

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	6 th April 2011
Attendees:	<p>Alison Jennings (AJ) Xoserve, Mark Woodward (MW) Xoserve, Surrinder Kundi (SK) Xoserve, Cesar Coelho (CC) Ofgem, Andrew Wallace (AW) Ofgem, Carol Lincoln (CL) EoN, Lynne Fallon (LF) BG, Sue Cropper (SC) BG, Alex Ross (AR) Northern Gas, Joanna Ferguson (JF) Northern Gas, Simon Trivella (ST) Wales & West, Chris Warner (CW) NGrid, Danielle King (DK) EoN, Steve Mulinganie (SM) Gazprom, Paul Hamilton (PH) SSE, James Chapple (JC) SSE, Naomi Anderson (NA) EDF</p> <p>Via Teleconference:</p> <p>Steven Barrass (SB) NPower, Lisa Warnock (LW) SGN</p>
Apologies:	Dave Watson (DW) BG, Joel Martin (JM) SGN

Completed actions from meetings

Ref.	Description	Action	Status
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

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.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>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.</p> <p>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</p> <p>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</p> <p>Update 07/07/10: To be combined with Ref 76</p>	All Shippers	Complete
88	<p>MW to provide the presentation material in advance of the next workshop</p>	xoserve	Complete
89	<p>All to review root cause topic discussion papers to determine whether any of the alternative options should be recommended for implementation</p>	All	Complete
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 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 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. 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

93	<p><u>Strawman presentation</u></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: 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 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 Update: 6th April - It depends on the debt path the customer is on, however there are a minimum of two visits to the site where vulnerability is assessed, including the disconnection visit itself</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. Update: 6th April – To be completed after the group has concluded and all comments have been received – Issue to be raised under the UNC followed by a MOD proposal – This was discussed during the meeting on finding the appropriate forum that this should be raised with</p>	MW DW MW DW DW	Complete Complete Complete Complete Complete
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. Update: 6th April – Final report now produced everyone to be encouraged to provide any further comments and updates</p>	MW MW All	Complete Complete Complete
95	<p>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. Update: 6th April – To be considered in any MOD proposal under ref action 93, also views expressed by Ofgem under action ref 96</p>	All	Complete
97	<p>ACTN: With reference to point 6.4 and 6.5 of National Grids response paper, any possible MODs will require further discussion by the group Update: 6th April – MOD 369 raised and now being discussed, further working groups and MOD proposals discussed</p>	All	Complete
98	<p>MW discussed the Data Collection Exercise carried out by Xoserve ACTN: Xoserve to provide costings associated to Data Collection Exercise to group at next meeting Update: 6th April details provided at meeting</p>	MW	Complete

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 Update: 6th April no examples received as yet, to be provided</p>	DW	Ongoing
	<p>ACTN: DW to speak to Health & Safety Executive to gain understanding on their view on safety issues surrounding this process Update: 6th April raised with Health & Safety Executive response expected back 15th April</p>	DW	Ongoing
	<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 Update: 6th April further clarification required on why this should have any relevance to proposed MOD – Action MW to clarify</p>	DW	Ongoing
	<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 ACTN: DW to speak to AJ regarding the trigger for the start of the process and the clock to start ticking</p>	DW	Ongoing

Actions from meeting held on 02/02/2011

Ref.	Description	Action	Status
96	<p>Ofgem to provide the group with their view on the protection of vulnerable customers Update: 6th April – Ofgem provided views which consisted of:</p> <ol style="list-style-type: none"> 1) Identifying appropriate methods of payment 2) Disconnection during winter month period 3) Backbilling – Customer with meter wanting to sign up contract <p>ACTN: Comments from Group on above Ofgem views</p>	All	
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 Update: 6th April MW to raise with CW</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>	PL Ofgem	

Actions from meeting held on 06/04/2011

Ref.	Description	Action	Status
99	<p><u>National Grid/BGT Trial</u></p> <p>ACTN: CW to provide further clarity on the material to be left by BGT on behalf of National Grid to ensure safeguards in place so that that end user has choices to obtain a supplier</p> <p>ACTN: Group to direct any comments relevant to the presentation to CW or AW</p> <p>ACTN: Group to provide comment on any additional measures to demonstrate the success criteria to be used for the trial</p>	CW ALL	

100	<p><u>Root Causes</u></p> <p>ACTN: Request by Networks to receive sample of shipper raised MNC's to site visit and establish reasons for initial request from shipper</p> <p>ACTN: AW suggested looking at a best practice notice board to provide some of the suggestions and recommendations</p> <p>ACTN: Sub Group to be formed looking at:</p> <ol style="list-style-type: none"> 1. Industry agreement surrounding the business rules as to what circumstances constitutes the creation and labelling of a new service and the use of M Number from an existing service. 2. The procedure around cancelled services – To include services which are deferred. 3. Labelling of services (Allocation) – Should also work in conjunction with any business rules for IGT's 4. The procedure and governance for dealing with services which are removed. 5. Optimal timescales for the request and creation of an M Number on Sites and Meters <p>ACTN: All to review draft root cause document and provide feedback</p>	MW	
		ALL	

Minutes

1. Introductions

Introductions were carried out.

2. Actions from Previous Meetings

MW ran through all previous actions.
See Updates Above.

3. National Grid/BGT unregistered sites 12 months trial

CW presented the details regarding the contract with BGT to visit unregistered sites for a 12 month trial.

Comment from Group with concern raised over material to be left with end user over customer choice of supplier

4. Root Cause report

MW talked though the draft report on root causes and the Groups conclusions and recommendations.

5. Combining the GSR/GSS process

MW talked through the combining of the GSS process into the GSR reports issued bi monthly. The GSS's will be identifiable on the amended report.

6. AOB

None

Next Meeting: 10.00–14.00, 8th June 2011, Conference Room 6, 31 Homer Road Solihull