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# **Shipperless & Unregistered Workgroup 27<sup>th</sup> July 2016**

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# Introduction

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- Introduction
- Review previous actions
- Statistical Information
- ‘MNC’ Process Update
- MAMCoP exercise: update
- MPRN Creation volumes (MNC/FOM Multi-service indicator)
- MOD424/425/455 Process review
- AOB

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# Review previous actions

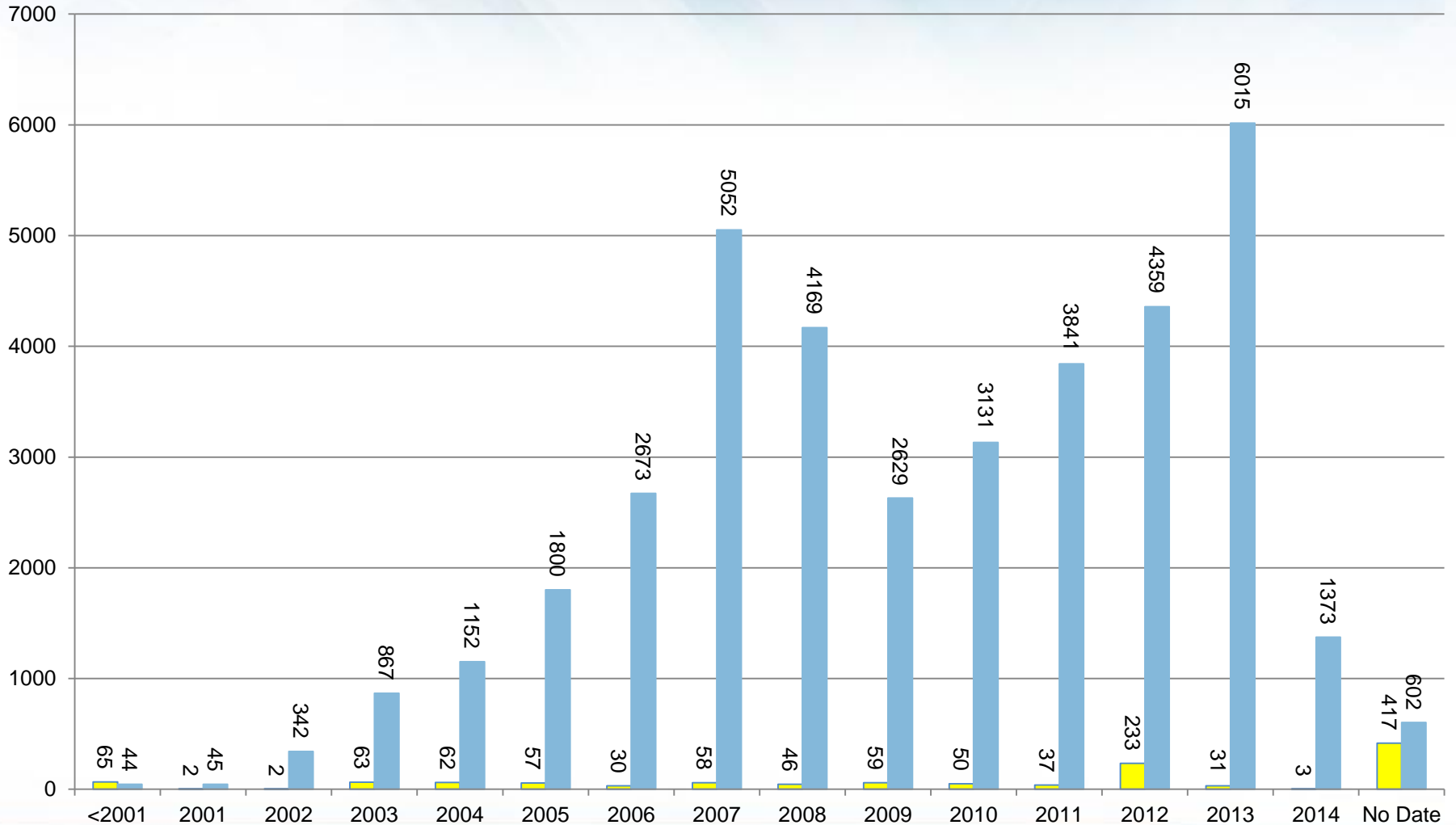
## Outstanding actions from previous meetings

Ref.	Date Raised	Description	Owner	Update
169	01/12/2014	Networks to determine a process / procedure to determine responsibility for a Meter at a Shipperless site. Update 09/11/15: Update to be provided. Unified response to Ofgem to be drafted <b>Update 24/03/16: Individual Networks are developing their own processes to deal with this. LWar to check with David Mitchell if SGN has drafted the response to Ofgem on behalf of all Networks.</b>	Networks	Carried Forward

## Actions from meeting held on 24/03/16

Ref.	Date Raised	Description	Owner	Status
176	24/03/2016	LWar to check with David Mitchell if SGN has drafted the response to Ofgem on behalf of all Networks, regarding process / procedure to determine responsibility for a Meter at a Shipperless site.	LWar (SGN)	Open
177	24/03/2016	Xoserve to find out who the relevant Network contacts are for the Network mis-allocation cleansing activity. <b>Update 27/07/16: Xoserve provided the respective datasets to the Networks' Contract Managers on 12<sup>th</sup> February 2016.</b>	Xoserve	CLOSED
178	24/03/2016	Xoserve to investigate the feasibility and benefits of producing an age profile of the Legitimately Unregistered dataset. <b>Update 27/07/16: It is feasible to conduct an age analysis on the Legitimately Unregistered pot based on the MPRN Creation date. However, the benefits of this are unclear as a significant proportion of the LU pot are Shipperless and have therefore had a confirmation since the MPRN creation. Volumes are detailed on the following graph.</b>	Xoserve	CLOSED

# Legitimately Unregistered Sites Age Analysis



NB. Dates above are the MPRN creation date



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## Actions from meeting held on 24/03/16

Ref.	Date Raised	Description	Owner	Status
179	24/03/2016	RC to investigate the feasibility of including a communication to the Networks when MPRNs are created as part of the new MNC Creation process.	Xoserve	Open
180	24/03/2016	LJ to find out how MPRNs will be created once the creation process reaches "all the nines". <b>Update 27/07/16: LJ investigated and found that we can still create around 6 million more meter points with 9 series. Once we are closer to concluding we will look to define a new series.</b>	Xoserve	CLOSED
181	24/03/2016	Attendees to consider future agenda topics and/or presenting initiatives or success stories to the group.	All	Open



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# Statistical Information

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# Statistical Information

## Industry Unregistered and Shipperless Sites

		Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Description
Shipper Activity	Meter Activity (Potential Mod410a)	55	29	29	38	73	44	32	34	43	30	Shipper Specific Meter Activity
	Other Activity	130	120	124	107	116	109	133	111	124	120	Shipper specific activity which suggests intention to confirm i.e., Confirmation rejection, ConQuest and CMS contacts to create the MPRN.
	Total	185	149	153	145	189	153	165	145	167	150	All Shipper Activity
Orphaned	Total	6,794	6,609	6,335	6,188	6,084	5,984	5,913	5,236	5,029	5,005	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	2,038	1,969	1,853	1,787	1,746	1,700	1,653	1,407	1,327	1,288	
Shipperless Sites - Shipper (PTS)	Potential Mod424	1,837	1,296	1,811	1,731	1,876	1,871	1,911	1,827	1,825	1,870	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	3,842	3,790	3,785	3,143	3,116	2,994	2,864	2,526	2,441	2,378	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		5,208	5,871	6,285	6,797	7,403	7,837	8,730	9,589	10,576	11,447	MPRN's created on UK Link where no shipper activity has ever been recorded and remain unconfirmed.
Legitimately Unregistered		41,073	40,467	40,096	39,695	39,377	38,943	38,594	39,419	39,485	39,306	MPRN's which represent: Vacant sites / No Gas meter but live service / Service still in planning stage.
Meter Point created less than 12 months		34,355	35,126	34,226	32,462	34,285	33,034	31,453	32,970	33,567	33,881	Unconfirmed MPRN's with a creation date <12 months. If not confirmed they will gradually feed into the above 'pots'.
Total		17,866	17,715	18,369	18,004	18,668	18,839	19,583	19,323	20,038	20,850	
<b>Not included in Total</b>												

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# 'MNC' Process Update

# Introduction

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- Process has been running for just over 3 months
- There has been a review of the points raised by each stakeholder
- Xoserve and the Networks have discussed those raised by Shippers in some detail
- Some changes have been made to the process
- There are some additional areas of clarity
- Any changes and clarified areas will be reflected in any published documents e.g. the User Guide

# Topics for discussion

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- Current performance
- Changes Xoserve have made to improve performance
- How Shippers can assist in improving performance
- Registered concerns / questions from Shippers
  - Vulnerable Customers / Fast-Tracking
  - Route of appeal
  - Requests for further contact information
- End User contact details
- Live / Dead check – should this be a mandatory activity?

# Statistics to Date – Valid and Invalid

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- To Date Xoserve have received 3816 MNC Requests since 22/04/2016, of which 3561 have been resolved
- Of the 3561 resolved, 1889 (54%) were Invalid
- 1514 Contacts were rejected at the first validation stage by Xoserve, with no referral to Network. This makes up 41% of all Contacts resolved and 79% of all Contacts deemed Invalid
- 2046 of Contacts were resolved by the Network, of which 1673 (82%) have been deemed valid and 373 (18%) have been deemed Invalid

# Xoserve changes in process to improve performance

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- A large proportion of Contacts were being rejected at the first validation stage
- Shippers would then re-submit but the Contact but this may then be rejected a second time for failing second level validations
- To alleviate this, Xoserve are now carrying out first and second level validations on the first submission
- Xoserve inform the Shipper, of all the validations on which the Contact has failed, in one response
- Contacts are now reaching the Network referral stage quicker and with fewer Xoserve rejections
- Xoserve will be expanding the selectable Network rejection reasons (list to be agreed with all Networks)



# How Shippers may assist in improving performance

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- Ensuring that all Mandatory and Conditional Mandatory fields are populated with valid data
- Investigating Data Enquiry prior to submission to ensure the Supply Meter Point does not already exist
- Checking on the Royal Mail website to ensure the address as requested is PAF Valid
- If there is certainty that the address as requested is correct, but is not reflected on the website, contact the Royal Mail who will update within 48 hours
- There are situations where we will accept the Contact without the address being present on the Royal Mail website (see Royal Mail slide)



# Urgent Requests (elderly / children etc)

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- It is agreed that some Contacts do call for prioritisation
- Consideration needs to be given to determine in which cases this is justifiable
- Consideration needs to be given as to how this can be gauged for validity
- What information should be provided when raising the Contact?

# Route for appeal

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- There are occasions when the Shipper may not agree with the response and wish to challenge
- In the first instance, this challenge should come to Xoserve to see if it can be resolved without referral
  - This would apply to Contacts deemed Invalid by either Xoserve or the Network
- If Xoserve are unable to resolve the challenge, the Network User, that gave the original Network response, will be asked to Contact the raising Shipper User
- This Contact information will already be held on the Contact as it is Mandatory

# Requests for further contact details

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- There have been occasions where Contacts have been closed as invalid where the End-user details provided have been insufficient for the Network to investigate to a conclusion
- It has been agreed that in these instances, the Contact will not be closed as Invalid
- Instead, the Network will contact the Shipper User directly, requesting the further detail
- The Contact will remain at the Network referral stage until it is determined Valid or Invalid

# Addresses not on Royal Mail website

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- Xoserve will accept Contacts where the address is not on the Royal Mail website in the following circumstances:
  - Proof is provided that the Royal Mail have agreed to update their website with the requested address
  - Multi or communal occupancy i.e. where there is one post box that serves multiple premises
  - Churches
  - Any premise which it would be reasonable not expect there to be post delivered
- Evidence to back up a request can be provided by sending to the MNumber submissions box, ensure it is referred to within the Additional Information field on the Contact

# End-User Contact details

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- In order to resolve some requests, either with or without a Site Visit, the Network will require contact details
- Therefore, End-User name and End-User telephone number will become Mandatory data items from 1<sup>st</sup> September 2016
- It is appreciated that the End-User will not always be the contact the Shipper has been liaising with
- Therefore, the Shipper should supply the details, within the now Mandatory fields, of whomever they have been engaging with to prompt the request e.g. an Energy broker

# Live / Dead check

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- Does a Live / Dead check confirm the legality of a Supply?
- Some Contacts are being rejected if there has not been a Live/Dead check requested
- Some Contacts have a further rejection when the Live/Dead finds that the service is Live
- Should the lack of a completed Live / Dead check be a valid rejection reason?

# Questions

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# MAMCoP exercise: update



# MAMCoP MAM Portfolio Comparison Exercise

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- MAMCOP Board meeting (May'15) agreed to compare S&U Meter Points against MAM portfolios
  - *Providing details where an installed asset record exists*
- The July 2015 S&U data was provided to MAM organisations
  - *30<sup>th</sup> July 2015*
- Where MAMs identified Meter Points part of the S&U dataset (asset attached) the Meter Points were provided to Shippers
  - *Requirement to assess/review/undertake appropriate actions*

# MAMCoP MAM Portfolio Comparison Exercise

- The data has been issued to the Shipper Community
  - *3 occasions: March/May/June 2016*
- 29 Shippers were initially involved
  - *Of which 23 still have outstanding volumes*
- The overall number has reduced from 1534 to **779**
  - *Reflecting good progress overall*

Shipper	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	Total
Mar-16	27	5	506	67	5	1	43	1	5	159	6	9	56	19	11	2	7	6	65	398	14	102	3	9	1	1	2	2	2	1534
May-16	23	4	436	53	3	1	33	1	5	136	3	8	50	19	9	2	5	6	62	387	10	94	3	7	0	0	2	2	3	1367
Jun-16	17	3	297	9	2	0	33	1	0	89	3	8	11	17	8	2	2	2	52	165	10	41	2	4	0	0	1	0	0	779

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# **MPRN Creation volumes**

## **MNC/FOM (Multi-Service Indicator)**

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# MPRN Creations (01/01/15 – 30/04/15)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5,359	552	10.30%
FOM	25,556	8,614	33.71%
Total	30,915	9,166	29.65%

# MPRN Creations (01/05/15 – 30/09/15)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5,962	584	9.79%
FOM	35,213	6,791	19.28%
Total	41,175	7,375	17.91%

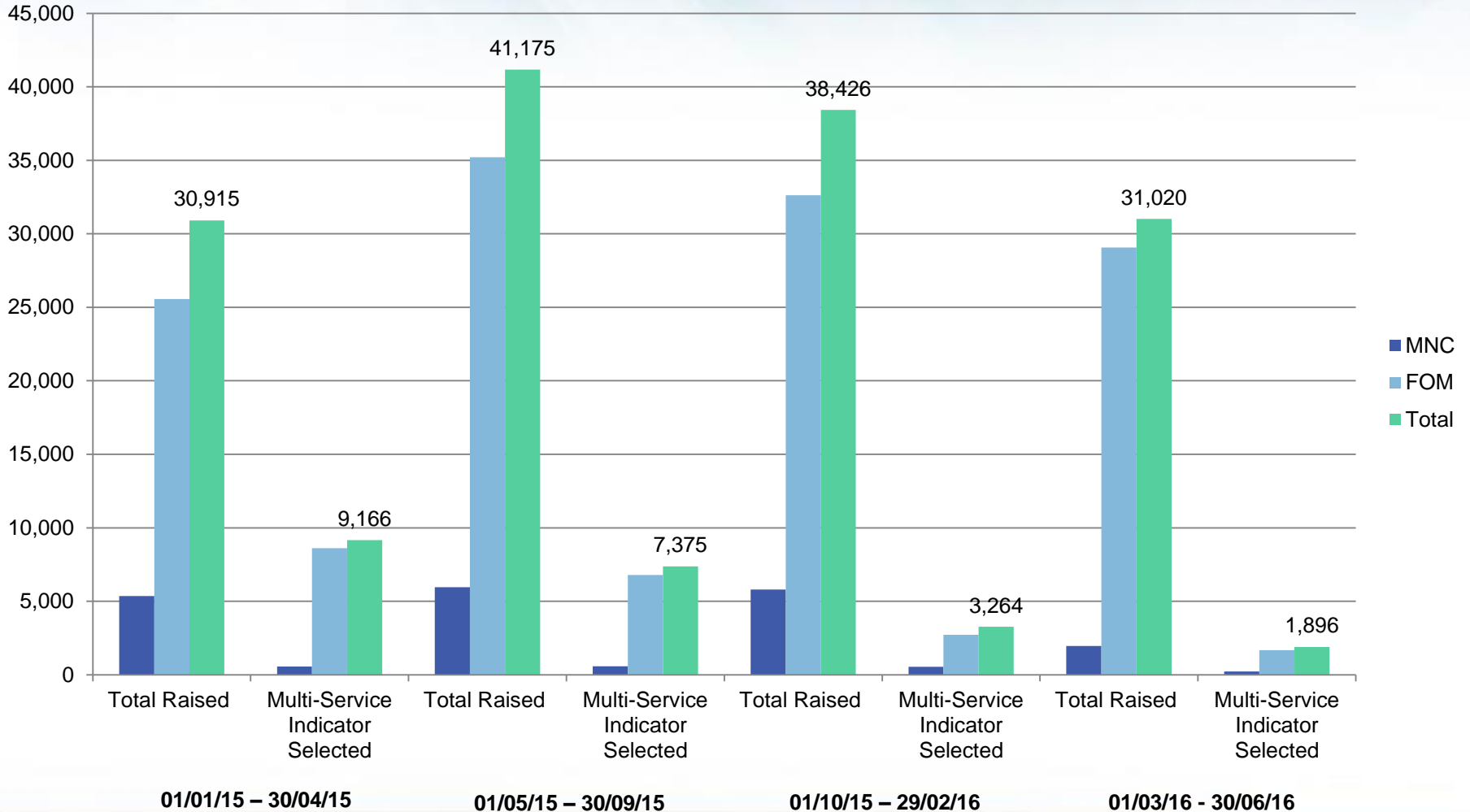
# MPRN Creations (01/10/15 – 29/02/16)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	5,797	543	8.34%
FOM	32,629	2721	9.37%
Total	38,426	3264	8.49%

# MPRN Creations Update (01/03/16 – 30/06/16)

	Total Raised (valid & invalid)	Multi-Service Indicator Selected	% Multi Service Indicator Selected
MNC	1,959	227	11.59%
FOM	29,061	1,669	5.74%
Total	31,020	1,896	6.11%

# MPRN Creations: Multi-Service Indicator





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# MOD424/425/455

## Process review

- Modification 424 implemented in January 2013
- Modification 425v implemented in November 2014
  - Both amendments to Uniform Network Code principles
- Utilisation of the Contact Management Service
  - *MOD 424 GSR contacts*
- Offline database created to manage MOD 425 contacts
- Agreed Industry process which reflects UNC

- GSR contact loaded to CMS following Safety visit
  - *By Distribution Networks (DN's)*
- CMS then categorises each contact;
  - *NAR: No action required (asset updated)*
  - *RTN: DN query (MOD 425 process)*
  - *SSP: Different meter (shipperless site - MOD425 process)*
  - *PTS: Same meter (shipperless - MOD424 process)*
  - *SCN: Site confirmed different meter on site (MOD425 process)*
  - *SCO: Site confirmed same meter on site (MOD424 process)*

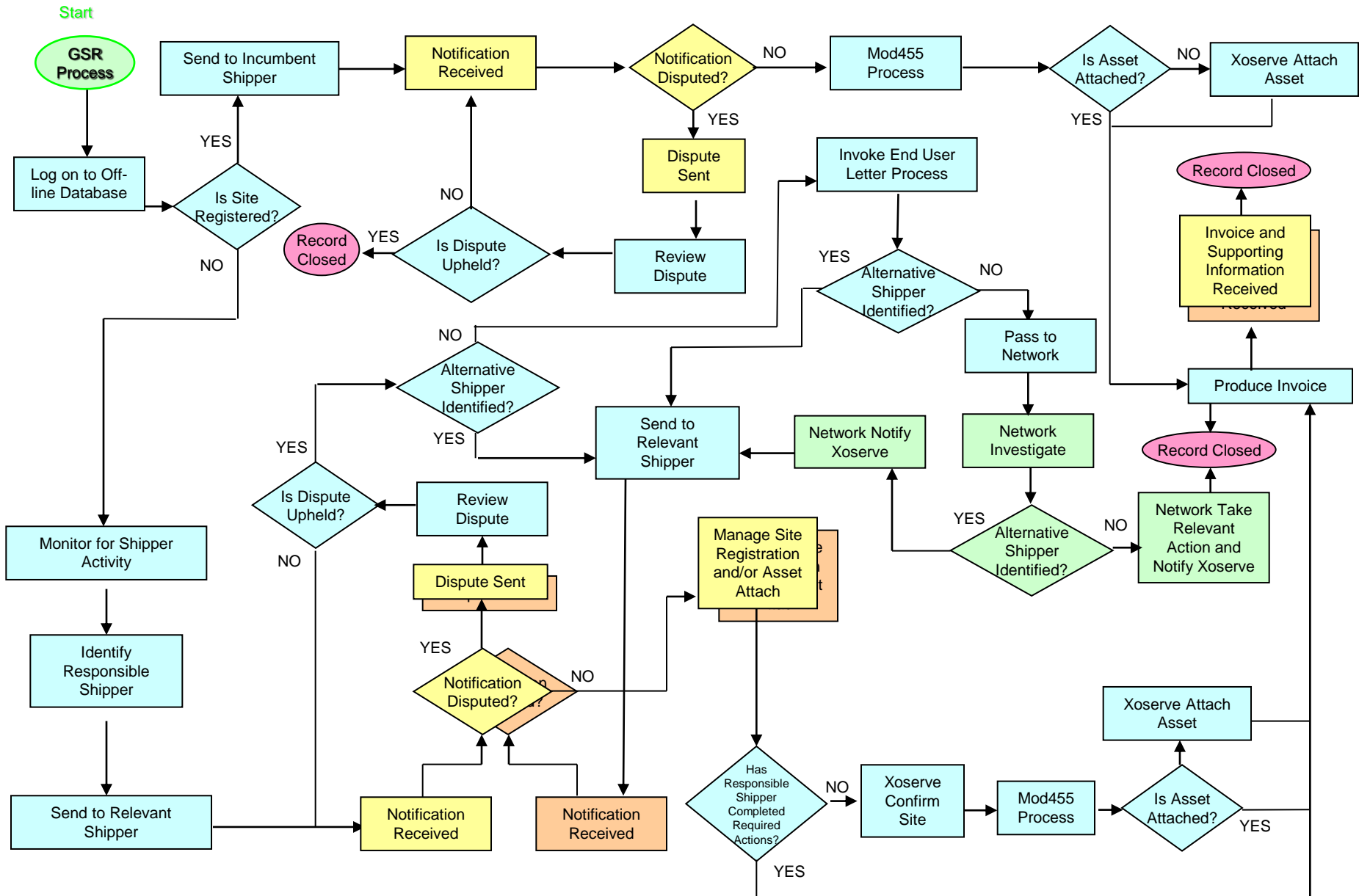
- GSR's with MOD 424 criteria held in Shipper queue
  - *PTS/SCO*
- 'Forced' confirmation undertaken after 90days unless dispute
- Asset auto attached after 30days unless dispute
- Managed via the Xoserve Contact Centre team
  - *See contact details in later slides*
- Those with MOD 425 criteria managed via offline database
  - *GSR contacts also remain open in CMS until resolved*

# Modification 425 – Background

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- Daily output file generated to identify MOD 425 GSR's
  - *RTN/SSP/SCN*
- Loaded to offline database (not linked to CMS)
- Daily report issued to Shippers providing MOD 425 details
- Affected sites fall into 2 categories
- Following status codes applied
  - *AWSL - Last registered shipper given 90days to confirm or dispute*
  - *AWRS - Current registered shipper 30days attach asset or dispute*

# Process overview



- Xoserve follows the procedure defined by UNC
  - *As per Industry agreed Modifications*
- Xoserve can only relay the information provided by the DN's
  - *Coupled with limited desktop checks*
- Shippers can utilise own data & Data Enquiry to verify
  - *What checks do Shippers undertake?*
  - *Is there anything further Xoserve can offer to support?*
- Shippers need to regularly check/review CMS



- If a contact is disputed this does **not** mean it will be closed
  - *First needs to undergo Xoserve/DN investigation*
  - *Further information could be relayed*
  - *Subsequent actions could be required*
- ‘Forced’ confirmations - remember to then attach asset data
  - *Xoserve process triggered if not undertaken by Shipper*
- Review the confirmation acceptance files (S15/S88)
  - *Xoserve confirmations identifiable as XOS + unique ref*



# Common Issues/Themes

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- Data quality issues – Address discrepancies
  - *Information provided via DN following GSR visit*
  - *Xoserve undertake limited ‘desktop’ checks*
  - *Historically erroneous data?*
- Differences with asset information
  - *Installation dates/MSN details...*
- Timing issues cause misunderstanding/additional work for all
  - *Resulting in the ‘unpicking’ of automated activities*
- How can we handle issues more effectively?

# Some Specific Examples

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- Inability to attach asset due to incomplete meter details
  - *This problem is compounded if meter has been removed*
  - *Need to agree standard industry approach to handle scenario*
- Some Shippers have been asked to attach pre-payment meters
  - *Where they don't contract with Domestic sites this is **not** possible*
  - *Need to agree standard industry approach to handle scenario*
- Provision of all available asset data obtained from site visit
  - *It would assist to include all data in the GSR when logged to CMS*
  - *Views from Network reps in this regard?*

- Agree approach for Xoserve to handle 'issue' scenario's
  - *Consistently*
  - *With a clear & transparent process*
  - *Enabling practical & mutually workable solutions*

## SPA Delivery & Support Team (MOD 425 enquiries)

- Mailbox: ***.box.xoserve.SP\_Reinstatement***
- SME: ***Seamus Rogers (0121 623 2626)***
- Team Leader: ***Mark Summersmith (0121 623 2573)***
- Team Manager: ***Lee Jackson (0121 623 2542)***



- Business Partner: ***De Ward (0121 623 2674)***  
***Brendan Gill (0121 623 2450)***

## Xoserve Contact Centre (MOD 424 enquiries)

- Mailbox: ewenquiries.spa@xoserve.com
- CMS Enquiry line: 0121 713 4903

- Any other business?
- Future meetings will be held at 6 month intervals
- Thanks for your attendance, contribution & support
- Have a safe journey home!

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# Thank You

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