

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	7 th January 2010
Attendees:	<p>Andrew Wallace (AW) Ofgem; Adrian Myatt (AM) BUS; Carol Lincoln (CL) Eon; Mark Woodward (MW) xoserve; Mark E. Smith (MES) xoserve; Matt Taylor (MT) xoserve; Alison Jennings (AJe) xoserve; Helen Field (HF) xoserve</p> <p>Via Teleconference: David Watson (DW) BUS; Steve Mulinganie (SM) consultant; Danielle King (DK) Eon; Sarah Westrup (SW) GTC; Anne Jackson (AJa) SOP; Joel Martin (JM) SGN; Bali Dohel (BD) SGN; Keith Stout (KS) Fulcrum; Phil Lucas (PL) NGN; Robin Stevens (RS) QUA;</p>
Apologies:	

Completed actions from previous meetings

Ref.	Description	Action	Status

Outstanding actions from previous meetings

Ref.	Description	Action	Status
63	xoserve to investigate the feasibility of producing an anonymised report showing numbers of unregistered sites by shipper activity. Update 07/01/10: This is feasible however, even with the level of anonymity that can be provided; it would be apparent in some circumstances, which set of data belonged to certain shippers. A discussion will be held outside of the meeting with affected shippers.	xoserve	Ongoing
64	xoserve to investigate the feasibility of producing a report to monitor the number of MNo creation rejections which are resubmitted by UIPs. Update 07/01/10: Still reviewing the data.	xoserve	Ongoing
66	All shippers to provide examples of MPRNs which have been provided to them by UIPs which have not been provided to xoserve. Update 07/01/10: No examples have yet been provided.	All Shippers	Ongoing
72	Bali Dohel agreed to investigate whether the provision of supplier information by MAMs can be raised as an agenda item in a meeting relevant to the process. Update 07/01/10: A discussion took place to decide whether MAMCOP was an appropriate forum. It was agreed that MAMCOP should be requested to amend agreements to allow MAMs to release the required information to xoserve. All shippers to confirm to xoserve that they have instructed their MAMsto release relevant information to xoserve.	BD – SGN All Shippers	Closed Ongoing
73	HF to provide to the attending shippers, the names of those within their organisations receive the “Set to DE” Reports. Update 08/01/10: These will be issued to individual shippers by 22/01/10	HF - xoserve	Ongoing

Actions from meeting held on 07/01/10

Ref.	Description	Action	Status
74	xoserve to issue the second draft of the Terms of Reference and the comments received so far. Update 18/01/10: Second draft and comments issued to group.	xoserve	Complete
75	All to review the Terms of Reference and provide feedback by 22/01/10.	All	Ongoing
76	All shippers to ascertain their legal obligations pertaining to sites which they have “isolated and withdrawn” on UK-link but for which the meter was never physically isolated, and their contract to supply has subsequently expired.	All Shippers	Ongoing
77	xoserve to publish non-shipper specific reports to workgroup members	xoserve	Ongoing
78	xoserve to review the messages that accompany the reports, to remove any confusion and make the requirements explicit	xoserve	Ongoing
79	Shippers to review their response to Shipper Specific Reports and report back to the group.	All Shippers	Ongoing

80	xoserve to issue questions and comments relating to the straw man for review by the group.	xoserve	Ongoing
81	All to review straw man and collated questions and comments, and provide responses to xoserve by 12 th February. These will be collated and issued to the group for further review ahead of the next meeting.	All	Ongoing
82	AJa – SSE to gather information relating to the creation of MPANs for comparison to the creation of MPRNs.	AJ -SSE	Ongoing
83	MW to issue a more detailed list of root causes to the group.	xoserve	Ongoing
84	All review the root cause list and provide further issues which may be added to it.	All	Ongoing

Minutes

1. Introductions

Introductions were carried out.

2. Actions from Previous Meetings

MW ran through all previous actions.

See Updates Above.

3. Terms of Reference

AJe presented a draft version of the Terms of Reference (See Appendix 1) for the group and asked for feedback. It was agreed that the group would take this away and provide feedback by the end of January.

Action 74: xoserve to issue the second draft of the Terms of Reference and the comments received so far.

Action 75: All to review the Terms of Reference and provide feedback by 31/01/10.

4. Shipper Updates

None

5. Industry Statistics

MW presented the latest industry Shipperless and Unregistered Sites statistics (See Appendix 2). A discussion ensued surrounding shipper responses to Shipper Specific Reports. The statistics showed a very poor response rate. Shippers agreed to investigate and report back to the group. xoserve agreed to review the messages that accompany the reports, to remove any confusion and make the requirements explicit.

MW highlighted that some shippers had responded to say that they would not be reconfirming MPRNs on their Shipper Specific Shipperless Sites report as they no longer had a contract with the end user. MW pointed out that this was currently not an option and that they were obliged to reconfirm these sites. Shippers agreed to investigate the legal implications of this situation.

SM asked for the Non Shipper Specific Reports to be issued to group members. xoserve agreed to do this.

Action 76: All shippers to ascertain legal obligations when the “isolated and withdrawn” on UK-link but it transpires that the meter was never physically isolated, and the contract to supply has expired.

Action 77: xoserve to issue non shipper specific reports to group members.

Action 78: xoserve to review the message that accompanies the shipper specific reports to remove any confusion and make the requirements explicit.

Action 79: All Shippers to review their response to Shipper Specific Reports and report back to the group.

6. Process Updates

- i) DW presented a “straw man” for a new end to end process to address Shipperless and Unregistered Sites. (See Review Group Report - Review Proposal Reference Number 0245). It was agreed that the group would take this away, review it ahead of the next meeting of the group. A list of questions and comments were collated and will be issued to the group for its review. Comments will be solicited and discussed at the next meeting.
- ii) MW presented changes that xoserve had made to a number of its processes surrounding the allocation and creation of MPRNs (See Appendix 2). These were introduced to address a number of issues which were found to be contributing to the increase in the Unregistered Sites population. MW also presented the xoserve process flow for the existing approach to addressing Shipperless and Unregistered Sites. (See Appendix 2)

Action 80: xoserve to issue questions and comments relating to the straw man for review by the group

Action 81: All to review straw man and collated questions and comments, and provide responses to xoserve by 12th February. These will be collated and issued to the group for further review ahead of the next meeting.

5. Addressing Root Causes

MW presented a list of potential root causes of Shipperless and Unregistered Sites. (See Appendix 2). He emphasized that this list was not exhaustive and invited the group to review it and add to it.

The group then proceeded to discuss each item in the list. Unfortunately due to time restraints, only the first item was discussed: "Timescales from MPRN requested to service laid". It became apparent that there was not an industry standard and organisations worked to different timescales. AW suggested that a comparison should be made with the electricity industry. AJa volunteered to gather information from the electricity arm of her organisation.

SM asked for a more detailed description of the root causes. MW agreed to issue this and asked that the group review the list and provide further issues which may be added to the list.

Action 82: AJa to gather information relating to the creation of MPANs for comparison to the creation of MPRNs.

Action 83: MW to issue a more detailed list of root causes to the group.

Action 84: All review the root cause list and provide further issues which may be added to it.

6. AOB – None

Next Meeting: 10.30–13.30, 4th March 2010. Conference Room 5, 31 Homer Road Solihull