

## Meeting Details

<b>Meeting Description:</b>	Shipperless and Unregistered Sites Working Group
<b>Meeting Date:</b>	19/06/08
<b>Attendees:</b>	Meeting held via teleconference Steve Royal (SR) Eon; John Welch (JW) NPower; Richard Jones (RJ) xoserve
<b>Apologies:</b>	Sharon Cole (SC), Teresa Skinner (Total), Kevin Wollard (BUS)

### 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 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. 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
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
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
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.	RJ	Closed
	KM asked for all shippers to provide examples of any issues in this area to xoserve.	All shippers	Outstanding
50	Clarification required on how the terms and conditions between Networks and Connection companies' administration responsibilities are measured.	RJ	

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

Ref.	Description	Action	Status
50			

## Minutes

### Introductions

Introductions were carried out.

### Actions from Previous Meetings

RJ ran through all previous actions.

### Statistics and Business Plan update

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

RJ commented on the age profile of the shipper activity 'Yes' responses, as the majority of sites are over 12 months old. xoserve will liaise with relevant shippers as to why these sites have not confirmed.

RJ commented on the 2007 USNANA dataset, volume indicates that 50% have been confirmed, which supports the initial decision not to investigate these in the desktop exercise. The overall outstanding volume remains higher than target because the amount to be processed through the desktop exercise was 5,000 more than expected (49,470). This isn't a concern as the latest cleared volumes are consistently higher than projected.

RJ advised that a project update and the potential site visits had been discussed with the Network Contract Management Steering Group and it was agreed that xoserve will produce a template which can be passed to the Networks to be completed during each visit. This needs to be developed, tested and released before sending the data to each Network.

RJ gave an update on the number of plots that had been created through the Code 12 process. There were 6,667 plot addresses created during 2007 and only 11 of these where Code 12s (all 11 related to the same development in Liverpool). Therefore it was agreed that this is not an area for concern.

The USNANA Project Plan was explained to the group (See Appendix 2)

## **Root Cause**

RJ advised that the UIPs have agreed to investigate parts of their creation process. They have also agreed to investigate rejected requests and resubmissions.

RJ gave an update on the use of the National Land and Property Gazzeta, which is a national database updated by all local authority street naming and numbering officers. This system may partially cover the plot to postal issue but it is still not clear to what extent and the considerable costs required to access the system could not be justified.

Meetings have been held with the SBGI (Society of British Gas Industry) to discuss the plot to postal issue, to improve the communication between industry participants. They have agreed to include the issue at there next industry forum.

## **AOB**

Monthly MI will continue to be distributed and it was agreed that the next meeting will be held in three months.

## **Next Meeting**

**14<sup>th</sup> October 2008**

**10:30am**

**31 Homer Road Solihull**