

Shipperless & Unregistered Workgroup

2nd July 2015

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Introduction

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- Previous Actions
- S&U Statistical Information
- S&U Reporting Review
 - Suggested Changes to Reporting Pots
 - Suggested Changes to Report Contents
- S&U Project Update
- MNC & FOM Data
- MPRN Creation
- Root Causes Group Discussion
- Actions and Outcomes
- AOB

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Previous Actions

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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 02/07/15: Change has been implemented and we are now able to produce reports fortnightly.	Xoserve	Closed
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 02/07/2015: Discussed during previous 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 02/07/2015: Discussed during previous SUWG. Concerns still exist and will be discussed in this meeting.	Networks	Carried Forward
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 02/07/15: Update provided in previous SUWG. See meeting minutes. Has anything further been determined?	Networks	Carried Forward



S&U Statistical Information

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Statistical Information

Unregistered Sites		Feb-15	Mar-15	Apr-15	May-15	Jun-15	Description
Shipper Activity		1,674	275	328	180	246	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, Meter asset update to the C&D store, ConQuest and CMS contacts to create the MPRN.
Orphaned	TOTAL	14,370	9,517	8,005	7,756	7,827	Following a response of no further interest, or where no response is received. They also include MPRN's where a service has been completed and in some instances a meter already installed.
	With Meter	973	3,111	2,516	2,374	2,278	
Shipperless Sites - Shipper (PTS)	GSR	1,494	1,378	1,313	1,360	1,622	MPRN's which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that either the existing meter is still on site or a new meter has been fitted. GSS are identified when a YES is found in the Live Supply Point? column.
	GSS	-	90	89	144	86	
Shipperless Sites - Industry (SSP)		3,693	3,560	3,744	3,765	3,755	
No Activity		2,265	6,270	7,247	7,565	8,363	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		44,410	45,292	41,968	40,897	40,368	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		33,653	31,353	31,784	32,879	32,208	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
TOTAL		23,496	21,000	20,637	20,626	21,813	

S&U Reporting Review

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Review of Pots

Unregistered Sites		
Shipper Activity		<p>Reported to Shippers following activity which suggests responsibility / intention to confirm, e.g:</p> <ul style="list-style-type: none"> • Unsuccessful Confirmation • Attempted Meter Asset Update (C&D Store) • MPRN Creation Request (FOM or MNC) • Service Request (Identified by UIP) • Meter Read Submission
Orphaned	TOTAL	
	With Meter	
Shipperless Sites - Shipper (PTS)	GSR	<p>MPRNs previously reported to a Shipper, at which either:</p> <ul style="list-style-type: none"> • A positive response is received that the Shipper is not responsible • No response is received. <p>Includes sites where a service has been completed and in some instances a meter already installed.</p>
	GSS	
Shipperless Sites - Industry (SSP)		<p>MPRNs which have previously been confirmed and a meter removal flow has been provided. Following a GSR visit, the Networks identify that the same meter is in situ (Mod 424).</p> <ul style="list-style-type: none"> • GSR: Isolated and Withdrawn • GSS: Isolated only <p>Reported directly to last registered Shipper</p>
No Activity		
Legitimately Unregistered		
Meter Point created less than 12 months		
TOTAL		

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Review of Pots – cont.

Unregistered Sites					
Shipper Activity					
Orphaned	TOTAL				
	With Meter				
Shipperless Sites - Shipper (PTS)	GSR				
	GSS				
Shipperless Sites - Industry (SSP)					
No Activity					
Legitimately Unregistered					
Meter Point created less than 12 months					
TOTAL					

MPRNs which have previously been confirmed and a meter removal flow has been provided. Following a GSR visit, the Networks identify that a different meter is in situ (Mod 425). Reported to all Shippers.

MPRNs which have reached the anniversary of their creation but have been subject to no activity.

MPRNs deemed to be Legitimately Unregistered. This pot is checked against Meter Point status updates.

MPRNs which, if they remain unconfirmed at 12 months from creation, will feed into relevant pots above.



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Suggested Changes to Reporting Pots

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Suggested Changes to Reporting Pots

- Shipper Activity
 - Currently includes Unregistered Sites where one or more specified activities conducted by a Shipper, has been identified.
 - This could be split into:
 - Meter Activity (410a Applicable) and
 - Other Shipper Activity

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Suggested Changes to Reporting Pots cont.

- Shipperless Sites – Shipper (PTS)
 - This currently includes GSR (Mod424 Applicable) and GSS (Not actually Shipperless).
 - We could remove the GSS figure to make the summary clearer.
- Shipperless Sites – Industry (SSP)
 - This currently includes sites which have gone through the GSR process and a meter has been found on site which is different to the one removed from UK-Link when the Shipper completed the Isolation and Withdrawal. (Mod 425 applicable)
- Each of these pots should be labelled so it is apparent that MOD424 and MOD425 applicable records are included.

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Suggested Changes to Reporting Pots cont.

- Legitimately Unregistered
 - This count should only include Legitimately Unregistered and Legitimately Shipperless should not be reported here.

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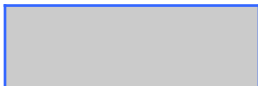


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Current Summary

Industry Unregistered and Shipperless Sites

Unregistered Sites		Jun-15	Description
Shipper Activity		246	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, Meter asset update to the C&D store, ConQuest and CMS contacts to create the MPRN.
Orphaned	TOTAL	7,827	Following a response of no further interest, or where no response is received. They also include MPRN's where a service has been completed and in some instances a meter already installed.
	With Meter	2,278	
Shipperless Sites - Shipper (PTS)	GSR	1,622	MPRN's which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that either the existing meter is still on site or a new meter has been fitted. GSS are identified when a YES is found in the Live Supply Point? column.
	GSS	86	
Shipperless Sites - Industry (SSP)		3,755	
No Activity		8,363	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		40,368	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Points created less than 12 months		32,208	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
TOTAL		21,813	



Not included in Total Figures

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Proposed Summary

Industry Unregistered and Shipperless Sites

		Jun-15	Description
Shipper Activity	Meter Activity Contains Mod410a Applicable Sites	49	Shipper specific meter fit activity.
	Other Activity	197	Shipper specific activity which suggests intention to confirm i.e., Attempted Confirmation, ConQuest and CMS contacts to create the MPRN. Attempted Read Submission, Service Request
Orphaned	TOTAL	7,827	Following a response of no further interest, or where no response is received. They also include MPRN's where a service has been completed and in some instances a meter already installed.
	With Meter	2,278	
Shipperless Sites - Shipper (PTS) Contains Mod424 Applicable Sites		1,622	MPRN's which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that either the existing meter is still on site or a new meter has been fitted. GSS are identified when a YES is found in the Live Supply Point? column.
Shipperless Sites - Industry (SSP) Contains Mod425 Applicable Sites		3,755	
No Activity		8,363	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		40,188	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Points created less than 12 months		32,208	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
TOTAL		21,813	

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Suggested Changes to Report Contents

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Suggested Changes to Report Contents

Why Change?

- The current reports are complicated and unwieldy.
- The reports contain up to 65 data items.
- Data items have slightly different names on different reports.
- The reports contain data fields that are irrelevant to the specific reports.
- The reports take considerable time and manual manipulation to create.

What are the causes?

- A request to make the reports uniform was received and the results of the changes delivered unexpected drawbacks.
- The introduction of the GSR and MUS Contacts on CMS meant that we have to produce reports from two sources – current (CMS) and historic (S&U Database).

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Suggested Changes to Report Contents

Proposed Changes

- Stream-line the reports so they only contain relevant data.
- Ensure that consistency in naming data items across all reports.

Benefits to You

- Reports will be clearer and easier to analyse.
- Reports will be delivered in a more timely manner.

How do we progress?

- Check that you agree that the reports need to be improved.
- Discuss what data items are necessary for each report.
- Decide on a the format for all reports.

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Suggested Changes to Report Contents

Group Discussion

- Examine the list of data items.
- Highlight the ones that you think are useful for each report
- Feedback.
- Decide on which data items should be included in each report.

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S&U Project Update

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March 2015 Position

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	553	65	802	51.15%
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	4721	770	10898	47.76%

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May 2015 Position

Pot Name	Starting Total	Set to DE	Set to EX	Confirmed	Legitimately Unregistered	Total Resolved	Percentage Resolves
SSP	4748	697	507	973	245	2422	51.01%
PTS	1568	136	71	566	72	845	53.89%
Shipper Activity	242	24	32	76	5	137	56.61%
No Activity	1290	90	163	413	37	703	54.50%
Orphaned	14969	1618	2724	2999	578	7919	52.90%
Total	22817	2565	3497	5027	937	12026	52.71%

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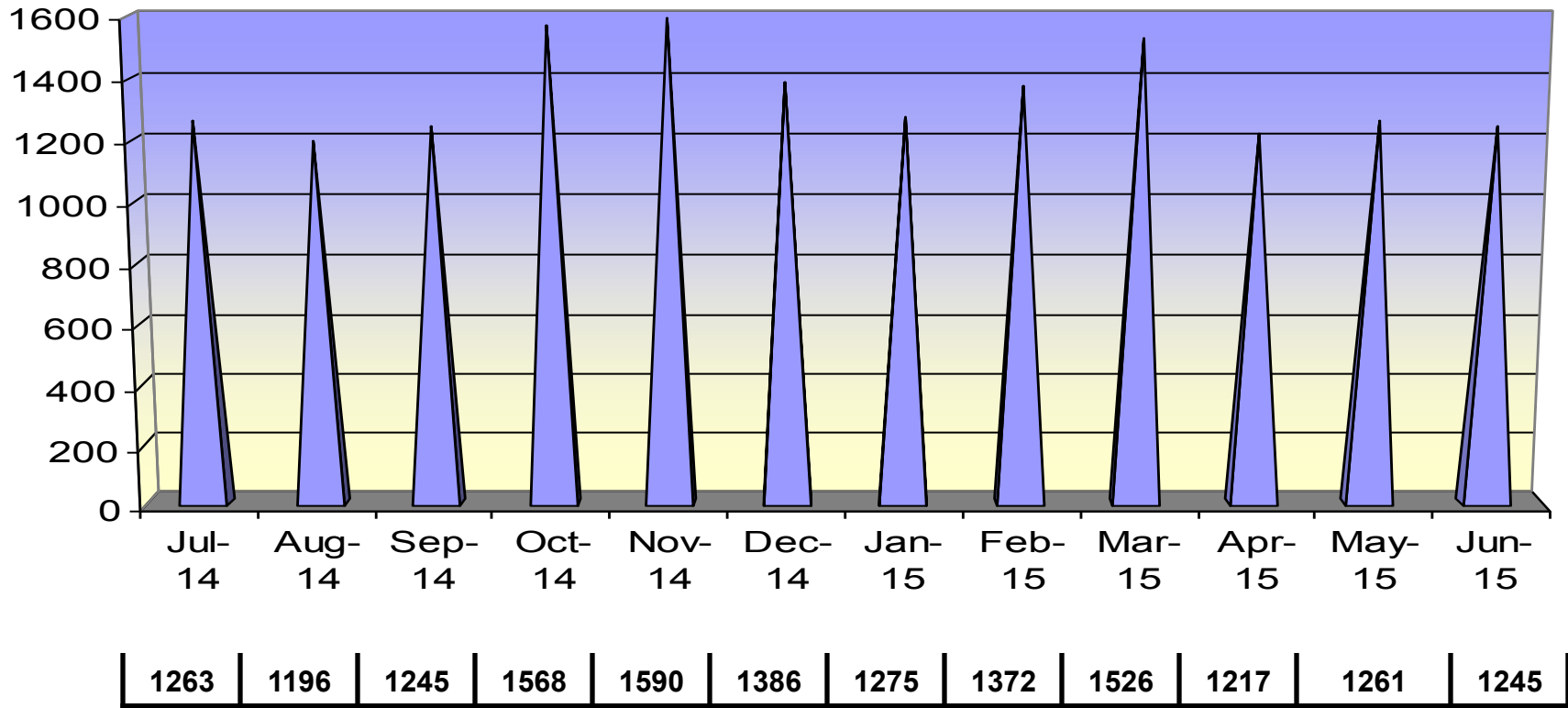
MNC & FOM Data

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MNC Contacts Rolling 12 Months



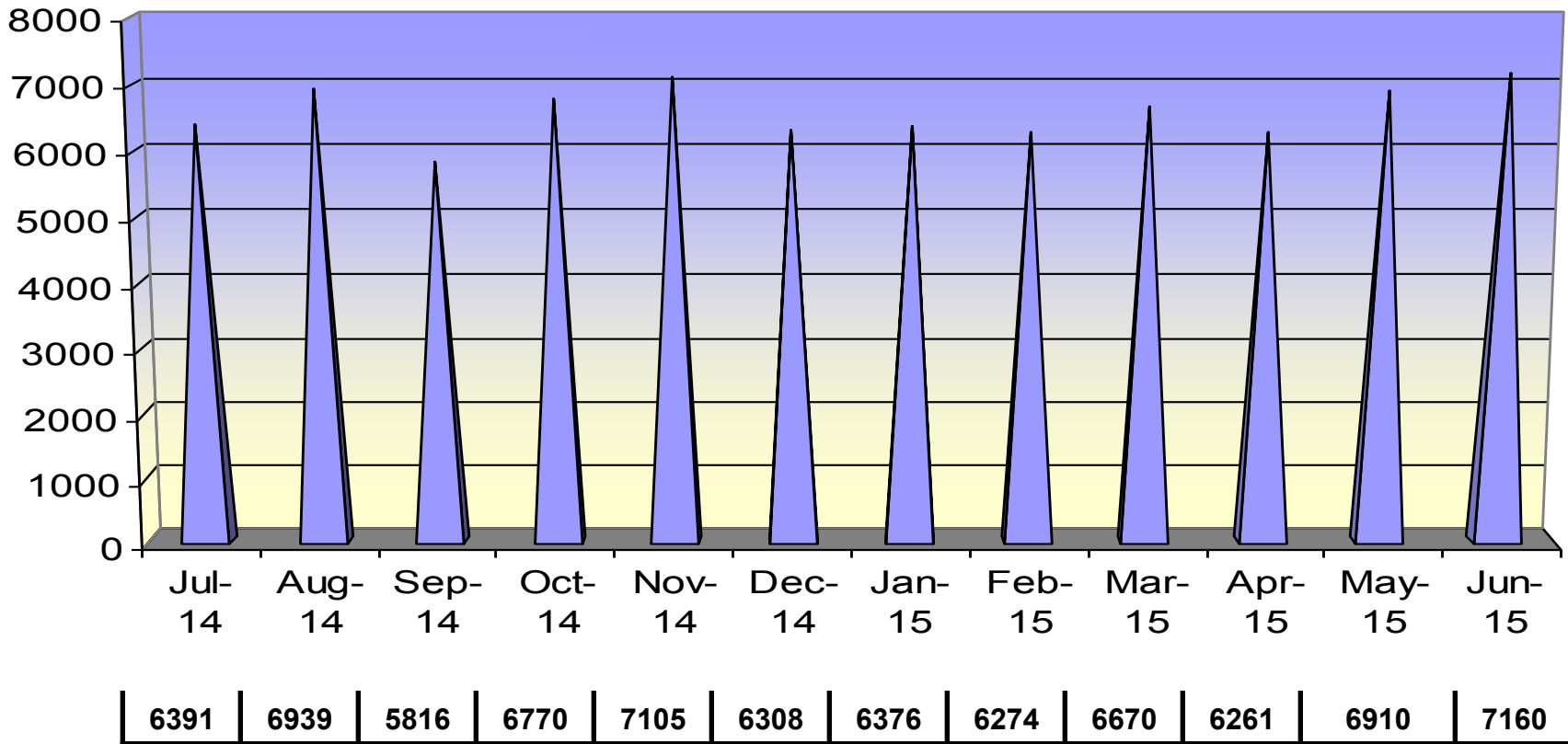
MNC

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FOM Contacts Rolling 12 Months



FOM

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MPRN Creations (01/09/14 – 31/12/14)

	Total Raised (valid & invalid)	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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MPRN Creations Update (01/01/2015 – 30/04/2015)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5359	552	10.30%
FOM	25556	8614	33.71%
Total	30915	9166	29.65%

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M Number Creations Next Steps Update

- IP reports are scheduled to run fortnightly.
- This report identifies where the 'multi service' selection could have been used erroneously thus creating an additional MPRN when it was not required.
- Would this information be useful if sent out fortnightly?

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MNC Process MPRN Creation

Proposed amendments - update

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Root Cause Group Discussion

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Group Discussion

- **Go through the root causes document and note any actions taken to date against the identified contributors to Shipperless and Unregistered sites.**
- **After discussion feed back findings to the group.**
- **Findings will be collated by Xoserve post workgroup to produce a new root causes document and identify industry successes in elimination or reduction of root cause drivers.**

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Group Feedback & Findings

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- Any other business?
- Thanks for your attendance, contribution & support
- Have a safe journey home!

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Thank You

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