

Shipperless & Unregistered Workgroup

09th November 2015

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Introduction

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Agenda

- Previous Actions
- S&U Statistical Information
- S&U Reporting Review
- MNC & FOM Data
- MPRN Creation – Update on the new process
- Root Causes Group Discussion
- Lunch
- Root Causes Actions and Outcomes
- AOB

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Previous Actions

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Outstanding Actions

Ref.	Date Raised	Description	Owner	Update
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's. We will review M Number creation statistics today.	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 01/11/2015: Discussed during previous SUWG's. We will review M Number creation statistics today.	Networks	Carried Forward
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site.	Networks	Carried Forward

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S&U Statistical Information

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Statistical Information

Unregistered Sites		Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Description
Shipper Activity	Meter Activity (Potential Mod410a)							55	Shipper Specific Meter Activity
	Other Activity							130	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, ConQuest and CMS contacts to create the MPRN.
	Total	328	180	246	239	187	160	185	All Shipper Activity
Orphaned	Total	8,005	7,756	7,827	7,889	7,933	7,874	6,794	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 there is evidence that a meter has been installed.
	With Meter	2,516	2,374	2,278	2,301	3,074	5,796	2,038	
Shipperless Sites - Shipper (PTS)	Potential Mod424	1,313	1,360	1,622	1,742	1,834	1,808	1,837	MPRN's which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that the existing meter is still fitted.
Shipperless Sites - Industry (SSP)	Potential Mod425	3,744	3,765	3,755	3,826	3,890	3,851	3,842	MPRN's which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that a new meter has been fitted.
No Activity		7,247	7,565	8,363	9,002	9,692	10,195	5,208	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		41,968	40,897	40,368	39,544	42,100	41,517	41,073	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		31,784	32,879	32,208	33,240	34,798	32,371	34,355	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
Total		20,637	20,626	21,813	22,698	23,536	23,888	17,866	



Reduction of 6022 from August to September 2015

- DE and EX MPRN's removed as a result of new reporting process. DE sites now only reside in PTS and SSP pots (Potential Mod424/425 sites)
- New quality check processes introduced on new streamlined reports removed duplicated sites across multiple pots

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Statistical Information

The new reporting has enabled Xoserve to spend more time analysing data within the reports.

- It is currently envisaged that deeper analysis will further reduce the pots over the coming months
- We will keep the workgroup informed of any further reductions as a result of these exercises

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S&U Reporting Review Revisited

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S&U Reporting Review

In the last SUWG proposals were made to change the reporting pots and the format of the reports.

Some proposals were accepted; some were rejected; and some new proposals were made by the group.

The Changes were made in the last issue of the reports.

Xoserve found them easier to produce and been able to add value in extra data analysis.

How were they received in your organisations?

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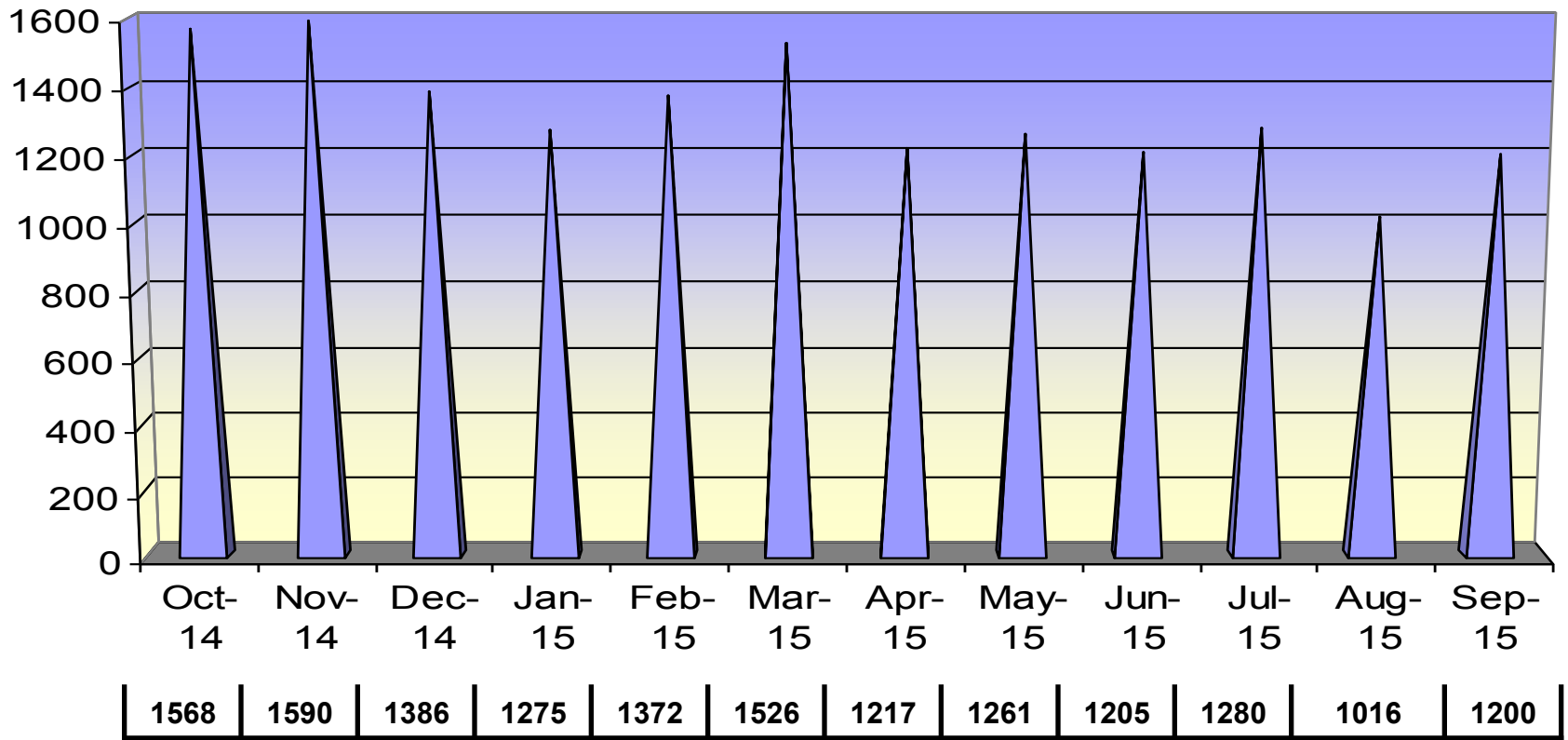
MNC & FOM Data

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MNC Contacts Rolling 12 Months

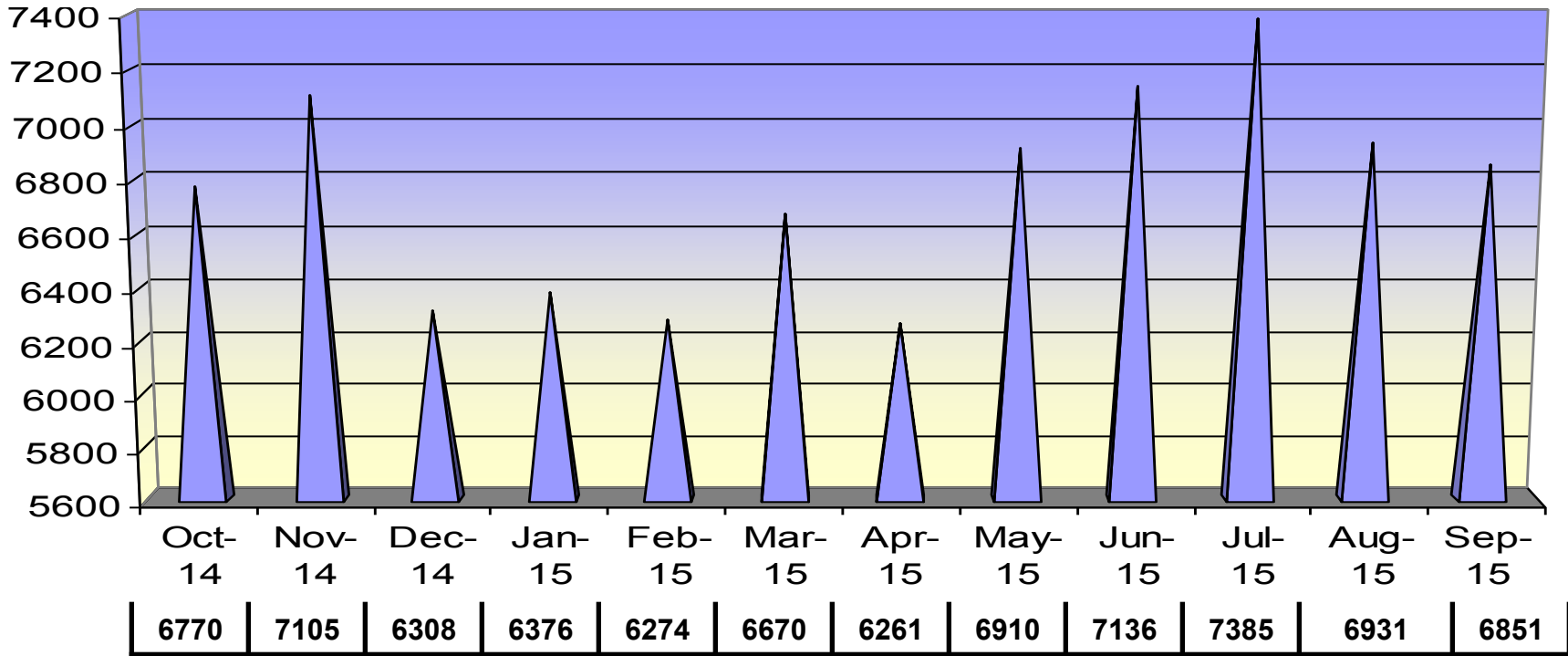


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FOM Contacts Rolling 12 Months



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MPRN Creations (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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MPRN Creations Update (01/05/15 – 30/09/15)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5962	584	9.79%
FOM	35213	6791	19.28%
Total	41175	7375	17.91%

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MNC Process MPRN Creation

Proposed amendments - update

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- The new MNC process is currently in requirements gathering stage
- The earliest date for delivery is January 2016 however this is dependant on UK Link Committee authorisation.
- Further information will be forwarded to the group as it is available.

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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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