Shipperless & Unregistered Workgroup

29/11/2023

Agenda

- Welcome & Introductions
- Review Previous Actions
- GES Online Screen Change
- S&U Statistical Information
- Npower Discussion Points
- Wales & West Discussion Points
- GSR Disputes
- AOB

Welcome & Introductions

Review Previous Actions

Review Previous Actions

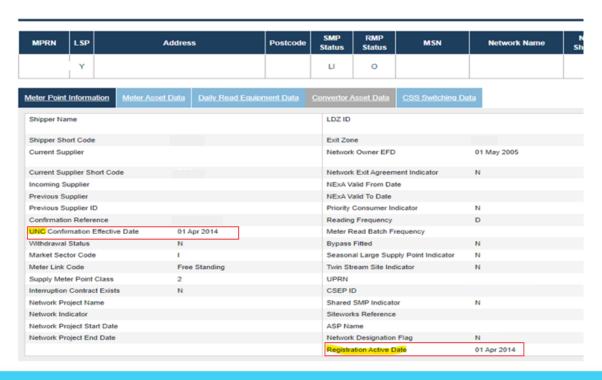| Ref.	Description	Owner	Status	
1	*- LJ to chase other networks for any comments re. MPRN Creation issues and length of time taken to resolve DTL Queries* *- LJ to see if other networks send out shipper notifications following service disconnection when a meter point is dead.* *- Regarding lack of info provided by networks following meter found during GSR visit. LJ to follow up with other networks.*	LJ	Open	*Updates provided by some DN's but full picture not understood. Further discussion required.*
2	*LJ to check with Richard Cresswell to see if customer contact detail fields will be available in the new CMS comment section. Also, could MOD 425 notifications be raised through new CMS rather than email.*	LJ	Closed	*There will be no specific 'Customer Contact detail' field in new CMS but there will be an 'Additional Information' field where this information can be recorded. In terms of MOD425 notifications these will be incorporated into new CMS.*
3	*LJ to look at ways to promote better use of the MOD 518 Reports – by highlighting importance.*	LJ	Awaiting closure confirmation	*The importance of these reports was highlighted and customer feedback requested, although none received.*
4	*Regarding lack of info provided by networks following meter found during GSR visit. LJ to follow up with other networks.*	LJ	Open	*Updates provided by some DN's but full picture not understood. Further discussion required.*

XRN5677 - GES Online Screen Change

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- Amend CSS Switching Data Screen to show content of Retrospective message

- Amend the CSS Switching Data screen in GES so that the 'Registration Status From Date' is showing as the receipt of Secured Active Notification +1

- Where no Secured Active Notification has been received or has not been successfully loaded, it will be populated as described above
  - The UK Link Registration Date -1 or *data field* using the data obtained from error logs

- **UNC Confirmation Effective Date** = The date that the site goes live with the requesting Shipper
- **Registration Active Date** = Supply Start date of the CSS Supplier registration

Where the dates held against the Registration Active Date and the UNC Confirmation Effective date do not align, both data fields will be highlighted in red text. This indicates that Shipper Confirmation was not processed on the same day the CSS Registration became effective.

Shipperless & Unregistered Statistical Information

Statistical Information

		Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Description
Shipper Activity	Meter Activity (Potential Mod410a)	42	42	43	44	44	44	44	46	48	50	47	46	Shipper Specific Meter Activity
	Other Activity	12	5	2	10	0	2	1	0	0	0	0	0	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, CMS Contacts to create the MPRN.
	Total	54	47	45	54	44	46	45	46	48	50	47	46	All Shipper Activity
Orphaned	Total	2,713	2,707	2,704	2,687	2,672	2,647	2,620	2,597	2,577	2,574	2,473	2,464	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	601	598	597	595	593	591	589	584	579	579	576	572	
Shipperless Sites - Shipper (PTS)	Potential Mod424	593	565	564	570	526	562	551	536	465	490	538	568	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	1,140	1,145	1,133	1,079	1,095	1,159	1,185	1,200	1,097	1,129	1,107	1,132	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		28,433	28,893	29,141	29,395	29,780	30,021	30,306	30,329	30,413	30,693	30,733	30,785	MPRNs created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		38,161	38,083	38,019	37,895	37,800	37,739	37,675	37,598	37,503	37,470	37,469	37,440	MPRNs which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		15,842	15,438	14,852	15,221	14,780	14,724	14,121	14,770	13,753	13,400	13,614	12,949	Unconfirmed MPRNs with a creation date <12 months. If not confirmed they will gradually feed into the above pots.
Total		86,936	86,878	86,458	86,901	86,697	86,898	86,503	87,076	85,856	85,806	85,981	85,384	

Npower Discussion Points

Npower Discussion Points

- Interpretation of MOD425 and MOD455

- Validation of request to attach assets

- Engagement with Xoserve and with networks

- Sharing evidence and agreement on resolution

Wales & West Discussion Points

Wales & West Discussion Points

- Are there any suppliers not offering contracts to new customers
  - *Customers still reporting issues in getting a contract or a new meter fitted.*

- Shipperless MPRN /MSN registration is not an established process for all suppliers

  - *Suppliers are not taking on shipperless meters or don't know how to handle the process. Is there a best practice that suppliers with an established process can share and is there a Xoserve stakeholder engagement forum that includes shippers where we can promote this?*
  - *How long does it take from customer contact to registration. What is the best way to update Xoserve with meter details.*

- Meter Asset Managers
  - *Education for DNs: insight on how the process works between suppliers and meter asset managers in relation to metering work (installation /disconnection)The Network may identify a shipperless meter on site marked as owned by MAM "A".*
  - *Can we create a process or confirm contacts for MAM teams where we can check if they have a record of the meter. If yes, the MPRN/ supplier responsible for the installation to follow up /chase the registration.*

GSR Disputes

GSR background

- The GSR (Gas Safety Regulations) process is initiated when a meter has been removed on UK Link

- DN's generate reports containing details of relevant MPRNs 9-12 months after the meter removal date

- The DN will conduct investigations into the sites via desktop investigation, GSR visit or end user contact

- If a live meter is determined to be on site, the details are sent to Correla (on behalf of Xoserve) via CMS

GSR Disputes

- Currently we hold circa 200 sites at 'Dispute' status

- We are looking for initiatives to address this population
  - *Understanding barriers & frustrations*
  - *Supporting solutions to overcome / Enhancing communication*

- Do all parties understand UNC obligations / expectations
  - *What are the implications & risks*

- How can we reduce the existing population
  - *Averting future bottlenecks*

AOB