

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	22/01/09
Attendees:	Kevin Woollard (KW) BUS; Adrian Myatt (AM) BUS; Mark Smith (MS1) Scotia via teleconference; Matt Stammers (MS3) Eon via teleconference Mark Smith (MS2); Mark Woodward (MW); Mike Hart (MH) xoserve; Emma Lyndon (EL) xoserve
Apologies:	

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 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.	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 Update 22/01: As mentioned by KW, shippers should still be responding to the unregistered reports (sent out monthly) as per normal	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. Update 22/01: To be reviewed at next workshop, with some statistical information being provided to assess issue.	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 Update 22/01: MW stated that he will be arranging visits with some shippers to support other visits being made to UIP's and Networks to obtain a better understanding of how the industry operates.	All Shippers	Ongoing
52	Split the Shipper activity unregistered sites Shipper response graph by Network and distribute Update 22/01: Confusion over what exactly was required has now been resolved. These statistics will be issued to the workgroup before the next meeting. POST MEETING: Details sent out with minutes from meeting 22 nd Jan – Appendix 5	MW	Complete
53	Distribute a spreadsheet detailing the MPRNs contained in the USNANA End User actions pot Update 22/01: This data has been issued to the workgroup for the "No Gas" and "Vacant" datasets – A new update to this dataset will be issued just prior to the next meeting	MW	Complete

Actions from meeting held on 22/01/09

Ref.	Description	Action	Status
54	MW to investigate discrepancy in old and new style USNANA statistics. POST MEETING: New stats produced with details below	MW	Completed
55	To issue out new procedure with a view to invite comments from the industry prior to looking at a possible launch within the next few months POST MEETING: Details provided with these minutes inviting feedback for next meeting.	MW	
56	Shippers to provide an update by the next meeting to the new procedural changes presented	All Shippers	
57	To present a new method of statistical reporting to supplement new procedure	MW	

Minutes

1. Introductions

Introductions were carried out.

2. Actions from Previous Meetings

MW ran through all previous actions.

See Updates Above.

3. Statistics

The statistics for the USNANA Project and Shipper Activity Unregistered MPRNs were presented.

MW explained that as the USNANA Project had now been reduced to a core set of data, the statistics have been greatly simplified.

However, KW noticed a discrepancy which MW agreed to investigate and report back.

Post Meeting:

There were two areas of concern, one being the numbers reported under confirmations which around November represented around 20k and secondly those passed across onto the End User process which showed 24K

Confirmation statistics:

The report as been modified to now include the volume of confirmations taken from meter points created in 2007, this figure represents 9,339 confirmations which have now been added back to the overall confirmations for the project, therefore the figure now shows 22,400 registered meter points since the project began.

End User Statistics:

The figures produced up to August 2007 had shown a steady increase in the volume being added to the end user process with the figure in August being 20,346. In September & October these figures jumped to 24k before coming back down to 22.5K in November and December with the current figure being 22,790. The figures in September and October had incorrectly reported a volume under the site visit breakdown which showed 2K. At the time this figure did not represent the volume that had started to move in that direction.

My sincere apologies for the misunderstanding concerning the figures reported on and some changes have been made as mentioned above following comments made by KW.

New figures produced per changes made as above - **Appendix 1**

4. Unregistered Sites Process Reports

MS2 presented a new process for reporting Unregistered Sites to the shipper community.

Refer to **Appendices 2, 3 & 4**

All agreed that the new process would bring benefits. However MS1 and KW queried what would happen to the sites in the Orphaned Report if they were not going into the End User Letter Process.

MW explained that there was a low success rate of the End User Letter Process and that other alternative processes needed to be explored.

MW went on to explain that the changes to the process would put more of an emphasis on identifying a responsible shipper without having to contact the end user.

KW identified that there may be an issue and build up within the orphaned report if not going into the End User Process.

MW stated that if this was the case then these should be addressed as an industry to look at options.

MW stated that he was looking at providing the industry with a new set of statistical reporting for unregistered sites to support the new process and would present them at the next unregistered sites working Group meeting planned for March 09

5. AOB

KW expressed concern that more details concerning site visits were not available.

MS2 explained that a number of Small I&C site visit requests had been issued across all networks, these results would be presented to the networks in February to look at options for extending the initial trial.

MS1 stated that, due to cost of site visits, he had a concern that if meters were identified that these sites were followed by a subsequent confirmation.

MW informed the group that moving forward site visits would be reported on separately, with a breakdown being provided on the results obtained and any confirmation activity.

Next Meeting

Planned for March 2009, details to be advised.