

### Meeting Details

<b>Meeting Description:</b>	Shipperless and Unregistered (S&U) Sites and MPRN Creation Working Group	
<b>Venue</b>	Conference Rooms 5&6, 31 Homer Road, Solihull	
<b>Meeting Date:</b>	29 <sup>th</sup> January (10:30am)	
	<b>Name</b>	<b>Organization</b>
<b><u>Attendees</u></b>	Suzanne Cullen (SC)	Xoserve
	Mark E. Smith (MES)	
	Dave Turpin (DT)	
	Mike Hart (MA)	
	Alex Ross-Shaw (ARS)	Northern Gas Networks
	Methab Afzal (MAf)	
	Chris Warner (CW)	National Grid Gas
	Andy Clasper (AC)	
	Alan Raper (AR)	
	Nigel Winnan (NW)	Wales and West Utilities
	David Mitchell (DM)	Scotia Gas Networks
	Lisa Warnock (LWa)	
	Erika Melen (EM)	
	Lee Wileman (LWi)	British Gas
	Chris Bingham (ChB)	
	Rob Percy (RP)	
	Carol Lincoln (CL)	E.ON
	Helen Rafferty (HR)	
	Colette Baldwin (CB)	
	Richard Vernon (RV)	Npower
	Kristian Pilling	SSE
Debbie Watson (DW)	Gazprom	
Richard Vernon (RV)	Npower	
<b><u>Via Teleconference:</u></b>		
Andrea Bruce	Scottish Power	
Rhianne Oglvie (RO)	Ofgem	
<b><u>Apologies</u></b>	Andrew Archibald (AA)	Dong
	Sue Cropper (SCr)	British Gas
	Elaine Carr	SCP



### Archived Completed Actions

Ref.	Description	Action	Status
1-149, 152-155	These actions have been completed and archived for future reference		

### Recently Closed Actions

Ref.	Date Raised	Description	Action	Status
151	01/07/13	All Networks to provide contact details for Shippers to use to obtain further information on GSR site visits. <b>Update – 01/11/13 Some Networks have provided contact details as requested but some are yet to respond.</b> <b>Update – 29/01/14 All Networks have provided contact details.</b>	All Networks	Complete
156	01/11/13	The details of the plan to address the existing S&U population need to be finalized. <b>Update – 29/01/14 the GDNs plan has been presented to the industry and subsequent updates have also been presented.</b>	All Networks and Xoserve	Closed

### Outstanding actions from previous meetings

Ref.	Date Raised	Description	Action	Status
150	01/07/13	All Shippers to provide contact details for Networks to use to provide pre-notifications of GSR site visits or end user letters. <b>Update – 01/11/13 Some Shippers have provided contact details as requested but many are yet to respond.</b> <b>Update – 29/01/14 Some Shippers are still yet to respond. Reminders will be issued via Xoserve's Customer Engagement Team.</b>	All Shippers	Ongoing

## Actions from meeting held on 29/01/14

Ref.	Date Raised	Description	Action	Status
157	29/01/14	Xoserve to provide Networks with statistics on the number of MPRN Creation Requests Submitted by Shippers in 2013.	Xoserve	Open
158	29/01/14	Networks to consider the request from DW to engage with Shippers and to create MPRNs at their request.	Networks	Open
159	29/01/14	Networks, Shippers and OFGEM to consider the issue of the 350,000 Withdrawn Sites with no Asset Attached. Report back at next S&U WG Meeting.	Networks, Shippers and OFGEM	Open
160	29/01/14	Xoserve to clarify which Shipper would be pursued if a meter was found on a withdrawn site which purportedly had been removed by a previous Shipper and the site had subsequently been confirmed and withdrawn by other Shipper (s).	Xoserve	Open

## Minutes

### 1. Introductions

SC welcomed the group and introductions were carried out. SC went on to present the agenda items.

### 2. Actions from Previous Meetings

SC ran through all previous actions. (See updates above)

### 3. Stats and Unregistered Reports

SC presented the industry statistics. (See Meeting Slides). This included the new format which shows the number of records that are specifically being investigated by Shippers.

### 4. MPRN Creation Query

SC posed a question to the group, which had been submitted by DW from Gazprom. DW wanted to know if it would be possible for Shippers to engage with Networks before requesting the creation of an MPRN for a found meter. DW had found that on a number of occasions, MPRNs had been requested and created for found meters which were subsequently found to be "Landlord Check Meters". When it was eventually discovered that the MPRN was erroneous, the Shipper was unable to claim a refund of transportation charges as they had requested the creation of the MPRN (as per Mod517). The Networks were reticent to agree to arrangements without further information. NW asked if Xoserve could provide statistics of MPRN creations by Shippers to the Networks so that they could gauge the amount of work involved. Xoserve agreed to this.

**Action 157 – Xoserve to provide Networks with statistics on the number of MPRN Creation Requests Submitted by Shippers in 2013.**

**Action 158 – Networks to consider the request from DW to engage with Shippers and to create MPRNs at their request.**

### 5. Withdrawn Sites with Live MPRNs with No Meter Attached

DT informed the group that a population of approximately 350,000 MPRNs existed on the Sites and Meters Database that were Live but had no current system user or assets attached.

DT advised that this population was not included in Shipperless Sites population and would not be addressed by the current processes designed to address the Shipperless Sites as they did not match the definition of Shipperless Sites as set out in the Workgroups Terms of Reference.

DT advised that these were likely to be Withdrawn sites that did not merit a GS(I&U)R visit.

CB expressed her concern that so many sites were not considered for a site visit after a Shipper Withdrawal, and that the decision not to visit was based on a desktop exercise.

CW stated that procedures were being followed and that the volumes prevented a physical investigation of the whole population of Withdrawn Sites. He also stated that the GS(I&U)R process was not designed to identify Shipperless Sites.

CB acknowledged CW's point and asked what could be done to address the 350,000. She asked if OFGEM could consider this issue.

**Action 159 – Networks, Shippers and OFGEM to consider the issue of the 350,000 Withdrawn Sites with no Asset Attached. Report back at next S&U WG Meeting.**

## **6. Proposed Solution for Mod410a and Mod424**

MES presented a high-level overview of the solution for Mod410a and Mod424. (Please see meeting slides)

CB asked if there was the facility for Shippers to challenge decisions before a site was confirmed on behalf of the Shipper. MES answered that the system has built in functionality to allow Shippers to challenge decisions.

RV asked if checks were made to ensure that the “found meter” was not actually recorded for a neighbouring property. MES answered that this check was built into the system.

DW asked that if a meter was found on a withdrawn site which purportedly had been removed by a previous Shipper, would the system identify the last Shipper or the Shipper that had removed the meter from the system, as the “responsible” Shipper. This could not be answered in the room.

**Action 160 – Xoserve to clarify the treatment to the scenario described above.**

CB asked how Unregistered Sites would be reported. MES answered that the usual Shipperless and Unregistered Sites Reports would be issued on a monthly basis.

CB asked if it would be possible to see the process models before the training of the new processes begins. SC answered that further communications would be made regarding the solutions including more details on the processes.

RO asked if the processes included a back-billing element. DT answered that there would be a back-billing element to both processes.

## **7. End User Letter Exercise Update**

MES gave a presentation on the progress with the GDNs plan to reduce the population of Shipperless and Unregistered Sites. (See Meeting Slides)

CB pointed out that the instructions on the letters were not very detailed on the subject of finding a supplier. DT agreed but advised that it would be difficult to advise on this without promoting commercial sites.

CB asked what was advised on the Domestic MNumber Helpline.

**Post Meeting Update – We have been advised that End Users are advised to use telephone directories, and internet comparison sites.**

## **8. GDN Updates**

DM gave an update on the measures that GDNs had put in place to address the root causes of S&U MPRNs. (See Meeting Slides)

CB asked if it was a possible for Networks to engage with builders' associations e.g. FMB as well as UIPs

DM said that this would be considered but there was not a single central organisation that could be engaged with.

## **9. AOB**

CW suggested that all parties should familiarise themselves with their UNC obligations in relation to isolations. (See Appendix 1)

**Next Meeting – (06/05/14)**

**Proposed Agenda:**  
Review Minutes from Last Meeting (29/01/14)  
S&U Statistics  
End User Lettering Update  
Withdrawn Sites with no Asset Attached