

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	Conference Rooms 5&6, 31 Homer Road, Solihull	
Meeting Date:	9 th March 2015 (10.30am)	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Suzanne Cullen (SC)	Xoserve
	Mark E. Summersmith (MES)	
	Dave Turpin (DT)	
	Katherine Towlson (KT)	
	Dave Ackers (DA)	
	Thomas Brine (TB)	
	Dawn Griffiths (DG)	
	Sue Cropper (SCr)	British Gas
	Chris Warner (CW)	National Grid Gas
	Andy Clasper (AC)	
	Sue Cropper (SCr)	British Gas
	David Mitchell (DM)	Scotia Gas Networks
	Lisa Warnock (LW)	
	Nigel Winnan (NW)	Wales and West Utilities
	Olga Batsari (OB)	
	Jessica Yuen (JY)	SSE
	Geoff Moss (GM)	
Alex Ross Shaw (ARS)	Northern Gas Networks	
Helen Armstrong (HA)		
<u>Apologies</u>	Anne Jackson	SSE
	Carol Lincoln	EON
	Lee Wileman	British Gas
	Naomi Nathaniel	Plus Shipping Services
	Julie Wragg	EON

Archived Completed Actions

Ref.	Description	Action	Status
1-163, 167	These actions have been completed and archived for future reference.		

Outstanding actions from previous meetings

Ref.	Date Raised	Description	Owner	Update
164	17/09/2014	Xoserve to complete an exercise every two weeks to identify MNCs and FOMs being raised for same premises, monitor instances of 'Multi Service' being selected to identify Users using this incorrectly and continue with project to amend Plot to postal addresses. Update 06/03/15: Change Request Submitted, Reports Available in March/April. Contact will be made with relevant parties when data available.	Xoserve	Carried Forward
165	17/09/2014	Shippers to perform the fullest of checks / enquiries before submitting MNCs. Request that incorrectly created MPRN records are set to EX at the earliest opportunity. Review Internal Process Guidelines for M Number Creation procedures. Not to select 'Multi Service' if this is not correct. Update 01/12/14: Discussed at SUWG. Concerns still exist and will be discussed in this meeting.	Shippers	Carried Forward
166	17/09/2014	Networks to influence the UIPs about the timely submission of FOM contacts. Influence UIPs to not select 'Multi Service' unless it is truly an additional service entering a property. Re-affirm the importance of 'Tagging' the meter point. Update 01/12/14: Discussed at SUWG. Concerns still exist and will be discussed in this meeting.	Networks	Carried Forward
168	01/12/2014	Xoserve to present MNC and FOM contact data in the next Workgroup Update 09/03/15: Information provided in SUWG. See meeting slides.	Xoserve	Closed
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 09/03/15: Update to be provided. See meeting minutes.	Networks	Carried Forward

Actions from meeting held on 01/12/2014

Ref.	Date Raised	Description	Owner	Status
170	09/03/2015	Correct Governance route to be established to facilitate validation of proposed changes to MNC process tabled by National Grid.	National Grid	Carried Forward
171	09/03/2015	Analysis of invalid GSR contacts to provide a more detailed breakdown of the reasons for contacts closed as invalid. Xoserve will provide along with the minutes of the meeting	Xoserve	Closed

Minutes

1. Introductions

TB welcomed the group presented the agenda items. Introductions across the group were carried out.

2. Actions from Previous Meetings

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

3. Networks S&U updates

SGN confirmed that in the instance of a meter at a shipperless site needing removal due to end user not requiring a gas supply they will go in and remove meter free of charge. TGT agreed in the situation of the shipperless site being a demolition site in order to recover the meter as if nothing is done it will be lost. They were not so keen in the case of an occupied site. National Grid was not in agreement and stated that a meter removal must be paid for. An action was put on the networks to discuss further between themselves as Ofgem are still awaiting an answer from them in regard to this.

Erika Melen had circulated a letter two months previously and it was queried if the letter had been sent to Ofgem. Erika will confirm the latest position on this.

TB requested any other updates but there were none at the time.

4. Statistical Information – Update on ring fenced project

TB presented statistical information to the group from December 2014 and compared to February 2015. (See Meeting Slides).

TB advised a total resolved increase from 38.14% to 46.45%. It was discussed that this was still good progress from the industry.

The group agreed to present the project statistics at one more workgroup and then to focus on other areas as topics of conversation. TB agreed that the next workgroup would be the final one which an update on the project would be presented.

OB commented on the scenarios that are occurring and remedies which should be considered, MAM labelling on meters and communication to networks.

5. MOD 425 update

MS went over the high level summary of the MOD and presented a process flow depicting the journey of the contact (See Slides)

NW asked whether GSR was in place yet and DW asked if the process was a GSR proposal.

MS confirmed that the GSR process is live and GSR's are being processed according to the information presented. The 425 solution being presented is currently being built and implementation was marked for June 2015.

DW asks for networks to take photos of meters which are found for any of the 424, 425 or 410a processes.

OB raises an example of an end user obtaining a meter and industry can not identify how. The example was raised by EON and that it was a big issue. She raised the point that more meter details were required and the MAM's were not a part of the workgroup which made it difficult to discuss. Where would a network go if a meter had no label? Would it be Xoserve?

DW suggested that the manufacturer could be asked.

OB Commented how much digging and investigation were they expected to do to resolve?

6. MOD 424 update.

MS gave the overview of the GSR contact and work to date (see slides)

NW Stated if there is a GSR contact created and the meter is subsequently removed, there is no prompt to let the networks know that the found meter has been removed. Shippers need to follow relevant procedures to inform networks of removals.

MS Stated this issue was known as the removal of a meter does not trigger a flow. The agenda for Shipper Engagement meetings is to provide contacts for this issue.

GDN are looking for a solution, MS commented that there is no formal route.

OB questioned if Shippers can remove a meter without knowledge it is the subject of a process such as GSR.

DT stated that all situations that could cause this need to be investigated and understood.

The group agreed that the reasoning behind the 230 invalid GSR's needed to be investigated after DA commented that an 80% invalid rate is potentially a lot of work the industry is undertaking with no valid result.

MS agreed that Xoserve would provide this analysis along with the workgroup slides and minutes.

7. Mod 410a update

MS gave the overview of 410a (see slides)

The group questioned what would be a legitimately unregistered site, National Grid enquired if they could claim for a site visit and who would they charge this to.

DW enquired if MUS contacts would be raised only in the case of activity against the site.

MS explained how the contact is raised and that MPRN's will be uploaded at the 12 month anniversary date.

8. Supplier ID's for Forced Confirmations

SCr had asked for the issue of supplier ID's used to force confirm sites as part of MOD's 410a, 424, 425, 431. As British gas has multiple supplier ID's for their domestic and industrial customers. The question was asked of other shippers present if they were having similar issues.

None in attendance had the issue as all had only one supplier ID for their business. SCr commented that others with multiple were not in attendance and so perhaps they could be engaged through some other means.

9. MNC and FOM data

KT presented overall MPRN creation contacts over the previous 12 months. It was stated that there had been no visible reduction which was attributable to any known action to address these.

A break down was given that MNC's raised between 01/09/2014 and the 31/12/2014 were 13.48% multiservice sites. For the same period 37% of FOM's were raised as multiservice sites.

KT stated that a change request had been raised in order for Xoserve to identify instances of misuse of the multi service indicator and once this was available it would be used to inform and educate the industry.

10. National Grid MNC discussion

National Grid presented a proposal to amend the MNC contact process (see slides).

This process was then put to the group to discuss potential issues

Reasons for the MNC were discussed, these were

- Missing Tags
- Tag from pre 2002
- Delayed Admin
- Delayed FOM Submission
- Missing FOM (Never Raised)
- MPRN exists but with poor or mismatching address details

- Illegal Connection

Shippers often need the MPRN's as there is an end user wanting a contract with them and in order to remain competitive they need to quickly have an MPRN to assign to the site/customer.

The group discussed the data requirements that National Grid had identified as mandatory were not always available dependant on the end user contact. It was discussed that these would be looked at and each point would be investigated and looked into in order to identify the ease fo access to the data for the shippers.

SCr suggested that a change such as that proposed would need to go through the correct governance in order to be agreed. It was also noting that the data being requested would only be available depending on the end user interaction. So a names and address could be the end user or a broker. The address could be a head office or the site requiring an M number.

Consensus was the information requested would not always be available and therefore to make them mandatory requirements would slow the MNC process having a detrimental impact on the Shippers. It was agreed that information needed to be collected and considered by all parties for further discussion at a future workgroup.

National Grid has aspirations to implement this change in June 2015. As this is the month of the next workgroup it may be that the industry needs to arrange a separate meeting in order to bottom out the proposal as the correct governance approval is required by the industry prior to any changes being made.

11. AOB

GSR contacts were further discussed and a contact list for 424, 425 and 410a was requested to be re-circulated to all. DT stated that Network and Shipper Engagement was the correct avenue for that information.

Lack of contact between Shipper and Network was raised with both sides of the industry stating they did not know where to take certain queries.

JY raised that MNC's were sometimes raised as Networks had incorrectly set an MPRN to dead and it was the only way the Shipper could re-activate the supply.

OB enquired if it was possible for networks to raise address amendments, SC confirmed that she would pick this up offline with OB post the workgroup.

TB Thanked everyone for their attendance and wished everyone a safe journey home.

Next Meeting – Monday 8th June 2015

Current Proposed Agenda: Review Minutes from Last Meeting
 S&U Statistics
 MPRN Creation