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Shipperless & Unregistered Workgroup

6th October 2017

Introduction

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- Welcome
- Previous actions
- Background & previous achievements
- Where next for the group...
- Terms of Reference: Revisit/Review
- Statistical update
- MOD518
- Pre-MODs (Lisa Warnock)
- MOD 431
- Plot to Postal
- Dead to Live process (DTL)
- AOB

Review previous actions

Actions from meeting held on 08/12/16

Ref.	Date Raised	Description	Owner	Status
190	08/12/2016	Xoserve to investigate the application of MOD455 to Unregistered Sites. Post Meeting Update: 26/06/2017 – It has been confirmed that the principals of MOD455 can be applied to Unregistered / Shipperless Sites. A MOD455 Process has been issued to Networks.	Xoserve	Closed
191	08/12/2016	Xoserve to endeavour to obtain contacts from Shippers to assist in the registration of sites where a meter has been attached. Post Meeting Update: 26/06/2017 – Xoserve's Customer Engagement Team continues to seek contact details from each Shipper, and provides them to the S&U Team as and when they obtain them	Xoserve	Closed

- The Shipperless & Unregistered Sites Workgroup established 2007
- Hosted by Xoserve, attended by Shippers / Distribution Networks
- As a group we have worked to a common goal
 - *The confirmation of Shipperless & Unregistered (S&U) sites*
- Membership challenges...
 - *Churn*
 - *Participant imbalance*
 - *& more recently dwindling attendance*
- Workgroup rejuvenation required
 - *Attract and maintain appropriate representation*

Previous achievements

- Reduction of Shipperless & Unregistered sites via
 - *Xoserve/DN lettering exercise*
 - *Monthly statistical reporting*
- Sustained focus and support from the DN's
 - *Using due process and ad-hoc efforts*
- Shipper investigation and process perseverance
- UNC Modifications: 0424/0425/0410A and 0431
 - *Championed through workgroup discussions*
- MPRN creation process guidelines
 - *Inc. reutilisation of existing MPRN or creation of new*

- How would you like to see these meetings develop?
- Extend invitations to other Industry players?
 - *E.g. iGT's / UIP's / MAM's*
- Frequency of meetings?
 - *Quarterly / six-monthly / Ad-hoc*
- Scope of discussions & appropriate agenda items?
- Discuss...

Terms of Reference

- Appropriate opportunity to review our Terms of Reference (ToR)
- Support our vision for the future of the Workgroup
 - *Ensuring fit for purpose*
- Tailored to assimilate with current/aspirational objectives
- To incorporate: Deliverables/Functions/Composition/Timetable
- Thoughts of the Workgroup?

Statistical Information

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Statistical Information

Industry Unregistered and Shipperless Sites

		Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Aug-17	Description
Shipper Activity	Meter Activity (Potential Mod410a)	28	41	55	47	50	51	44	39	31	187	Shipper Specific Meter Activity
	Other Activity	100	121	107	73	82	161	75	94	0	0	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, CMS Contacts to create the MPRN.
	Total	128	162	162	120	132	212	119	133	31	187	All Shipper Activity
Orphaned	Total	4,789	4,767	4,718	4,704	4,677	4,611	4,641	4,576	4,518	4,239	Following a response of no further interest, or where no response is received. They also include MPRN's where a service has been completed and in some instances there is evidence that a meter has been installed.
	With Meter	1,180	1,171	1,150	1,130	1,112	1,080	1,061	1,047	1,028	939	
Shipperless Sites - Shipper (PTS)	Potential Mod424	1,927	1,227	1,215	1,307	943	930	783	839	794	961	MPRN's 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	2,199	1,996	1,904	1,972	1,934	1,853	1,730	1,762	1,704	1,986	MPRN's 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		13,293	10,503	10,602	10,896	11,321	11,686	12,009	12,817	12,449	14,342	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		38,749	42,016	41,917	41,732	41,646	41,676	41,344	41,499	41,452	41,272	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		35,095	34,013	33,405	32,296	32,462	33,181	34,104	34,132	32,775	28,407	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
Total		22,336	18,655	18,601	18,999	19,007	19,292	19,282	20,127	19,496	21,715	

Not included in Total Figures as this would result in "double counting"

Modification 0518S

Shipper verification of meter and address details following system meter removals

Background

- When a gas meter is removed Regulation 16(3) of the Gas Safety (Installation & Use) Regulations 1998, (GS(I&U)R) places requirements on the party who last supplied gas to ensure that the supply is left safe if no new meter has been installed 12 months after the initial meter removal
- Introduced to minimise the risk associated with live redundant gas service pipes being left in properties
- The solution report provides Shippers with details of MPRNs which have been isolated 6 months before. This report will show MPRNs that are yet to have a GSR Visit

Gas Transporter's Role

- The Gas Supplier has a duty to comply with these Regulations
- Although Transporters do not have a direct obligation under GS(I&U)R, they discharge the supplier's obligation in line with their own under the Pipeline Safety Regulations (PSR)
- On the receipt of meter removal information from a Meter Point, the Network investigates the site under Gas Safety Regulations
- This investigation takes place 9-12 months after the meter is removed

Xoserve's Role

- It is Xoserve's role to produce and validate the reports on a monthly basis
- We ensure the data is correct and in line with the report specifications and issue the reports to the industry
- We may also receive queries regarding the data within the report
- It is Xoserve's responsibility to respond to these queries

Shipper's Responsibility

- Shippers are obligated to scrutinise the report
- Shippers should update the Supply Point Register with the relevant details including re-registering the Supply Point if necessary
- Shippers should take the necessary action before 9 months has expired since the effective meter removal date

Pre-MODs

Lisa Warnock

6 October 2017

Classification: Public



SGN

Your gas. Our network.

Pre-MODs

Sharing best practice following the introduction of MOD424/425 on 01/04/13 and 01/04/14 respectively.

Background

SGN are continually striving to plug gaps in our Industry processes, GS(I&U)R visits which identify a meter on site is one such gap.

Sites with meters are reported to Xoserve on a monthly basis for the meter to be re-attached and previous shipper to reconfirm the site or investigate where the found meter is different from the one removed.

- Most of these sites have been continuing to use gas from at least 9 months prior to the GS(I&U)R visit but as a shipperless site
- Some owners/tenants are completely unaware and due to our visit, contact their supplier which identifies the problem
- Meter asset data and registration can be rectified prior to our report being returned

Shippers, we need you!

MOD518S – Shipper Verification of meter and address details following system meter removals implemented **01/09/17**

- MOD518 places a **code obligation** on Shippers to check the report at 6 months to resolve these sites prior to Networks receiving their report at 9 months
- Check your reports of meter removals and resolve sites
- Reduce Network admin/costs on GS(I&U)R process
- Ensure accurate data for Faster Switching
- Prevent complaints and minimise impact on customers
- Reduce or no charge to Shipper for unnecessary site visits (MOD424/425)

Initial action taken

Our first steps were to contact the site by letter to advise the gas supply was unregistered due to the meter removal from the system.

Dear Gas Customer

Meter Point Reference Number: [<MPRN>] for gas supply to above property

Our Ref: Pre-Mod

Meter Serial Number: Not Known

Index: Not Known

Immediate action required

Following our site visit on [<DD/MM/YY>], our records show the above property has a gas supply in use but without a supply contract in place. It's a legal requirement for every property using gas to be registered with a gas supplier so please contact your preferred supplier and arrange a supply contract immediately. Please follow the advice overleaf.

We'll keep monitoring your property for registration and once a supply contract is in place we'll contact you regarding any gas used up to the supplier registration date. We have an obligation under our licence to recover the value of gas used outside a supply contract and we'll invoice you for this amount. Our dedicated team are happy to discuss this billing process with you, and I'd encourage you to obtain independent legal advice if you're unsure of your responsibilities in this respect.

In the meantime, if you have any information that could be relevant to our investigation/invoicing please let us know as soon as possible.

It's very important you take appropriate action now.

Next letters

Dear Gas Customer

Meter Point Reference Number: [<MPRN>] for gas supply to above property

Our Ref: Pre-Mod

Meter Serial Number: Not Known

Index: Not Known

Immediate action required

A letter was sent to you on [<DD/MM/YY>] as our records show the above property has a gas supply in use but without a supply contract in place. It's a legal requirement for every property using gas to be registered with a gas supplier so please contact your preferred supplier and arrange a supply contract immediately. Please follow the advice overleaf.

We'll keep monitoring your property for registration and once a supply contract is in place we'll contact you regarding any gas used up to the supplier registration date. We have an obligation under our licence to recover the value of gas used outside a supply contract and we'll invoice you for this amount. Our dedicated team are happy to discuss this billing process with you, and I'd encourage you to obtain independent legal advice if you're unsure of your responsibilities in this respect.

In the meantime, if you have any information that could be relevant to our investigation/invoicing please let us know as soon as possible.

It's very important you take appropriate action now.



Dear Gas Customer

Meter Point Reference Number: [<MPRN>] for gas supply to above property

Our Ref: Pre-Mod

Meter Serial Number: Not Known

Index: Not Known

Immediate action required

We've been trying to contact you in recent weeks regarding your gas supply. We refer to our letter dated [<DD/MM/YY>] and subsequent one dated [<DD/MM/YY>].

The information we have suggests gas is being used at the above property without a valid supply contract in place. We have a licence obligation to make sure gas isn't used without a contract and therefore urgently require your help to resolve the situation.

Please contact us immediately if you wish to continue using gas. If we don't hear from you within the next 10 days we'll arrange to have your gas supply disconnected.

Letters explained

- The first letter advises the owner/occupier that our visit identified a meter on site and that they are showing as gas being in use but no supply contract is in place.
- The second letter repeats the first letter with the inclusion of the date the first letter was sent.
- The third letter advises of the previous letters and dates sent and states we will plan the disconnection of supply if no response after 10 days. This may be sent by recorded delivery.
- For sites where the found meter is not being used, we letter the occupier and offer to collect the meter free of charge and inform all MAMs

Outcomes

- SGN **were** sending the letters at the same time the report was being returned to Xoserve
- *This is duplication and not allowing the MOD process to work*
- MOD424 states Xoserve will instruct the responsible Shipper to confirm and/or attach the asset on UKLink
- If the actions have not been completed by the Shipper in 1 calendar month, Xoserve will confirm on behalf of the Shipper unless a dispute has been deemed valid
- SGN will **now** contact Xoserve following this SLA for an update on registration or dispute prior to SGN contacting any sites by letter
- Contact Shipper for any additional info (DPA permitting)

Any questions?

Thank you



SGN

Your gas. Our network.

Modification 0431

Shipper / Transporter – Meter Point Portfolio Reconciliation

November 2017 exercise

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Background

- Modification 0431 was implemented on 1st April 2014
- The modification is to; improve the completeness of data held on CDSP systems on behalf of industry parties by carrying out a Meter Point portfolio reconciliation between Supplier records and CDSP held records
- The first reconciliation exercise was commenced in May 2014
- As per the modification requirements, Xoserve registered any Meter Points considered Shipperless or Unregistered that were not registered by Shipper organisations

Reconciliation process

20 business days (BDs) notice provided by CDSP of exercise to Shippers

Shippers provide the data extract within 15 BDs of extract date.

Any unsuccessfully secured Supplier portfolios should be notified to CDSP within 15 BDs

Shipper to commence creation / registration or dispute notification within 40 BDs of receiving report

Discrepancies will be reported by the CDSP to Shippers

CDSP complete portfolio exercise

Shippers can request an additional 50BDs to carry out relevant activities

CDSP register on behalf of Shipper where relevant (if additional information is required Shipper will provide this within 15 BDs)

CDSP will publish on Xoserve.com anonymised Industry report and provide Ofgem a non-anonymised report of the reconciliation exercise

Reconciliation exercise clarification

- Scope of meter points
 - An equivalent iGT modification is being raised to incorporate iGT Meter Points to the 0431 exercise – for the November exercise, submission of iGT sites will be optional
 - Unique sites, LPG, shared supply point and twin stream meter points are recommended to be excluded as per the first exercise
- Extract dates
 - Supply portfolios to be extracted on 4th November 2017 (1st non working day of November)
 - Official written notification will be provided on 9th October 2017 to DSC Contract Committee members
 - Supply portfolio submissions to be submitted by 24th November 2017

Reconciliation exercise clarification

- Extract criteria
 - Confirmation status 'LI' or 'CO' to be submitted only
- Any MPRNs that are identified as; Not present on Sites and Meters, MPRN appearing on multiple Supplier Portfolios and Status of Dead or Extinct, will be reported to Shippers to investigate
 - *CDSP will not register any of these MPRNs, as they are not included in the scope of Modification 0431*
 - *Where Shippers find it appropriate, for Status of Dead or Extinct to be resurrected then, existing FOM and Dead to Live processes should be utilised*

- Formal notification of the exercise will be provided to DSC Contract Committee members
- Immediate contact point is;
Tahera.Choudhury@xoserve.com.

Plot to Postal 2017

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Plot to Postal 2017

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Xoserve's Plot to Postal Process

- Reports are run monthly.
- Distributed to Shippers and now Networks.
 - First issued to Shippers in March
 - First issued to Networks in September
- Ofgem held “Data Improvement: Plot Address” workshop on 24th July 2017
 - Xoserve met with Networks to discuss the way forward
- Xoserve shared details of our activities with Data Management Group.
- Continuing to collate Shipper Contacts.
- Validating and amending addresses when received.

What do you think of our approach?

What are you doing in your organisations?

Plot to Postal High Level Statistics

- March 2017 : 28,183*
- September 2017: 23,438*
 - Shipperless and Unregistered: 16,331
- Total address amended 7,338** in the last 6 months

*LI & CA Supply Meter Points

**The difference in the figures is due to the creation of new MPRNs with Plot Addresses.

How do you think this issue can be approached going forward?

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Dead to LIVE (DTL) Process

Richard Cresswell

Contents

- Update
- Statistical Information
- Challenges encountered
- Actions taken
- Going forward
- Discussion points and questions

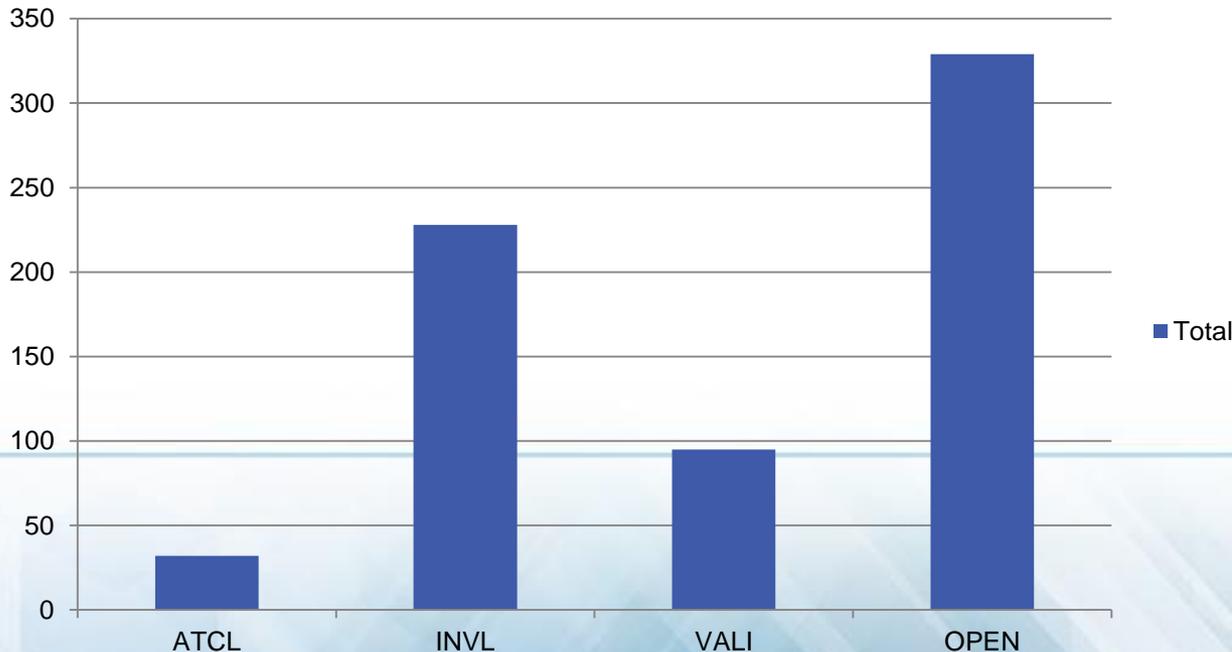
Update

- The process has now been live for four full months
- Once there was a pot of resolved Contacts large enough, an extensive investigation was carried out into:
 - The volumes
 - The detail provided by Shippers on submission
 - The detail given in responses from Networks
 - The level of Valid requests
 - What already known info could signpost potential validity
 - e.g. Historic ISO Contacts, whether a second MPRN was created through FOM or MNC processes

Statistical information

- As of W/C 25th September 684 Contacts had been raised
- Of those, 355 have been resolved (15 PSCs)
- 27% were found Valid, 64% Invalid, and 9% were auto-closed

DTLs received



Challenges being encountered

- Clear understanding of when the DTL code should and should not be used has not always been understood
- Networks were not necessarily expecting the volumes encountered
- DTLs raised when an MNC is the appropriate course of action
- DTLs potentially creating Duplicate situations
 - These may not be followed up to ensure a duplicate is dealt with
- The DTL option may see the confirmation on the *correct* MPRN delayed while an attempt is made to resurrect the DEAD MPRN

Action taken

- It was determined that the best course of action was to produce a guide
- Using the knowledge gained from the investigation the guide was developed to assist all stakeholders, clarify the process, move to more standardised responses, expand on understanding, provide best practices, and highlight hints and tips
- The guide has been published in Xoserve's online Info Library so is easily viewed
- It has also been sent directly to a targeted audience

Going forward

- The expectation is that use of the guide document will see an improvement in all stakeholders' experience
- It is hoped it will also see a reduction in Invalid requests
- Future analysis (suggested 3 months from publication) will be carried out to see how/if the availability of the document has affected the detail in the submissions of Contacts, turnaround times, and the proportion of Valid/Invalid resolutions
- Discuss the process with stakeholders in the S&U workshop

Discussion points & questions

- What are the Shippers' views as to the purpose of the process?
- What are the Networks' experiences of the Contacts they have seen?
- How can we improve the process?



Actions and Outcomes

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Any Other Business

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- Unregistered in use
 - Define Usage?
 - Does Xoserve have access to usage data?
 - Not theft – should they be regarded as high priority?
- Unregistered not in use
 - Can Xoserve allocate to Legitimately Unregistered pot?
 - Time limit before allocation? (similar to No Activity)

-
- Thanks for your attendance, contribution & support
 - Have a safe journey home!

Thank You

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