

Meeting Details

Meeting Description:	Shipperless and Unregistered Sites Working Group
Meeting Date:	3rd November 2010
Attendees:	<p>Alison Jennings (AJ) xoserve, Mark Woodward (MW) xoserve, Karen Anthony (KA) xoserve, Matt Taylor (MT) xoserve, Mike Weston (MW) NGM, Phil Lucas (PL) NGrid, David Watson (DW) BG, Cesar Coelho (CC) Ofgem, Andrew Wallace (AW) Ofgem</p> <p>Via Teleconference:</p> <p>Chris Davies (CD) Total, Teresa Skinner (TS) Total, Steve Barrass (SB) NPower, Paul Hamilton (PH) SSE, Mike Munro (MM) SSE, Keith Stout (KS) Fulcrum</p>
Apologies:	Sue Cropper-BG, George Donoghue-GDF, Jo Elleman-NGM, Carol Lincoln-EoN, Lisa Warnock-SGN

Completed actions from meetings

Ref.	Description	Action	Status
63	<p>xoserve to investigate the feasibility of producing an anonymous report showing numbers of unregistered sites by shipper activity.</p> <p>Update 07/01/10: This is feasible however, even with the level of anonymity that can be provided; it would be apparent in some circumstances, which set of data belonged to certain shippers. A discussion will be held outside of the meeting with affected shippers.</p> <p>Update 04/03/10: Discussion is ongoing with the shipper which is significantly affected by the issue described above.</p> <p>Update 05/05/10: Report available for discussion with individual shipper upon request.</p>	xoserve	Complete
64	<p>xoserve to investigate the feasibility of producing a report to monitor the number of MNo creation rejections which are resubmitted by UIPs.</p> <p>Update 07/01/10: Still reviewing the data.</p> <p>Update 04/03/10: Data is available and a report is now being formulated.</p> <p>Update 05/05/10: This issue to be picked up as part of 'Root Cause' in July's meeting</p>	xoserve	Complete
66	<p>All shippers to provide examples of MPRNs which have been provided to them by UIPs which have not been provided to xoserve.</p> <p>Update 07/01/10: No examples have yet been provided.</p> <p>Update 04/03/10: MS said that Eon has several examples and will provide them without delay.</p> <p>Update 05/05/10: Examples provided by MS – Issue now to be picked up as part of root cause in July's meeting</p>	All Shippers	Complete

76	<p>All shippers to ascertain their legal obligations pertaining to sites which they have "isolated and withdrawn" on UK-link but for which the meter was never physically isolated, and their contract to supply has subsequently expired. Update 04/03/10: MW referred to the shipper responses (Page15 of Appendix 1) Update 05/05/10: group discussed root cause and UNC obligations surrounding the confirmation/reconfirmation of shipperless sites. PL directed group to UNC Section G3.7.5 although it is felt that this is open to interpretation Update 07/07/10: Still no clear, unanimous understanding of UNC obligations surrounding this issue. MW offered support in this area by providing reports detailing information from DNs. ACTN: Shippers to review UNC and raise any concerns or objections if they feel that they should not be obligated to take the site back on. ACTN: Networks to raise a MOD if they feel this is the way forward ACTN: Ofgem offered to check the legislation issues surrounding a legitimate contract Update 08/09/10: CC advised that a 'deemed contract' would apply in this situation although MW would like further clarification on rules and regulations surrounding this issue. PL feels no further clarification should be required as it is clearly stated in UNC Section G3.7.5 Update 03/11/10: AW covered this during the presentation</p>	All Shippers/ Networks	Complete
79	<p>Shippers to review their response to Shipper Specific Reports and report back to the group. Update 04/03/10: Only 3 shippers responded. Update 05/05/10: No further responses received to date, statistics to continue to be provided at workshop</p>	All Shippers	Complete
81	<p>All to review straw man and collated questions and comments, and provide responses to xoserve by 12th February. These will be collated and issued to the group for further review ahead of the next meeting. Update 04/03/10: It was agreed in the meeting that the strawman would be discussed at the next meeting. All parties to come to the next meeting prepared for full discussion. Update 05/05/10: DW to update Strawman PL to send through the Networks responses MW to provide figures for I&C/Domestic split in the shipperless pot Update 07/07/10: DW to update Strawman Update 08/09/10: DW to update Strawman Update 03/11/10: Strawman updated and presented during meeting</p>	All	Complete
84	<p>All review the root cause list and provide further issues which may be added to it. Update 05/05/10: No further updates added</p>	All	Complete
85	<p>xoserve to group root causes to facilitate structured discussions at subsequent meetings. Groupings and the meeting dates on which those groupings will be discussed to be issued by xoserve. Update 05/05/10: Details provided and on joint office website</p>	xoserve	Complete
86	<p>MW discussed the details of Project Q with the group referring them to pages 4 and 5 of the pack 05/05/10: MW to send web-link to shippers for presentation on Project Q Post Meeting: Web link provided in minutes</p>	xoserve	Complete
86a	<p>Shippers to provide feedback on the principle of xoserve auto confirming shipperless sites where the networks obtained details that the same meter is still on site to that removed from UK Link by shipper Update 07/07/10: To be combined with Ref 76</p>	All Shippers	Complete
88	<p>MW to provide the presentation material in advance of the next workshop</p>	xoserve	Complete
89	<p>All to review root cause topic discussion papers to determine whether any of the alternative options should be recommended for implementation</p>	All	Complete

90	<p>xoserve to liaise with shippers for approval to publish those that are responding to the issued unregistered reports</p> <p>Update 08/09/10: AJ advised that xoserve will publish names of those shippers who have responded to the unregistered reports with their agreement, however this does not appear to have encouraged more shippers to respond and that we continue to receive the same low volume of reports back</p> <p>Update 3/11/10: xoserve to continue to report the names of those shippers who do respond</p>	xoserve/All	Complete
91	<p>Ofgem to look at issues surrounding the possibility of introducing a 'Supplier of First Resort' for unregistered MPRNs</p> <p>Update 08/09/10: CC to raise internally at Ofgem and report back to group</p> <p>Update 3/11/10: AW covered this during presentation</p>	Ofgem	Complete

Outstanding actions from previous meetings

Ref.	Description	Action	Status
	<p>Bali Dohel agreed to investigate whether the provision of supplier information by MAMs can be raised as an agenda item in a meeting relevant to the process.</p>	BD – SGN	Closed
72	<p>Update 07/01/10: A discussion took place to decide whether MAMCOP was an appropriate forum. It was agreed that MAMCOP should be requested to amend agreements to allow MAMs to release the required information to xoserve.</p> <p>All shippers to confirm to xoserve that they have instructed their MAMs to release relevant information to xoserve.</p> <p>Update 04/03/10: Only a few shippers have informed xoserve that they have instructed their MAMs to release the required information on request. MW stated that when xoserve has received notification from shippers that they have informed their respective MAMs, xoserve is not being told which MAMs have been instructed.</p> <p>AJ stated that she had misinterpreted the action and will now take the appropriate action.</p> <p>DW suggested that a change via SPAA and said that he would investigate and report back to the group.</p> <p>Update 05/05/10: It was discussed that this is a governance issue between suppliers and MAMs; to be put on agenda for SPAA expert group meeting.</p> <p>Update 07/07/10: This has not been captured on the agenda for the SPAA meeting as yet</p> <p>ACTN: DK to raise the issue with DW.</p> <p>Update 08/09/10: Not been raised with SPAA as yet; to be added to the agenda for future SPAA meeting</p> <p>Update 03/11/10: DW has requested that this is raised with SPAA however this is still yet to happen, DW to chase this up</p>	All Shippers	Ongoing

Actions from meeting held on 03/11 /10

Ref.	Description	Action	Status
92	<p>Ofgem presentation</p> <p>Issue was raised surrounding sites where a supply contract exists and has been signed but sites is not registered</p> <p>ACTN: AW to investigate further to determine obligations surrounding this issue</p> <p>Post Meeting: Issued out for review 23rd November</p> <p>ACTN: xoserve to send out presentation material for comment to those that have attended workgroup meetings.</p> <p>Post Meeting: Issued out for review 17th November</p> <p>ACTN: All - Comments and feedback surrounding the presentation should be directed back to xoserve.</p>	Ofgem/All	

93	<p><u>Strawman presentation</u></p> <p>ACTN: DW to send e-mail to AW providing examples of sites with meters fitted without contracts in place</p> <p>ACTN: xoserve to arrange to be involved in next months DN meeting to talk through the Strawman process and proposed MOD</p> <p>ACTN: DW to correct box number 1 on slide '2' to reflect "gas not being taken through a meter"</p> <p>ACTN: DW to speak to Health & Safety Executive to gain understanding on their view on safety issues surrounding this process</p> <p>ACTN: MW to clarify the details of the Pipeline Act and report back to group Post Meeting: Details sent out 23rd November</p> <p>ACTN: DW to speak to BG lawyers regarding the details of the Pipeline Act to understand the impacts of this on the proposed MOD</p> <p>KS advised that once work is completed on site the UIPs advise the DNs; this should trigger the start of the process however xoserve are currently not aware of when the service is actually laid as the MPRN is created at quote acceptance stage</p> <p>ACTN: DW to speak to AJ regarding the trigger for the start of the process and the clock to start ticking</p> <p>ACTN: DW to investigate internal processes surrounding the issue of how many supplier site visits and establishing vulnerable customers from their disconnections process in order to assist with end to end disconnection of customer who refuse to obtain a supplier contract</p> <p>ACTN: DW to communicate the draft process to the wider industry. Comments are invited directly to DW or can be fielded through xoserve ahead of any MOD being raised. Also look at possibility of arranging a separate working group to deal with this process.</p>	DW/MW	
94	<p><u>Root Cause</u></p> <p>ACTN: With reference to Root Cause 10 on slide no. 8, MW agreed to provide a breakdown of the volumes that are situated in the 4 categories within the legitimately unregistered table; he did, however, advise that the majority will come under "Live service – no meter".</p> <p>ACTN: xoserve to send out remaining root causes 10 - 16 that the group have yet to discuss, to include conclusions and proposals.</p> <p>ACTN: The group – are encouraged to provide comments and feedback to xoserve so that they may be fed into and captured in the final report.</p>	All	

Minutes

1. Introductions

Introductions were carried out.

2. Actions from Previous Meetings

MW ran through all previous actions.
See Updates Above.

3. Industry Statistics

MW presented the latest industry Shipperless and Unregistered Sites statistics.

4. Presentation - Legal Framework for Shipperless and Unregistered sites

AW talked through the presentation delivered on behalf of Ofgem (resulting actions captured in 'actions table')

Ref Page 6

PL stated that if shipper has not withdrawn from site properly and gas is still being offtaken, under UNC Section G3.2.2 (G3.7.5) the previous shipper is still responsible and UNC treats this as if withdrawal never happened

DW wanted clarification on how charges are sent back to shipper when no withdrawal has taken place ie they are deemed; AJ advised that this process is being looked into currently by xoserve

Ref Page 7

DW advised that as far as he is aware, the 5 largest suppliers do not currently back bill more than 12 months where the customer had not previously had a contract through no fault of their own (domestic only)

TS sought clarification on what happens to the transportation charges for those customers in the orphaned pot who refuse to sign a contract. AJ advised that transportation cannot be charged until that site is confirmed.

Ref Page 14

DW clarified that as the SoFR could only bill from date of appointment, any charges for gas consumed prior to that date would be socialized

5. Presentation – Disconnection Process; Service with Meter/Service No Meter (Strawman)

DW presented the current 'Strawman' diagram, advising that this is the MOD that he will be proposing (resulting actions captured in 'actions table').

AJ clarified that the C&D Store use is very limited and xoserve currently do not receive large volumes; suppliers are not always fulfilling their obligations by informing xoserve if a meter is fitted on unregistered sites.

6. Addressing Root Causes

The group have discussed up to and including Root Cause 10, the remaining topics will be sent out to group for comment.

7. AOB – None

Next Meeting: 10.00–14.00, 2nd February 2011, Conference Room 6, 31 Homer Road Solihull