

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	16/07/07
Attendees:	Kevin Woolard KW (BUS), Sharon Cole SC (SHE), Peter Ressel PR (BUS), David Clark DC (NGD), Paul Cook PC (IEU), Mark Maurice-Smith MMS (Engage), Andy Morris AM (Engage) xoserve – Alison Jennings AJ, Richard Jones RJ, Steven Kettle SK
Apologies:	David Finnigan, Kerri Matthews, Simon Trivella, Chris Davies,

Actions from Previous Meetings

Ref.	Description	Action	Status
1	xoserve to produce glossary of terms relating to the issue of unregistered sites.	SK	Complete
2	xoserve to issue pot of 8,497 shipper activity MPRNs to corresponding shippers	SK	Complete
3	Shippers to respond to their own individual pot of unregistered shipper activity MPRNs indicating whether they intend to confirm the MPRN via a Yes / No indicator within 2 weeks of receipt of report.	All Shippers	Pending
4	Following receipt of shipper responses, xoserve will collate all “no” responses and re issue these to all shippers.	SK	Pending (Dependant on Action 3)
5	PR to send xoserve methodology behind how he has identified duplicate MPRNs	PR	Complete
6	xoserve to complete data cleansing exercise on USNANA pot that includes identification of duplicate MPRN's, Cancelled Jobs, ambiguous addresses.	SK	Part Complete
7	Demolished Sites - Current extract from National Grids disconnection database to be sent to xoserve	KM	Complete
8	Shippers to investigate their own individual pot of unregistered shipper activity MPRNs to determine if the address is being billed under a different MPRN on their billing systems.	All Shippers	Pending
9	xoserve to obtain sign on from all shippers not in attendance in relation to the actions agreed.	AJ/RJ	Complete
10	xoserve to prepare short statement to issue to relevant industry groups regarding the terms of reference of this group.	RJ	Complete
11	xoserve to process 1000 USNANA MPRNs through the End User letter process. Results will be published to the working group upon completion of the trial.	SK	Part Complete
12	xoserve to schedule a meetings for this group, to be held on the morning of every fourth Monday.	xoserve	Complete
13	Create log of issues and root causes identified during working group meetings.	SK	Complete
14	Sample of 50 plot addresses to be sent to Peter Ressel for investigation.	SK / PR	Complete
15	CW to gather information on the MPAN allocation and creation process and update the working group at next meeting.	CW	Pending
16	Analysis to be undertaken on responses where shipper(s) have indicated that they do not intend to confirm an MPRN despite evidence of shipper activity.	SK	Complete
17	Relating to action 3 xoserve to send letter for response to reports. If no response has been received by 30/06/07 xoserve to issue all no and null responses to all shippers.	SK	Pending
18	xoserve to produce management information on trends relating to unregistered MPRN's.	SK	Complete
19	xoserve to forward Unregistered process flow diagrams presented in previous meeting to working group distribution list.	SK	Complete
20	CW to provide contact details to RJ relating to ERA / ENA. RJ to make contact with ENA and ERA regarding the Shipperless and Unregistered Sites Working Group.	CW/RJ	Pending
21	xoserve to produce process flow diagram detailing how the MPRN creation process would look if the MPRN was to be allocated and created at job complete stage.	SK	Complete

Actions from Meeting held on 16/07/07

Ref.	Description	Action	Status
22	Management Information relating to the USNANA data set to be sent to all members of the working group.	SK	Pending
23	New Developments that have a large number of unregistered MPRN's to be identified by xoserve. Developers to be contacted in order to source plot plans and meter fitter. The meter fitter will then be contacted in order for MPRN's to be registered.	SK	Pending
24	Bounty results to be re published with corresponding age analysis. PR to send SK Bounty MPRN's so age analysis can be performed.	SK/PR	Pending
25	Following the creation of a code 12 MPRN if a meter fit job is cancelled as a result of the end user not having a live service this will then be cascaded to xoserve so the MPRN can be set to dead. Shippers to consider this process and report back on the practicalities at the next meeting.	All Shippers	Pending
26	All shippers to contact their operational departments in order to provide an update at the next meeting on the processes undertaken between MPRN creation and MPRN registration.	All Shippers	Pending
27	xoserve to send shippers all USNANA MPRN's broken into manageable data sets. The first set will consist of MPRN's created in 2005. Shippers to scan the USNANA MPRN's against their billing systems.	All Shippers	Pending
28	xoserve to reschedule meetings to every fourth Tuesday rather than every fourth Monday.	SK	Pending

Minutes

Introductions

Each member of the group introduced themselves.

Actions from previous meetings

AJ ran through all previous actions for the benefit of all new attendee's. PR mentioned that it would be useful to have management information relating to the current USNANA (Unregistered Sites No activity No Asset) pot. In relation to action 14 PR attempted to source postal addresses from plot addresses using the Echoes database. PR informed the group that this had been unsuccessful to date but he would continue to persevere.

xoserve update

RJ updated the group on the progress to date of the shipper activity Unregistered MPRN pot. At the time of the meeting xoserve are still awaiting 3,500 responses from shippers. From the responses received 700 MPRN's have been 'orphaned' by an indication that they will not be confirmed. Analysis has been performed on these 'No' responses and over 90% originated as Code 12 MPRN creation requests from Shippers. xoserve also presented trend analysis on MPRN's created over a 12 month period, the results showed that a considerable number of MPRN's continue to get confirmed up to 12 months after creation.

RJ cascaded an update to the group of the progress to date on the USNANA data set. Data cleansing identification is now complete and the following agreed data sets will be set to dead; MPRN's with a duplicate address, MPRN's with an IGT postcode, MPRN's associated to a cancelled job or quote and MPRN's created for either an alteration, capacity change or meter work job.

The USNANA end user letter one trial is complete and the results of the 1,000 letters were presented to the group. A reply was received from 17% of the letters, over half the responses either identified a duplicate or the end user confirmed that the property is not using gas.

An associated trial investigating a sample of 450 plot addresses with the relevant Local Authority resulted in 73% unable to source a postal address from a plot address or no reply. Where a postal address was provided 17% resulted in a duplicate.

(Graphs included in Appendix 1)

Shipper update

James Crossland was unable to attend the meeting and his update, as follows, was cascaded by RJ to the group.

Following analysis of the list of unregistered sites provided to us at the beginning of this process we concluded that the overwhelming majority appeared to stem from sites where we had carried out site works but had then failed to win the supply contract. In these circumstances we would expect the MPRN to be picked up by the confirming supplier. In order to check the status of supply for all of the sites on Corona's list we are in the process of writing to each site individually to ascertain their current supplier details. Sites that are found to be without a supplier will be sent a supply contract or advised of their responsibility to find a suitable supplier immediately. Where no response is received to the initial letter a further letter will be sent advising the occupier that failure to contact Corona regarding their gas supply may result in the isolation of the supply to their property. We have so far managed to confirm between five and ten percent of the unregistered sites provided to us and we intend to continue with attempts to contact each site.

With regards to new processes, we have introduced a clause to our site works contracts whereby Corona Energy will become the deemed supplier for any site where a meter is installed unless the end user confirms their intention to contract with an alternative supplier within a set period. We have also instigated end to end processes to make sure all new site works installations are sent to our sales team for pricing and contracts to prevent any new sites slipping through the cracks.

Electricity MPAN creation and Registration

AM delivered a presentation to the group on the Electricity MPAN creation and Registration process. The presentation covered the relationships and contractual requirements between various different stakeholders. (Copy distributed with these minutes)

Root Cause analysis and Preventative Actions

RJ presented to the group how the MPRN creations and allocation process could work if the MPRN was allocated and created at;

- Quote Acceptance Stage (Current)
- Job Completion Stage
- Meter Fit Stage

(Details in Appendix 2)

It was agreed that there may be benefits from further analysis of these changes and discussions with other relevant stake holders. DC added that there will be commercial issues around the timeliness of issuing an MPRN requiring a two week lead time for Shippers to satisfy new business needs.

AOB

None

Next Meeting

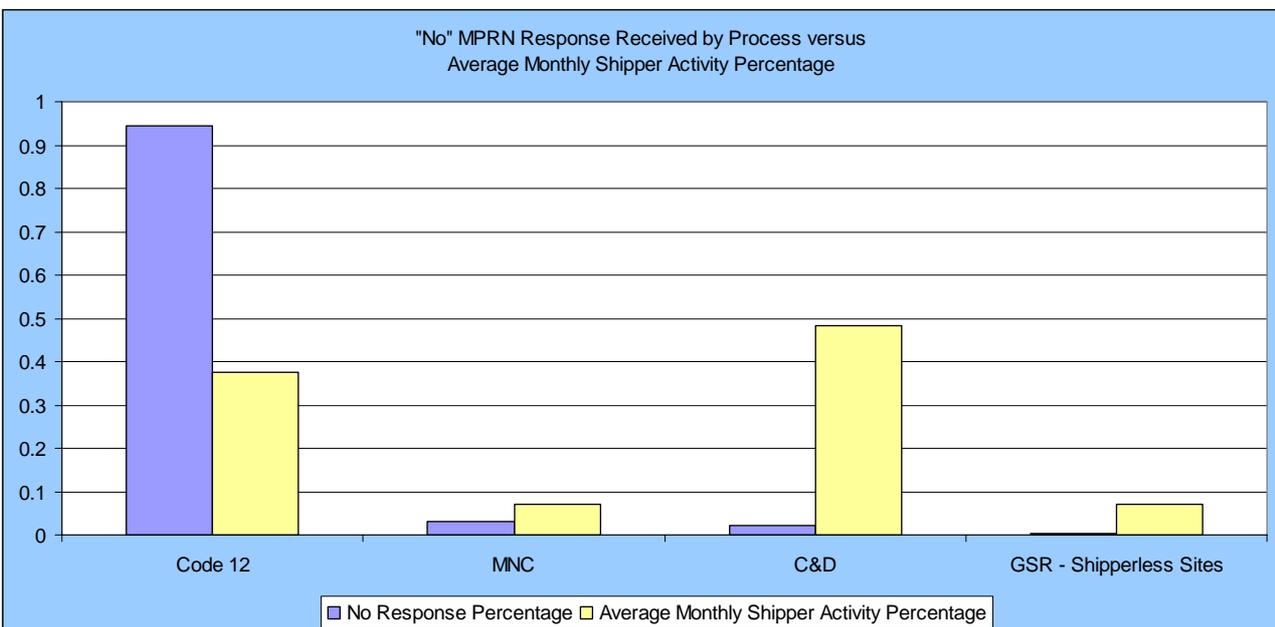
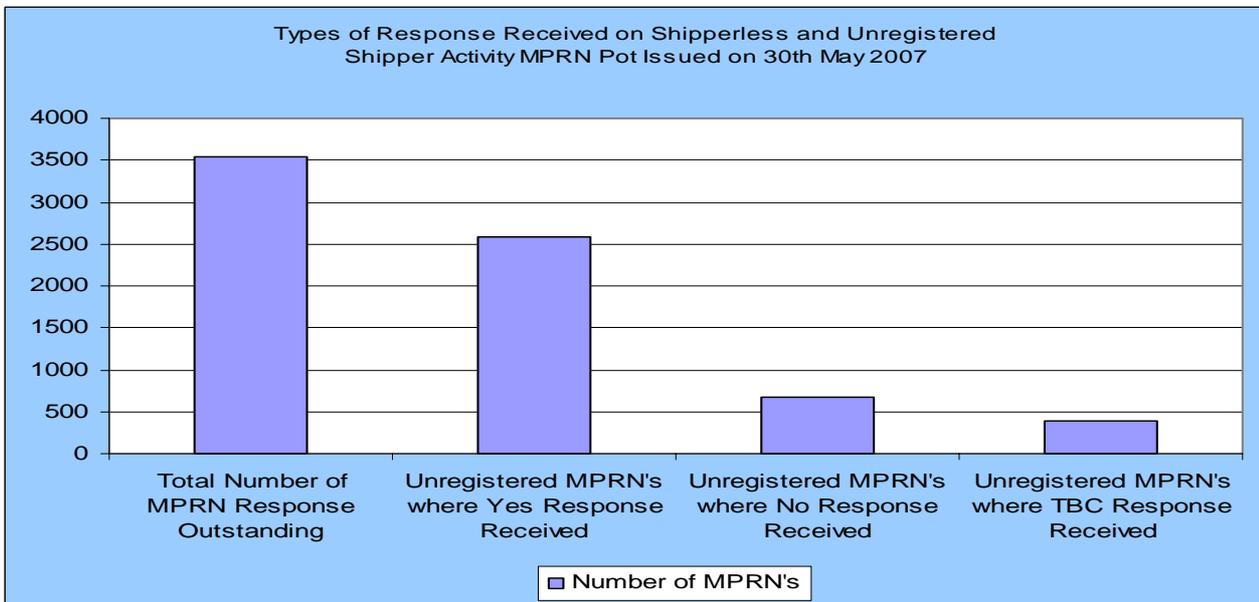
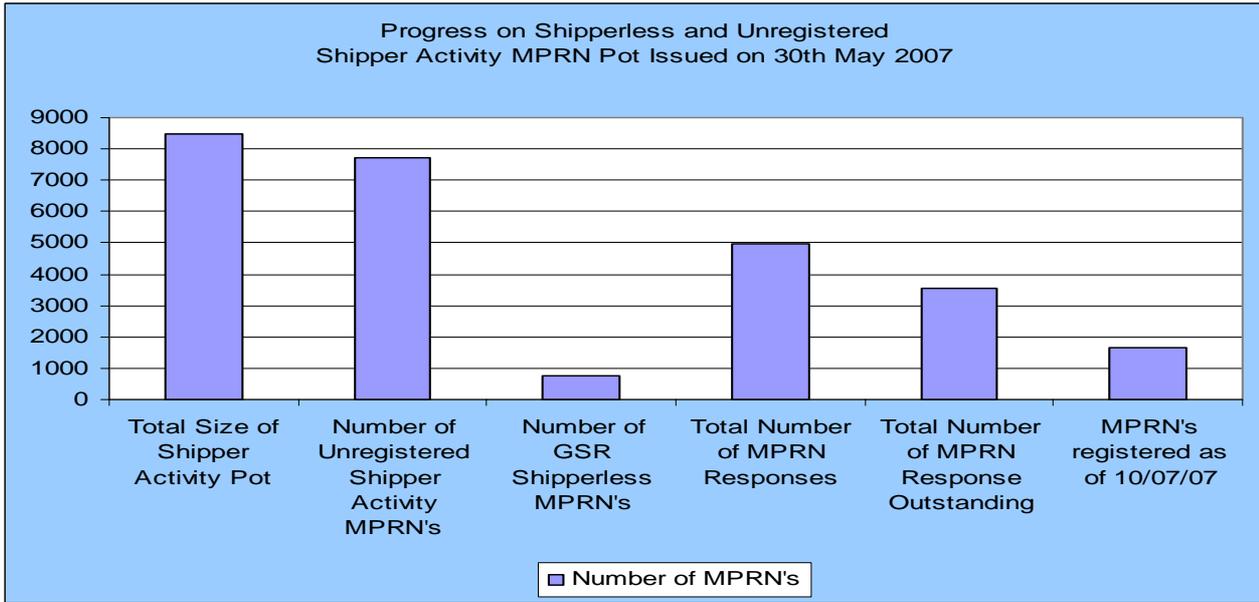
14/08/07

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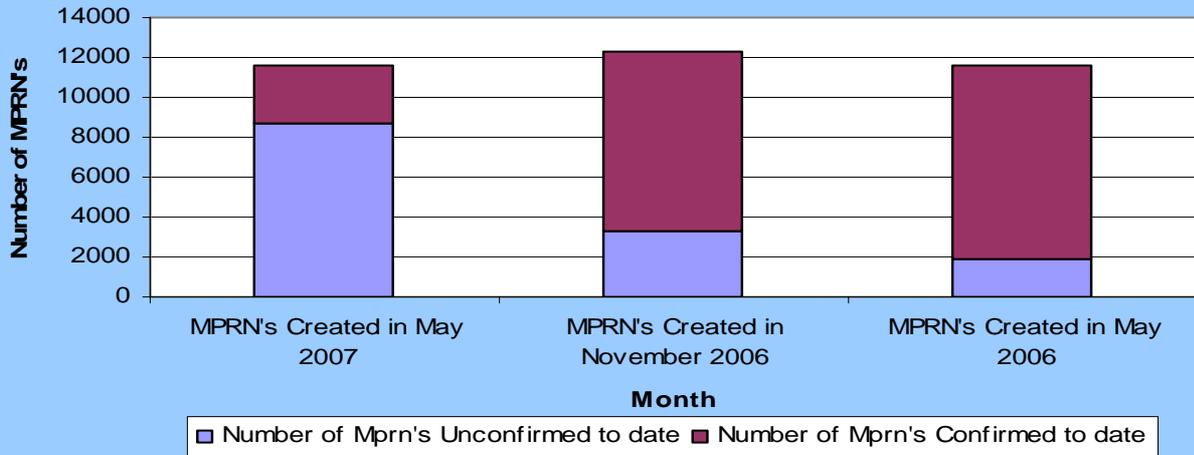
31 Homer Road Solihull

Conference room 4

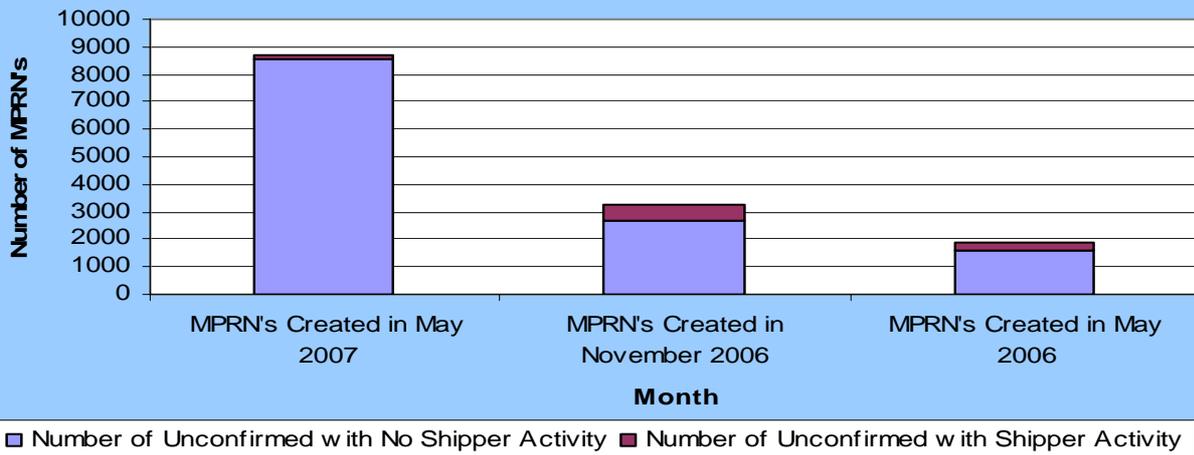
Appendix 1



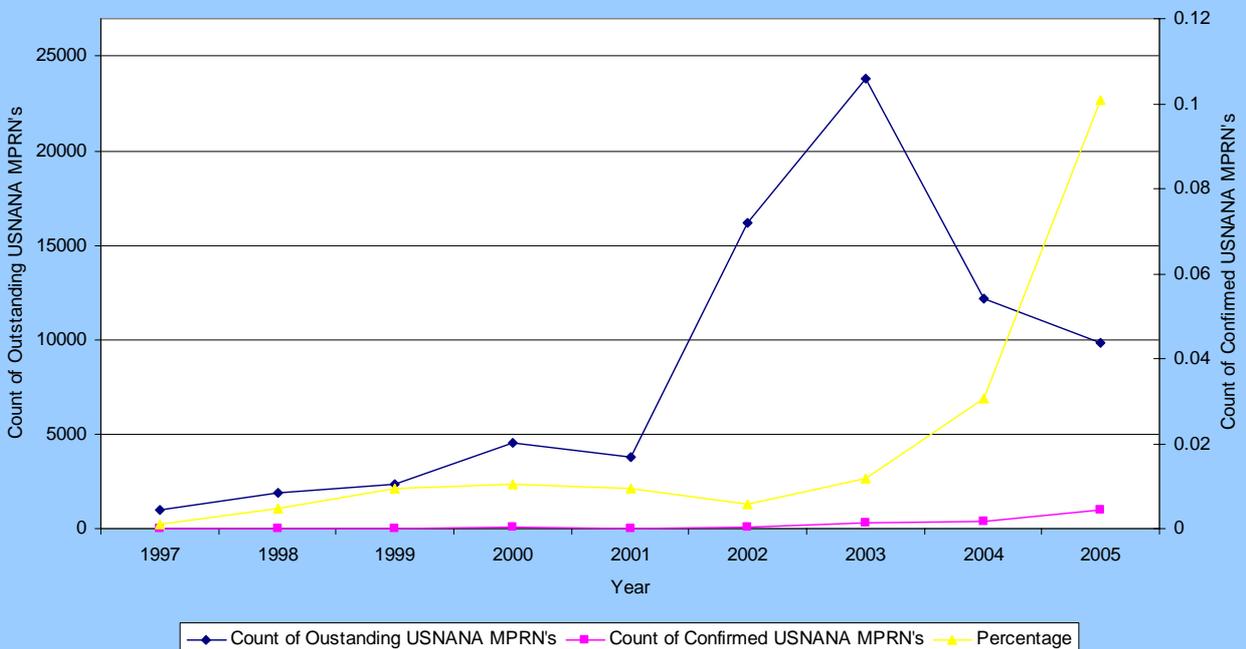
Number of MPRN's Unconfirmed versus Number of Confirmed to Date

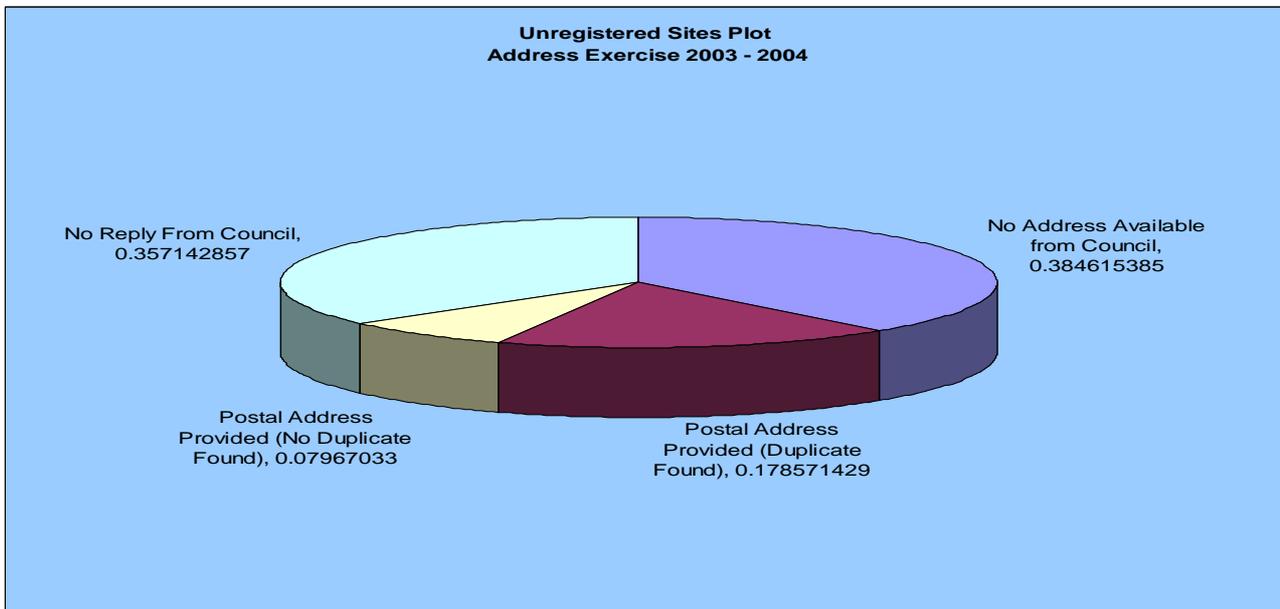
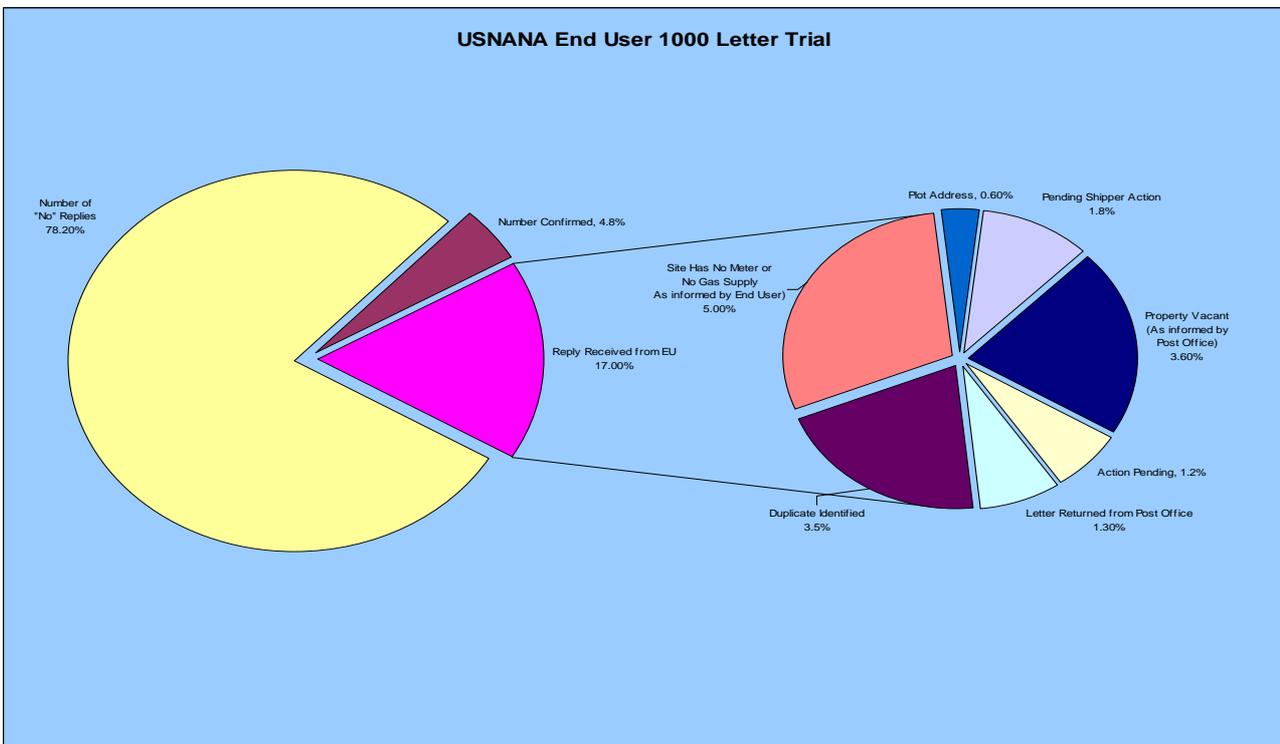
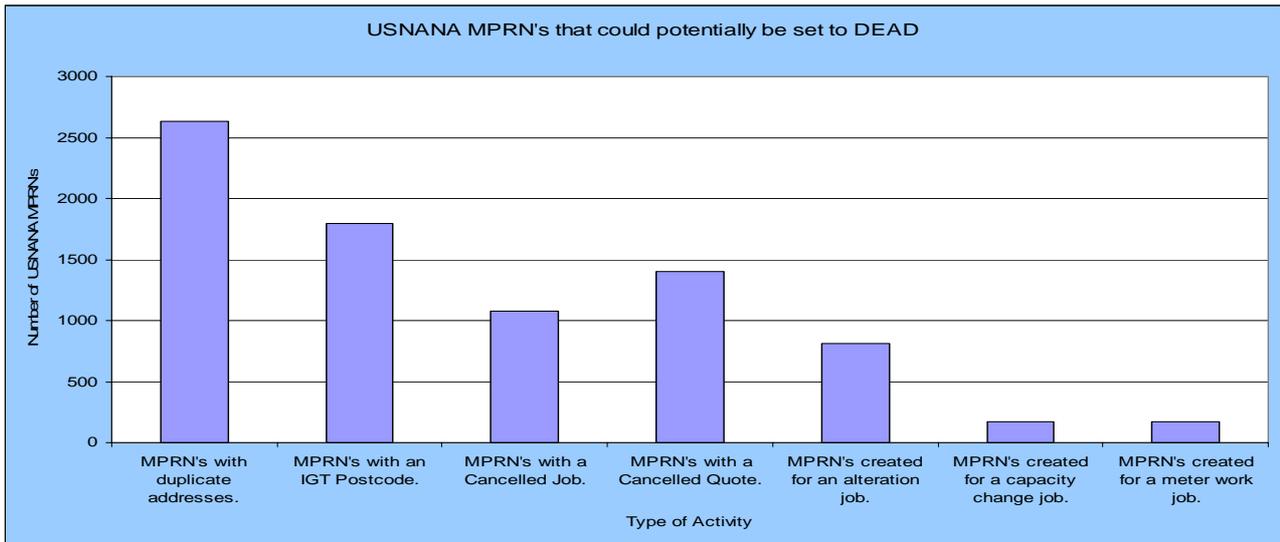


Number of Unconfirmed MPRN's with Shipper Activity Versus Number of MPRN's with Shipper Activity



USNANA Outstanding and Confirmed MPRN's

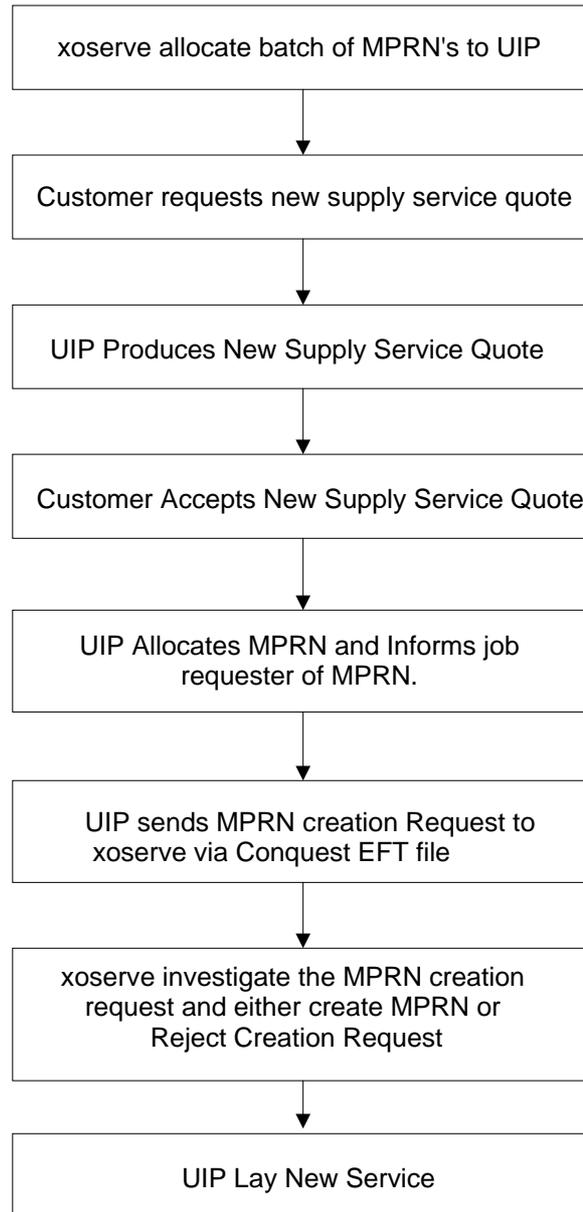




MPRN allocated at Quote Acceptance (Current)

Appendix 2

Straw man



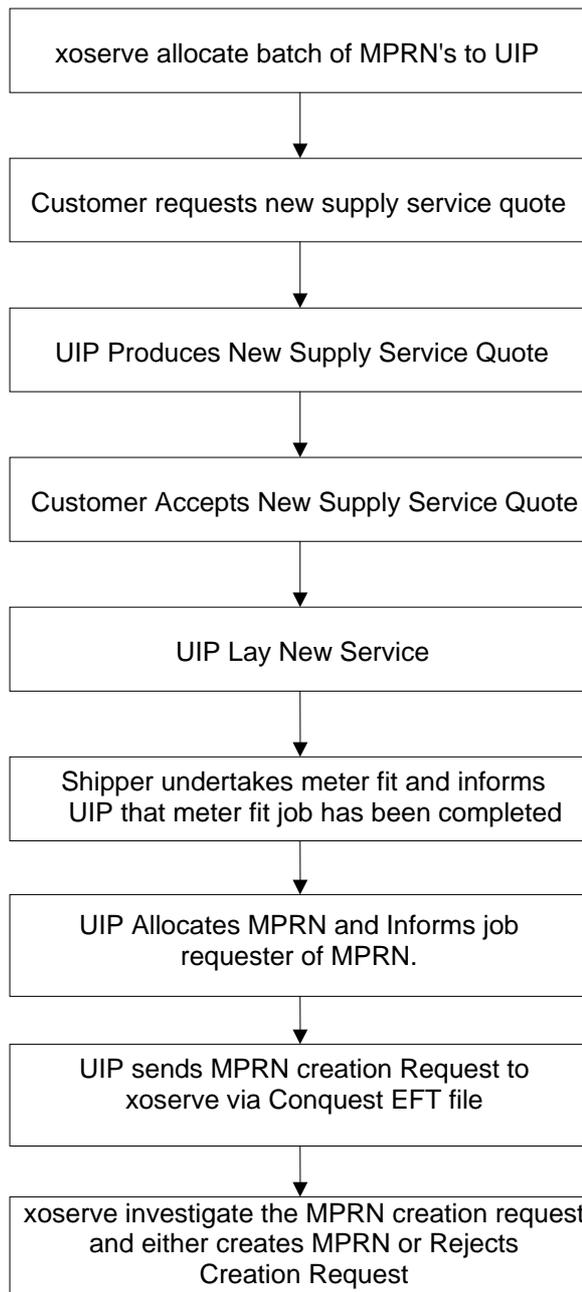
Advantages

- MPRN available to shippers very early when undertaking meter fit.

Disadvantages

- MPRN created as a result of cancelled jobs.
- A large number of plot addresses created on S&M.
- MPRN's created on S&M with no corresponding live service which could potentially be confirmed by shippers.

MPRN allocated at Meter Fit



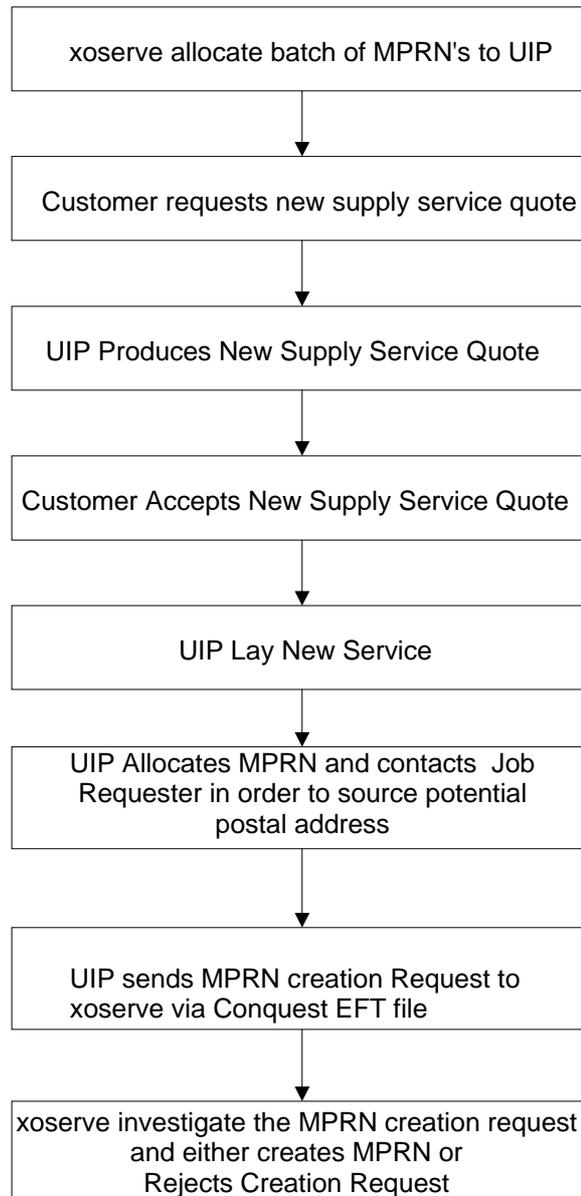
Advantages

- No MPRN created for cancelled new service jobs.
- Less plot addresses created on S&M as postal address is available at the point of creation.
- Only MPRN that has a corresponding live service will be on S&M.
- Majority of MPRN's can be linked to a shipper via meter fit job.
- All created MPRN's will have a live service and meter.

Disadvantages

- The MPRN will not be available to Shippers when undertaking a meter fit.

MPRN allocated at Completion of New Service Lay



Advantages

- MPRN's will not be created as a result of cancelled jobs.
- Only MPRN's that have a corresponding live service will be on S&M.
- As the MPRN allocation process occurs later, less plot addresses will be created on UKLink. The postal address will be available at the point of MPRN creation.

Disadvantages

- The MPRN will not be available to Shippers as early when undertaking a meter fit.