



## Meeting Details

<b>Meeting Description:</b>	Shipperless and Unregistered Sites Working Group
<b>Meeting Date:</b>	Monday 18 <sup>th</sup> June 2007
<b>Attendees:</b>	<b>British Gas</b> – Claire Walsh (CW), Peter Ressel (PR), <b>National Grid</b> - Kerri Matthews (KM), <b>Scottish and Southern</b> – Sharon Cole <b>Engage Consulting</b> – Mark Maurice Smith  <b>xoserve</b> – Alison Jennings (AJ), Richard Jones (RJ), Steven Kettle (SK)
<b>Apologies:</b>	<b>NPower</b> – Paul Cook, <b>Scottish Power</b> – David Finnigan, <b>Powergen</b> – Neil Grives, <b>ENI</b> Satinta Curtis

## Actions from Previous Meetings

Ref.	Description	Action On:	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

## Actions from Meeting held on 18/06/07

Ref.	Description	Action On:	Status
13	Create log of issues and root causes identified during working group meetings.	SK	Pending
14	Sample of 50 plot addresses to be sent to Peter Ressel for investigation.	SK / PR	Pending
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	Pending
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	Pending
19	xoserve to forward Unregistered process flow diagrams presented in previous meeting to working group distribution list.	SK	Pending
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	Pending

# Minutes

## Introductions

Each member of the group introduced themselves. Unfortunately there are a number of absentees that send their apologies.

## Review of actions from previous meeting

Actions 1, 2, 5, 7, 9, 10 and 12 are now complete. SK updated the group on the progress so far regarding responses received relating to action 3.

CW raised the following questions following the last meeting. The responses to the questions are below in red.

**Ref 2 Please can you advise when this data will be issued**

The shipper activity Unregistered MPRNs will be issued to each corresponding shipper today (30/05/07)

**Ref 6 Please can you confirm that this action will relate to both USNANA 1 & USNANA 2 populations.**

The definition of USNANA is all MPRNs that have no shipper activity, no meter activity and are over 40 business days old. Therefore there now is only one pot of USNANA MPRNs.

**Ref 7 Can this action be widened to include NGN, SGN & WWU?**

All networks will be contacted to determine if this information can be provided.

**Ref 8 Please can you advise when this data will be issued**

This relates to the shipper activity Unregistered MPRNs that will be issued today (30/05/07) (Ref 2)

**Ref 10 Please can this be expanded to be an short update on the agreed actions & next steps**

The updated will be expanded to include agreed actions and next steps.

**Ref 11 Please can you confirm that this will be in parallel with ref 8.**

We only plan to perform the trial on USNANA MPRNs. At this stage the action Ref 8 only relates to shipper activity MPRNs.

## xoserve update

SK described the data cleansing exercises that xoserve have undertaken so far. Please find a summary below. Around 15,000 MPRN's have been identified that can potentially be set to dead. xoserve has also identified an additional 12,000 MPRN's that have shipper activity.

### **MPRNs identified that can potentially be set to DE**

MPRN's with duplicate addresses.

MPRN's with an IGT Postcode.

MPRN's with a Cancelled Job.

MPRN's with a Cancelled Quote.

MPRN's created for an alteration job.

MPRN's created for a capacity change job.

MPRN's created for a meter work job.

MPRN's that have quotes that are yet to reach job completion

### **MPRNs identified with Shipper Activity**

MPRN's created as a result of a new supply shipper quote.

Confirmation Rejection

UKL File Rejection

Meter Read Rejection

USNANA MPRN's where a registered MPRN exists at the same Premises

## **Report Responses**

SK updated the group on the progress so far on Action 3. To date xoserve have received 215 responses out of 8,497 shipper activity MPRN's. Of the 8,497 721 MPRN's have now been registered 617 have been registered by the originating shipper. AJ urged all shippers to respond to the report issued on 31/05/07 as soon as possible.

## **Root Cause analysis and Preventative Actions**

AJ asked all shippers present if they could describe the steps taken between MPRN creation and shipper confirmation. Unfortunately neither PR, CW nor SC work on the operational teams so were not in a position to give xoserve an overview. Discussion centered on two main root causes.

1. Creation of plot addresses.
2. Allocation and creation of UIP MPRN's at quote acceptance stage.

This discussion will be continued at the next meeting following further analysis.

## **AOB**

N/A

**Next Meeting: 16/07/07 10:00 am or 17/07/07 14:00 pm**

## **Future meetings Schedule**

<b>Meeting Number</b>	<b>Date / Time</b>	<b>Location</b>
3	16/07/07 10:00 am or 17/07/07 14:00 pm	51 Homer Road Solihull
4	13/08/07 10:00 am	31 Homer Road Solihull
5	10/09/07 10:00am	31 Homer Road Solihull
6	15/10/07 10:00 am	31 Homer Road Solihull
7	12/11/07 10:00 am	31 Homer Road Solihull