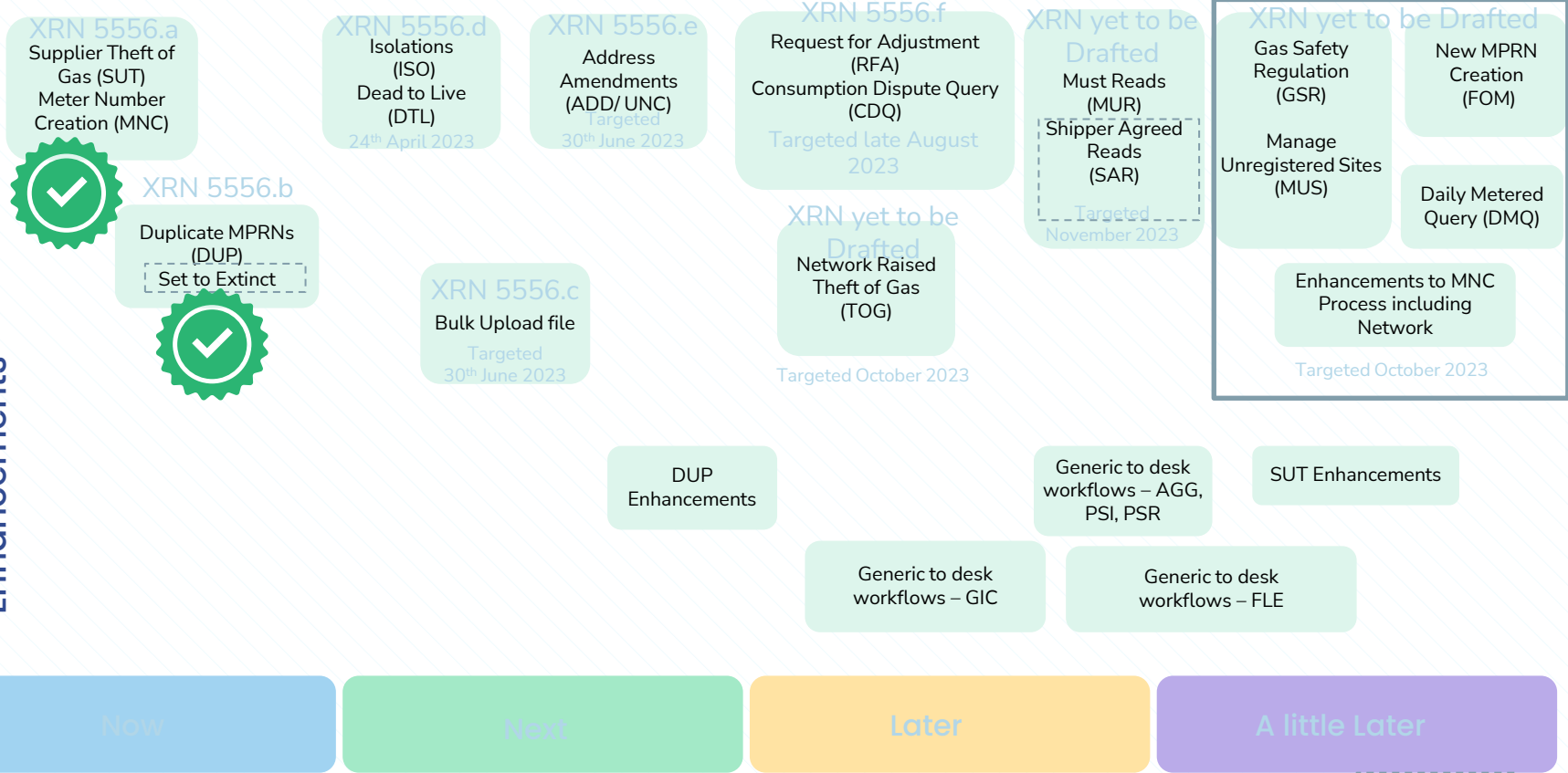|		Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Description
Shipper Activity	Meter Activity (Potential Mod410a)	36	38	37	37	37	40	42	42	42	43	44	44	Shipper Specific Meter Activity
	Other Activity	0	11	44	15	15	9	13	12	5	2	10	0	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, CMS Contacts to create the MPRN.
	Total	36	49	81	52	52	49	55	54	47	45	54	44	All Shipper Activity
Orphaned	Total	2,745	2,748	2,723	2,732	2,732	2,722	2,721	2,713	2,707	2,704	2,687	2,672	Following a response of no further interest, or where no response is received. They also include MPRNs where a service has been completed and in some instances there is evidence that a meter has been installed.
	With Meter	628	626	622	617	615	613	610	601	598	597	595	593	
Shipperless Sites - Shipper (PTS)	Potential Mod424	542	523	527	533	505	531	529	593	565	564	570	526	MPRNs which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that the existing meter is still fitted.
Shipperless Sites - Industry (SSP)	Potential Mod425	1,187	86,697	1,164	1,134	1,127	1,127	1,114	1,140	1,145	1,133	1,079	1,095	MPRNs which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that a new meter has been fitted.
No Activity		25,417	26,766	27,258	27,520	27,932	27,925	28,325	28,433	28,893	29,141	29,395	29,780	MPRNs created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		38,662	38,608	38,544	38,465	38,390	38,336	38,269	38,161	38,083	38,019	37,895	37,800	MPRNs which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		21,156	19,683	18,849	18,526	17,257	16,113	16,255	15,842	15,438	14,852	15,221	14,780	Unconfirmed MPRNs with a creation date <12 months. If not confirmed they will gradually feed into the above pots.
Total		89,745	89,536	89,146	88,962	87,995	86,803	87,268	86,936	86,878	86,458	86,901	86,697	

April
CMS Rebuild Update

Progress to Date

- XRN5556D – The Isolation (ISO) and DTL processes went live on 24th April 2023.
    - The implementation was successful and with no defects
    - So far we have had 18 contacts raised, 4 resolved and the remaining are at various stages of investigation
    - To support we have an open bridge call open daily for customers to jump on if they require support

- Two additional child XRNs have been created to support the next two releases, should there be any capacity within these two version releases other processes or functionality will be brought in scope for delivery with the agreement of the Customer Focus Group:
    - XRN5556.e - Address Amendments ADD/UNC) and Distribution Network raised Mnumber creations (DMN)
    - XRN5556.f – Request for Adjustments (RFA) and Consumption Dispute Query (CDQ)

- We are working with the UKLink Change team to deliver two change proposals that have CMS Rebuild Impacts, these are scheduled for the November UKLink release
    - XRN5604 – Shipper Agreed Reads
    - XRN5605 – IGT Must Reads

- The CMS Rebuild webpage (https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/) contains the link to register for future Customer Focus Groups which are captured below, please note the agenda for the Focus Groups will be issued between 3 - 7 days prior to the session.

CMS Rebuild Roadmap

Release Content

Main Release

XRN 5556.a
Supplier Theft of Gas (SUT)
Meter Number Creation (MNC)

✅

XRN 5556.b
Duplicate MPRNs (DUP)
Set to Extinct

✅

XRN 5556.d
Isolations (ISO)
Dead to Live (DTL)
24th April 2023

XRN 5556.e
Address Amendments (ADD/ UNC)
Targeted 30th June 2023

XRN 5556.c
Bulk Upload file
Targeted 30th June 2023

XRN 5556.f
Request for Adjustment (RFA)
Consumption Dispute Query (CDQ)
Targeted late August 2023

XRN yet to be Drafted
Network Raised Theft of Gas (TOG)
Targeted October 2023

XRN yet to be Drafted
Must Reads (MUR)
Shipper Agreed Reads (SAR)
Targeted November 2023

XRN yet to be Drafted
Gas Safety Regulation (GSR)

New MPRN Creation (FOM)

Manage Unregistered Sites (MUS)

Daily Metered Query (DMQ)

Enhancements to MNC Process including Network
Targeted October 2023

Additional Stretch Enhancements

DUP Enhancements

Generic to desk workflows – GIC

Generic to desk workflows – AGG, PSI, PSR

Generic to desk workflows – FLE

SUT Enhancements

Now	Next	Later	A little Later

New Process

MOD 431 Update

Shipper/Transporter - Meter Point Portfolio Reconciliation

New Meter Point Portfolio Reconciliation Guide

To advise that for the 2022/2023 run of this process we published a helpful guide on Xoserve's external website www.xoserve.com

- Background Details
- Key dates and information
- Process
- Handy Hints

- overview course

SPI File Submissions

- In November 2022 we received a number of SPI file submissions from Shippers, totalling to **98.6%** of the Supply Point Register.

- This percentage figure equated to 24,642,812 Supply Meter Points.

- Of the 69 Shippers expected to take part, 56 successfully submitted their portfolios via SPI file by 25/11/2022.

- A total of 13 Shippers failed to submit an SPI file before the window closure date. It was acknowledged however that 4 did make an attempt to submit files.

SPO File Outputs

- Following quality assurance validations, the SPO files were issued to the industry on the 02/12/2022.

- A total of 51 SPO files were issued to selected Shippers.

- We have received 19,932 disputes to date.
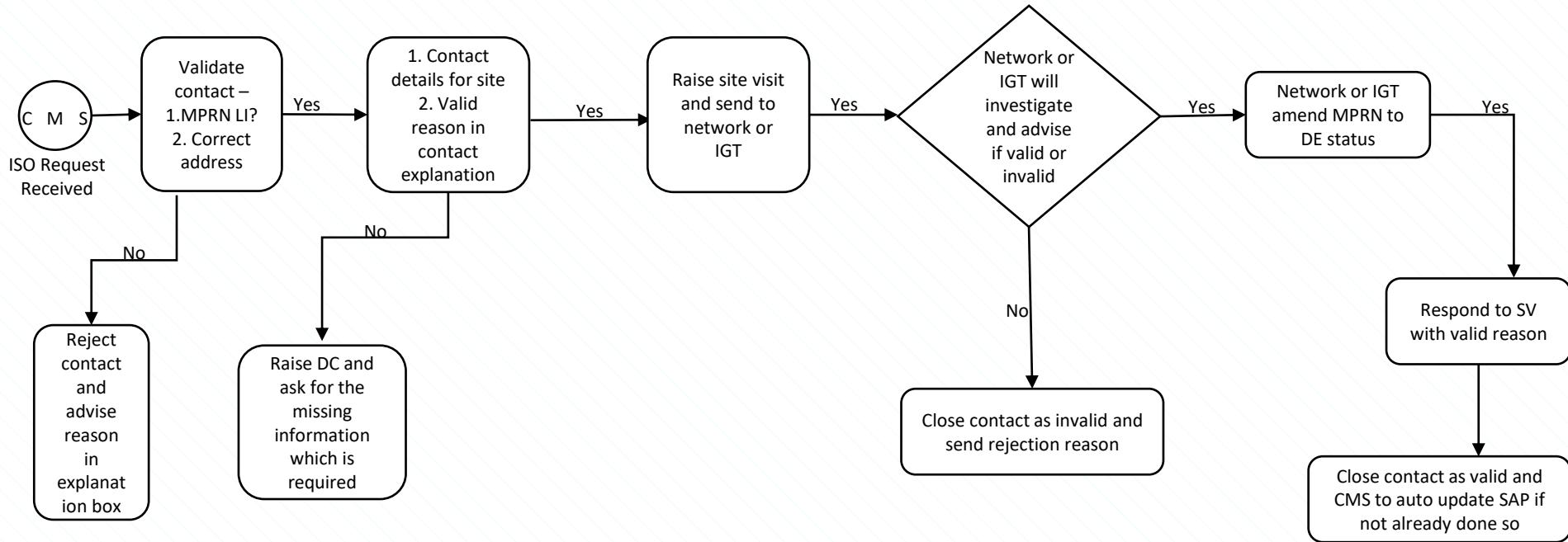
SPO File Outputs

- The 40 business day window for Shippers closed on 01/02/2023.

- 12772 sites are Shipperless
    - GT 12,691
    - iGT 81

- 101 sites are Unregistered
    - GT 54
    - iGT 47

- Unrecognised
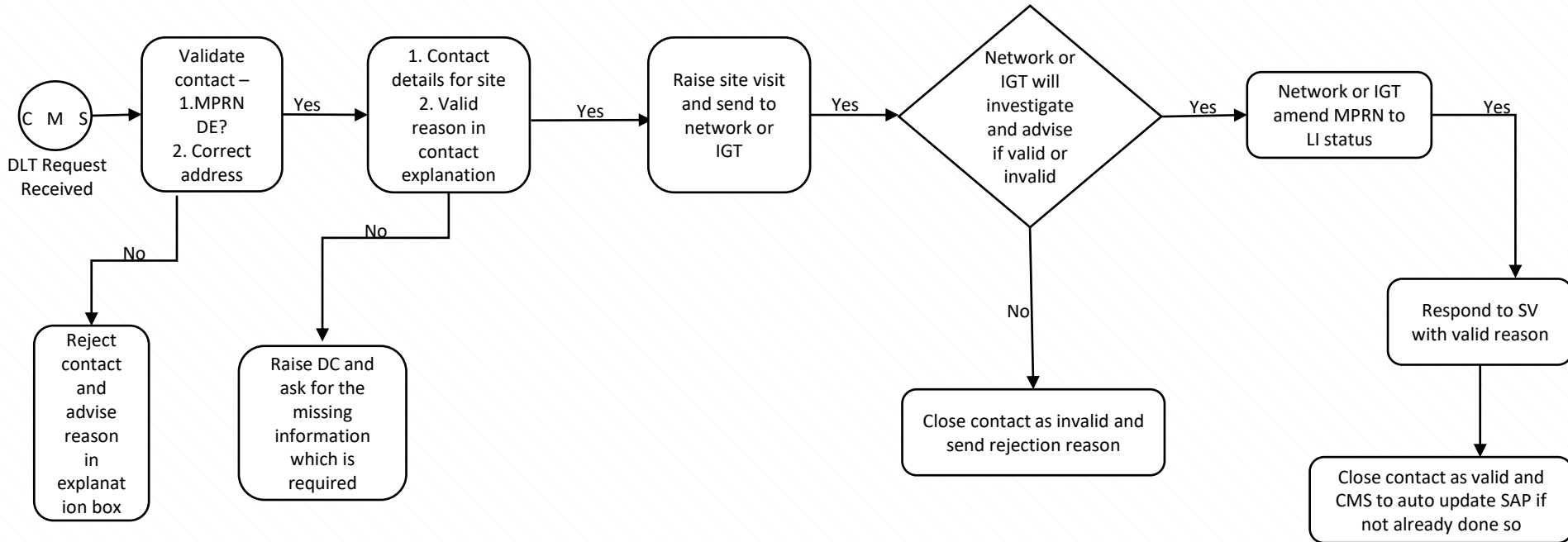   - 246

- DE/EX
    - 6,458

ISO Process Flow

```
  ( C M S )          Validate
  ISO Request        contact –        Yes    1. Contact      Yes    Raise site visit   Yes    Network or IGT      Yes    Network or IGT     Yes
  Received           1.MPRN LI?  ──────────>  details for site ─────>  and send to      ─────>  will investigate   ─────>  amend MPRN to     ─────>
                     2. Correct              2. Valid               network or             and advise if             DE status
                     address                 reason in              IGT                    valid or invalid
                                             contact
                                             explanation

         │ No                          │ No                                                      │ No                                        │ Yes
         ▼                             ▼                                                         ▼                                           ▼

   Reject contact             Raise DC and ask                                         Close contact as                            Respond to SV
   and advise                 for the missing                                          invalid and send                            with valid reason
   reason in                  information which                                        rejection reason
   explanation box            is required
                                                                                                                                            │
                                                                                                                                            ▼

                                                                                                                                  Close contact as valid and
                                                                                                                                  CMS to auto update SAP if
                                                                                                                                  not already done so
```

DTL Process Flow

DLT Request Received → Validate contact – 1.MPRN DE? 2. Correct address

Yes → 1. Contact details for site 2. Valid reason in contact explanation

No → Reject contact and advise reason in explanation box

Yes → Raise site visit and send to network or IGT

No → Raise DC and ask for the missing information which is required

Yes → Network or IGT will investigate and advise if valid or invalid

Yes → Network or IGT amend MPRN to LI status

No → Close contact as invalid and send rejection reason

Yes → Respond to SV with valid reason

Close contact as valid and CMS to auto update SAP if not already done so

SEFE Agenda items

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- Length of time taken to create MPRNs for found supplies/found meters (CMS MNC submitted by supplier)

- Length of time taken to resolve Dead to Live queries – raised in CMS by suppliers

- Delay re. networks in setting MPRNs to dead after a service disconnection

- Lack of information provided by networks following a meter being found during GSR visit

- Method of notification of MOD425 found assets

- MPRNs being set to dead by networks when they are a DUP of IGT supplies

End User Registration Issues
(Wales & West)

End User Registration Issues (Wales & West)

- Customer reporting to DNs that suppliers are refusing to take ownership of 'Shipperless/Unregistered meters', even bigger ones.

- Customers end up having to contact multiple suppliers or we ask them to escalate via Citizens Advice.

- For domestic customers we need to find a solution to overcome issues. If not, we end up with ongoing theft of gas situations and unregistered use of gas.

DN Contacts (British Gas)

MOD 518 Reporting (SGN)

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- Do shippers scrutinize the data provided on MOD518 reports?

- Have Xoserve compared the data sets to report on any differences made between 6 month report and file extract at 9 months?

- Xoserve to provide an example/comparison of what is sent to suppliers where a meter is found. DN will complete the GSR contact on CMS along with comments/photos taken but unable to attach.

GSR Training Material

Thank you