

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 November 2015	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Thomas Brine (TB)	Xoserve
	Mark E. Summersmith (MES)	
	Katherine Towlson (KT)	
	Dave Ackers (DA)	
	Geoff Moss (GM)	SSE
	Sally Kettle (SK)	
	Helen Armstrong (HA)	Northern Gas Networks
	David Reynolds (DR)	
	Alex Ross-Shaw (AR)	
	Debbie Watson (DW)	Gazprom
	Lisa Warnock (LW)	Scotia Gas Networks
	David Mitchell (DM)	
	James Bennett (JB)	EDF Energy
	Pete Ward (PW)	
	Jamie Desmedt (JD)	
	Laurence Dumbleton (LD)	
	Chris Bingham (CB)	British Gas
Steven Coller (SCo)		
Lee Wileman (LW)		
Aiyasha Andrade (AA)	Dong Energy	
Naomi Nathaniel (NN)	Plus Shipping Services	
<u>Apologies</u>	Anne Jackson	SSE
	Julie Wragg	EON Energy
	Chris Warner	National grid
	Andy Clasper	National Grid
	Jessica Yeun	SSE
	Sue Cropper	British gas
	Liz Wassall	National Grid
	Carol Glasier	Scotia Gas Networks

Archived Completed Actions

Ref.	Description	Action	Status
1-165, 167, 168, 171, 172, 173	These actions have been completed and archived for future reference.		

Outstanding actions from previous meetings

Ref.	Date Raised	Description	Owner	Update
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 09/11/15: Discussed at SUWG. MNC process change proposal should close this gap.	Networks	Carried Forward
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 09/11/15: Update to be provided. Unified response to Ofgem to be drafted	Networks	Carried Forward

Actions from meeting held on 09/11/15

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
174	09/11/2015	Xoserve to come back to the group with actions being taken at a higher level to resolve the LDZ mismatch issue	Xoserve	Carried Forward
175	09/11/2015	Xoserve to look into changing the legitimately unregistered pot to match the other streamlined pots and contain the same data	Xoserve	Carried Forward

Minutes

1. Introductions

TB welcomed the group presented the agenda items. Introductions across the group were carried out as new attendees were present.

TB informed the group that both he and MS would not be in attendance at future work groups. Lee Jackson from Xoserve would be taking his place

KT confirmed that she would still be in attendance and that the change in Xoserve attendees was due to a restructure of the department.

2. Actions from Previous Meetings

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

DW queried the action on making data available on MNCs which were being submitted with multi service indicator as a "yes". TB confirms that the data is being made available fortnightly but only to stakeholders who are submitting such contacts.

TB confirmed that Ofgem was still awaiting a response from the networks who need to agree on an industry solution to this issue.

OB asked if there was anything in the C&D stores which could help. MS informed that though there are some of the data is inconsistent. OB asked if Xoserve can help with queries on these meters.

NN referenced an RGMA CDJOB file which indicated a previous meter installation. DW states that CDJOB's can lack information.

KT confirmed that the Xoserve SP_Management mailbox can be used for any and all file rejection or submission queries.

TB then presented the S&U stats, making reference to a large reduction from previous months. This is attributed to the new reporting structure enabling Xoserve to spend more time building additional quality check tools and process. The first of which enabled us to identify and strip out over 5000 duplicated records.

TB states that more data quality scenarios have been identified which will further reduce the numbers in the coming months. Each time this occurs, recipients of the reports will be informed when this has occurred to explain any further drop in numbers as a result of data quality work.

Several Network attendees state that some sites in their reports are not in their portfolio. TB states that this is to do with an issues surrounding LDZ's which is much wider in scope than shipperless and unregistered reporting and is being dealt with as a separate task at the appropriate level.

OB states that each Network has a list of all relevant postcodes. MS confirms it is an issue in source data and has been evident for some time. DA confirms this and states it is being dealt with at a higher level.

Xoserve takes the action to confirm and inform the group of what is currently happening with this issue.

DA raises the point on reporting distribution lists and the need to review that the reports are still going to the right people. He asks the group to review their distribution lists in order to confirm that only relevant stakeholders are in receipt of the data.

KT suggested a tagline be added to the report e-mails to remind recipients to check the distribution lists.

DA suggests that each stakeholder company could have a primary contact and then redistribute data internally from that point.

OB states that the Legitimately Unregistered Pot has no address data added.

Xoserve to look to changing the format of the Legitimately Unregistered data to include that data and match the other streamlined pots.

TB covers MNC and FOM data outlining a reduction in Multi Service Indicator selection. Numbers are still high but the movement is in the right direction

DA suggests that UIP's have had an influence on these numbers but that Shipper numbers had not changed. Reports on MNC's were available and being distributed as previously mentioned.

TB states the reports are going to the contact originators and that if required Xoserve could send them to a delegated individual at each organisation instead.

TB gives an update on the MNC process. The earliest implementation date is January 2016 but this could be extended to March 2016 dependant on the UK Link committee.

TB informs that the MNC process will be removed from CMS and the current solution is looking to be offline with the primary way of communication being e-mail. The process will involve Xoserve acting as a quality checker of information submitted then either rejecting back to the originator or passing onto the relevant Distribution Network if the data is validated. Once with the Network Xoserve would chase action after a set time (yet to be determined but needs to be an industry standard not different depending on network) in order to confirm back to the originator the response.

TB confirmed there are currently no service level agreements in place but the room agrees that it is imperative they are clearly outlined before the new process is in place.

PW asks about the Distribution Networks criteria, specifically what would lead to a site visit taking place.

TB informed that the more data that was provided on the request form the more likely the Network would approve the request without the need for a site visit. However there would be circumstances that a site visit would be required as a result of the information submitted. For example multiple requests for refurbished flats at an address that the network has on its portfolio as a single dwelling and no record of having carried out any work there.

TB confirmed that as information is available and finalised it will be communicated out to all stakeholders, as it is such a fundamental process this communication would be industry wide and not confined to attendees of the S&U workgroup.

NN states she feels it is currently easy for people to make up an address to get an MNumber created. Royal Mail changes can be made from Flat one to 1 for example and the MNC will then pass the validation criteria.

LW states that the Networks will now have an input and so extra validation will be put into place, currently they are not part of the process.

NN states that there are erroneous transfer issues as a result of data/address quality.

TB explains that some of the extra quality and data validations mentioned earlier will start to address these issues.

OB states that address management is easy however once a site becomes unregistered there is an issue

DA states the guidance has been that a Shipper takes on a site and then changes the address

OB asks if networks can change an address in order for a Shipper to register the site if they are unable. KT confirms that this could be a solution.

NN asks if the supplier is willing to take the correct address and leave the "incorrect address" to be removed from UK Link, especially if their customer is on their systems on the incorrect address.

DW asks if there is an obligation on IGT's to maintain their address data.

DA confirms they are obligated to do so, in the future IGT data will be contained on UK Link under one service. However for the time being we can not influence IGT's.

DW states that IGT data which is visible on data enquiry is bad. IGT's don't always submit data to DES unless there is a meter attached.

LW states that a Network would confirm with another Gas Transporter that it is their site or not.

DW states there are sites with both an IGT and a Network connection.

NN asks if we can have a walkthrough of the MNC process.

DA states that we can do a pictorial process flow. That it goes to UK link committee this month and we will arrange a separate meeting/teleconference.

TB introduces the Root Cause document and talks through how it was last updated in 2011. The group separates into groups to go through the causes of S&U sites and solutions identified in 2011 and update the information. Marking what has been done and implemented since that point in time.

TB ends the group discussion and states that Xoserve will collate all of the results with an aim to updating the Root Cause Document.

TB asks for AOB

TB thanks the group for their attendance and wished everyone a safe journey home.

Next Meeting – Late February/Early March 2016