Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	11/09/07
Attendees:	Kevin Woolard (KW) BUS; Neil Grieves (NG) EDF; Sharon Cole (SC) SHE; Peter Ressell (PR) BUS; Paul Cook (PC) IEU xoserve – Alison Jennings (AJ), Richard Jones (RJ), Steven Kettle (SK), Mark E. Smith (MES)
Apologies:	Kerri Matthews, Simon Trivella, Matt Stammers

Actions from Previous Meetings

Ref.	Description	Action	Status
1	xoserve to produce glossary of terms relating to the issue of unregistered sites.	SK	Complete
2	xoserve to issue pot of 8,497 shipper activity MPRNs to corresponding shippers	SK	Complete
3	Shippers to respond to their own individual pot of unregistered shipper activity MPRNs indicating whether they intend to confirm the MPRN via a Yes / No indicator within 2 weeks of receipt of report.	All Shippers	Complete
4	Following receipt of shipper responses, xoserve will collate all "no" responses and re issue these to all shippers.	SK	Complete
5	PR to send xoserve methodology behind how he has identified duplicate MPRNs	PR	Complete
6	xoserve to complete data cleansing exercise on USNANA pot that includes identification of duplicate MPRN's, Cancelled Jobs, ambiguous addresses.	SK	Ongoing
7	Demolished Sites - Current extract from National Grids disconnection database to be sent to xoserve	KM	Complete
8	Shippers to investigate their own individual pot of unregistered shipper activity MPRNs to determine if the address is being billed under a different MPRN on their billing systems.	All Shippers	Pending
9	xoserve to obtain sign on from all shippers not in attendance in relation to the actions agreed.	AJ/RJ	Complete
10	xoserve to prepare short statement to issue to relevant industry groups regarding the terms of reference of this group.	RJ	Complete
11	xoserve to process 1000 USNANA MPRNs through the End User letter process. Results will be published to the working group upon completion of the trial.	SK	Complete
12	xoserve to schedule a meetings for this group, to be held on the morning of every fourth Monday.	xoserve	Complete
13	Create log of issues and root causes identified during working group meetings.	SK	Complete
14	Sample of 50 plot addresses to be sent to Peter Russell for investigation.	SK / PR	Complete
15	CW to gather information on the MPAN allocation and creation process and update the working group at next meeting.	CW	Complete
16	Analysis to be undertaken on responses where shipper(s) have indicated that they do not intend to confirm an MPRN despite evidence of shipper activity.	SK	Complete
17	Relating to action 3 xoserve to send letter for response to reports. If no response has been received by 30/06/07 xoserve to issue all no and null responses to all shippers.	SK	Complete
18	xoserve to produce management information on trends relating to unregistered MPRN's.	SK	Complete
19	xoserve to forward Unregistered process flow diagrams presented in previous meeting to working group distribution list.	SK	Complete
20	CW to provide contact details to RJ relating to ERA / ENA. RJ to make contact with ENA and ERA regarding the Shipperless and Unregistered Sites Working Group.	CW/RJ	Complete
21	xoserve to produce process flow diagram detailing how the MPRN creation process would look if the MPRN was to be allocated and created at job complete stage.	SK	Complete

Ref.	Description	Action	Status
22	Management Information relating to the USNANA data set to be sent to all members of the working group.	SK	Complete
23	New Developments that have a large number of unregistered MPRN's to be identified by xoserve. Developers to be contacted in order to source plot plans and meter fitter. The meter fitter will then be contacted in order for MPRN's to be registered.	SK	Ongoing
24	Bounty results to be re published with corresponding age analysis. PR to send SK Bounty MPRN's so age analysis can be performed.	SK/PR	Complete
25	Following the creation of a code 12 MPRN if a meter fit job is cancelled as a result of the end user not having a live service this will then be cascaded to xoserve so the MPRN can be set to dead. Shippers to consider this process and report back on the practicalities at the next meeting.	All Shippers	Ongoing
26	All shippers to contact their operational departments in order to provide an update at the next meeting on the processes undertaken between MPRN creation and MPRN registration.	All Shippers	Pending
27	xoserve to send shippers all USNANA MPRN's broken into manageable data sets. The first set will consist of MPRN's created in 2005. Shippers to scan the USNANA MPRN's against their billing systems.	All Shippers	Complete
28	xoserve to reschedule meetings to every fourth Tuesday rather than every fourth Monday.	SK	Complete
29	All shippers to ensure that their responses to the Unregistered Pot dataset are sent to xoserve before 18/08/07. A nil response will be treated as a "No Interest" response. All MPRs with a "No Interest" response will be deemed to be "Orphaned".	All Shippers	Ongoing
30	Xoserve to include all "Orphaned" MPRs in the End User Process. (MES)	xoserve	Pending
31	Xoserve to include USNANA MPRs dating pre July 1996 in the End User Process. (MES)	xoserve	Ongoing
32	Xoserve to issue the whole USNANA Dataset to all shippers so that they can complete an MPR match on their billing systems. To be issued by 18/08/07. (MES)	xoserve	Complete
33	All shippers to complete an MPR match of the USNANA Dataset against their billing systems. To be completed and the results returned to xoserve before the next meeting.	All Shippers	Ongoing
34	Xoserve to provide datasets of MPRs where a shipper has given a "No Interest" response for a Code 12 MPR. (MES)	xoserve	Complete
35	All shippers to provide reasons for giving a "No Interest" response to Code 12 MPRs.	All Shippers	Ongoing
36	Xoserve to provide descriptions of actions to be taken for each result from the USNANA End User Letter Trial. (MES)	xoserve	Complete
37	KW asked that a sample of the EU Trial "No Replies" is site visited. (RJ)	xoserve	Ongoing
38	PR to provide xoserve with examples of Duplicate MPRs found in the USNANA dataset from first half of 2005.	PR	Complete
39	Xoserve to produce a description of actions taken as part of the data cleansing process. (SK)	xoserve	Complete
40	Xoserve to analyse examples of Duplicate MPRs found in the USNANA dataset from first half of 2005. (SK)	xoserve	Complete
41	RJ to produce a "Straw Man" to outline the way forward for the workgroup.	xoserve	Complete

Actions from Meeting held on 11/09/07

Ref.	Description	Action	Status
25a	It was agreed that all Shippers and xoserve would consider how shippers could communicate when a job had been cancelled following a Code 12 MPRN Creation.	All Shippers and xoserve	
42	AJ to issue recommendations to address the Unregistered Sites Issue to the group for review.	xoserve	
43	All shippers to review the recommendations and return comments in time to present to the next SPA Ops Forum.	All Shippers	

Minutes

Introductions

Each member of the group introduced themselves. Steve Licett from EDF tried to join the meeting via a phone link but this was not successful and they had to abandon the meeting.

Actions from previous meetings

RJ ran through all previous actions.

Action 25 – SC reported that she had identified an individual in her organization that was not completing confirmations of Code 12 MPRNs, and that this practice may have been cascaded during training. PR and PC both reported that their organizations were conducting process reviews in this area, and this issue would be fed into the reviews.
It was agreed that all Shippers and xoserve would consider how shippers could communicate when a job had been cancelled following a Code 12 MPRN Creation.

xoserve update

RJ presented a data analysis on the Unregistered and USNANA Pots (See Appendices, Attached).

RJ presented a Straw Man for the Unregistered Sites Project. AJ stated that she wanted to adopt a three step approach to the Unregistered Sites Issue:

> Data Cleansing – to identify erroneous MPRNs that can be set to DE
> Interim Solutions – to address the genuine unregistered sites
> Process Changes – to prevent the creation of MPRNs that will remain unregistered

Recommendations will be issued by AJ to the group for approval before presenting them to the next SPA Operational Forum.

Shipper update

SC, NG, and PR gave updates on the results of the cross-match of the Unregistered Pot against their respective portfolios. PC reported that he had submitted a request to his IT department and was awaiting their response.

Root Cause analysis and Preventative Actions

The group revisited the results of the Root Cause Analysis and Preventative Actions Brainstorming.

Further suggestions were made (See Appendix)

AOB

Next Meeting

09/10/07
10:00am
31Homer Road Solihull
Conference Room 2