

## Meeting Details

<b>Meeting Description:</b>	Shipperless and Unregistered Sites Working Group
<b>Meeting Date:</b>	14/10/08
<b>Attendees:</b>	Sharon Cole (SC) SHE; Gary Fear (GF) Npower; Kevin Woollard (KW) BUS; Kerri Matthews (KM) NGrid; Mark Smith (MS1) Scotia via teleconference Mark Smith (MS2); Mark Woodward (MW); Alison Jennings (AJ); Richard Jones (RJ) xoserve
<b>Apologies:</b>	Sarah Rock Npower

### Completed 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	Complete
7	Demolished Sites - Current extract from National Grids disconnection database to be sent to xoserve	KM	Complete
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 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 MPRNs.	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
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 MPRNs 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 MPRNs to be registered. 11/12/07 - A trail was carried out to gauge the effectiveness of using this method to resolve unregistered sites. The trial showed that the results did not justify the time and effort required. However, this approach may be utilised in investigations into the root causes of Unregistered Sites. It may be possible to identify an associated Shipper from information available from UIPs. To be investigated by Mike Hart and Richard Jones. See Action 47	SK	Complete
24	Bounty results to be re published with corresponding age analysis. PR to send SK Bounty MPRNs 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	Complete
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 / xoserve	Complete
25b	Cancelled Code 12 creations. It was agreed that Conquest was the preferred method of communication. All parties would look into the practicalities of the introduction of this line of communication. 11/12/07 – It was agreed that this would be best communicated via spreadsheets.	All Shippers and xoserve	Complete
27	xoserve to send shippers all USNANA MPRNs broken into manageable data sets. The first set will consist of MPRNs created in 2005. Shippers to scan the USNANA MPRNs 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	Complete
30	Xoserve to include all “Orphaned” MPRs in the End User Process. (MES)	xoserve	Complete
31	Xoserve to include USNANA MPRs dating pre July 1996 in the End User Process. (MES)	xoserve	Complete
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	Complete
34	Xoserve to provide datasets of MPRs where a shipper has given a “No Interest” response for a Code 12 MPR. (MES)	xoserve	Complete
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	Complete
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
42	AJ to issue recommendations to address the Unregistered Sites Issue to the group for review.	xoserve	Complete
43	All shippers to review the recommendations and return comments in time to present to the next SPA Ops Forum.	All Shippers	Complete
44	RJ to produce the final recommendations to present to the Operational Forum.	RJ	Complete
45	SK to investigate why EDF had not received the Unregistered Shipper Report for the last 2 months, and to check if the same problem had been encountered by other shippers. 11/12/07 The reports had been passed to the external requests box but unfortunately were not dispatched to any of the shipper community. A check has been put in place to prevent this from happening in the future.	SK	Complete
46	RJ to produce a process flow for requesting a Live / Dead check prior to an MPRN creation request. 11/12/07 It was agreed that this PFD should be provided by Networks. KM to source a PFD from Ngrid. RJ to raise this with other Networks.	RJ/KM	Complete
47	New Developments that have a large number of unregistered MPRNs 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 MPRNs to be registered. 11/12/07 - A trial was carried out to gauge the effectiveness of using this method to resolve unregistered sites. The trial showed that the results did not justify the time and effort required. However, this approach may be utilised in investigations into the root causes of Unregistered Sites. It may be possible to identify an associated Shipper from information available from UIPs. To be investigated by Mike Hart and Richard Jones.	RJ and MH	Complete
48	KW requested a PFD to show process to follow when a property with an existing MPRN is converted into several properties that each requires their own MPRN. This can't be captured in one high level document as there are too many parties involved and numerous variables.  KM asked for all shippers to provide examples of any issues in this area to xoserve.	RJ  All shippers	Closed  Closed

49	A project update and the potential site visit volumes need to be discussed with the Network Contract Management Steering Group to obtain the networks agreement on the way forward.	RJ	Complete
50	Clarification required on how the terms and conditions between Networks and Connection companies' administration responsibilities are measured.	RJ	Complete
51	Clarification on the number of Code 12s which have been created as plots. xoserve to investigate the number of incidences and reasons.	RJ	Complete

### **Outstanding actions from previous meetings**

Ref.	Description	Action	Status
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. On hold until Desktop exercise completed	All Shippers	On hold
35	All shippers to provide reasons for giving a "No Interest" response to Code 12 MPRs. Responses received from some but not all shippers.	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. Some responses but still awaiting full shipper updates	All Shippers	Ongoing

### **Actions from meeting held on 19/06/08**

Ref.	Description	Action	Status
52	Split the Shipper activity unregistered sites Shipper response graph by Network and distribute	MW	
53	Distribute a spreadsheet detailing the MPRNs contained in the USNANA End User actions pot	MW	

## **Minutes**

### **Introductions**

Introductions were carried out.

### **Actions from Previous Meetings**

RJ ran through all previous actions.

Item 48 was closed down as no further examples of the issue have been provided.

Item 50 was also closed after a discussion concerning the measures in place to monitor the performance following a meeting with Grid which had identified the Gas Industry Registration Scheme (GIRS) as well as Due Diligence audit checks which are carried out by Lloyd's Register on behalf of NGT and appropriate action taken when a Utility Infrastructure Provider (UIP) has not fulfilled their obligations.

### **Statistics and Business Plan update**

The statistics for the USNANA Project and Shipper Activity Unregistered MPRNs were presented. (Appendix 1)

RJ confirmed that all the USNANA sites have been investigated in some form and that work will continue on the 45k that are currently under investigation. It was pointed out that of the 68.5k sites resolved 64% have been found to be erroneous and 32% have now been confirmed. These figures indicate that once the historic portfolio of unregistered sites has been resolved the issue shouldn't grow to the size it previously reached due to the improvements put in place. It will be useful to calculate the average time from creation to confirmation to ascertain the natural churn of unregistered sites.

RJ advised that the xoserve system change to accommodate the site visit templates and reports has now passed UAT and requests will be sent to the Networks shortly. The update from these will be reflected in the monthly MI once they are returned.

MS requested that the Shipper activity unregistered sites Shipper response graph is split down by Network and distributed.

KW requested that the MPRNs contained in the USNANA End User actions pot are distributed. It was agreed that MPRNs with the following status are circulated; Site visit, Query, No Gas and Vacant.

## **Root Cause**

RJ summarized the changes put in place since the workgroup commenced to reduce the impact of MPRN creations on the unregistered issue. These include;

- UIPs have investigated and amended parts of their creation processes.
- UIPs investigate rejected requests and resubmissions which are also highlighted in a monthly xoserve report.
- The Code 12 submissions have been investigated and highlighted issues addressed through training.
- Live / dead checks process highlighted and addressed through training.
- Cancelled Site works reports are in place for some UIPs.
- Cancelled Code 12 requests process in place
- Extended system checks to identify Shipper activity on unregistered sites
- Monthly orphaned report circulated
- Escalation process through operational meetings to address Shipper activity MPRNs that remain unresolved.

## **Theft on Shipper-less sites**

Kevin Woollard gave a presentation on the issues that surround Theft of Gas (Appendix 2), during which the following questions were raised and addressed;

- How many sites have been withdrawn from where a meter is still in situ  
[This may be attainable from the volume of GSR, MOD675 and FOM sites identified.](#)
- How many sites have been identified as still using gas after a shipper has withdrawn and is supporting analysis available  
[As above](#)
- What do xoserve do when in receipt of an allegation of theft on a shipper-less site  
[xoserve notify the Network as this is a Network responsibility and monthly management information is available.](#)
- What happens when a Transporter engineer discovers an instance of theft?  
[Operative is sent out; No access they will be dispatched at a later date, Access they will only physically isolate if it is a safety issue and report to Hinckley as TOG.](#)
- Can the Transporters provide scenarios and volumes of theft discovered?  
[The volumes are distributed on a monthly report.](#)
- Can the networks clarify the Gas Safety Regulation process for disconnecting sites and confirm timescales?  
[Report produced 8 to 9 months after withdrawal and engineer dispatched within 12 month timescale. Approx 2,500 a month and 5 to 10% are cut off.](#)
- Where "theft" is discovered what are Transporters powers to cut off shipper-less sites (prior to GSR) and what are the volumes?  
[Operative is sent out; No access they will be dispatched at a later date, Access they will only physically isolate if it is a safety issue and report to Hinckley as TOG.](#)
- Confirm what training is given to Transporter engineers on "theft detection"  
[All receive formal training process EM72 on TOG – it was acknowledged that more should be done on refresh training.](#)
- Clarify the process for dealing with open meter by-passes  
[The Meter Asset managers' code of practice deals with By-passes and RFA deals with adjustments of gas, but there are not large numbers raised.](#)

## **AOB**

It was agreed there are issues which still require addressing and the site visit results should be discussed so another meeting will be beneficial and planned to be held in three months.

## **Next Meeting**

**Planned for January 2009, details to be advised.**