

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites and MPRN Creation Working Group	
Venue	Conference Rooms 5&6, 31 Homer Road, Solihull	
Meeting Date:	1 st July 2013 (10:30am)	
	<u>Name</u>	<u>Organization</u>
<u>Attendees</u>	Suzanne Cullen (SC)	Xoserve
	Mark E. Smith (MES)	
	Dave Turpin (DT)	
	Joanna Ferguson (JF)	Northern Gas Networks
	Chris Warner (CW)	National Grid Gas
	Andy Clasper (AC)	
	Alan Raper (AR)	
	Nigel Winnan (NW)	Wales and West Utilities
	Olga Batsari	
	David Mitchell (DM)	Scotia Gas Networks
	Lisa Warnock (LWa)	
	Erika Melen (EM)	
	Lee Wileman (LWi)	British Gas
	Andrew Margan (AM)	
	Carol Lincoln (CL)	E.ON
	Colette Baldwin (CB)	
	Richard Vernon (RV)	Npower
Jonathan Hooper (JH)	SSE	
<u>Apologies</u>	Anne Jackson	SSE
	Robert Cameron-Higgs	Wales and West Utilities
	Lynne Fallon	British Gas

Archived Completed Actions

Ref.	Description	Action	Status
1-126, 128-141	These actions have been completed and archived for future reference		

Recently Closed Actions

Ref.	Description	Action	Status
127	All Distribution Network representatives to discuss possible future Xoserve end user letter exercises. Update 19 th September – DNs are in agreement that the resurrection of the EU Letter Process would be worth while. However, a firm detailed decision has not yet been made. All DNs to engage with Xoserve to finalise decision. Update 5 th December – Networks stated that they would favour further desktop investigations. However, they would engage with Xoserve to discuss the possibilities of reintroducing the End User Letter process. Update 1st July – This action has been superseded by the decision to conduct the End User Letter Trial and is therefore closed	All DNs	Closed
142	DNs to consider what actions they could complete to meet the requirements following the Desktop Data Cleansing Exercise conducted by Xoserve. Update 1st July – This action has been superseded by the decision to conduct the End User Letter Trial and is therefore closed	All DNs	Closed
143	Shippers to send further examples of MPRNs that they believe to have been set to DE in error to Xoserve who will sort and pass onto the relevant Network. Update 1st July – Shippers provided further examples and these were forwarded to the relevant DN. DNs reported back on a proportion of the examples and it was shown that the majority were set to DE correctly.	All Shippers	Closed
144	Xoserve to issue S&U Population Statistics in the agreed new format. Update 1st July – Xoserve have changed the format of the S&U Industry Statistics as specified	Xoserve	Closed
145	Xoserve to identify a sample of 1000 MPRNs from the Orphaned with Meters pot of the Shipperless and Unregistered in preparation for the start of the trial. Update 1st July – Xoserve selected the sample and issued to Shippers and Networks for analysis.	Xoserve	Closed
146	All shippers and Networks to compare the 1000 MPRNs to their respective portfolios to assist in data cleansing of the sample. Update 1st July – Shippers and Networks informed Xoserve of the site which they wished to be removed from the sample.	All attending Shippers and Networks	Closed

Outstanding actions from previous meetings

Ref.	Date Raised	Description	Action	Status

Actions from meeting held on 01/07/13

Ref.	Date Raised	Description	Action	Status
147	01/07/13	Continued from Action 143. Xoserve to provide the shippers with the respective updates on the MPRNs reportedly set to DE in error.	Xoserve	Open
148	01/07/13	Xoserve to issue the communication templates to be used in the End User Letter trial, to the group members.	Xoserve	Open
149	01/07/13	Xoserve to publish a timeline for the EU Letter trial	Xoserve	Open
150	01/07/13	All Shippers to provide contact details for Networks to use to provide pre-notifications of GSR site visits or end user letters.	All Shippers	Open
151	01/07/13	All Networks to provide contact details for Shippers to use to obtain further information on GSR site visits.	All Networks	Open
152	01/07/13	Xoserve to provide the updates from the Networks on MPRNs set to DE in error, to the relevant shippers.	Xoserve	Open
153	01/07/13	Shippers to provide examples to Xoserve, of MPRNs that have not been set to DE following service removal by the Network.	All Shippers	Open
154	01/07/13	Xoserve to forward examples to the relevant Networks, of MPRNs that have not been set to DE following service removal by the Network.	Xoserve	Open
155	01/07/13	Networks to investigate examples of MPRNs that have not been set to DE following service removal by the Network.	All Networks	Open
156	01/07/13	Xoserve to ensure the following administrative actions are conducted: <ul style="list-style-type: none"> provide the agenda ahead of future meetings publish dates of future meetings on the Joint Office website include the date that Actions were raised in the meeting minutes 	Xoserve	Open

Minutes

1. Introductions

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

2. Actions from Previous Meetings

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

3. Stats and Unregistered Reports

MES presented the industry statistics. (See Meeting Slides).

4. End User Letter Exercise Update

SC explained the work conducted so far on the End User Letter exercise and went on to present the format and content of the communications. SC explained that there had been an unforeseen delay in the issuing of the letters to the End Users, but it was expected that the letters would be issued by mid-July.

MES presented some analysis on the content of the sample including the confirmation Status and Meter Point status of the MPRNs selected.

RV and CB requested that the communication templates to be issued to the group so that shippers could prepare their staff for any contact from their customers that might be prompted by receipt of one of the communications.

Action 148 - Xoserve to issue the communication templates to be used in the End User Letter trial to the group members.

The group requested an indication of the timeline for the exercise. SC advised that she would make a timeline available once the date for the release of the first batch of letters had been finalised.

Action 149 – Xoserve to publish a timeline for the EU Letter Trial

5. Work Conducted on S&U Sites and Obstacles Faced

LWi from British Gas presented a summary of some of the work that his team had conducted during the investigation of the PTS, SSP and Orphaned populations. He described what methods were used, gave a summary of the results and also described some of the obstacles that his team encountered.

One issue was that they could not progress actions on shipperless sites where British Gas was not the previous supplier. LWi asked if there was any way that an arrangement could be put in place for British Gas to liaise with Networks to resolve Shipperless sites. It was agreed that improved communications between Networks and Shippers would be beneficial.

Action 150 – All Shippers to provide contact details for Networks to use to provide pre-notifications of GSR site visits or end user letters.

Action 151 – All Networks to provide contact details for Shippers to use to obtain further information on GSR site visits.

6. MPRN Creation – Unregistered Sites Root Cause Solution Measures

EM from SGN presented an update on the measures being put into place to control erroneous MPRN Creations (See meeting slides)

7. MPRNs Set to DE in Error – DN Update

Networks gave an update on their findings during the investigations into examples of MPRNs which Shippers believed had been set to DE in error. Most of the examples provided were found to have been correctly set to DE. However, the Networks conceded that in a small number of occasions, MPRNs were erroneously set to DE and these were due to human error.

Action 152 – Xoserve to provide the updates from the Networks to the relevant shippers.

DW from Gazprom raised a further issue where Networks had not updated the MP Status following service removals requested by the end user. The networks requested examples of these occurrences so that they could be investigated.

Action 153 – Shippers to provide examples to Xoserve, of MPRNs that have not been set to DE following service removal by the Network.

Action 154 – Xoserve to forward examples to the relevant Networks, of MPRNs that have not been set to DE following service removal by the Network.

Action 155 – Networks to investigate examples of MPRNs that have not been set to DE following service removal by the Network.

8. AOB

RV and CB raised a number of administrative issues:

Would it be possible to provide the agenda ahead of future meetings?

Would it be possible to publish dates of future meetings on the Joint Office website?

Would it be possible to include the date that Actions were raised in the meeting minutes?

Action 156 – Xoserve to ensure these administrative actions are conducted.

None.

Next Meeting – 10:30 27/09/13 (TBC)

Proposed Agenda: **Review Minutes from Last Meeting (01/07/13)**
 S&U Statistics
 End User Lettering Update