

Meeting Details

Meeting Description:	Shipperless and Unregistered (S&U) Sites Working Group	
Venue	MS Teams Meeting	
Meeting Date:	29 th November 2023	
	<u>Name</u>	<u>Organisation</u>
Attendees	Lee Jackson (LJ)	Representatives of Xoserve
	Stefan Rybka (SR)	
	Emma McDonough (EM)	
	Reece Emanuel (RE)	
	Simon Harris (SH)	Xoserve
	Lee Porter (LP)	Cadent
	Andy Clasper (AC)	
	Anthony Mathews (AM)	
	Mellisa English (ME)	
	Lee Tabberer (LT)	
	Michael Lothian (ML)	SGN
	Olga Batsari (OB)	Wales & West
	Sheher Yar Moghal (SM)	
	Marina Papathoma (MP)	
	Prabu Sahai (PS)	British Gas
	James Mee (JM)	
	Abdul Goffar (AG)	Crown Gas
	Hayley Travis (HT)	
	Nicola Farrier (NF)	Npower
	Shamil Udayar (SU)	
	Angela Joyce (AJ)	Octopus Energy
	Deborah Watson (DW)	SEFE
	Natalie Grace (NG)	
	Zoe Dickenson (ZD)	So Energy
	Frankie Gould (FG)	
	Cher Harris (CH)	Indigo Pipelines
	Hipexa Patel (HP)	Utility Warehouse
	Ela Mata (EM)	
	Anusha Patel	Corona Energy

Apologies	Amanda Monaghan	Northern Gas
	Samantha Wilcock	Shell

Action updates from meeting held on 29/11/2023

Ref.	Date Raised	Description	Owner	Status
1	29/11/2023	Provide details of the delayed MPRN creation issue	DW	Open
2	29/11/2023	Liaise with Network regarding MPRN creation delay. Update in next S&UWG.	LJ	Open
3	29/11/2023	Speak to Correla Customer Experience Team, re. concerns with Shipper registration issues	LJ	Open
4	29/11/2023	Check if MAM portfolio is still available and can be distributed	LJ	Open
5	29/11/2023	Split the disputed GSR sites by DN and provide for investigation	LJ	Open
6	29/11/2023	Networks to investigate disputed sites	Networks	Open
7	29/11/2023	Provide action updates as and when available	All	Open
8	29/11/2023	Liaise with Correla Customer Experience Team to support increased Shipper engagement for future meetings	LJ	Open
9	29/11/2023	Undertake profiling on aged S&U sites – to be discussed at next session.	LJ	Open
10	29/11/2023	Speak to RECCO re. possibility of using a new system for gas queries	AJ	Open
11	29/11/2023	Follow up on queries regarding GES online screen change	RE	Open

Minutes

1. Introductions

LJ: ran through introductions. Recording started due to no objections.

2. Review Previous Actions

LJ ran through previous actions from April's session.

ML advised that SGN are having no issues with MPRN creation. SGN having issues with the detail side of things, ie contact details. But overall positive change since issue was last raised.

DW still experiencing this issue. Still waiting for MPRN to be created after 8 months. OB asked if this has been escalated with Network. LJ advised DW to escalate again with Correla, and that we can add this issue as an agenda item to be debated further at the next session.

ME asked if this the preferred route of escalation to go through Corella. LJ advised that Shippers could escalate to either Correla or Network.

LJ Advised that networks could contact **.box.xoserve.SPA_Amendments** for DTL queries.

LJ Advised that Correla don't have a log for these MPRN creation contacts, but they are tracked in CMS. ME will support DW with this issue to get it resolved.

ML confirmed that SGN send out Shipper notifications following service disconnection when a meter point is dead, however these might not have been received due to addresses changing. OB confirmed that W&W have had the same issue.

PS stated that the process isn't working as it's supposed to and there is a gap in the way that Shippers & Networks work together, causing SLA issues. There needs to be clearer guidelines on what is expected from Shippers regarding MOD 425.

LJ asked if Networks send out Shipper notifications when an MPRN is set to dead. DW advised that the notifications are sent on an NMS file. SGN also send out letters to Shippers. OB advised that W&W have stopped doing this as a large percentage of the contacts are not being worked on anymore – do the Shippers still want to receive this? JM advised that British gas wouldn't action any notification that comes through for this.

LJ stated that there will be no specific customer contact detail field in new CMS but there will be an additional field where information can be recorded. Mod 425 notifications are currently managed offline. Legacy CMS couldn't cope with the 425 element. But there will be capacity in the new CMS for notifications to flow via a data clarification type form.

LJ mentioned that Correla did some work around highlighting the importance of MOD 518 reports in the text. Correla asked for some customer feedback but didn't get any response. ME asked if Cadent could have some contacts added to the distribution list for this. OB advised that the address on these reports can be incorrect. JM asked if it would be possible for us to use a more secure portal to share customer information rather than email. AJ advised that this is for suppliers, and could raise it with regulators to see if a query type can be added for gas. SH advised that there might be different roles or responsibilities that would need to be considered.

LJ mentioned that Correla have done some work around the lack of information provided by Networks following GSR visits and will cover this on the GSR disputes section.

3. GES Online Screen Change

RE walked through the recent changes made to the GES screen. ML asked if any correspondence regarding this was emailed to out to Networks and Shippers, and which field should Networks be using as a registration date for back billing. JM asked when the settlement periods will start for this, DW asked if the previous supplier ID will be reinstated. RE will look into all queries and confirm.

4. S&U Statistical Information

LJ talked about how the overall population is now at the lowest it has been in 12 months; the number of meter point creations has also dropped significantly. LJ also advised that Correla are planning to do an age profiling for the S&U population as some sites are very old, this will then be discussed at the next session in order to decide how to progress them. No questions from attendees regarding this.

5. Npower discussion points

SU talked about issues surrounding MOD 425 and 455 reports, where there is no clarity on who installed meter, site being force confirmed into Shippers ownership when the Shipper had already done everything they can on their side. – Should networks be doing more to support this? What can exercise can be done to streamline this process and make it less complex?

LJ asked for SU to let Correla know the details for this case so we can investigate in CMS to see if anything could've been done differently. DW stated that this issue is covered under the business rules of MOD425B.

AG asked if meter details can be sent to Shippers on the TMC flow. LJ advised that we will share the asset information. EM asked AB to confirm which meter details he is not getting on the spreadsheet and asked the Shipper to send examples in regarding this and to share any queries regarding reports.

6. Wales & West Discussion Points

OB mentioned that W&W still have customers who are struggling to get registered with a Shipper/Supplier, asked if there are some organizations who are not offering contracts to customers or do all Shippers have established processes for Shipperless MPRN/MSN registration.

EM advised that Cadent are experiencing similar issues.

LJ advised that Correla will speak to customer experience team in order to get best Shipper contacts to investigate this issue further.

AJ mentioned that this could be another issue that could be resolved by using the same system mentioned earlier, so will mention this to the regulator.

OB asked if it would be possible to have an updated list for S&U contacts, however LJ advised that this would not be feasible as this would be hard to keep track of as contacts can go out of date.

OB asked if there is a way for DN's to approach MAM's to check if they have a meter in their portfolio. If site is unregistered there will be no information in GES. HT advised that the last known Shipper/Supplier can reach out to the MAM.

DW advised that SEFE have had the same issue where they have struggled to identify which MAM installed a meter. CH asked if Correla/Xoserve could help with this as Correla still have access to MAM portfolios. LJ advised that he would look into this.

7. GSR Disputes

LJ provided some background information on the GSR process and mentioned that Corella currently have around 200 disputed sites.

CH mentioned that GSR isn't currently available to IGT's however this has been investigated so hopefully IGT's will be able to use the GSR process in the same way as DN's in the future.

LP asked if Cadent attends a site and confirms that the previous meter is still there, how can the Shipper dispute this? LJ advised that it is best to take a pragmatic approach and liaise with the Shipper in this situation as the Shipper could just voluntarily withdraw after the site has been force confirmed.

JM mentioned that it can be difficult for British Gas to retrieve the site visit information from the network, as in some cases this information is not available, or the information held is very old. The route of some of the disputes comes from information from customers. Address discrepancies can also cause disputes to take place.

DW advised that the majority of SEFE's disputes are MOD 425 but they have placed a couple on MOD 424, in those instances the meter wasn't at the supply. In some cases, the meter had been disconnected but was still at the site. Could photographs be provided to add more clarity going forward.

OB mentioned that at the time where the site visit takes place, W&W will report the meter as found and close the GSR. However if this is disputed, or if the site is withdrawn from there is the risk that the site wont become a GSR again resulting in a safety issue.

DW mentioned that there is currently a lack of information provided by Networks following a GSR visit. Is this something that can be discussed with the Networks? LJ advised that if the Shippers are not receiving enough information, then to let Correla know in order to reach out to the Network.

ML stated that SGN ask all their engineers to take photos, contacts are submitted individually through legacy CMS. SGN have shared mailbox where Shippers can send in queries. OB added that W&W engineers also take photos, W&W put on the notes of GSR contacts that photos are available upon request.

LJ advised that Correla will split the 200 disputed sites by network and will send them to the responsible DN's to investigate.

DW asked if Cadent could also prioritise taking photos during a site visit. LP will relay the message back to the engineers at Cadent.

LP asked what the process would be to get a DN site changed to an IGT, LJ advised it may be worth contacting Liz Ryan as this could be an address amendment issue, and asked LP to share send him the MPRNs. DW advised that for this situation, it might be best to use the DUP process first.

DW asked if there is not a GSR process for IGT's, then what happens when the meters are removed from records with regards to safety? CH advised that IGT's will have their own regimes and will still go out and inspect sites.

8. AOB

ML asked if any organisations that are performing data cleansing exercises on their systems, would it be possible to contact SGN, as they have had an influx of work on certain streams due to these data cleansing exercises, some of which are SLA expectant.

DW asked how it would be possible to keep the momentum from these meetings going. Is there a way the actions can be noted and distributed around the attendees, and would it be possible to have more targeted updates via email to the attendees. LJ advised that Correla do usually upload the minutes and actions to the joint office within five working days.

LP asked if it would be possible to increase the frequency of the workgroup sessions. LJ advised that Correla have looked at doing this in the past but haven't received enough agenda items. Correla will host the next session in the first quarter of 2024 and then reassess the frequency.

DW asked if there is a way of getting more engagement from the Shipper community, LJ advised that he will raise it with the customer experience team.