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# Shipperless & Unregistered Workgroup

12/06/2024

# Agenda

- Welcome & Introductions
- Review Previous Actions
- MOD 431 Process timeline
- S&U Statistical Information
- MNC/DTL Update
- Aged population Update
- GS(I&U)R and MPRN Issues (SGN)
- AOB

The logo for xserve, featuring the word "xserve" in a blue, sans-serif font. The "x" is stylized with a dark blue outline and a light blue fill, and the "s" is also stylized with a dark blue outline and a light blue fill.

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# Welcome & Introductions



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## Review Previous Actions

# Review Previous Actions

Ref.	Description	Owner	Status	Update
1	<b><i>Liaise with Cadent regarding MPRN creation delay. Update in next S&amp;UWG.</i></b>	LJ	Closed	Escalated by Correla – Closed, update provided
2	<b><i>Split up Legitimately Unregistered sites and issue to Networks as part of S&amp;U age profiling.</i></b>	LJ	Closed	Data issued
3	<b><i>Send in examples of customer registration issues.</i></b>	OB	Open	Nothing Received yet
4	<b><i>Speak to the REC to discuss the possibility of adding Shipperless and Unregistered contacts to the portal.</i></b>	AJ	Closed	Change Freeze implemented
5	<b><i>Networks who would like access to ESDES portal to send contact details through to Correla.</i></b>	Networks	Open	Some Received, still open for more to be provided
6	<b><i>Send details of Networks interested in being added to ESDES portal onto AJ.</i></b>	LJ	Closed	Action completed
7	<b><i>Send PTS &amp; SSP MPRNs to Sats box to be investigated further.</i></b>	NJ	Open	Not provided
8	<b><i>Send over MAP Reconciliation correspondence.</i></b>	DW	Closed	Update provided
9	<b><i>Investigate GES online screen change queries.</i></b> <ul style="list-style-type: none"> <li>- <b><i>Was any correspondence regarding this sent out to Networks &amp; Shippers?</i></b></li> <li>- <b><i>Will the previous supplier ID be reinstated?</i></b></li> </ul>	RE	Closed	<ul style="list-style-type: none"> <li>- Change communicated in REC's Change Bulletin on 03/11/23 and in all release materials for the November release.</li> <li>- Previous Supplier will only show if there was another Supplier present Anything pre NEXA hasn't been migrated over.</li> </ul>

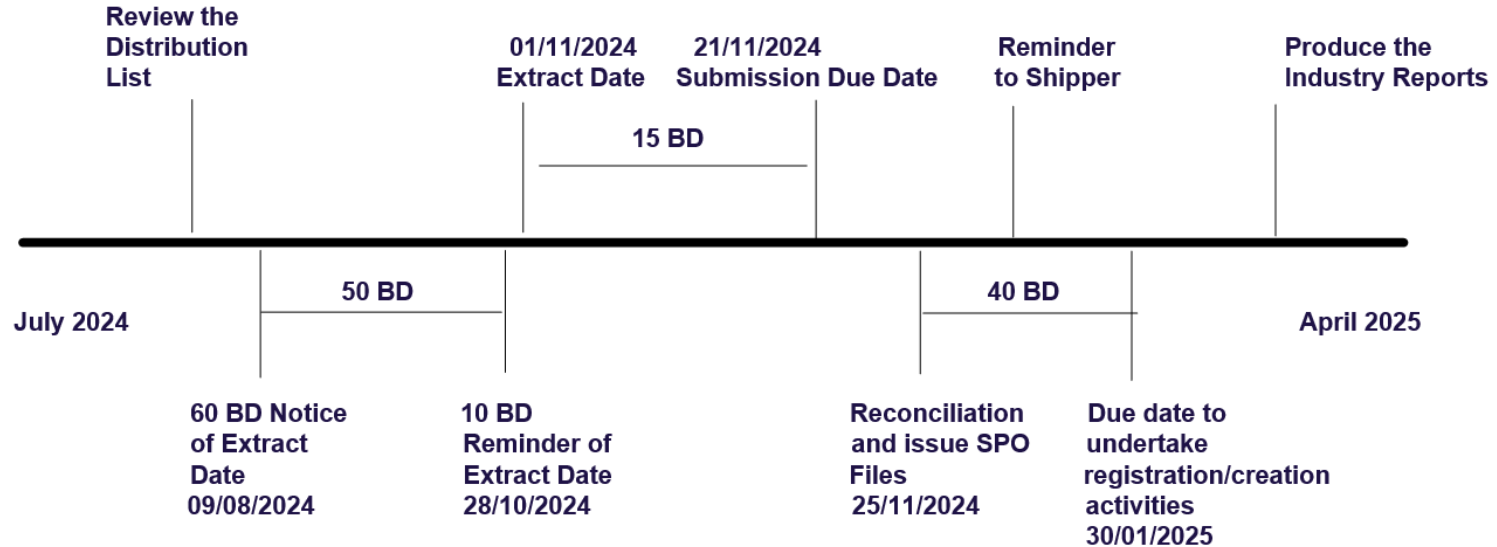


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## MOD 431 Process Timeline

# MOD 431

## 2024/25 Timeline





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## Shipperless & Unregistered Statistical Information



# Statistical Information

		May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Description
Shipper Activity	Meter Activity (Potential Mod410a)	44	46	48	50	47	46	45	43	45	45	44	42	Shipper Specific Meter Activity
	Other Activity	1	0	0	0	0	0	4	0	0	0	0	0	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, CMS Contacts to create the MPRN.
	Total	45	46	48	50	47	46	49	43	45	45	44	42	All Shipper Activity
Orphaned	Total	2,620	2,597	2,577	2,574	2,473	2,464	2,449	2,438	2,412	2,382	2,355	2,227	Following a response of no further interest, or where no response is received. They also include MPRNs where a service has been completed and in some instances there is evidence that a meter has been installed.
	With Meter	589	584	579	579	576	572	571	563	546	523	504	496	
Shipperless Sites - Shipper (PTS)	Potential Mod424	551	536	465	490	538	568	527	523	503	491	544	520	MPRNs which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that the existing meter is still fitted.
Shipperless Sites - Industry (SSP)	Potential Mod425	1,185	1,200	1,097	1,129	1,107	1,132	1,150	1,134	1,118	1,051	1,078	1,076	MPRNs which have previously been confirmed but the meter is now removed. Information provided (via DN) suggests that a new meter has been fitted.
No Activity		30,306	30,329	30,413	30,693	30,733	30,785	30,900	31,058	31,301	31,420	31,630	31,830	MPRNs created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		37,675	37,598	37,503	37,470	37,469	37,440	37,349	37,313	37,263	37,195	37,143	36,995	MPRNs which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		14,121	14,770	13,753	13,400	13,614	12,949	12,023	11,941	11,717	11,928	11,582	11,471	Unconfirmed MPRNs with a creation date <12 months. If not confirmed they will gradually feed into the above pots.
Total		86,503	87,076	85,856	85,806	85,981	85,384	84,447	84,423	84,359	84,512	84,376	84,161	



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## MNC/DTL Update (SEFE)

# MNC/DTL Update (SEFE)

- Introduction of an SLA for networks for MPRN Creations (MNC)
- Introduction of an SLA for networks for Dead to Live (DTL)
- Discussion about the current escalation process for MNC and DTL.
- MOD 425 – legacy, disputed records are being added into new CMS for shipper action

\* Escalations regarding MNC/DTL can be sent to:

- [spa\\_amendments@xoserve.co.uk](mailto:spa_amendments@xoserve.co.uk)



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# Aged Population Update

# Aged Population Update

- As discussed at previous session, activities were undertaken to identify aged S&U sites for potential closure.
- This was done by:
  - *Removing MPRN's with a status of CA/CL*
  - *Categorising MPRN's by age*
  - *Identifying all MPRN's with a Meter attached*
  - *Cross-referencing through supplementary data report (check for MSN)*
  - *Searching for other indicators suggesting Network/Shipper activity*

# Aged Population Update

- 24,098 sites were identified which were 10+ years old with no evidence of activity.
- Sites were split & issued to Networks for investigation on 22/03/24.
  - *(Not applicable for GT5)*
- A chaser email was sent out on 09/05/24 but no updates have been received since.
- How do we wish to progress these sites going forward?

# GS(I&U)R and MPRN issues

Lisa Warnock

12 June 2024

Classification: Confidential



**SGN**  
Your gas. Our network.

# GS(I&U)R process – meter on site



Where a meter is found by our surveyor or confirmed by the customer as being on site, the DN will raise a GSR (Gas Safety Regulations) contact in CMS to provide the details of the meter found and the record is closed.

Removed meter (424/PTS) or different meter (425/SSP).



Why are meters on site on a process that exists to check the compliance of the service pipe? The meter should be physically removed.

Meter exchanges recorded correctly would avoid triggering this process.



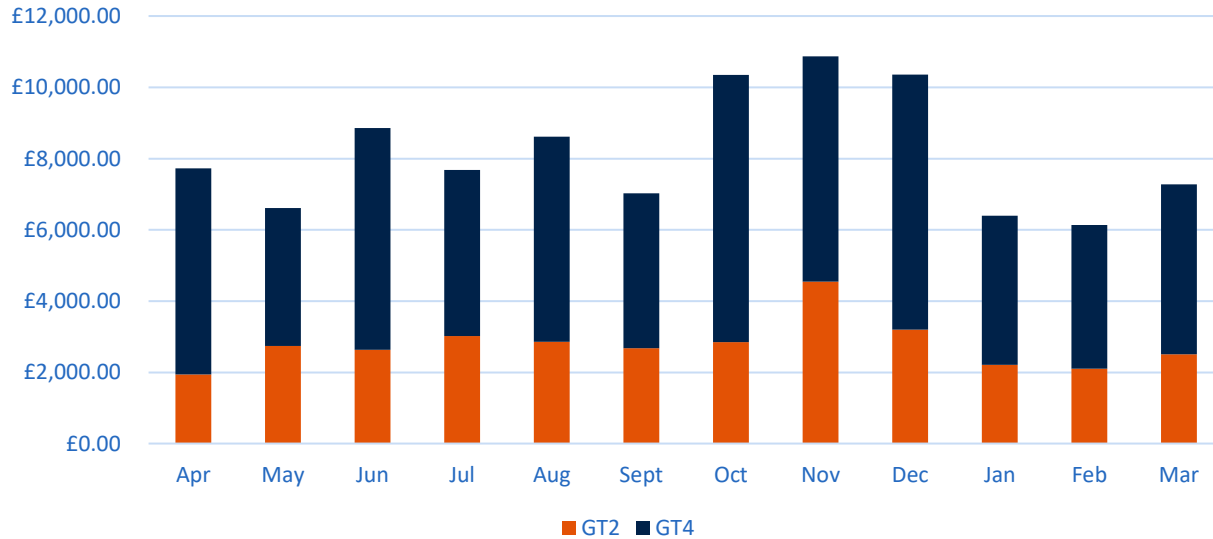
SGN charge for an abortive site visit charge, effective from 03/04/2024:

Scotland	£130.78
South-East (Inner M25)	£149.26
South-East & South	£130.06

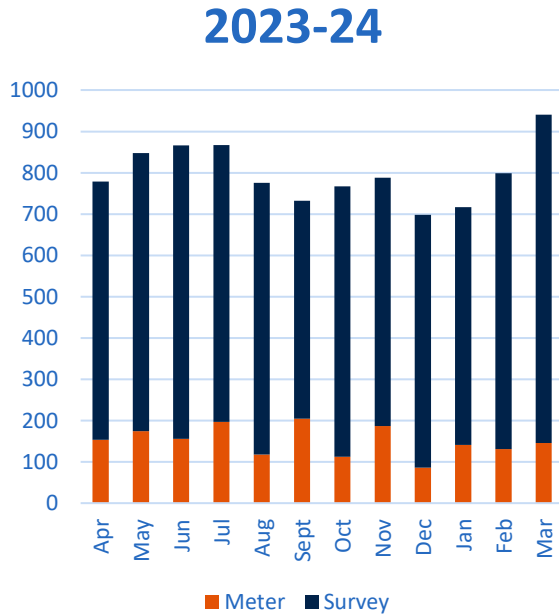


# DN Charging - £97,937.19

2023-24



# 8,704 records received



SGN received 8,704 GSR records in the last financial year.

89% of all records were surveyed.

20% of GSRs were closed as Meter on site (1,809).

1 in 5 sites have a meter where it should have been physically removed.

SGN run the monthly file through DDP to identify meters attached to close these individually and lessen the impact on our depots.



# GS(I&U)R process – volumes



The reports that indicate the volumes SGN could expect differ wildly from the month after removal, to MOD0518 report at 6 months then the extract file at 9 months after the meter removal.



## Meters removed July 2023

Aug 2023 - Meter removal report - 404 records with No current meter

Jan 2024 - MOD0518 – increased to 597 records

Apr 2024 - Extract from UK Link – increased to 824 (up 38% from 597)



This month resulted in an additional 227 sites, spread over the month this could mean 11 more site visits per day.

We do not work in an ideal world, these will not be spread equally over our depots, this could impact our resources in one depot.

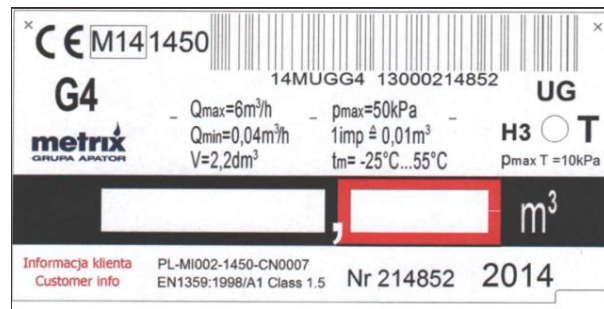
# Apator meter serial number

Recent surveys have found Apator meters on site with a larger MSN than normal.

Xoserve have confirmed with Apator the serial number is the full number under the bar code.

CMS (new) allows 14 characters in this field; these have 19.

SGN will update the last part of the MSN and add the full MSN in the comments until CMS update.

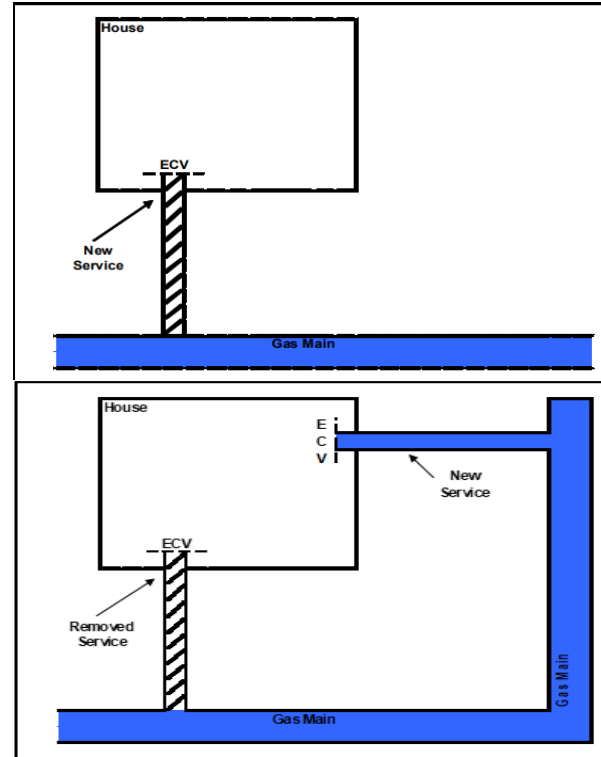


# MPRN creation

Where a new service has been laid at any point on a main to an existing property, new build or conversion requires a new MPRN to be created.

No MPRN from the customer – do not amend an address from a live site, raise an MNC contact in CMS.

The DN will validate the request, where any unauthorised activity is identified (new supply, alter or disconnection) SGN will carry out remedial works.



# Additional issues



Where a supplier or shipper is noted as closed, we are unable to submit a TOG contact on CMS. Some are still showing as registered.

These are not many but how do we submit TOG contacts?



Rejected DUP contacts – must be submitted by the last known Shipper, DNs can only submit a request when an MPRN is showing no Shipper/Asset history on our source systems. Do this include confirmed data from DN?



Suppliers to remember we need correct customer details to process MNC and DTL contacts, do not use organisational email addresses, the site visit will be arranged with the end user, let's minimise hand-offs.

# Any questions?

Thank you



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**Thank You**