

**Meeting Details**

<b>Meeting Description:</b>	Shipperless and Unregistered ( <b>S&amp;U</b> ) Sites Working Group	
<b>Venue</b>	MS Teams Meeting	
<b>Meeting Date:</b>	28 <sup>th</sup> February 2024	
	<b><u>Name</u></b>	<b><u>Organisation</u></b>
<b><u>Attendees</u></b>	Lee Jackson ( <b>LJ</b> )	Representatives of Xoserve
	Stefan Rybka ( <b>SR</b> )	
	Emma McDonough ( <b>EM</b> )	
	Claire Hackett ( <b>CH</b> )	Cadent
	Kirsty Stone ( <b>KS</b> )	
	Jade Fletcher ( <b>JF</b> )	
	Casey Holt ( <b>CH</b> )	
	Nicole Jones ( <b>NJ</b> )	
	Lisa Warnock ( <b>LW</b> )	SGN
	Michaela Peterson ( <b>MP</b> )	
	Olga Batsari ( <b>OB</b> )	Wales & West
	Marina Papathoma ( <b>MP</b> )	
	Sarah Brown ( <b>SB</b> )	GTC
	Cher Harris ( <b>CH</b> )	Indigo Pipelines
	Lee Greenwood ( <b>LG</b> )	British Gas
	James Mee ( <b>JM</b> )	
	Abdul Goffar ( <b>AG</b> )	
	Prabhu Sahai ( <b>PS</b> )	
	Hayley Anderson-Fisher ( <b>HA</b> )	Corona Energy
	Angela Joyce ( <b>AJ</b> )	Octopus Energy
Natalie Grace ( <b>NG</b> )	SEFE	
Deborah Watson ( <b>DW</b> )		
<b><u>Apologies</u></b>	Amanda Monaghan	Northern Gas
	Oorlagh Chapman	British Gas
	Laura Wilson	Total Energies
	Vicky Kilgannon	Cadent
	Melissa English	

## Action updates from meeting held on 28/02/2024

Ref.	Date Raised	Description	Owner	Status
1	28/02/24	<i>Liaise with Cadent regarding MPRN creation delay. Update in next S&amp;UWG.</i>	LJ	Open
2	28/02/24	<i>Split up Legitimately Unregistered sites and issue to Networks as part of S&amp;U age profiling.</i>	LJ	Open
3	28/02/24	<i>Send in examples of customer registration issues.</i>	OB	Open
4	28/02/24	<i>Speak to the REC to discuss the possibility of adding Shipperless and Unregistered contacts to the portal.</i>	AJ	Open
5	28/02/24	<i>Networks who would like access to ESDES portal to send contact details through to Correla.</i>	Networks	Open
6	28/02/24	<i>Send details of Networks interested in being added to ESDES portal onto AJ.</i>	LJ	Open
7	28/02/24	<i>Send PTS &amp; SSP MPRNs to Sats box to be investigated further.</i>	NJ	Open
8	28/02/24	<i>Send over MAP Reconciliation correspondence.</i>	DW	Open
9	29/11/23	<i>Networks to investigate duplicate sites.</i>	Networks	Open
10	29/11/23	<i>Investigate GES online screen change queries – still underway</i>	RE	Open

## Minutes

### 1. Introductions

LJ ran through introductions and agenda items. Recording started due to no objections.

### 2. Review Previous Actions

LJ ran through previous actions from November's session. DW provided an update on the MPRN creation issue, highlighting extended wait times for MPRNs to be generated. She communicated that she had forwarded the details to Cadent. LJ agreed to follow up with Cadent to address the issue.

OB raised the issue of clarifying processes regarding MPRN creation, and proposed establishing best practices or guidelines for Shippers, in order to outline expectations when customers approach them for MPRN creation. LJ asked OB to send in examples of this issue. Both KS and CH stated that they have been experiencing similar issues.

AJ mentioned that it might be worth adding Shipperless & Unregistered contacts onto the Rec and will follow up on this. AJ also advised that it would be possible to add Networks onto ESDES, a modification would need to be raised to do this. LJ asked Networks who are interested in being added to Rec portal to send details over to Correla, so this can be fed back to AJ.

LJ advised that the MAM portfolio is available via the REC portal, the process is similar to requesting GES access.

DW & LG asked questions around MOD 431 and why it wasn't run last year, LJ advised that this is down to the Networks, as they have the option whether to trigger the process or not.

LJ referenced Action Five, which involved splitting disputed GSR sites by DN, and facilitating investigations. This information has been sent out to the Networks and we have received responses. DW asked if the SGN email can be forwarded onto her.

LJ also provided updates regarding to the GES Online Screen change that was discussed at the previous meetings.

### **3. Shipperless & Unregistered Statistical Information**

LJ provided an overview of the Shipperless & Unregistered population, highlighting that the numbers remain static. He then inquired about how attendees are utilizing the reports and asked if there were any suggestions for Correla to improve.

LW advised that SGN mainly concentrate on the SSP & PTS pots as there is more risk involved with these processes due to a meter being found on site. OB mentioned that significantly reducing the population would require site visits, and that her team are trying to devote resources towards doing this.

LJ proposed that looking into how Networks utilise the S&U reports could be a topic for future sessions.

NJ raised an issue around access for PTS & SSP sites, Cadent engineers are struggling to gain access to sites. LW advised that in the case the site would need to stay as live as the GSR process has indicated that there is a meter on site. In the case where there is no GSR record a warrant could be used to enter the property to determine if there is a meter. LJ Advised that these MPRNs can be sent to the sats box for Correla to investigate.

CH raised issue surrounding MPRN's on the Orphaned tab, some MPRN's are under addresses that don't exist, some have duplicated addresses. LJ advised that this could be a historic issue, a lot of these MPRNs are aged contacts so validation checks may not have been in place when MPRNs were originally created. OB advised that it might be worth checking internal systems and liaising with the connections team to see if there are any records of S&U MPRNs where there is no data. CH advised that if there is supplier history on both of the duplicated sites, then this should be raised through the DUP contact on CMS.

DW noted that from a Supplier perspective, extinct MPRNs are regarded as having never been live from a Supply standpoint. However, categorizing them as "dead" could inaccurately imply that the supply was once live and has since been disconnected.

### **4. Aged Population review**

LJ gave some background into the analysis of the Legitimately Unregistered pot. He stated that out of the 33,973 live sites, 24775 were aged 10 years or older, and there were 24,098 sites with no evidence of activity, the entire population only indicated 3% activity. LJ outlined the filtering exercises undertaken to lead to this outcome. LJ also asked the group for their thoughts on these findings and if there was appetite to potentially close these sites down.

OB Advised that closing these sites down may require site visits from the Networks. LW mentioned that the element of backfilling for site found to be using gas and not paying for it.

LJ asked if Networks could sample check sites, Correla to break down these sites by Network and send to DNs.

### **5. AOB**

DW mentioned the MAP reconciliation process, where MAPs had provided details of unregistered sites, which could be sent to the Networks to review. This was discussed at a previous workgroup session. LJ asked DW to send over previous correspondence relating to this. *Post meeting update: This was responded to via the S&UWG in July'21 and the details shared with DW by LJ.*

DW mentioned issue around MPRNs being erroneously registered with Shippers, because the address recorded in industry records doesn't relate to the address of the property itself. The Supplier doesn't have access to historical details about any address change that might have previously taken place. There is a gas meter on site, but no record of the supplier who installed the meter. The Supplier are stuck with a supply where they don't know where it actually is. How does the supplier get historic information to find out where the supply might be. AJ mentioned that she has experienced a similar issue with an electricity supply.

KS raised issue around customers being referred to Network in order to update the RMP status. JM advised that this is something that should be updated by the Supplier.

KS asked if Correla customer experience team can help Networks to get in contact with the Suppliers they are struggling to get a response from. LJ advised that Customer Experience would be able to support with this.

OB mentioned issues around Suppliers not taking on Shipperless MOD 425 sites when approached by customer. LJ asked OB to send Correla an example of this issue.

LJ suggested that the next meeting should be held in six months due to the lack of agenda items, however the group proposed that the meetings should be held more frequently.