

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	MS Teams Meeting	
Meeting Date:	12 th June 2024	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Lee Jackson (LJ)	Representatives of Xoserve
	Stefan Rybka (SR)	
	Emma McDonough (EM)	
	Suzanne Cullen (SC)	
	Stuart Monk (SM)	
	Lisa Warnock (LW)	SGN
	Michaela Peterson (MP)	
	Sheher Yar Moghal (SY)	Wales & West
	Marina Papathoma (MP)	
	Amanda Monaghan (AM)	Northern Gas
	Melissa English (ME)	Cadent
	Claire Hackett (CH)	
	Larissa Reidy (LR)	
	Vicky Killgannon (VK)	
	James Mee (JM)	British Gas
	Abdul Goffar (AG)	
	Samantha Wilcock (SW)	Shell Energy
	Angela Joyce (AJ)	Octopus Energy
	Natalie Grace (NG)	SEFE
	Deborah Watson (DW)	
Ian Shufflebotham (IS)	SSE	
Edward Mitchell (EM)	Total Energies	
Terriejane Snell (TS)		
Jake Rose (JR)		
<u>Apologies</u>	Lee Greenwood	Cadent
	Phill Ward	
	David Southworth	
	Stella Pegg	

Action updates from meeting held on 12/06/2024

Ref.	Date Raised	Description	Owner	Status
1	12/06/2024	<i>Issue aged profiling data to ME.</i>	SR	Open
2	12/06/2024	<i>Send DTL/MNC queries to JM for investigation</i>	VK	Open
3	12/06/2024	<i>Investigate CMS characters limit issue with team.</i>	SC	Open
4	12/06/2024	<i>Speak to customer experience team about the possibility of sharing customer information with Shippers.</i>	SM	Open
5	12/06/2024	<i>Send PTS & SSP MPRNs to Sats box to be investigated further.</i>	Cadent	Open
6	12/06/2024	<i>Provide DDP S&U Update at next session</i>	SC	Open
7	12/06/2024	<i>Investigate GES online screen change queries. – What will the settlement periods be for this?</i>	SC	Open
8	12/06/2024	<i>Send over examples of customer registration issues for Correla to review.</i>	W&W	Open
9	12/06/2024	<i>Send in MPRN examples where TOG contact can't be submitted in CMS due to Shipper being closed in GES.</i>	SGN	Open

Minutes

1. Introductions

LJ walked through introductions and introduced SC as new team lead. SC will lead work group sessions going forward.

2. Review Previous Actions

LJ gave an update on the actions from the previous session, Wales and West agreed to send examples of customer registration issues over to Correla for review.

Cadent agreed to investigate previous action regarding PTS & SSP MPRNs.

JM asked raised a query regarding settlement periods relating to the GES online screen change. Correla to investigate.

3. MOD 431 Process Timeline

EM gave an overview of the MOD431 Process timeline. No questions were raised on this.

4. S&U Statistical Information

LJ walked through the Shipperless & Unregistered Stats. SC mentioned that Correla are currently investigating to see whether it would be possible to move S&U reports to DDP – Update to be provided at next session.

5. MNC/DTL Update

DW discussed some points around MNC/DTL processes, including the possibility of SLA's being introduced for Networks for MNC & DTL. DW also discussed escalation points for the processes and raised an issue around MOD 425.

JM advised that Networks can send over any DTL/MNC queries regarding British gas to himself. VK to send queries over to JM for investigation.

SM advised that he will speak to the customer experience team about the possibility of sharing customer information with Shippers.

An issue was raised around new CMS having a limit on the amount of characters which can be used. This has caused problems for customers when trying to update meter details in CMS. Correla to investigate this internally with CMS team.

6. Aged Population Update

LJ gave an overview of the Age profiling activities undertaken by Correla earlier in the year. Advised that sites were split and issued to Networks on 22/03/24, a chaser email was sent on 09/04/24 but no updates have been received since. ME asked if the data could be sent over to herself to be investigated.

7. GS(I&U)R & MPRN issues (SGN)

LW presented an overview of GSR and MPRN issues that SGN were experiencing, detailing process issues and volumes, as well as discussing issues with serial numbers for Apator meters, where the serial number is currently too long for (new) CMS character limitations.

LW mentioned issues around MPRN creation, reiterated that an MPRN should not be switching locations. Advised that suppliers should request a new MPRN rather than amending addresses from other sites. As not doing so could result in billing and safety issues.

An issue was raised where the Networks are struggling to submit a TOG contact in CMS where the Shipper is closed in GES for that MPRN. SGN to send in examples of this to be investigated.

8. AOB

Nothing was raised in AOB. LJ thanked attendees for their participation.