

Meeting Details

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| Meeting Description: | Shipperless and Unregistered Sites Working Group |
| Meeting Date: | 2 nd February 2011 |
| Attendees: | <p>Alison Jennings (AJ) Xoserve, Mark Woodward (MW) Xoserve, Karen Anthony (KA) Xoserve, Adam Turbitt (AT) Xoserve, Cesar Coelho (CC) Ofgem, Andrew Wallace (AW) Ofgem, Carol Lincoln (CL) EoN, Lynne Fallon (LF) BG, Sue Cropper (SC) BG, Joel Martin (JM) Northern Gas, Alex Ross (AR) Northern Gas, Joanna Ferguson (JF) Northern Gas, Rob Westwood (RW) NGM, Dave Watson (DW) BG, Simon Trivella (ST) Wales & West, Phil Lucas (PL) NGrid, Danielle King (DK) EoN</p> <p>Via Teleconference:</p> <p>Steven Barrass (SB) NPower, Teresa Skinner (TS) Total</p> |
| Apologies: | |

Completed actions from meetings

| Ref. | Description | Action | Status |
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| 63 | <p>xoserve to investigate the feasibility of producing an anonymous report showing numbers of unregistered sites by shipper activity.</p> <p>Update 07/01/10: This is feasible however, even with the level of anonymity that can be provided; it would be apparent in some circumstances, which set of data belonged to certain shippers. A discussion will be held outside of the meeting with affected shippers.</p> <p>Update 04/03/10: Discussion is ongoing with the shipper which is significantly affected by the issue described above.</p> <p>Update 05/05/10: Report available for discussion with individual shipper upon request.</p> | xoserve | Complete |
| 64 | <p>xoserve to investigate the feasibility of producing a report to monitor the number of MNo creation rejections which are resubmitted by UIPs.</p> <p>Update 07/01/10: Still reviewing the data.</p> <p>Update 04/03/10: Data is available and a report is now being formulated.</p> <p>Update 05/05/10: This issue to be picked up as part of 'Root Cause' in July's meeting</p> | xoserve | Complete |
| 66 | <p>All shippers to provide examples of MPRNs which have been provided to them by UIPs which have not been provided to xoserve.</p> <p>Update 07/01/10: No examples have yet been provided.</p> <p>Update 04/03/10: MS said that Eon has several examples and will provide them without delay.</p> <p>Update 05/05/10: Examples provided by MS – Issue now to be picked up as part of root cause in July's meeting</p> | All Shippers | Complete |

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| 76 | <p>All shippers to ascertain their legal obligations pertaining to sites which they have "isolated and withdrawn" on UK-link but for which the meter was never physically isolated, and their contract to supply has subsequently expired. Update 04/03/10: MW referred to the shipper responses (Page15 of Appendix 1) Update 05/05/10: group discussed root cause and UNC obligations surrounding the confirmation/reconfirmation of shipperless sites. PL directed group to UNC Section G3.7.5 although it is felt that this is open to interpretation Update 07/07/10: Still no clear, unanimous understanding of UNC obligations surrounding this issue. MW offered support in this area by providing reports detailing information from DNs. ACTN: Shippers to review UNC and raise any concerns or objections if they feel that they should not be obligated to take the site back on. ACTN: Networks to raise a MOD if they feel this is the way forward ACTN: Ofgem offered to check the legislation issues surrounding a legitimate contract Update 08/09/10: CC advised that a 'deemed contract' would apply in this situation although MW would like further clarification on rules and regulations surrounding this issue. PL feels no further clarification should be required as it is clearly stated in UNC Section G3.7.5 Update 03/11/10: AW covered this during the presentation</p> | All Shippers/ Networks | Complete |
| 79 | <p>Shippers to review their response to Shipper Specific Reports and report back to the group. Update 04/03/10: Only 3 shippers responded. Update 05/05/10: No further responses received to date, statistics to continue to be provided at workshop</p> | All Shippers | Complete |
| 81 | <p>All to review straw man and collated questions and comments, and provide responses to xoserve by 12th February. These will be collated and issued to the group for further review ahead of the next meeting. Update 04/03/10: It was agreed in the meeting that the strawman would be discussed at the next meeting. All parties to come to the next meeting prepared for full discussion. Update 05/05/10: DW to update Strawman PL to send through the Networks responses MW to provide figures for I&C/Domestic split in the shipperless pot Update 07/07/10: DW to update Strawman Update 08/09/10: DW to update Strawman Update 03/11/10: Strawman updated and presented during meeting</p> | All | Complete |
| 84 | <p>All review the root cause list and provide further issues which may be added to it. Update 05/05/10: No further updates added</p> | All | Complete |
| 85 | <p>xoserve to group root causes to facilitate structured discussions at subsequent meetings. Groupings and the meeting dates on which those groupings will be discussed to be issued by xoserve. Update 05/05/10: Details provided and on joint office website</p> | xoserve | Complete |
| 86 | <p>MW discussed the details of Project Q with the group referring them to pages 4 and 5 of the pack 05/05/10: MW to send web-link to shippers for presentation on Project Q Post Meeting: Web link provided in minutes</p> | xoserve | Complete |
| 86a | <p>Shippers to provide feedback on the principle of xoserve auto confirming shipperless sites where the networks obtained details that the same meter is still on site to that removed from UK Link by shipper Update 07/07/10: To be combined with Ref 76</p> | All Shippers | Complete |
| 88 | MW to provide the presentation material in advance of the next workshop | xoserve | Complete |
| 89 | All to review root cause topic discussion papers to determine whether any of the alternative options should be recommended for implementation | All | Complete |

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| 90 | <p>xoserve to liaise with shippers for approval to publish those that are responding to the issued unregistered reports</p> <p>Update 08/09/10: AJ advised that xoserve will publish names of those shippers who have responded to the unregistered reports with their agreement, however this does not appear to have encouraged more shippers to respond and that we continue to receive the same low volume of reports back</p> <p>Update 3/11/10: xoserve to continue to report the names of those shippers who do respond</p> | xoserve/All | Complete |
| 91 | <p>Ofgem to look at issues surrounding the possibility of introducing a 'Supplier of First Resort' for unregistered MPRNs</p> <p>Update 08/09/10: CC to raise internally at Ofgem and report back to group</p> <p>Update 3/11/10: AW covered this during presentation</p> | Ofgem | Complete |
| 92 | <p>Ofgem presentation</p> <p>Issue was raised surrounding sites where a supply contract exists and has been signed but sites is not registered</p> <p>ACTN: AW to investigate further to determine obligations surrounding this issue</p> <p>Post Meeting: Issued out for review 23rd November</p> <p>ACTN: xoserve to send out presentation material for comment to those that have attended workgroup meetings.</p> <p>Post Meeting: Issued out for review 17th November</p> <p>ACTN: All - Comments and feedback surrounding the presentation should be directed back to xoserve.</p> | Ofgem/All | Complete |

Outstanding actions from previous meetings

| Ref. | Description | Action | Status |
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| | <p>Bali Dohel agreed to investigate whether the provision of supplier information by MAMs can be raised as an agenda item in a meeting relevant to the process.</p> <p>Update 07/01/10: A discussion took place to decide whether MAMCOP was an appropriate forum. It was agreed that MAMCOP should be requested to amend agreements to allow MAMs to release the required information to xoserve.</p> <p>All shippers to confirm to xoserve that they have instructed their MAMs to release relevant information to xoserve.</p> <p>Update 04/03/10: Only a few shippers have informed xoserve that they have instructed their MAMs to release the required information on request.</p> <p>MW stated that when xoserve has received notification from shippers that they have informed their respective MAMs, xoserve is not being told which MAMs have been instructed.</p> <p>AJ stated that she had misinterpreted the action and will now take the appropriate action.</p> <p>DW suggested that a change via SPAA and said that he would investigate and report back to the group.</p> <p>Update 05/05/10: It was discussed that this is a governance issue between suppliers and MAMs; to be put on agenda for SPAA expert group meeting.</p> <p>Update 07/07/10: This has not been captured on the agenda for the SPAA meeting as yet</p> <p>ACTN: DK to raise the issue with DW.</p> <p>Update 08/09/10: Not been raised with SPAA as yet; to be added to the agenda for future SPAA meeting</p> <p>Update 03/11/10: DW has requested that this is raised with SPAA however this is still yet to happen, DW to chase this up</p> <p>Update 02/02/11: DW is in the process of raising the change through the SPAA</p> | <p>BD – SGN</p> <p>All Shippers</p> <p>DW</p> | <p>Closed</p> <p>Ongoing</p> <p>Ongoing</p> |

Actions from meeting held on 03/11 /10

| Ref. | Description | Action | Status |
|------|---|---|---|
| 93 | <p><u>Strawman presentation</u></p> <p>ACTN: DW to send e-mail to AW providing examples of sites with meters fitted without contracts in place</p> <p>ACTN: xoserve to arrange to be involved in next months DN meeting to talk through the Strawman process and proposed MOD</p> <p>ACTN: DW to correct box number 1 on slide '2' to reflect "gas not being taken through a meter"</p> <p>ACTN: DW to speak to Health & Safety Executive to gain understanding on their view on safety issues surrounding this process</p> <p>ACTN: MW to clarify the details of the Pipeline Act and report back to group Post Meeting: Details sent out 23rd November</p> <p>ACTN: DW to speak to BG lawyers regarding the details of the Pipeline Act to understand the impacts of this on the proposed MOD</p> <p>KS advised that once work is completed on site the UIPs advise the DNs; this should trigger the start of the process however xoserve are currently not aware of when the service is actually laid as the MPRN is created at quote acceptance stage</p> <p>ACTN: DW to speak to AJ regarding the trigger for the start of the process and the clock to start ticking</p> <p>ACTN: DW to investigate internal processes surrounding the issue of how many supplier site visits and establishing vulnerable customers from their disconnections process in order to assist with end to end disconnection of customer who refuse to obtain a supplier contract</p> <p>ACTN: DW to communicate the draft process to the wider industry. Comments are invited directly to DW or can be fielded through xoserve ahead of any MOD being raised. Also look at possibility of arranging a separate working group to deal with this process.</p> | <p>DW</p> <p>MW</p> <p>DW</p> <p>DW</p> <p>MW</p> <p>DW</p> <p>DW</p> <p>DW</p> <p>DW</p> | <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> |
| 94 | <p><u>Root Cause</u></p> <p>ACTN: With reference to Root Cause 10 on slide no. 8, MW agreed to provide a breakdown of the volumes that are situated in the 4 categories within the legitimately unregistered table; he did, however, advise that the majority will come under "Live service – no meter".</p> <p>ACTN: xoserve to send out remaining root causes 10 - 16 that the group have yet to discuss, to include conclusions and proposals.</p> <p>ACTN: The group – are encouraged to provide comments and feedback to xoserve so that they may be fed into and captured in the final report.</p> | <p>MW</p> <p>MW</p> <p>All</p> | <p>Complete</p> <p>Complete</p> <p>Ongoing</p> |

Actions from meeting held on 02/02/2011

| Ref. | Description | Action | Status |
|------|--|-----------------------------------|--------|
| 95 | When discussing the issue of Vulnerable Customers, DW & ST would like the group to discuss further the issue of possible sanctions on vulnerable customers where theft has occurred. | All | |
| 96 | Ofgem to provide the group with their view on the protection of vulnerable customers | Ofgem | |
| 97 | <p>AW gave thanks for the feedback received from BG and NGrid in response to Ofgem's proposal paper. PL went on to go through in more detail NGrid's response paper.</p> <p>ACTN: MW would like to see C&D obligations included within point 3/4 of NGrid's response paper</p> <p>ACTN: In relation to point 6.3.5, Ofgem are to give consideration to Suppliers retaining any monies gained from End Users and the legal basis to these charges. ST stated that it would not be appropriate for Networks to charge End Users.</p> <p>ACTN: With reference to point 6.4 and 6.5 of National Grid's response paper, any possible MODs will require further discussion by the group</p> | <p>PL</p> <p>Ofgem</p> <p>All</p> | |
| 98 | <p>MW discussed the Data Collection Exercise carried out by Xoserve</p> <p>ACTN: Xoserve to provide costings associated to Data Collection Exercise to group at next meeting</p> | MW | |

Minutes

1. Introductions

Introductions were carried out.

2. Actions from Previous Meetings

MW ran through all previous actions.
See Updates Above.

3. Industry Statistics

MW presented the latest industry Shipperless and Unregistered Sites statistics.

4. National Grid's Response to Ofgems Presentation - Legal Framework for Shipperless and Unregistered sites

PL talked through the National Grid's response paper and resulting actions were noted – please see actions in table above.

5. Rounding up of Shipperless and Unregistered Workgroup

The next meeting will focus on the report paper created by Xoserve on behalf of the group; looking specifically at root causes and possible resolutions to take forward.

6. AOB

None

Next Meeting: 10.00–14.00, 6th April 2011, Conference Room 6, 31 Homer Road Solihull