

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites and MPRN Creation Working Group	
Venue	Conference Rooms 5&6, 31 Homer Road, Solihull	
Meeting Date:	17 th September 2014 (10:30am)	
	<u>Name</u>	<u>Organisation</u>
<u>Attendees</u>	Suzanne Cullen (SC)	Xoserve
	Mark E. Smith (MES)	
	Dave Turpin (DT)	
	Kieran McNulty (KM)	
	Dave Ackers (DA)	
	Alex Ross-Shaw (ARS)	Northern Gas Networks
	Chris Warner (CW)	National Grid Gas
	Andy Clasper (AC)	
	Sharu Patel (SP)	
	Nigel Winnan (NW)	Wales and West Utilities
	Olga Batsari (OB)	
	David Mitchell (DM)	Scotia Gas Networks
	Lisa Warnock (LW)	
	Lee Wileman (LWi)	British Gas
	Gareth Holyoak (GH)	
	Sue Cropper (SCr)	
	Carol Lincoln (CL)	E.ON
	Julie Wragg (JW)	
	Jessica Yuen (JY)	SSE
	Geoff Moss (GM)	Gazprom
	Debbie Watson (DW)	
	Richard Vernon (RV)	Npower
	Azeem Khan (AK)	
Elaine Carr (EC)	SCP	
Aiysha Andrade (AA)	Dong	
Andrew Archibald (AAr)		
<u>Via Teleconference:</u>		
<u>Apologies</u>	Anne Jackson	SSE
	Kate Loveridge	E.ON
	Colin Dooley	E.ON
	Mark Donaldson	E.ON
	Colette Baldwin	E.ON
	Methab Azan	NGN
	Chris Bingham	British Gas

Archived Completed Actions

Ref.	Description	Action	Status
1-149, 151-157, 159-160	These actions have been completed and archived for future reference.		

Recently Closed Actions

Ref.	Date Raised	Description	Action	Status
161	06/05/14	CL (Eon) to provide examples of instances where an End User was told a site was Shipperless when in fact they were IGT Sites' Update – 22/05/14 CL provided an example for Xoserve to Investigate.	CL (Eon)	Closed
162	06/05/14	Xoserve to investigate what information was given on IGT Sites. Update – 23/05/14 Xoserve investigated the issue by re-enacting the enquiry. This was done on 2 separate occasions, and the correct response was given. However, the management of the Call Centre was engaged and the correct line of information and advice in these circumstances was confirmed with him.	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. 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. Update – 06/05/14 Some Shippers are still yet to respond. Reminders will be issued via Xoserve's Customer Engagement Team.	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. Update – 06/05/14 NW requested an update on the data previously provided.	Networks	Ongoing

Actions from meeting held on 17/09/14

Ref.	Date Raised	Description	Action	Status
163	17/09/14	Xoserve to provide explanation for increase in 'No Activity' figures in reference to the jump from 815 for January 2014 to 4152 for February-July 2014.	Xoserve	Open
164	17/09/14	Xoserve to complete a monthly exercise to identify MNCs and FOMs being raised for same premises, monitor instances of 'Multi Service' being selected to identify Users using this incorrectly and continue with project to amend Plot to postal addresses.	Xoserve	Open
165	17/09/14	Shippers to perform the fullest of checks / enquiries before submitting MNCs. Request that incorrectly created MPRN records are set to EX at the earliest opportunity. Review Internal Process Guidelines for M Number Creation procedures. Not to select 'Multi Service' if this is not correct.	Shippers	Open
166	17/09/14	Networks to influence the UIPs about the timely submission of FOM contacts. Influence UIPs to not select 'Multi Service' unless it is truly an additional service entering a property. Re-affirm the importance of 'Tagging' the meter point.	Networks	Open
167	17/09/14	Xoserve to provide feedback on the results of MOD 431	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).

SC provided separate update on fixes to the report database. Reports are currently being tested and due for release in October.

Action 163 – SCr queried increase in 'No Activity' figures in particular reference to the jump from 815 for January 2014 to 4152 for February-July 2014. Xoserve to provide explanation.

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.

OB raised an observation that these types of exercises are best carried out in the traditionally quieter, summer months and to consider seasonality in future.

5. GDN Updates

NW & OB advised that work was still being done to reduce numbers of Shipperless and Unregistered Sites from lists provided to them.

CW confirmed that further discussions between GDNs and Ofgem need to take place. Also discussions are required to determine how this fits in with Theft of Gas.

LW advised that 4,500 site surveys are awaited from depots and there is a team of 3 (plus LW) at SNG to deal with Shipperless and Unregistered sites.

6. Responsibility for a meter at a Shipperless site

MES invited a discussion on the areas of responsibilities for a meter at a Shipperless site. This was as a result of a query Xoserve received from Ofgem. (See Meeting Slides)

A general discussion was undertaken and several circumstances and scenarios were raised. DA recommended that this topic was a candidate for a group discussion and should be added to the agenda for the next meeting.

7. Discussion Points and Group Exercise

The group split into two to discuss two topics. One group discussed Withdrawn Sites with Live MPRN and No Meter. The other group discussed Legitimately Unregistered Sites.

A member from each group provided feedback to all attendees. The content of these discussions has been captured separately. (See Appendix 1)

It was agreed that these topics would be added to the agenda for future meetings

8. Contacts for 424, 425 and 410a Processes

SC provided an update on contacts for 424, 425 and 410a processes (See Meeting Slides)

SC confirmed that implementation date has been put back to 22nd November 2014 (with a contingency of 29th November 2014) for 424 and 410a.

SC advised that Xoserve is capturing MOD424 applicable GSR notifications and dealing with these offline until the implementation of the GSR Contact Code on CMS.

9. MNC MPRN Creation Process Changes for GDN

AC explained the FOM and MNC processes and the issues that the current MNC process creates.

AC confirmed that, following analysis, the MNC process is sometimes being used under circumstances it was not designed for.

AC confirmed that GDNs are currently reviewing the process which may include processes surrounding illegal connections.

10. When is an MNC not an MNC?when it's a FOM

DA made a presentation on above subject (See Meeting Slides)

Action 164. Xoserve to complete a monthly exercise to identify MNCs and FOMs being raised for same premises, monitor instances of 'Multi Service' being selected to identify Users using this incorrectly and continue with project to amend Plot to postal addresses.

Action 165. Shippers to perform the fullest of checks / enquiries before submitting MNCs. Request that incorrectly created MPRN records are set to EX at the earliest opportunity. Review Internal Process Guidelines for M Number Creation procedures. Not to select 'Multi Service' if this is not correct.

Action 166. Networks to influence the UIPs about the timely submission of FOM contacts. Influence UIPs to not select 'Multi Service' unless it is truly an additional service entering a property. Re-affirm the importance of 'Tagging' the meter point.

11. AOB

SCr has requested that the results of MOD 431 are fed back into this group

Action 168 – Xoserve to provide feedback on the results of MOD 431

Next Meeting – 11:00, Tuesday 2nd December 2014

Proposed Agenda: Review Minutes from Last Meeting (17/09/14)
S&U Statistics
Responsibilities at Shipperless Sites
Withdrawn sites with no Live MPRN
Legitimately Unregistered Sites