Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	30/06/09
Attendees:	Mitch Donnelly (MD) BUS; Adrian Myatt (AM) BUS; Sharon Cole (SC) SOP; Danielle King (DK) Eon; Selena James (SJ) Eon; Angela Bedoes (AB) Eon; Carol Lincoln (CL) Eon; Ian Thurston (IT) SGN – Teleconference Mark Woodward (MW) xoserve; Mark E. Smith (MES) 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

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	Ongoing but will be removed from outstanding Actions
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 22nd Jan KW requested that these statistics should also include Shipperless and USNANA records	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 **POST MEETING:** A new dataset of "No Gas" and "Vacant" issued with March 2009 minutes.	MW	Complete
54	MW to investigate discrepancy in old and new style USNANA statistics. **POST MEETING:** New stats produced.	MW	Complete
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 January 2009 minutes inviting feedback for next meeting in March 2009	MW	Complete
56	Shippers to provide an update by the next meeting to the new procedural changes presented **Update 30/03/09** Very little feedback given by shippers. However, the feedback received directly by MW was very positive.	All Shippers	Complete
57	To present a new method of statistical reporting to supplement new procedure. **Update 30/03/09** MW presented the existing statistics which are issued to shippers on a monthly basis. MW and MES to devise the new management information before the next meeting. **POST MEETING**: An indication of what may be included in the Industry Statistics has been included as Appendix 5	MW	Complete
58	KW requested that an explanation of areas described in Point 5 of the New Unconfirmed Sites Process update be provided. **POST MEETING**: Explanation included in Appendix 1	xoserve	Complete
59	KW requested that the dataset of the outstanding USNANA MPRNs should be made available. **POST MEETING**: Dataset of outstanding USNANA MPRNs included as Appendix 6.	xoserve	Complete
60	KW requested that an updated version of the VACANT and NO GAS USNANA datasets be made available. **POST MEETING:** Updated VACANT and NO GAS USNANA datasets included as Appendices 7 and 8 respectively.	xoserve	Complete
62	MW agreed to provide details of the MPRNs which were subject to a Network site visit, and where a meter was found. POST MEETING: Information provided as Appendix 9	xoserve	Complete

Outstanding actions from previous meetings

Ref.	Description	Action	Status
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. **Update 30/03/09** MW presented statistics which suggest that the Code12 Process is not being used for the correct circumstances. (See Item 5)	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 22/01/09** 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. **Update 30/03/09** Visits with Networks and UIPs had gone ahead. MW and MH are developing a webpage which aims to provide guidance and information to UIPs and Shippers All shippers to examine their MNo Creation processes to ensure that the correct MNo Creation request route is being used.	All Shippers	Outstanding
61	All shippers to provide details of any issues or concerns that they have with the industry procedures surrounding the creation and confirmation of MPRNs in preparation for next meeting.	Shippers	

Actions from meeting held on 30/06/09

Ref.	Description	Action	Status
63	Xoserve to investigate the feasibility of producing an anonymised report showing numbers of unregistered sites by shipper activity	xoserve	
64	Xoserve to investigate the feasibility of producing a report to monitor the number of MNo creation rejections which are resubmitted by UIPs.	xoserve	
65	What measures could be introduced by Networks to ensure that UIPs submit MPRNs for laid services, to xoserve to set up on Sites and Meters,	Ian Thurston - SGN	
66	All shippers to provide examples of MPRNs which have been provided to them by UIPs which have not been provided to xoserve.	All Shippers	
67	Xoserve to request shippers at the distribution Forum, to grant permission to all MAMs to provide required information to xoserve on request.	xoserve	
68	xoserve to investigate ways of making information on Project Nexus more visible.	xoserve	
69	xoserve to investigate possibility of splitting the Shipperless Sites Report into Shipper Specific and whole industry figures.	xoserve	
70	xoserve to investigate ways of making information on Project Nexus more visible. 23/07/09 – Post Meeting Update. The following is a link to the Project Nexus Workstream pages on the Joint Office Website. http://www.gasgovernance.com/Code/Workstreams/nexus/2009/	xoserve	Complete
71	Consider "Points of Discussion" in readiness for the next meeting	All	

Minutes

1. Introductions
Introductions were carried out.

2. Actions from Previous Meetings
MW ran through all previous actions.

See Updates Above.

3. Shipper Updates
None

4. xoserve Updates

a. USNANA Project - MW presented the latest USNANA Project statistics (see appendix 1). He suggested that the remaining 5845 MPRNs should enter the new Unregistered Sites Process and the USNANA Project should be closed. No objections to this were raised, The USNANA Project will be closed, however statistics will be available on the original USNANA Dataset should they be required in the future.

b. Project Nexus - MW gave an update on the progress of Project Nexus and raised the potential of including measures to prevent unregistered sites in the scope of the project. **Action – xoserve to investigate ways of making information on Project Nexus more visible.**

c. MOD 245 – MW gave an update on the progress of MOD 245 and the implications this may have on the Networks and Shippers regarding the Unregistered Sites Process.

d. Management Information – MW presented the latest Unregistered and Shipperless Sites management information. MD requested that an anonymised report be produced to show numbers of unregistered sites by shipper activity. **Action – xoserve to examine the possibility.**

MD also asked if it was possible to split the Shipperless Sites Report into Shipper Specific and whole industry figures. **Action – xoserve to investigate possibility of splitting the Shipperless Sites Report into Shipper Specific and whole industry figures.**

5. MNo Creations / Unregistered
MW presented high level process flows for the MNo Creation Process and the Unregistered Sites Process (see appendix 2)

MD asked if UIP MNo Creation rejections were resubmitted and if this was monitored, MW stated that this was not currently done. **Action – xoserve to examine feasibility.**

MD asked what measures could be taken by the Networks to ensure that UIPs submit MPRNs to xoserve to set up on Sites and Meters. **Action – IT to investigate and report back at next meeting.**

SC stated that it was a common occurrence for UIPs to provide MPRNs to Shippers which have not been provided to xoserve. MW sid that if examples were provided, xoserve could address this with the UIPs. **Action – All Shippers to provide examples of MPRNs which have been provided by UIPs which have not been provided to xoserve.**

MW explained that xoserve have been liaising with MAMs to ascertain whether or not asset activity has been requested by shippers on MPRNs which are unregistered on Sites and Meters. MES asked if it was possible for all shippers to give permission to all MAMs to release the identity of those shippers involed. MD suggested that permission should be sought at the nest Distribution Forum. Action – xoserve to request shippers at the next Distribution Forum, to grant permission to all MAMs to provide the required information to xoserve on request.

6. Addressing Root Causes

MW stated that he intended future meetings of the workgroup to examine root causes of unregistered sites, and potential solutions.
He presented "Points of Discussion" which could form the basis for future meetings. (see Appendix 2)
Some initial reactions and suggestions were given but it was agreed that this area would need considerable consideration and all parties would give each are further thought for future discussion at the next meeting.
Suggestions included: Attaching a "Use by" date to MPRNs to discourage UIPs from hoarding large quantities of MPRNs
Withholding further batched of MPRNs from UIPs until previously issued MPRNs had been accounted for.

Action – All to consider "Points for discussion" in readiness for the next meeting

7. AOB – None?

Next Meeting: 10.30 – 13.30, 10th September 2009. Conference Room 6, 31 Homer Road Solihull