

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Meeting Date:	1 st February 2012 (10am)	
	Name	Organization
Attendees	Dave Ackers (DA)	Xoserve
	Lee Jackson (LJ)	
	Mark E. Smith (MES)	
	Alex Ross (AR)	Northern Gas Networks
	Chris Warner (CW)	National Grid Gas
	David Mitchell (DM)	Scotia Gas Networks
	Sue Cropper (SC)	British Gas
	Nadina Johnson (NJ)	
	Lynne Fallon (LF)	
	Naomi Anderson (NA)	EDF Energy
	Alison Drummond (AD)	
	Carol Lincoln (CL)	E.ON
	Danielle Fynney (DF)	
	Steve Mulinganie (SM)	Gazprom
	Via Teleconference:	
Anne Jackson (AJ)	SSE	
Robert Cameron-Higgs (RCH)	Wales and West Utilities	
Apologies	Simon Trivella (ST)	Wales and West Utilities
	Erika Melen (EM)	Scotia Gas Networks

Archived Completed Actions

Ref.	Description	Action	Status
1-98, 101 & 104, 93(in part), 99, 100, 103, 106 & 107	These actions have been completed and archived for future reference		

Recently Closed Actions

Ref.	Description	Action	Status
93	<p>Straw Man presentation</p> <p>DW to send e-mail to AW providing examples of sites with meters fitted without contracts in place Update: 6th April no examples received as yet, to be provided Update 27th July – DW to contact AW Update 6th October – DW has provided a large list to 2 GDNs with a view to them investigating. DW will be following this up and asking them to pass the information on. Update 1st February – Feedback from AW is still outstanding. DW will no longer be part of this workgroup. New Action Created Ref 111.</p>		Closed

102	<p>MW to provide volumes on 'meter worker' provided C&Ds. Update: 27th July MW to provide figures to the group at next meeting Update: 19th October – Carry Forward Update 1st February – Action not being continued</p>		Closed
105	<p>AJ advised that we have had no comments at all on draft unregistered report and would hope to have the draft document published on Joint Office by the end of June.</p> <p>AW raised issue surrounding funding, networks to give this issue some consideration. Update: 27th July AW to consider proposals enabling Networks to recover revenue for unregistered sites. Group to give some thought as to where this issue should sit. Update: 1st February – This issue is included in MOD639. Not in the remit of this workgroup.</p>		Closed
	<p>Ref point 1 of slide – issue raised concerning MAMs being responsible for fitting meters, customer doesn't have to sign a contract first, should MAMCOP be utilized? AW to discuss internally at Ofgem Update 1st February – No update from AW. LJ to contact AW for an update. New Action Created Ref. 111</p>		Closed
	<p>Issue raised surrounding C&D obligations and that current regulations appear to be failing – the root cause report suggests setting up a working group to look specifically at C&D issues. AW to discuss internally at Ofgem the possibility of strengthening governance surrounding C&D obligations and to identify current C&D obligations Update 1st February – No update from AW. LJ to contact AW for an update. New Action Created Ref. 111</p>		Closed
	<p>Ref point 2 of slide – some customers are registered with a shipper but not a Supplier; more an issue on IGT sites but could also happen on DN sites – would DN be prepared to disconnect Supplier-less sites? Group to discuss Update: 19th October MW to go back to Anne Jackson (SSE) for further clarity on this issue, although CL stated that this also happens in her organization on IGT sites Update 1st February – Group discussed and agreed that this was outside of the remit for this group as the issue related to IGT Sites.</p>		Closed
108	<p>JM suggested a data exercise for shippers to provide entire portfolios to be checked against Xoserve data for comparison. The size of some shippers' portfolios gave issue for concern although JM suggested only one or two shippers to participate initially perhaps with limited data items. DW to look at providing this data within his organization and look at possible issues and potential benefits – to report back to group. Update 1st February – Action Complete; Nothing of note to report.</p>		Closed
109	<p>SM highlighted large AQ sites contained within Orphaned Report that look to be incorrect and challenged Xoserve to investigate sites that look to be incorrect in terms of AQ. AJ responded that it should not be Xoserve's responsibility to verify AQ on individual sites although MW stated that some very high level AQ analysis is carried out (referred group to stats in pack). AJ reiterated that if Shipper's are aware of sites within their own reports that look erroneous they should respond to Xoserve as per normal process. 19th October MW to carry out some analysis on the AQs in the Orphaned Table (perhaps top 10 AQs and bottom 10 AQs) against the original request Update 1st February – LJ reported that a data cleansing exercise had identified and corrected AQ Values in the S&U Datasets.</p>		Closed
110	<p>Further to the age analysis stats provided in the presentation pack, MW agreed to provide the associated volumes. 19th October MW to provide volumes against age analysis stats Update 1st February – Action Complete. Nothing of note to report.</p>		Closed

111	<p>MPRN Creations (please refer to presentation pack for scenarios)</p> <p>AJ and MW discussed the MPRN Creation Workgroup and advised that going forward, the discussions and resulting actions will be incorporated into the Shipperless and Unregistered Workgroup. MW gave overview of scenarios and the conclusions reached by the group so far.</p> <p>Group also discussed where the MPRN creation guidelines should sit for reference by UIPs e.g. SPA, GIRS etc. 19th October AW to give this further consideration 1st February: New Action created (See Ref.115)</p> <p>Group discussed the issue of labeling by UIPs, AW stated that there is a requirement on Transporters to label services; however HSE may be able to provide more information. 19th October MW to contact HSE to gain further understanding of the regulation surrounding the labeling of services, AW offered Ofgem's support if required 1st February: LJ reported that guidelines for labeling meter points are included in Network LWIs (IGEM TD4), but as per Network Contract Managers, this is not believed to be a mandatory obligation.</p> <p>MW highlighted issues surrounding the eliminating/decommissioning of old services. Whilst there is an obligation on Networks to set the MPRN to 'dead' this doesn't always happen. There also appears to be some confusion from some UIPs; when they have carried out the physical works on the service, they are unsure who they should communicate the information to. 19th October Networks to speak to their respective UIPs to determine the process that they are currently following. 1st February – The group decided that the MNo Creation Workgroup should be resurrected and this would be covered by that group.</p> <p>19th October reference scenario E, group to discuss further the isolation of the existing MPRN 1st February – As above</p> <p>AW prompted discussion surrounding obligations on Shippers to change addresses (as detailed in scenario F of presentation pack). 19th October MW to locate the document detailing obligations and possibly communicate to Shipper community 1st February – Address amendments are conducted via the ADD Conquest process (Conquest user guide is available on Xoserve.com). In addition, Xoserve perform a monthly PAF update.</p> <p>Reference scenario F, SC raised concerns regarding Xoserve being made responsible to alter addresses in this example (her concern also included potential AQ issues). Her preference would be for Xoserve to notify the shipper so that they are responsible to change the address where required.</p>		Closed
112	<p>MW ran through the timings for MPRN requests; Options 1 to 5 of presentation pack 19th October Group to give further consideration to the 5 options ready to be discussed during next meeting – to be included on the agenda for the next meeting 1st February – Group discussed the possibility of resurrecting the MNo Creation Workgroup to look into this. New Action Created Ref. 116.</p>		Closed
113	<p>AJ discussed the root cause document and the likelihood of this document resulting in further workgroups/Mods.</p> <p>AJ encouraged group to provide any relevant comments to the draft root cause document to DA to take forward as part of the hand-over process 1st February – See 112</p>		Closed

Outstanding actions from previous meetings

Ref.	Description	Action	Status
114	<p>KC advised that her organization are currently looking at the 'Dead' portfolio and would like to bring any resulting issues for discussion at this working group.</p> <p>Post meeting, details were provided to MW.</p> <p>19th October MW to investigate further</p> <p>1st February – MW provided details to Helen Field (Xoserve).</p> <p>HF to provide analysis to DF. DF to discuss with Katy Carpenter.</p> <p>LJ to issue DEAD Report Data Item Headings, and to investigate possibilities of changing DEAD Report to include additional data items.</p>	<p>MW</p> <p>HF</p> <p>DF</p> <p>LJ</p>	<p>CLOSED</p> <p>C/fwd</p> <p>C/fwd</p> <p>C/fwd</p>

Actions from meeting held on 01/02/12

Ref.	Description	Action	Status
115	<p>Issue raised concerning MAMs being responsible for fitting meters, customer doesn't have to sign a contract first, should MAMCOP be utilized? AW to discuss internally at Ofgem</p> <p>Issue raised surrounding C&D obligations and that current regulations appear to be failing – the root cause report suggests setting up a working group to look specifically at C&D issues. AW to discuss internally at Ofgem the possibility of strengthening governance surrounding C&D obligations and to identify current C&D obligations.</p> <p>Straw Man presentation</p> <p>DW to send e-mail to AW providing examples of sites with meters fitted without contracts in place</p> <p>Update: 6th April no examples received as yet, to be provided</p> <p>Update 27th July – DW to contact AW</p> <p>Update 6th October – DW has provided a large list to 2 GDNs with a view to them investigating. DW will be following this up and asking them to pass the information on.</p> <p>Update 1st February – No update from AW. LJ to contact AW for updates on the above issues.</p>	LJ	Open
116	Xoserve to instigate the resurrection of the MNo Creation Workgroup	LJ	Open
117	LJ to propose new set of Terms of Reference for the S&U Workgroup	LJ	Open
118	DA to source a presentation on the end to end process for requesting to fitting a meter.	DA	Open
119	Following an initial data cleansing exercise conducted by Xoserve, Xoserve to conduct more investigations into potential duplicate MPRNs before issuing dataset externally.	Xoserve	Open
120	Xoserve to conduct work on the legitimately unregistered sites dataset to identify further sites which may be included in similar group contracts.	Xoserve	Open
121	Xoserve to provide Legitimately Unregistered pot to industry	Xoserve	Open
122	Xoserve to develop a straw man for a subgroup to be discussed and developed at the next meeting.	Xoserve	Open

Minutes

1. Introductions

DA welcomed the group and introductions were carried out.
LJ presented the agenda items

2. Actions from Previous Meetings

LJ ran through all previous actions.
See updates above.

3. Review of Terms of Reference (TOR)

Group discussed current TOR. Group agreed that TOR were broadly fit for purpose.

SM stated that this work group was a useful forum for discussion; it was not the forum for implementing Code Modifications but was suitable for discussing implementation of operational changes.

CW stated that the MNo Creation Workgroup should be included in this workgroup's TOR; the MNo Creation Workgroup potentially needed to meet more frequently than this workgroup.

SM suggested incorporating the MNo Creation Workgroup into this workgroup and to meet as and when required rather than waiting 2-3 months between meetings.

CW said that he thought that it would be useful for the group to review the end to end process for requesting and creating MPRNs through to requesting and laying new services.

Action – DA to source a presentation on End to End process. Ref 118

Action – LJ to propose new TOR. Ref 117

4. Stats and Unregistered reports

LJ ran through the industry statistics

DA commented that the volumes seem to be unchanged since the workgroup began and the group agreed that more action was necessary to bring the volumes down.

CW stated that he did not see the point of including 'Vacant Sites' in the 'Legitimately Unregistered' pot, and that he would like to see the Vacant Sites reported separately.

LJ advised that the stats are presented in the same format that has been presented since the workgroup formed. However, Xoserve are open to suggestions to include or exclude any data should the group feel that it would help in the resolution of S&U (Shipperless and Unregistered) sites. No consensus was achieved on changes to the current statistics.

5. Targeting Specific Profiles

LJ presented some results of data cleansing conducted by Xoserve. This identified that a small number of potential duplicate MPRNs existed in the S&U population (2%). LJ asked how the group would like to address these potential duplicates and it was agreed that Xoserve would split the dataset by Network and provide to each respective Network to investigate. Xoserve would carry out more detailed checks in the meantime.

Xoserve to provide details of potential duplicate MPRNs to Networks.

Post Meeting Update – Xoserve to conduct more investigations into potential duplicate MPRNs before issuing dataset externally. Ref 119

LJ presented an example of a 'Legitimately Unregistered' MPRN which has been proved to be LI and consuming gas. The example related to a supermarket and it was proposed that this would be supplied as part of a group contract. If the group contract holder could be identified, they could be approached to confirm the unregistered sites which should form part of that group contract.

Action - LJ stated that Xoserve would conduct work to identify further sites which may be included in similar group contracts. Ref 120

The group discussed the advantages of being provided with the 'Legitimately Unregistered' pot. It was agreed that this could be provided. AJ stated that providing the address details would be crucial, and that the benefits of confirming sites has to be made clear to the industry.

Action – Xoserve to provide Legitimately Unregistered pot to those in receipt of the S&U Reports in January 2012. Ref 121

LJ presented data on the top 500 AQs in each pot and asked for comments on whether targeting high AQs would be a useful exercise. SM suggested that addressing the oldest MPRNs may prove to be more useful. SC suggested that a subgroup could be formed to formulate ways of addressing the aged population in the S&U dataset.

Action – Xoserve to develop a straw man for a subgroup to be discussed and developed at the next meeting. Ref. 122

6. Fitting Meters without informing Suppliers

AJ raised the issue of meters being fitted at sites without informing the relevant Supplier. AJ stated that the governance surrounding this subject needed to be bolstered. AJ suggested that a meter should not be fitted without a contract between an end user and a Supplier.

CW said that he would invite Andrew Wallace to the next meeting to discuss the matter in more detail.

7. MOD410

The item was raised on behalf of Erika Melen, who was not present. SM gave a brief overview of what the MOD aims to achieve, and stated that it should prompt Suppliers and Networks to take measures and adopt practices which would prevent additions to the unregistered portfolio. However, as the measures proposed by MOD410 would not be retrospective, this would not address the existing unregistered portfolio.

8. A.O.B

None

Next Meeting - 18/04/12

Proposed Agenda

- **Review Minutes from Last Meeting (01/02/12)**
- **S&U Statistics**
- **Mno Creation Sub-group Update**
- **End to End Process for Meter Fixes**
- **Straw Man for managing Legitimately Unregistered Pot**
- **MOD410 Update**