

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	14/08/07
Attendees:	Kevin Woolard (KW) BUS; Neil Grieves (NG) EDF; Sharon Cole (SC) SHE; Matt Stammers (MS) SGL; Gary Jiggins (GJ) SGL; David Clarke (DC) Npower; Peter Russell (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, James Crosland

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	Pending
4	Following receipt of shipper responses, xoserve will collate all “no” responses and re issue these to all shippers.	SK	Pending
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	Ongoing
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	Pending
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	Pending
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

Actions from Meeting held on 14/08/07

Ref.	Description	Action	Status
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	
30	Xoserve to include all "Orphaned" MPRs in the End User Process. (MES)	xoserve	
31	Xoserve to include USNANA MPRs dating pre July 1996 in the End User Process. (MES)		
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	
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	
34	Xoserve to provide datasets of MPRs where a shipper has given a "No Interest" response for a Code 12 MPR. (MES)	xoserve	
35	All shippers to provide reasons for giving a "No Interest" response to Code 12 MPRs.	All Shippers	
36	Xoserve to provide descriptions of actions to be taken for each result from the USNANA End User Letter Trial. (MES)	xoserve	
37	KW asked that a sample of the EU Trial "No Replies" is site visited. (RJ)	xoserve	
38	PR to provide xoserve with examples of Duplicate MPRs found in the USNANA dataset from first half of 2005.	PR	
39	Xoserve to produce a description of actions taken as part of the data cleansing process. (SK)	xoserve	
40	Xoserve to analyse examples of Duplicate MPRs found in the USNANA dataset from first half of 2005. (SK)	xoserve	
41	RJ to produce a "Straw Man" to outline the way forward for the workgroup.	xoserve	

Minutes

Introductions

Each member of the group introduced themselves.

Actions from previous meetings

AJ ran through all previous actions for the benefit of all new attendee's

xoserve update

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

RJ also gave an update on progress made on the investigation into Large Developments of Unregistered Sites (Action 23). DC suggested that progress could be made with this area of work by identifying and contacting the developer in order to identify the UIP for the sites. PC suggested completing an IGT check against sites on large developments.

The group suggested ways of improving the way the information was presented. SK agreed and the attached appendices have incorporated the updates.

Shipper update

NG reported that only 18 matches were found in the check of the USNANA dataset from the first half of 2005. PR reported that he found 20 duplicates in the dataset and expressed his concern over the data cleansing that had been completed by xoserve. SK explained that due to its size, the search for duplicates on the whole USNANA dataset was done at a high level via reports, and he was not surprised that duplicates were found following more in-depth analysis.

PC warned shippers with multiple portfolios to be aware of mismatches between SSC and shipper name in the dataset. AJ accepted that this is a valid issue, but was unavoidable due to the methods used to create the dataset.

Root Cause analysis and Preventative Actions

AJ lead a brainstorming session to capture possible solutions and methods of prevention to known issues which lead to Unregistered sites. (See Appendices for results of brainstorming).

Next Steps on the 1000 End User Letter Trial

KW wanted clarification on the next steps that are to be taken to progress the 1000 MPRs in the USNANA End User Letter Trial to a resolution. AJ committed to provide a description of the actions that will be taken for each category in the results of the trial.

Review Current Situation Against Original Terms of Reference and Agree Some Interim Milestones

KW expressed concerns that the group seemed to be drifting, and although progress was being made he believed that the group would benefit from a plan with targets and timescales. AJ said that xoserve wouldn't dictate the timescale but agreed to produce a "Straw Man" for which the group can agree timescales.

AOB

PR gave a brief update on the DELTA project and committed to give a more detailed update at a future meeting.

Next Meeting

11/09/07

10:00am

31Homer Road Solihull

Conference Room 6