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Shipperless & Unregistered Workgroup

8th December 2016

Introduction

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- Introduction
- Review previous actions
- S&U Statistical Information
- Shipper & Network Operational Contacts
- MOD518
- Network Feedback / Discussion Points
- GSR Site Visit Data
- MNC Process Update
- Actions and Outcomes
- AOB

Review previous actions

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Outstanding actions from previous meetings

Ref.	Date Raised	Description	Owner	Update
169	01/12/2014	<p>Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 09/11/15: Update to be provided. Unified response to Ofgem to be drafted Update 24/03/16: Individual Networks are developing their own processes to deal with this. LWar to check with David Mitchell if SGN has drafted the response to Ofgem on behalf of all Networks. Update 27/07/16: LWar advised that David Mitchell relayed that a joint letter is not being drafted as all Networks have different views. LW agreed to ask David Mitchell to take this to the DN Forum for further discussion.</p>	Networks	Carried Forward
181	24/03/2016	Attendees to consider future agenda topics and/or presenting initiatives or success stories to the group.	All	Carried Forward

Actions from meeting held on 27/07/16

Ref.	Date Raised	Description	Owner	Status
182	27/07/2016	Xoserve to investigate further, the possibility of passing the shipper feedback from the MAMCoP Portfolio Comparison Exercise back to the MAMs. Post meeting update: The feedback from the Shippers has been passed back to the MAMs. We are awaiting any comments from MAMs.	Xoserve	Closed
183	27/07/2016	Xoserve to share the data from the MAMCoP Portfolio Comparison exercise with the Networks. Post meeting update: Data has been shared with Networks.	Xoserve	Closed
184	27/07/2016	Shippers to provide examples of when a response is not received following an MNC Creation request. Post meeting update: RC received two sets of examples and responded to the Shippers after analysing. If there are still further examples please do not hesitate to provide.	Shippers	Closed
185	27/07/2016	RC to investigate the process for Networks to raise address amendments on Shipperless Sites. Post meeting update: A process has been put in place to accommodate this.	Xoserve	Closed

Actions from meeting held on 27/07/16 (continued)

Ref.	Date Raised	Description	Owner	Status
186	27/07/2016	MES to instigate an exercise to obtain and distribute more up to date contact information to be used by Shippers and Networks to contact other organisations to resolve issues. Update in slide deck.	Xoserve	Closed
187	27/07/2016	Xoserve to confirm if the parties still using the Multi-service Indicator are still being challenged by Xoserve. Post meeting update: This is an activity that hasn't taken place for a while. Now that we have the new MNC process, how we'll action this will be reviewed and a new procedure put in place. We'll be doing some analysis, and with the findings, will determine if a targeted message to those using the service inappropriately is necessary.	Xoserve	Closed
188	27/07/2016	Xoserve to look into applying timescales to responding to Shipper Disputes in the 425/455 processes. Post meeting update: Acknowledgements are issued to all MOD425/455 emails received into the '.box.xoserve.sp_reinstatements' mailbox. We aim to provide a response within 2 business days.	Xoserve	Closed
189	27/07/2016	Networks and Shippers to consider how Xoserve should progress with scenarios where an impasse has occurred between them.	Shippers and Networks	Open

Statistical Information

Statistical Information

		Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Description
Shipper Activity	Meter Activity (Potential Mod410a)	55	29	29	38	73	44	32	34	43	30	36	24	28	41	Shipper Specific Meter Activity
	Other Activity	130	120	124	107	116	109	133	111	124	120	99	134	100	121	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, ConQuest and CMS contacts to create the MPRN.
	Total	185	149	153	145	189	153	165	145	167	150	135	158	128	162	All Shipper Activity
Orphaned	Total	6,794	6,609	6,335	6,188	6,084	5,984	5,913	5,236	5,029	5,005	4,991	4,855	4,789	4,767	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	2,038	1,969	1,853	1,787	1,746	1,700	1,653	1,407	1,327	1,288	1,258	1,208	1,180	1,171	
Shipperless Sites - Shipper (PTS)	Potential Mod424	1,837	1,296	1,811	1,731	1,876	1,871	1,911	1,827	1,825	1,870	1,925	1,861	1,927	1,227	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	3,842	3,790	3,785	3,143	3,116	2,994	2,864	2,526	2,441	2,378	2,343	2,247	2,199	1,996	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		5,208	5,871	6,285	6,797	7,403	7,837	8,730	9,589	10,576	11,447	12,195	12,823	13,293	10,503	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		41,073	40,467	40,096	39,695	39,377	38,943	38,594	39,419	39,485	39,306	39,164	38,944	38,749	42,016	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		34,355	35,126	34,226	32,462	34,285	33,034	31,453	32,970	33,567	33,881	34,073	33,914	35,095	34,013	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
Total		17,866	17,715	18,369	18,004	18,668	18,839	19,583	19,323	20,038	20,850	21,589	21,944	22,336	18,655	

Shipper and Network Operational Contacts

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Shipper and Network Operational Contacts

- Updated details have been received from some organisations
- Confirmation also provided that contacts held are still valid
- Where no response received we will assume that the contact details held are still valid
- We plan to issue revised contact list to Shippers & Networks
- Request that Xoserve are advised of future contact changes

Shipper and Network Operational Contacts

- Contact details have been updated for the following;
 - *Opus Energy Limited*
 - *WINGAS UK Limited*
 - *ENGIE*
 - *Corona Energy*
 - *SSE*
 - *EDF Energy*
 - *Spark Energy*
 - *Better Energy*
 - *Dong Energy*
 - *British Gas*
 - *Utilita Energy*
 - *Total Gas & Power*
 - *Eon*
 - *Northern Gas Networks*
 - *SGN*
 - *Wales and West*
 - *National Grid*

MOD518

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- MOD518 will be implemented in June 2017
- Shipper verification of meter and address details following system meter removals
- Monthly interim reports have been issued since Dec'15
- We seek to raise awareness/support effective implementation

- The Gas Safety Regulations require services to be left in a safe condition following meter removal
 - *An obligation Transporters carry out on behalf of suppliers*
- Transporters regularly find sites with meters attached
- Where meters are found appropriate action to update the Supply Point Register should be taken by the relevant Shipper (in a timely manner)
- Should this not occur the Mod 424 and 425 processes will be triggered
- This may result in the following;
 - *Auto-confirmation*
 - *Asset attachment*
 - *Transportation/site visit cost charging*

- Provides Shippers an opportunity to review these sites
 - *Correcting data errors prior to any Transporter activity*
 - *GSR process can be streamlined*
 - *Minimising customer impact*
- Report contains sites where meter removed in previous 6 months
- Shippers are expected to interrogate report & correct information on the Supply Point Register, e.g.
 - *Registration*
 - *Meter asset details*
 - *Address information*

Network Feedback / Discussion Points

Network Feedback / Discussion Points

- **Unregistered pre-pay meters**
 - *Customer buying gas but money not allocated anywhere by Siemens. How do we get these sites registered when customer believes paying for gas? No safety checks/tariff may be too high?*
- **MOD455**
 - *How are we able to attach meter details after updating Xoserve/Suppliers that the data held is inaccurate/missing?*
- **Illegal connections**
 - *Once identified through MNC, request will be rejected back to Shipper and depot will resolve with end user.*
 - *Shipper to assist by checking their systems to see if the customer has involvement with any other sites?*

Network Feedback / Discussion Points

- **Contact to assist with registration**
 - *Many customers struggle to register Shipperless sites if there is a meter in situ.*
 - *Need details for each organisation?*
- **Registration SLA from suppliers**
 - *To allow DN's to give target registration date to customers when chasing MNC requests/S&U sites, e.g. 6 to 8 weeks?*
- **Vulnerable customers**
 - *How to deal with S & U vulnerable sites, best practice?*

GSR Site Visit Data

(Debbie Watson: Gazprom)

- How is the GS (I & U) R information obtained?
- Could the networks provide a time-line of communication and activities to assist Shippers to further understand the process?
- Under what circumstances is a GS (I & U) R letter issued?
- Apart from a serial number, date of visit and read at visit, very little information is provided yet more is available when contacting the relevant network
- How can we address this discrepancy and what causes it?

- Are the Shipperless, orphaned reports ever reviewed for evidence of the found meter existence already being recorded?
- The MOD relates to a meter being found at the *same* supply so if a meter is found which was already recorded on the orphaned reports then it cannot relate to a supply which has been disconnected at a later date.
- Additionally, is the meter size found taken into account in relation to the removed meter, perhaps in conjunction with network information about the capacity of the supply?

- A recent MOD425 was raised in error due to the network GSR team having insufficient metering knowledge to correctly interpret the comments from the engineer
- The comments related to the found meter being downstream of a primary meter which indicates a lack of network knowledge rather than metering knowledge
- Is this a one off or could something be put in place to assist?

'MNC' Process Update

- Process has been running for just over 7 months
- Changes to process made following the last S&U Workshop
 - *Mandatory data*
 - *Urgent requests (elderly / children etc.)*
 - *the route of appeal*
 - *Requests for further contact detail*
 - *Live / Dead checks not being valid rejection reasons*
- There have been ongoing discussions between Xoserve and DNs on how to improve the service

Topics for discussion

- Current performance
- Performance since July
- Xoserve's turnaround of 1st level validations
- AQs of 1
- FOMs
- Repeated MNC requests

Statistics to date – Valid and Invalid

- To Date Xoserve have received 8331 MNC Requests since 22/04/2016. 8073 of these are now resolved
- Of the 8073 resolved, 4013 (49%) were Invalid and 4060 (51%) deemed Valid
- 3053 Contacts were rejected at the first validation stage by Xoserve, with no referral to Network. This makes up 38% of all Contacts resolved and 76% of all Contacts deemed Invalid
- 4993 Contacts have been referred to DNs, of which 4110 (82%) have been deemed valid and 884 have been deemed Invalid (18%)

Performance since July

	July		August		September		October		November*	
	Volume	Percentage of Resolved	Volume	Percentage of Resolved	Volume	Percentage of Resolved	Volume	Percentage of Resolved	Volume	Percentage of Resolved
Contacts Received	1154		1271		1094		986		1040	
Contacts Resolved	1151		1265		1078		941		849	
Resolved Valid	609	53%	575	45%	577	54%	550	58%	486	57%
Resolved Invalid	542	47%	690	55%	501	47%	391	42%	363	43%
Rejected by Xoserve	367	32%	546	43%	400	37%	296	31%	332	39%
Referred to Network	784	68%	719	57%	678	63%	645	69%	517	61%
Resolved Invalid by Network	154	13%	129	10%	92	9%	89	9%	44	5%
MPRNs Created	630	55%	590	47%	585	54%	556	59%	473	56%

*Up to and including
29th November

Xoserve's turnaround of 1st level validations

Business Days	Percentage of Contacts deemed Invalid by Xoserve
0	39%
1	38%
2	14%
3	6%
4	0%
5	1%
6	0%
7	0%
8	0%
8+	1%

- Currently Xoserve accept requests where the AQ is 1 or above
- This is in line with how CMS operated
- This does cause issues downstream
- The AQ should be appropriate to the site's consumption
- Should a minimum AQ be agreed, with rejection at first level validation stage?
- Could/should they be part of the referral investigation?

FOMs raised after an MNC

- Investigations have shown that of all the FOM Contacts raised in August 2016, 27% also had a previous MNC Contact raised
- The table below shows the spread of calendar days before the FOM was then raised

Days Since MNC Raised	No. of FOMs
0-10	8
11-20	3
21-30	4
31-40	6
41-50	4
51-60	0
61-70	3
71-80	2
81-90	1
90+	1

Repeated MNC Requests

- DNs are receiving repeated MNC requests for Supply Points that have already been referred and rejected following investigation
- Some have been received three or four times
- How should these be managed?

Questions or further discussion points



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Shipperless Address Amendments

Shipperless address amendments

- Amendments are submitted to the ewenquiries box, then passed to a CDS Contact handler
- Requests are submitted on a proforma on an excel spreadsheet with MPRN, current and proposed address
- Turnaround depends on the number of amendments required, however typically take up to 2 weeks to complete
- Volumes of requests and the number of amendments contained therein vary
- One file was received in November and another in October
- Prior to that, there had not been a request since July
- Once of these had 73 records, the other contained 200

Actions and Outcomes

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

Thank You

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