

### Meeting Details

<b>Meeting Description:</b>	Shipperless and Unregistered ( <b>S&amp;U</b> ) Sites and MPRN Creation Working Group	
<b>Venue</b>	Conference Rooms 5&6, 31 Homer Road, Solihull	
<b>Meeting Date:</b>	6 <sup>th</sup> May (10:30am)	
	<b>Name</b>	<b>Organization</b>
<b>Attendees</b>	Suzanne Cullen (SC)	Xoserve
	Mark E. Smith (MES)	
	Dave Turpin (DT)	
	Mike Hart (MA)	
	Dave Ackers (DA)	
	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
	Lee Wileman (LWi)	British Gas
	Gareth Holyoak (GH)	
	Sue Cropper (SCr)	
	Carol Lincoln (CL)	E.ON
	Julie Wragg (JW)	
	Colette Baldwin (CB)	
	Kate Loveridge (KL)	
	Richard Vernon (RV)	Npower
	Kristian Pilling	SSE
	Debbie Watson (DW)	Gazprom
	Richard Vernon (RV)	Npower
	Elaine Carr (EC)	SCP
Anne Jackson (AJ)	SSE	
<b><u>Via Teleconference:</u></b>		
<b>Apologies</b>	Erika Melen (EM)	Scotia Gas Networks

## Archived Completed Actions

Ref.	Description	Action	Status
1-149, 151-156	These actions have been completed and archived for future reference.		

## Recently Closed Actions

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. <b>Update 06/05/14 Networks have been supplied with requested statistics.</b>	Xoserve	Closed
160	29/01/14	Xoserve to clarify which Shipper would be pursued if a meter was found on a withdrawn site which purportedly had been removed by a previous Shipper and the site had subsequently been confirmed and withdrawn by other Shipper (s). <b>Update 06/05/14 SCu confirmed that the Shipper at Isolation would be pursued.</b>	Xoserve	Closed
159	29/01/14	Networks, Shippers and OFGEM to consider the issue of the 350,000 Withdrawn Sites with no Asset Attached.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. <b>Update 06/05/14 The group discussed the issue. SCR reported that British Gas had conducted an investigation into a small sample of relevant records. The investigation showed that only 2/% of the sample was questionable and may require further investigation. The group agreed that current processes are sufficient, but agreed that the subject should remain as an agenda item for future workgroup meetings.</b>	Networks, Shippers and OFGEM	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. Update – 01/11/13 Some Shippers have provided contact details as requested but many are yet to respond. Update – 29/01/14 Some Shippers are still yet to respond. Reminders will be issued via Xoserve's Customer Engagement Team. <b>Update – 06/05/14 Some Shippers are still yet to respond. Reminders will be issued via Xoserve's Customer Engagement Team.</b>	All Shippers	Ongoing
158	29/01/14	Networks to consider the request from DW to engage with Shippers and to create MPRNs at their request. <b>Update – 06/05/14 NW requested an update on the data previously provided.</b>	Networks	Ongoing

## **Actions from meeting held on 06/05/14**

<b>Ref.</b>	<b>Date Raised</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>
161	06/05/14	<b>CL (Eon) to provide examples of instances where an End User was told a site was Shipperless when in fact they were IGT Sites'</b>	<b>CL (Eon)</b>	<b>Open</b>
162	06/05/14	<b>Xoserve to investigate what information was given on IGT Sites.</b>	<b>Xoserve</b>	<b>Open</b>

## **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).

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

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

Each GDN gave an update on their progress with the investigation into the sites that had been passed to them following updates after the end user letter process.

CL raised an issue that End Users were being told that sites were Shipperless when in fact they were IGT Sites. SC agreed to have this investigated if examples could be provided.

**Action 161 – CL to provide examples of instances where an End User was told a site was Shipperless when in fact they were IGT Sites.**

**Action 162 – Xoserve to investigate what information was given on IGT Sites.**

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

SC raised the subject of the population of approximately 350,000 MPRNs that exist on the Sites and Meters Database that were Live but had no current system user or assets attached.

This was discussed at the last S&U Workgroup meeting and an action was agreed for Shippers and Networks to consider the issue and to suggest possible actions to address the issue if necessary.

SCr reported that British Gas had conducted an investigation into a small sample of relevant records. The investigation showed that only 2% of the sample was questionable and may require further investigation.

The group concluded that no immediate action was required to address the issue however, during the discussion several related issues were raised. CW suggested that the subject should remain as a regular agenda item for the Workgroup meetings so that any related issues could be discussed as necessary.

CW asked for an ongoing agenda item to be added to this forum regarding customer difficulties to confirm sites. Specifically around the difficulties I&C customers experience.

## **6. GDN Updates**

No specific updates in addition to the updates given in general discussion were required.

## **7. AOB**

None.

**Next Meeting – (11/07/14)**

**Proposed Agenda:**

Review Minutes from Last Meeting (06/05/14)

S&U Statistics

End User Lettering Update

Issues with Confirming Sites

Withdrawn Sites with no Asset Attached