Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	MS Teams Meeting	
Meeting Date:	26th May 2023	
	Name	**Organisation**
	Lee Jackson **(LJ)**	Representatives of Xoserve
	Becky Hamilton **(BH)**	
	Stefan Rybka **(SR)**	
	Louise Bastock **(LB)**	
	Emma McDonough **(EM)**	
	Richard Cresswell **(RC)**	
	Gavin Statham **(GW)**	
	Suzanne Cullen **(SC)**	
	Hajera Ahmed **(HA)**	
	Kate Batsford **(KB)**	
Attendees	Gavin Arnett **(GA)**	Npower
	Shamil Udayar (**SU**)	
	Deborah Watson **(DW)**	SEFE
	James Mee **(JM)**	British Gas
	Hipexa Patel **(HP)**	Utility Warehouse
	Ela Mata **(EM)**	
	Carwyn Llewllyn	Ovo
	Glyn Jones	
	Rob Muir	
	Andi Toman	Ecotricity
	Lisa Warnock **(LW)**	SGN
	Michael Lothian **(ML)**	
	Amanda Monaghan **(AM)**	Northern Gas
	Solomon Kidane **(SK)**	
Apologies	Natalie Grace	SEFE
	Prabhu Sahai	British Gas
	Oorlagh Chapman	
	Emma Glazzard	Npower
	Rebecca Fowkes	

	Barbara Allsopp	EON Next
	Susie Lambert	Ovo
	Nathan Bailey	
	Andy Phillips	SGN
	Andy Clasper	Cadent
	Greg Woodward	
	Vicky Kilgannon	
	Nina Raynor	
	Melissa English	
	Olga Batsari	Wales & West

Action updates from meeting held on 26/04/2023

Ref.	Date Raised	Description	Owner	Status
1	26/04/2023	*- LJ to chase other networks for any comments re. MPRN Creation issues and length of time taken to resolve DTL Queries* *- LJ to see if other networks send out shipper notifications following service disconnection when a meter point is dead.* *- Regarding lack of info provided by networks following meter found during GSR visit. LJ to follow up with other networks.*	LJ	Open
2	26/04/2023	*LJ to check with Richard Cresswell to see if customer contact detail fields will be available in the new CMS comment section. Also, could MOD 425 notifications be raised through new CMS rather than email.*	LJ	Open
3	26/04/2023	*LJ to look at ways to promote better use of the MOD 518 Reports – by highlighting importance.*	LJ	Open
4	26/04/2023	*Regarding lack of info provided by networks following meter found during GSR visit. LJ to follow up with other networks.*	LJ	Open

Minutes

1. **Introductions**

   LJ: ran through introductions. Recording started due to no objections.

2. **Review Previous Actions**

   LJ ran through previous actions from December's session.

3. **S&U Statistical Information**

LJ talked about how there has been a slight reduction in overall population, however not much change overall. No questions from attendees regarding this.

4. **CMS Rebuild Update**

RC gave an update on the CMS rebuild, including a roadmap highlighting which features will be added going forward.

5. **MOD 431 Update**

LJ Gave a summary of the final numbers for the 2022/2023 SPI file submissions and SPO file outputs.

6. **ISO & DTL Process Update**

SC introduced herself as ISO & DTL Process manager, advised that KB will be taking over her role from next week and will be escalation point going forward.

JM advised that British Gas have some where they are stuck awaiting allocation, but when they have chased these up, it is the Network having difficulty contacting customer, but Shipper haven't been informed. JM wants us to be more proactive in our conversations with the network. SC advised that we would be happy to be the liaison between Shipper and network regarding DTL.

ML advised that if SGN don't have contact details, they will check for evidence of an external service so they can do a cold call, however if there is no evidence, they will reject it straight away. Customers that they do make contact with, aren't made aware by the Shipper that there is a need for this requirement.

7. **SEFE Agenda Items**

DW discussed topics such as length of time taken to create MPRN's and to resolve DTL queries. Advised that lead times of 120 days for the creation via the networks, of MPRNs. Calls only being made to end users 8 months after first being raised.

SC advised that there is a similar issue with MNC process & DTL Queries, Xoserve have been working with networks to try and drive down queries. ML stated that SGN's SLA's for this are 10 working days.

DW Also spoke about the delay with Networks setting MPRNs to dead after a service disconnection. LW confirmed that SGN still send out Shipper notifications to inform the supler that a site has been made dead.

LJ asked DW to send examples of incorrect address to the sats box.

8. **End User Registration Issues**

LJ walked through registration issues sent in by Wales & West. LW advised that SGN have issues trying to get end users and meters registered. GT3 having same issues around registration.

JM suggested that some Suppliers may have made strategic decisions not to take new customers on, or that they may not understand the industry rules of Shipperless & Unregistered.

Networks looking for direct contact details for end user to use in order to get registered with a supplier.
LJ Advised for networks to contact us directly for Shipper contact info.

9. **DN Contacts**

JM talked about improving contact with the Networks and asked for an up to date contact list.

LW mentioned that it would be helpful to have organizational contacts rather than contacts for an individual person.

LB advised JM that if he needs and email address, he can contact us directly.

10. MOD 518 Reporting

LW asked if Shippers or suppliers scrutinize data on MOD 518 Reports, as doing so will reduce the amount of GSR's received.

LW asked if Xoserve have done any analysis of the 518 reports to see if they are being used. LJ Advised that Xoserve hadn't done any analysis of the reports but suggested that the delivery mechanism could be improved by highlighting the importance of the 518 reports in the text going forward.

LW discussed Xoserve providing examples/comparisons of what is sent to suppliers where a meter is found – will ask her team to add in comments for future ref to help clean up data.

11. GSR Training Material

GW gave a walkthrough of how to access the GSR Training material which has been made available on the Xoserve website. GW gave an overview off the GSR training material and showed attendees how to use it effectively.

12. AOB

LJ thanked all attendees for their input and contributions throughout the session, advised that we will work through the actions taken and will keep everyone updated with them.