Shipperless & Unregistered Workgroup

Monday 9th March 2015

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Introduction

- **Previous Actions**
- **Networks Updates**
- **Clearance Project Statistics**
- **Mod 424/425/410a Update**
- **Supplier IDs discussion**
- **Lunch**
- **MNC & FOM data**
- **MNC Proposal**
- **Group Discussion**
  - **M Number creation process**
- **A.O.B.**

Previous Actions

Outstanding Actions

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

Networks S&U Updates

Shipperless and Unregistered Clearance Project Statistics

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Results of the activities up to February 2015

Pot Name	Starting Total	Set to DE	Set to EX	Confirmed	Legitimately Unregistered	Total Resolved	Percentage Resolved
SSP	4748	466	336	792	215	1809	38.10%
PTS	1568	94	52	531	62	739	47.13%
Shipper Activity	242	10	23	63	0	96	39.67%
No Activity	1290	76	103	344	11	534	41.40%
Orphaned	14969	1162	1698	2419	245	5524	36.90%
Total	22817	1808	2212	4149	533	8702	38.14%

Results of the activities up to February 2015

Pot Name	Starting Total	Set to DE	Set to EX	Confirmed	Legitimately Unregistered	Total Resolved	Percentage Resolved
SSP	4748	574	441	899	212	2126	44.78%
PTS	1568	119	65	253	65	502	32.02%
Shipper Activity	242	12	30	71	2	115	47.52%
No Activity	1290	84	141	397	31	653	50.62%
Orphaned	14969	1523	2418	2801	460	7202	48.11%
Total	22817	2312	3095	4421	770	10598	46.45%

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Mod 424, Mod 425 and Mod 410a Update

Mod 425 (GSR)

Mod 425(GSR)

- Mod425 modifies provisions in the UNC and places an obligation on the last registered Shipper to effect the re-establishment of the Supply Meter Points on UK-Link where a **different** Supply Meter is connected and is capable of flowing gas following an effective Supply Point Isolation, or Isolation and Withdrawal on UK-Link.

- Mod 425 became effective from 1st April 2013.

Mod 425(GSR)

- The solution for Mod 425 is currently in development. It is hoped that the solution will be implemented in June 2015.

- An offline solution to meet the obligations of Mod 425 was presented at the UK Link Committee meeting on Thursday 8th January 2015.

- The proposed solution is to adopt a manual process utilising offline databases.

- Email will provide the mechanism to communicate to Shippers and Networks.

- It is intended that Mod425 relevant sites will be identified using the GSR Contact on CMS. (SCN, SSP, some RTN)

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Mod 425 High Level Process Flow Overview
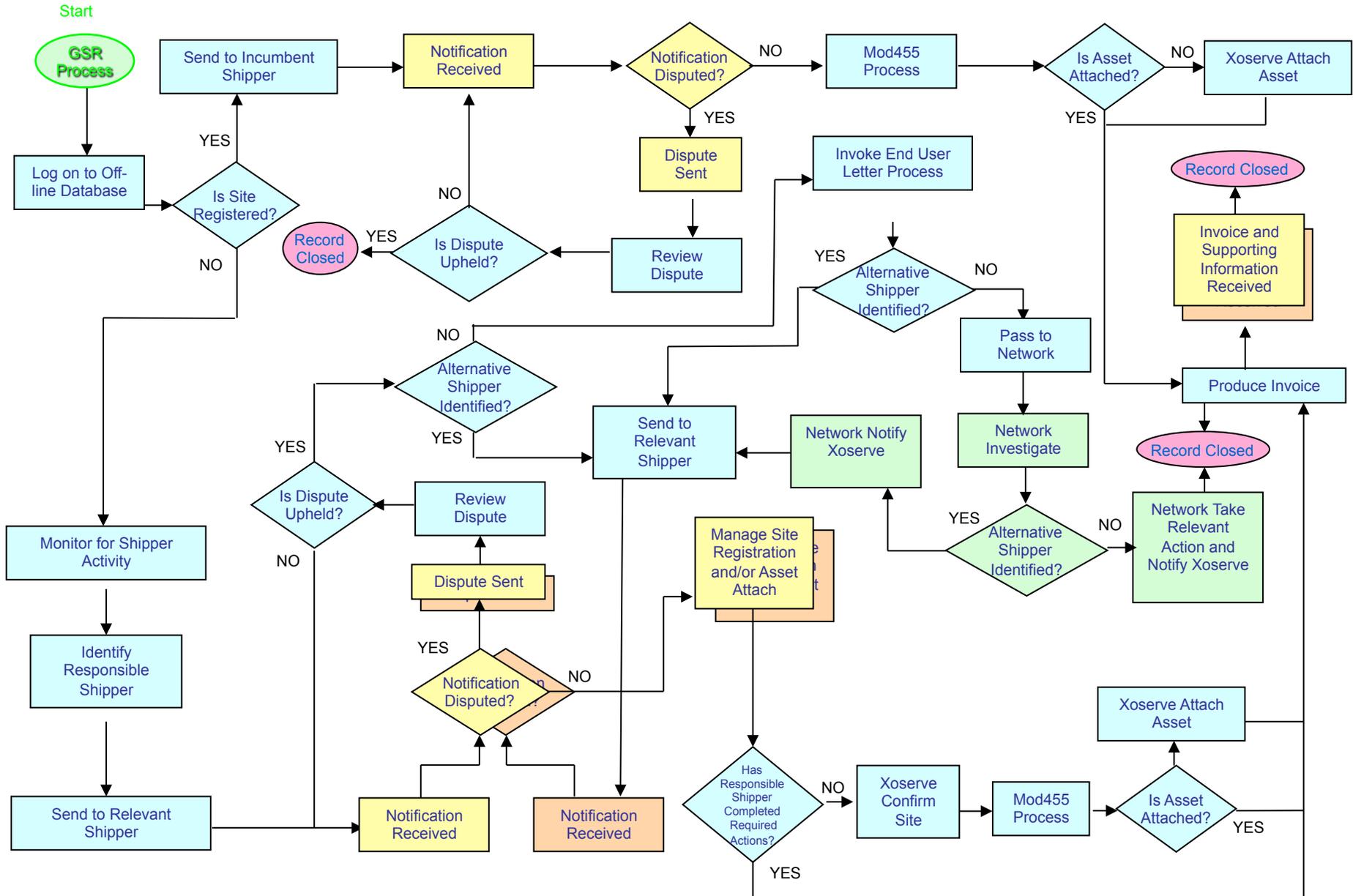
Isolated Only Sites

- For isolated only sites, Shippers will have 1 month from notification to attach the asset. If this is not completed within the month, and a dispute is not upheld, Xoserve will attach the meter on their behalf.

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Isolated And Withdrawn Sites

- For isolated and withdrawn sites, Xoserve will establish any activity conducted by a Shipper which post dates the withdrawal of the last registered Shipper.

- A notification to Confirm and attach the asset will be sent to the Shipper which conducted the last activity.
  - They will have 1 month to conduct the activity before Xoserve intervenes.

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Isolated And Withdrawn Sites

- If no activity is identified, Xoserve will send a notification to the last registered Shipper to Confirm and attach the asset.

    – They will have 3 months to conduct the activity or investigate to identify an alternative responsible Shipper

    – If the last registered Shipper identifies an alternative responsible Shipper, they should notify Xoserve and Xoserve will send a notification to them to Confirm and attach the asset.

    – They have 1 month to complete the activity before Xoserve intervenes using the provisions set out in Mod 455

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Mod 425(GSR)

Dispute

- The identified responsible Shipper can dispute the notification.

- Should the evidence provided validate the dispute, Xoserve will endeavour to find an alternative responsible Shipper.

- Should the dispute be rejected, the notification will be re-issued to the original Shipper.

End User Letter

- If after the process has been followed and an alternative Shipper cannot be identified with desktop investigation, the End Consumer will be contacted by post.

- If an alternative Shipper is not identified by the End Consumer, the site details will be sent to the Network.

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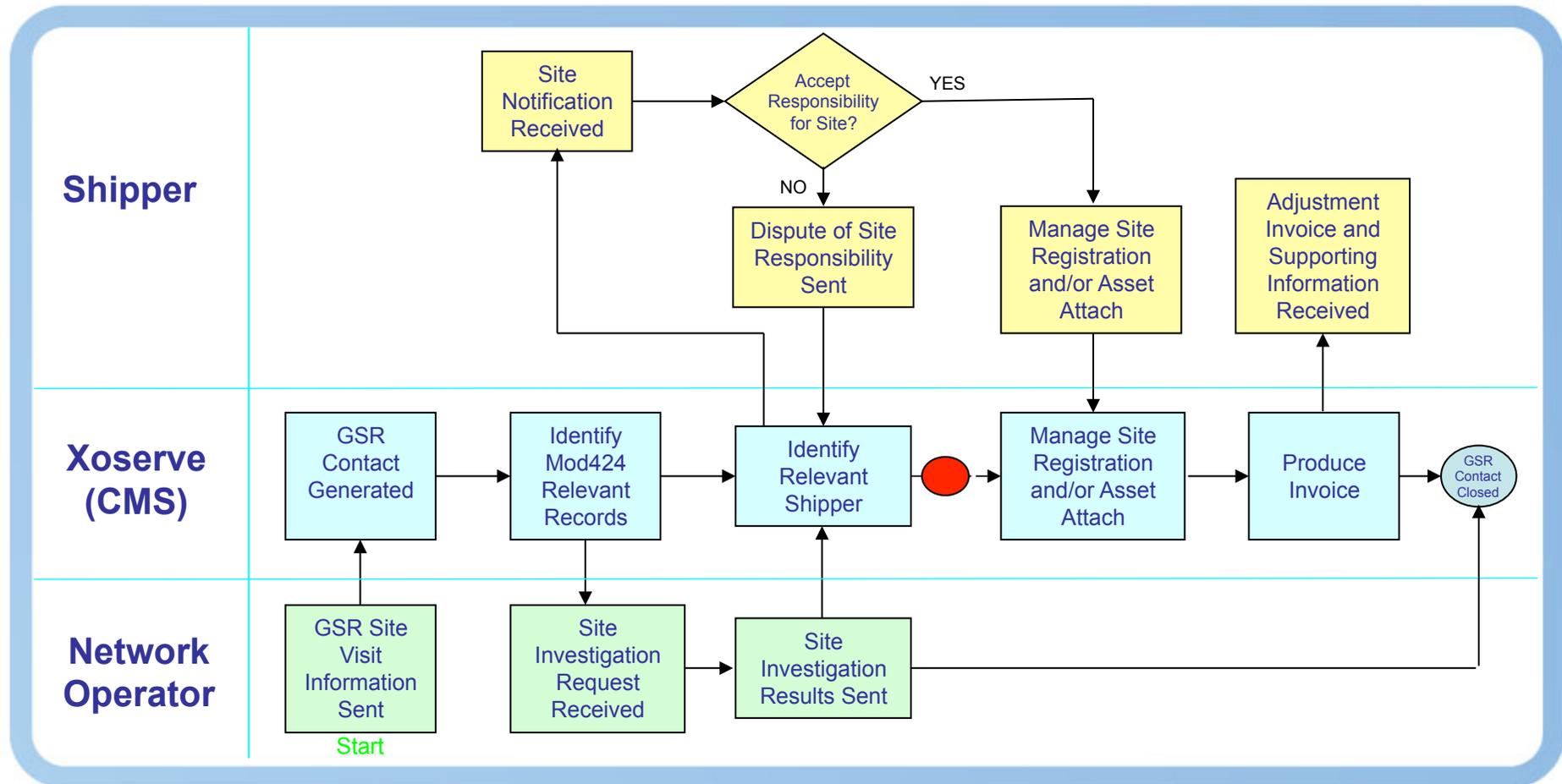respect 〉 commitment 〉 teamwork

Mod 424 (GSR)

Mod 424(GSR)

- MOD424 amended the provisions of the Uniform Network Code to facilitate:
  - The re-establishment of the Supply Meter Points on UK-Link
  - The recovery of relevant charges

- This is required where the original Supply Meter is connected and is capable of flowing gas following an effective Supply Point Isolation, or Isolation and Withdrawal on UK-Link.

- The agreed process is conducted via the GSR Contact on the Contact Management Service (CMS)

- This facilitates:
  - the recording of the discovery of the same meter in situ
  - the routing and monitoring of these Contacts from start to end
  - activating the invoice for the retrospective charges for the missing period

GSR (Mod424) High Level Process Flow

Shipper

Site Notification Received → Accept Responsibility for Site?

Accept Responsibility for Site? — YES → Manage Site Registration and/or Asset Attach

Accept Responsibility for Site? — NO → Dispute of Site Responsibility Sent

Adjustment Invoice and Supporting Information Received

Xoserve (CMS)

GSR Contact Generated → Identify Mod424 Relevant Records → Identify Relevant Shipper → ⬤ → Manage Site Registration and/or Asset Attach → Produce Invoice → GSR Contact Closed

Network Operator

GSR Site Visit Information Sent (Start) → Site Investigation Request Received → Site Investigation Results Sent

⬤ If Responsible Shipper fails to complete the required action within 1 calendar month, Xoserve will complete the actions on their behalf.

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GSR Categorisation

- CMS will categorise the GSR Contacts when they are submitted by the Networks.

- There are 7 categories but only 2 of them are potentially Mod424 applicable. These are sent to Shippers via CMS:
  - **PTS** – this is where the Network has found the meter that was removed at isolation is still in situ. The Shipper has withdrawn and the site remains Shipperless.
  - **SCO** - this is where the Network has found the meter that was removed at isolation is still in situ. The Shipper has not withdrawn.

- **SCN** is a category which will also be issued to responsible Shippers via CMS. However, this is where the Shipper has not withdrawn and the Network has found a <u>different</u> meter to the one that was removed at isolation. (These may be Mod 425 applicable)

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Network Actions

- The Network will conduct site investigations 9-12 months after the meter removal effective date.

- If a meter is found on site, the Network will submit a GSR Contact.

- The Network will engage with Xoserve to resolve disputes from the Shipper and any data discrepancies identified by Xoserve.

Xoserve Actions

- Xoserve will send the GSR Contact to the responsible Shipper and instruct them to Confirm and/or attach the asset on UKLink.

- If the actions have not been completed by the Shipper in 1 calendar month, Xoserve will Confirm and/or attach the asset on behalf of the Shipper unless a dispute has been deemed valid.

- If a dispute has been deemed valid, Xoserve will engage with the Network to resolve the Contact.

- If a Shipper receives a GSR Contact, they have 1 calendar month to take action before Xoserve starts the Confirmation process on their behalf.

- The Shipper can either Confirm the site and attach the asset themselves, or dispute the findings of the Network.

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Snapshot of GSR Contacts

Received	Cleared	Valid	Invalid	Total Open
916	294	64	230	622

As of 24/02/15

Breakdown of Open GSR Contacts

Awaiting Shipper Action	Awaiting Network Action	Awaiting Xoserve Action	Subject to System Monitoring	Total Open
253	56	73	240	622

As of 24/02/15

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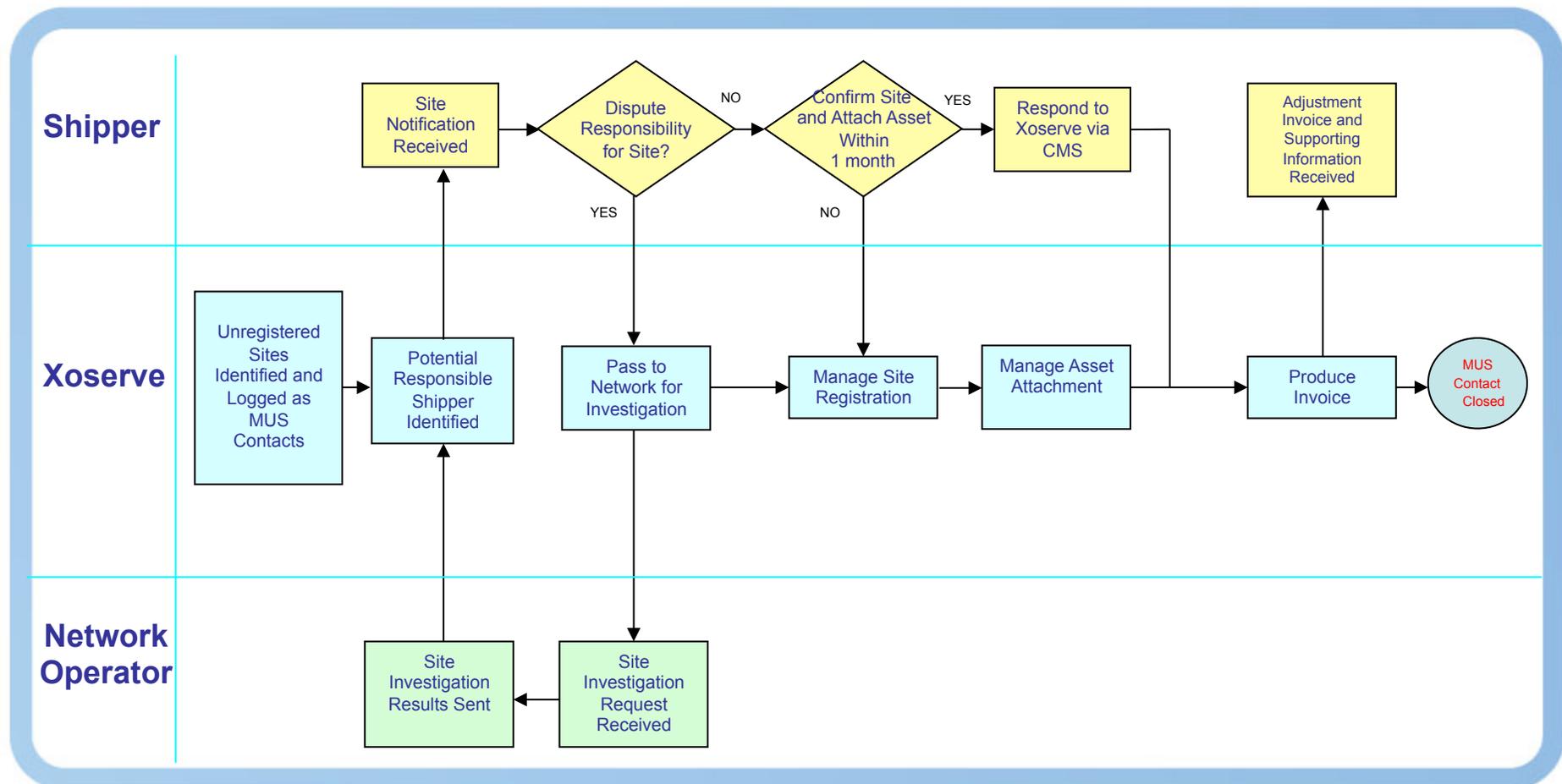respect ❯ commitment ❯ teamwork

Mod 410a (MUS)

- Modification 410a amends the provisions of the UNC in respect of:

  - The establishment of the New Supply Meter Points

  - The recovery of relevant charges

- There are 3 principal purposes for this Mod:

  - Maintain the integrity of the Supply Point Register

  - Ensure that Suppliers have a valid supply contract in place before commissioning the installation of a supply meter

  - Mitigate the likelihood of Unregistered sites occurring

Mod410a (MUS) High Level Process Flow

Shipper

- Site Notification Received
- Dispute Responsibility for Site? — NO / YES
- Confirm Site and Attach Asset Within 1 month — YES / NO
- Respond to Xoserve via CMS
- Adjustment Invoice and Supporting Information Received

Xoserve

- Unregistered Sites Identified and Logged as MUS Contacts
- Potential Responsible Shipper Identified
- Pass to Network for Investigation
- Manage Site Registration
- Manage Asset Attachment
- Produce Invoice
- MUS Contact Closed

Network Operator

- Site Investigation Results Sent
- Site Investigation Request Received

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Mod410a (MUS)

- The Contact Management Service (CMS) will facilitate :-

  – the recording of the identified unregistered new supply meter points (created >12 months ago) and meter activity (> 3 months ago)

  – the routing and monitoring of these Contacts from start to end

  – activating the invoicing for the retrospective charges for the missing period

- This will be done via the MUS Contact Code

Xoserve Activities

- Identify MPRNs that have reached the anniversary of their creation date without undergoing a successful Confirmation.
  - These will be logged on CMS as MUS Contacts

- Identify activities conducted by Shippers which may associate them with the Unregistered MPRNs

- It may be necessary for Xoserve to contact the End User by letter to determine the responsible Shipper

- Notify Shippers which have conducted Meter Fix Activity of the requirement for them to Confirm the MPRN and attach the Meter Asset Details on UK-Link

- Monitor the Activity

- Confirm and/or attach the Meter Asset details on UK-Link should the responsible Shipper fail to do so before the deadline

- Raise Invoices and Invoice Adjustments as appropriate

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- If a Shipper receives a MUS Contact, they have 1 calendar month to take action before Xoserve starts the Confirmation process on their behalf.

- The Shipper can either Confirm the site and attach the asset themselves, or dispute responsibility for the site.

- If Xoserve upholds the identified Shipper's dispute and an alternative Shipper cannot be identified through contact with the End User, a notification will be sent to the Networks for them to conduct investigation, and to take action as appropriate. This may involve removing the service from the site.

MUS Contacts

Received	Cleared	Valid	Invalid	Open
6616	311	311	0	6305

As of 24/02/15

Breakdown of Open MUS Contacts

Awaiting Shipper Action	Awaiting Network Action	Awaiting Xoserve Action	Subject to System Monitoring	Total Open MUS Contacts
51	0	18	6236	6305

As of 24/02/15

Supplier IDs
(Forced Confirmations)

Lunch

MNC & FOM Data

MNC Contacts Rolling 12 Months

Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
1450	1325	1446	1327	1263	1196	1245	1568	1590	1386	1275	1372

FOM Contacts Rolling 12 Months

Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
6640	6914	6736	6082	6391	6939	5816	6770	7105	6308	6376	6274

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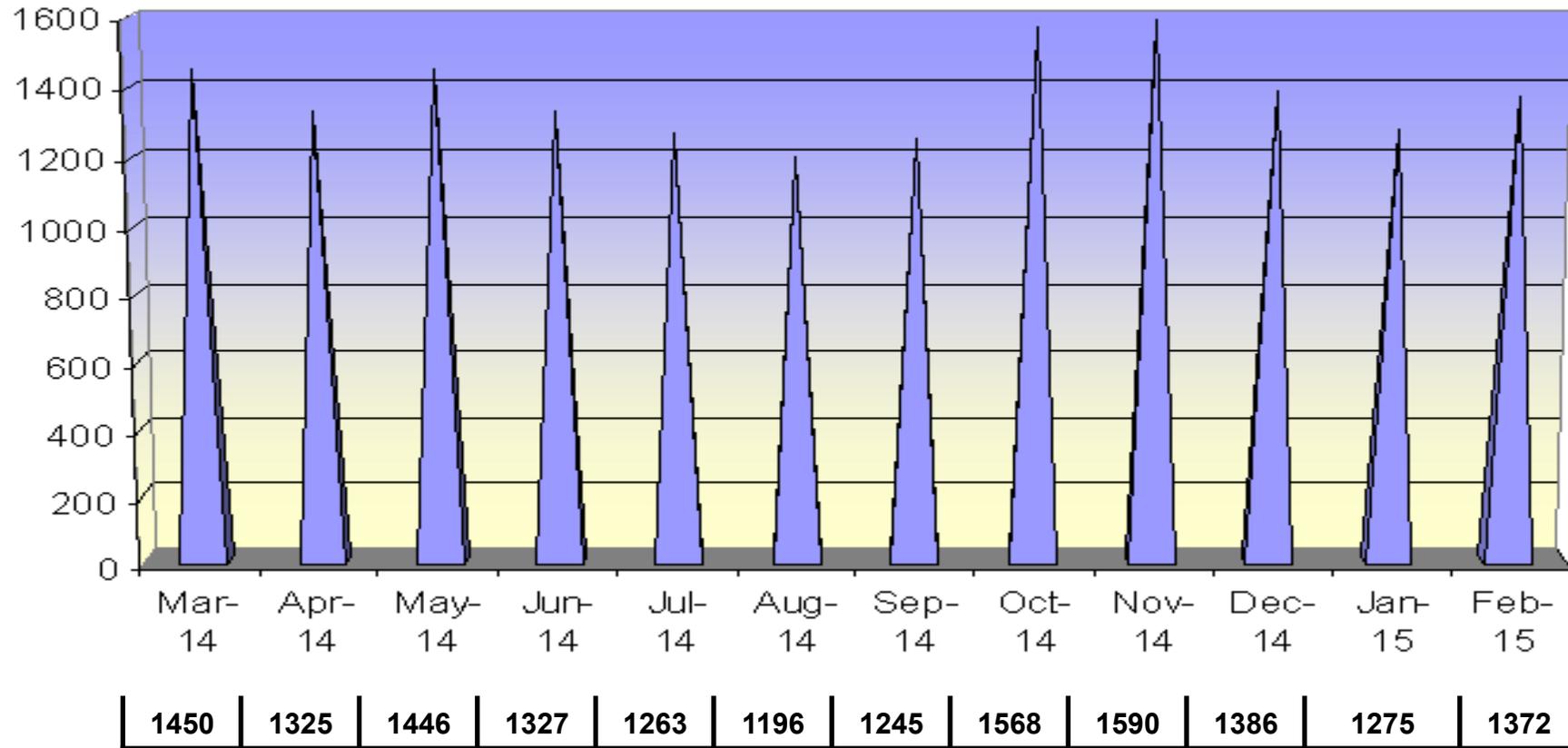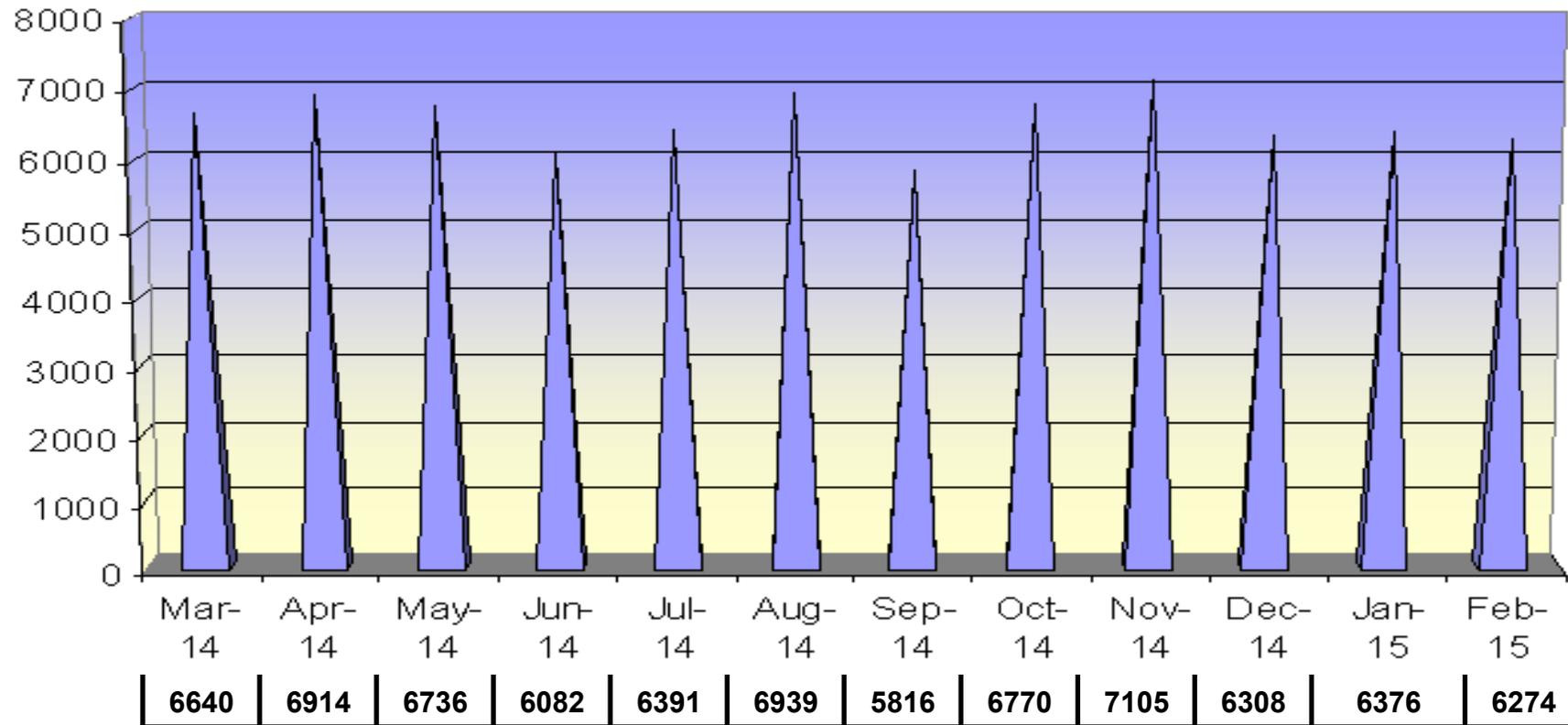
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MPRN Creations (01/09/14 – 31/12/14)

	Total Raised	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5704	769	13.48%
FOM	25631	9484	37%
Total	31335	10253	32.72%

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Meter Point Creations Next Steps

- We have raised a Change Request to obtain more detailed information.

- We intend to analyse this data to enable us to further identify instances of misuse of the Multi Service Indicator.

- Once we have this information it will be used to educate and inform the industry.

MNC Process

Proposed amendments - update

Background

- Follow up to presentation given at S&U workgroup – 01/12/14

- The MNC process allows Shippers to request creation of new MPRNs

- The process was designed to allow the registration of found meters which historically had 'slipped through the net'.

- Approximately 17,000 MPRNs are created via the MNC process annually
  - This number is not reducing as would be expected for genuine 'found meters'

- It has become clear that the MNC process is now being used in order to create MPRNs for new connections – flat conversions and new developments.

- The FOM process **only** should be used for all new connections laid by a GIRS registered party

- The MNC process potentially 'legitimises' illegal connections
  - Safety imperative

Proposed Changes

- Relevant Network to carry out validation to ascertain the status of the service prior to MPRN creation by Xoserve

- Shipper to provide 'minimum information' to Xoserve to allow Network validation to be carried out
  - Mandatory
    - End user name   End user contact number
    - End user address   Meter serial number
    - Is there an mprn label on service or meter   Meter index read
    - Is gas being used   Who laid the service
    - Type of property   Is this a new build or recent conversion?

  - Optional
    - End user email address   Meter position
    - Service reference number   Age of property
    - Number of existing meters at property   Any other relevant information

Proposed Changes

- It is recognised that this will introduce a delay into the process

- Removal of MNC creations (within TSL 13 and TSL 14) from mod 565 liabilities scheme

- MNC creation process does not relate to UNC processes and should not be included

- New process 'Go live' aspiration of summer 2015

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MNC Process
Group
Discussion

- Any other business?

- Thanks for your attendance your contribution & support

- Have a safe journey home!