

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	Conference Room 6, 31 Homer Road, Solihull	
Meeting Date:	18 th April 2012 (10am)	
	<u>Name</u>	<u>Organization</u>
<u>Attendees</u>	Darren Jackson (DJ)	Xoserve
	Lee Jackson (LJ)	
	Mark E. Smith (MES)	
	Alex Ross (AR)	Northern Gas Networks
	Chris Warner (CW)	National Grid Gas
	Erika Melen	Scotia Gas Networks
	Lisa Warnock	
	Sue Cropper (SC)	British Gas
	Lynne Fallon (LF)	
	Carol Lincoln (CL)	E.ON
	Danielle Fynney (DF)	
	Trevor Clark (TC)	
	Anne Jackson (AJ)	SSE
	<u>Via Teleconference:</u>	
N/A		
<u>Apologies</u>	Naomi Anderson (NA)	EDF Energy
	Alison Drummond (AD)	
	Andrew Wallace (AW)	Ofgem
	Rowaa Mamhoud (RM)	

Archived Completed Actions

Ref.	Description	Action	Status
1-98, 101 & 104, 93(in part), 99, 100, 103, 106 & 107	These actions have been completed and archived for future reference		

Recently Closed Actions

Ref.	Description	Action	Status
93	<p><u>Straw Man presentation</u></p> <p>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 Update 27th July – DW to contact AW Update 6th October – DW has provided a large list to 2 GDNs with a view to them investigating. DW will be following this up and asking them to pass the information on. Update 1st February – Feedback from AW is still outstanding. DW will no longer be part of this workgroup. New Action Created Ref 111.</p>		Closed
102	<p>MW to provide volumes on 'meter worker' provided C&Ds. Update: 27th July MW to provide figures to the group at next meeting Update: 19th October – Carry Forward Update 1st February – Action not being continued</p>		Closed
105	<p>AJ advised that we have had no comments at all on draft unregistered report and would hope to have the draft document published on Joint Office by the end of June.</p> <p>AW raised issue surrounding funding, networks to give this issue some consideration. Update: 27th July AW to consider proposals enabling Networks to recover revenue for unregistered sites. Group to give some thought as to where this issue should sit. Update: 1st February – This issue is included in MOD639. Not in the remit of this workgroup.</p> <p>Ref point 1 of slide – issue raised concerning MAMs being responsible for fitting meters, customer doesn't have to sign a contract first, should MAMCOP be utilized? AW to discuss internally at Ofgem Update 1st February – No update from AW. LJ to contact AW for an update. New Action Created Ref. 111</p> <p>Issue raised surrounding C&D obligations and that current regulations appear to be failing – the root cause report suggests setting up a working group to look specifically at C&D issues. AW to discuss internally at Ofgem the possibility of strengthening governance surrounding C&D obligations and to identify current C&D obligations Update 1st February – No update from AW. LJ to contact AW for an update. New Action Created Ref. 111</p> <p>Ref point 2 of slide – some customers are registered with a shipper but not a Supplier; more an issue on IGT sites but could also happen on DN sites – would DN be prepared to disconnect Supplier-less sites? Group to discuss Update: 19th October MW to go back to Anne Jackson (SSE) for further clarity on this issue, although CL stated that this also happens in her organization on IGT sites Update 1st February – Group discussed and agreed that this was outside of the remit for this group as the issue related to IGT Sites.</p>		Closed Closed Closed Closed
108	<p>JM suggested a data exercise for shippers to provide entire portfolios to be checked against Xoserve data for comparison. The size of some shippers' portfolios gave issue for concern although JM suggested only one or two shippers to participate initially perhaps with limited data items. DW to look at providing this data within his organization and look at possible issues and potential benefits – to report back to group. Update 1st February – Action Complete; Nothing of note to report.</p>		Closed

109	<p>SM highlighted large AQ sites contained within Orphaned Report that look to be incorrect and challenged Xoserve to investigate sites that look to be incorrect in terms of AQ. AJ responded that it should not be Xoserve's responsibility to verify AQ on individual sites although MW stated that some very high level AQ analysis is carried out (referred group to stats in pack). AJ reiterated that if Shipper's are aware of sites within their own reports that look erroneous they should respond to Xoserve as per normal process.</p> <p>19th October MW to carry out some analysis on the AQs in the Orphaned Table (perhaps top 10 AQs and bottom 10 AQs) against the original request</p> <p>Update 1st February – LJ reported that a data cleansing exercise had identified and corrected AQ Values in the S&U Datasets.</p>		Closed
110	<p>Further to the age analysis stats provided in the presentation pack, MW agreed to provide the associated volumes.</p> <p>19th October MW to provide volumes against age analysis stats</p> <p>Update 1st February – Action Complete. Nothing of note to report.</p>		Closed
111	<p><u>MPRN Creations (please refer to presentation pack for scenarios)</u></p> <p>AJ and MW discussed the MPRN Creation Workgroup and advised that going forward, the discussions and resulting actions will be incorporated into the Shipperless and Unregistered Workgroup. MW gave overview of scenarios and the conclusions reached by the group so far.</p> <p>Group also discussed where the MPRN creation guidelines should sit for reference by UIPs e.g. SPA, GIRS etc.</p> <p>19th October AW to give this further consideration</p> <p>1st February: New Action created (See Ref.115)</p> <p>Group discussed the issue of labeling by UIPs, AW stated that there is a requirement on Transporters to label services; however HSE may be able to provide more information.</p> <p>19th October MW to contact HSE to gain further understanding of the regulation surrounding the labeling of services, AW offered Ofgem's support if required</p> <p>1st February: LJ reported that guidelines for labeling meter points are included in Network LWIs (IGEM TD4), but as per Network Contract Managers, this is not believed to be a mandatory obligation.</p> <p>MW highlighted issues surrounding the eliminating/decommissioning of old services. Whilst there is an obligation on Networks to set the MPRN to 'dead' this doesn't always happen. There also appears to be some confusion from some UIPs; when they have carried out the physical works on the service, they are unsure who they should communicate the information to.</p> <p>19th October Networks to speak to their respective UIPs to determine the process that they are currently following.</p> <p>1st February – The group decided that the MNo Creation Workgroup should be resurrected and this would be covered by that group.</p> <p>19th October reference scenario E, group to discuss further the isolation of the existing MPRN</p> <p>1st February – As above</p> <p>AW prompted discussion surrounding obligations on Shippers to change addresses (as detailed in scenario F of presentation pack).</p> <p>19th October MW to locate the document detailing obligations and possibly communicate to Shipper community</p> <p>1st February – Address amendments are conducted via the ADD Conquest process (Conquest user guide is available on Xoserve.com). In addition, Xoserve perform a monthly PAF update.</p> <p>Reference scenario F, SC raised concerns regarding Xoserve being made responsible to alter addresses in this example (her concern also included potential AQ issues). Her preference would be for Xoserve to notify the shipper so that they are responsible to change the address where required.</p>		Closed

112	<p>MW ran through the timings for MPRN requests; Options 1 to 5 of presentation pack</p> <p>19th October Group to give further consideration to the 5 options ready to be discussed during next meeting – to be included on the agenda for the next meeting</p> <p>1st February – Group discussed the possibility of resurrecting the MNo Creation Workgroup to look into this. New Action Created Ref. 116.</p>		Closed
113	<p>AJ discussed the root cause document and the likelihood of this document resulting in further workgroups/Mods.</p> <p>AJ encouraged group to provide any relevant comments to the draft root cause document to DA to take forward as part of the hand-over process</p> <p>1st February – See 112</p>		Closed
114	<p>KC advised that her organization are currently looking at the 'Dead' portfolio and would like to bring any resulting issues for discussion at this working group.</p> <p>Post meeting, details were provided to MW.</p> <p>19th October MW to investigate further</p> <p>1st February – MW provided details to Helen Field (Xoserve).</p> <p>HF to provide analysis to DF. DF to discuss with Katy Carpenter.</p> <p>LJ to issue DEAD Report Data Item Headings, and to investigate possibilities of changing DEAD Report to include additional data items.</p> <p>Update 18th April – LJ advised that Xoserve could look to change the report but industry consensus would required in terms of data items included in the report.</p> <p>Post Meeting Update – DF provided a list of data items that E.ON would like to be included in the report.</p> <p>New Action 125 will supersede Action 114.</p>	<p>MW HF DF LJ</p>	CLOSED
116	<p>Xoserve to instigate the resurrection of the MNo Creation Workgroup</p> <p>Update 18/04/12 – First MPRN Creation Workshop held on 27/03/12; Second held 18/04/12</p>	LJ	Closed
117	<p>LJ to propose new set of Terms of Reference for the S&U Workgroup.</p> <p>Update 18/04/12 – New terms of Reference agreed</p>	LJ	Closed
118	<p>DA to source a presentation on the end to end process for requesting to fitting a meter.</p> <p>Update 18/04/12 – DA provided presentation to LJ who used it as part of the MPRN Creation Process Review.</p>	DA	Closed
119	<p>Following an initial data cleansing exercise conducted by Xoserve, Xoserve to conduct more investigations into potential duplicate MPRNs before issuing dataset externally.</p> <p>Update 18th April – Xoserve has completed desktop checks and found that 76 out of the 337 suspected duplicates were potential duplicates. DUP Contacts were raised for the 76 and these are being processed.</p>	Xoserve	Closed
121	<p>Xoserve to provide Legitimately Unregistered pot to industry</p> <p>Update 18th April – The Legitimately Unregistered pot was provided to all interested parties.</p>	Xoserve	Closed
122	<p>Xoserve to develop a straw man for a subgroup to be discussed and developed at the next meeting.</p> <p>Update 18th April – MPRN Creation Subgroup has been set up.</p>	Xoserve	Closed

Outstanding actions from previous meetings

Ref.	Description	Action	Status
115	<p>Issue raised concerning MAMs being responsible for fitting meters, customer doesn't have to sign a contract first, should MAMCOP be utilized? AW to discuss internally at Ofgem</p> <p>Issue raised surrounding C&D obligations and that current regulations appear to be failing – the root cause report suggests setting up a working group to look specifically at C&D issues. AW to discuss internally at Ofgem the possibility of strengthening governance surrounding C&D obligations and to identify current C&D obligations.</p> <p><u>Straw Man presentation</u> 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 Update 27th July – DW to contact AW Update 6th October – DW has provided a large list to 2 GDNs with a view to them investigating. DW will be following this up and asking them to pass the information on.</p> <p>Update 1st February – No update from AW. LJ to contact AW for updates on the above issues.</p> <p>Update 18th April – LJ has asked for an update from AW. AW was expected to attend the meeting but was unable to.</p>	LJ	C/fwd
120	<p>Xoserve to conduct work on the legitimately unregistered sites dataset to identify further sites which may be included in similar group contracts.</p> <p>Update 18th April – Xoserve have found that there are a number of unregistered MPRNs that could be grouped together. Reports have been run to identify all unregistered MPRNs that have certain supermarket names in the address fields. These could be targeted. It was agreed that a suspected group contract would be identified and the unregistered MPRNs in that group would be issued with the bi-monthly reports.</p>	Xoserve	C/fwd

Actions from meeting held on 18/04/12

Ref.	Description	Action	Status
122	Xoserve to review the S&U reporting process and investigate feasibility of the groups suggestions to rationalise and simplify the existing reports.	Xoserve	Open
123	Xoserve to review the criteria for inclusion in the Legitimately Unregistered pot.	Xoserve	Open
124	Xoserve to instigate a trial End User Letter exercise to start on 1 st May.	Xoserve	Open
125	All shippers to provide comments on data items proposed by E.ON to be included in the Dead Report.	All Shippers	Open

Minutes

1. Introductions

LJ welcomed the group and introductions were carried out. He went on to present the agenda items

2. Actions from Previous Meetings

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

3. Stats and Unregistered reports

LJ ran through the industry statistics.

4. Proposed Process Revisions

LJ presented a number of potential revisions to the current S&U Process. The group discussed the proposals and suggested further revisions. The list of proposed revisions includes:

- Removing the <12 month split to include all MPRNs in all pots regardless of age.
- Running the whole population through the entire raft of validation queries, rather than 'sifting' the population.
- Simplifying the reports; reducing the number of 'pots'.
- Revising the criteria definition for the Legitimately Unregistered pot and redistributing those MPRNs
- Providing all S&U MPRNs to Networks (Split by LDZ)
- Resurrecting the End User Letter Process.
 - Targeting MPRNs with large AQs. Ensuring an equal split across Networks.
 - Targeting Corporate Group Contracts
 - Contacting Shippers who supply other branches within group
 - Use of emails rather than letters
 - Addressing correspondence to CEO/MD
 - Use of Network stationery or mentioning Network in correspondence (Brand awareness)

Action 122 – Xoserve to review the S&U reporting process and investigate feasibility of the group's suggestions.

Action 123 – Xoserve to review the criteria for inclusion in the Legitimately Unregistered pot.

Action 124 – Xoserve to instigate a trial End User Letter exercise to start on 1st May. The highest 100 AQs to be targeted. The suggestions made by the group would be considered and possibly incorporated in the trial.

5. A.O.B

i. **Dead Report** (Action 114)

LJ advised that Xoserve could look to amend Dead Report but industry consensus would be required before any amendments could be made.

Post Meeting Update – DF provided a list of data items that E.ON would like to be included in the report. The data items requested by DF were:

- Whether it was an Xoserve Internal ISO or Network request
- Date of Work/Visit
- Description of work – what was carried out – e.g. infrastructure removal (and meter removal), supply upgrade or alteration
- Customer Name
- Customer Contact Details
- Meter Reading

Action 125 – All shippers to provide comments on suggested data items.

Next Meeting – 10.00, 18th July 2012

Proposed Agenda

- **Review Minutes from Last Meeting (18/04/12)**
- **S&U Statistics**