



GAS FORUM
Minutes from the NRPS Workgroup 10-02
16th August 2010

E.ON Energy, 100 Pall Mall, London SW1Y 5NQ

Attendees:

Colette Baldwin – E.ON (Chair)
Cesar Coelho – Ofgem
Alan Dick – UKRPA
Gareth Evans – Waters Wye
Anne Jackson – SSE
Lorraine Kerr – Scottish Power
Neil McKeown – Electralink
Sasha Pearce – npower
Ryan Perry – Gas Forum
Dan Simmons - EDF
Dhara Vyas – Consumer Focus
Andrew Wallace – Ofgem
David Watson – British Gas

1. Introduction and Apologies for Absence

Colette Baldwin (CB) welcomed the attendees to the second NRPS workgroup meeting.

Apologies were received from Mike Blake (EDF), Mike Gibson and Steve Mulinganie (Gazprom).

2. Approval of Minutes from Previous Meeting

The minutes were approved as a true and accurate record.

3. Actions Arising

Action NRPS 10/01-01: DM to circulate Ofgem slides to the NRPS workgroup attendee list. **Complete.**

Action NRPS 10/01-02: CB to include additional items (relating to electricity model synergy and vulnerable people) on the list of principles. **Carried forward.**

Action NRPS 10/01-03: CB to update NRPS plan with revised IA publication date. **Complete. (To be circulated)**

Action NRPS 10/01-04: DM to circulate CB's slides and draft NRPS plan to NRPS Group attendees list. **Complete.**

The group discussed the IA, where Andrew Wallace (AW) advised Ofgem expected the scope of the IA would be clarified before the proposed March date. AW agreed to advise CB once defined.

Action NRPS 10/02-01: AW to advise CB/Gas Forum of the expected date in which Ofgem can clarify the scope of the IA with the NRPS plan updated accordingly.

Action NRPS 10/02-02: Ofgem and Consumer Focus to define their expectations with regards to the development and live workings of the NRPS.

4. Terms of Reference

CB introduced the drafted Terms of Reference for the workgroup noting it was developed from existing Gas Forum Terms of References.

Several changes proposed and points discussed are summarised below:

- An additional requirement of 'Funding the NRPS' was suggested by David Watson (DW) and added to the Objective section
- The Group agreed to add an additional section, outlining the 'Scope' of the workgroup. It was agreed the workgroup would be gas only, although it was

acknowledged there was a need for liaison with the equivalent DCUSA electricity group to ensure both projects aligned to an extent. Parties agreed a change could be made in the future to incorporate electricity if required

- The scope would be focused on delivering a service for suppliers, although other parties such as GTs and other gas industry participants would be able to utilise the services
- The NRPS would be driven by data, operating for all parties
- Terminology of ‘Secretary General’ changed to ‘Secretary’

Action NRPS 10/02-03: CB to circulate the re-drafted Terms of Reference via the Gas Forum. To be sent with the draft minutes.

5. Review of the NRPS Plan

CB briefly noted the NRPS plan noting several dates would be reviewed including Ofgem’s IA, from which Ofgem would give thought to the likely information from this group to be included within the IA. It was also agreed the next project meeting scheduled for the 27th August would be held in person as opposed to teleconference.

The next few meetings would focus on developing the RFI.

6. Development of Request for Information (RFI)

CB introduced the item noting it would be necessary to flesh out the key content of the RFI at this meeting. The Group was invited to provide ideas for the content of the document. Gareth Evans (GE) noted he had developed an RFI for ESTA earlier this year which could be used as a starting point.

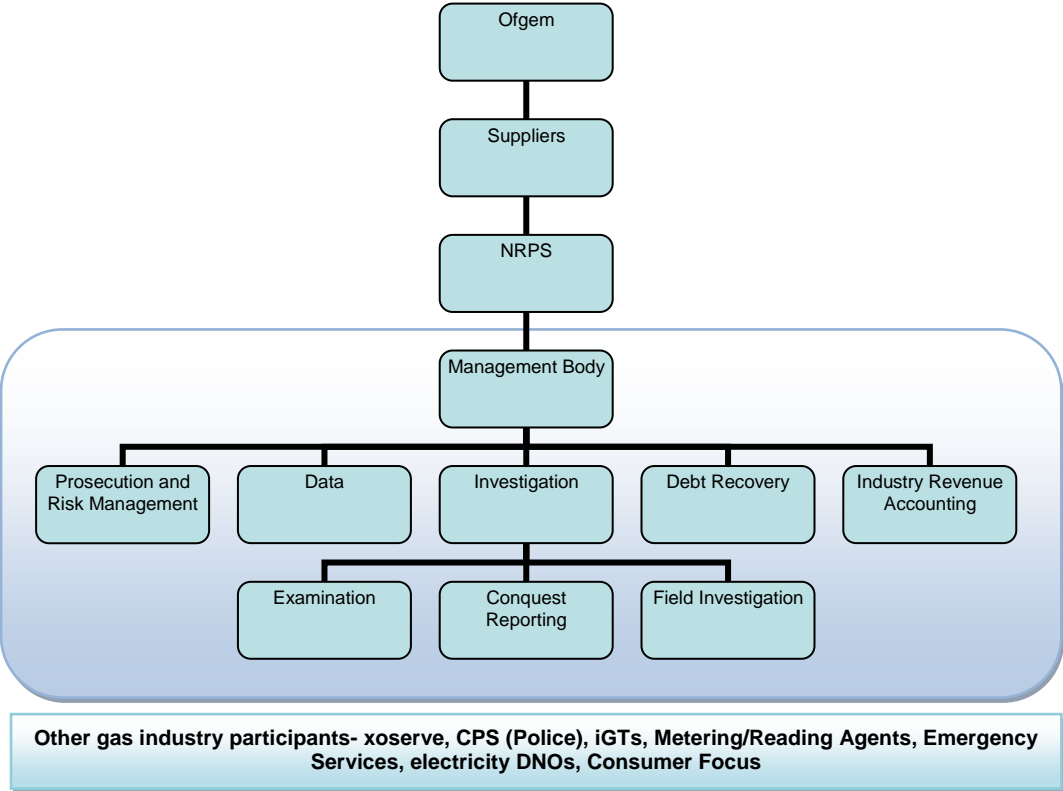
A standard format for the RFI was agreed:

- Contact Information
- Executive Summary
- Introduction
- Background
- Gas Forum Overview
- Overview of Service/Technical/Inter-relationship Requirements
- Appendices – Scenarios

It was noted from a service provider perspective, it was important to have a reasonable level of detail of the requirements to allow a ball park figure to be given for estimated costs.

The Group agreed to focus today’s session on developing the content of the specific requirements of the NRPS and scenario examples, noting the introduction, background and Gas Forum overview could be completed externally. It was expected the NRPS would be outsourced as a collective service, with the service provider being responsible for any services completed via sub-contractors. The service provider would be overseen by a management body.

The proposed structure and inter-relationships, including the NRPS in which a service provider is expected to provide is summarised below



Additional services within the NRPS would be available to suppliers on individual basis with each supplier receiving an individual bill matched to the level of services required. It was agreed the RFI responses would need to be as open as possible to allow the choice of the level of service taken by suppliers.

The geographical element in revenue protection would also need to be considered.

It was agreed the reporting process for customer complaints was likely to change with this responsibility falling under the NRPS rather than the current process of reports going directly to suppliers.

Neil McKeown (NM) suggested each element of the NRPS could be tendered in lots rather than as a full package.

The discussion on the RFI specific requirements is summarised below:

Data

David Watson (DW) advised several items had already been provided which could be used as a starting point. CB confirmed this list had been discussed with Detica from which several other items had been added. DW agreed to circulate the list via the GF secretariat. Items included MPRNs, no access and vending.

Action NRPS 10/02-04: DW to circulate the list of items to be used as a starting point for RFI content.

Other points noted:

- The Group agreed the RFI should be left as open as possible to allow RFI responses to provide further detail of their services they believe would assist suppliers
- Need to identify which items will and won't be optional
- Refresh of data, daily/quarterly etc- noted DNOs utilise real time data
- Red flags/Indicators – Queried whether the NRPS with the assistance of suppliers could develop flags/indicators which users could utilise to ensure investigations go ahead. The Group came to a consensus that at this time the provider should not have set requirements put on them and the need for indicators would be based on provider knowledge. The Group agreed to consider this at a later time
- Data sources would include suppliers, transporters, supplier agents, consumers, and emergency service providers

Analysis and Reporting

- Expectation of provider analysing data to ensure risk based profiling completed which in turn should raise certain 'triggers'

- Geographical history to be considered
- Standard industry reporting to suppliers
- Stolen Meter Register

Investigation

- Examine meter history
- Visit reports (history)
- Consideration of vulnerability and previous cases (Case File of history)
- Site visits – Code of Practice being developed to cover

Debt Recovery

- This would be an optional service (All parties would still be expected to deliver a debt recovery service)
- Collection via individual supplier or NRPS to be defined
- Customers vulnerability to be considered
- Agreed the opportunity for court action to be threatened is necessary for the NRPS, despite this being unlikely
- Customers changing suppliers and process for collection of several supply debts requires further consideration
- PEMs
- NRPS, would be acting as a supplier agent and therefore under their licence conditions

Prosecution and Risk Management

NRPS will build case files to ensure adequate level of evidence is held as would normally be expected for court cases.

The Group agreed the Code of Practice would contain a section covering the behaviour of operatives on site and how evidence was extracted.

Industry Revenue Accounting

The NRPS will be self funded. This fund recovery will be via customers paying monies owed or from the reasonable endeavours scheme.

It was also noted the industry accounting should not only be limited to money, but could also consider energy and the reallocation of energy. The Group agreed this would require further discussion to determine if this was appropriate for the NRPS scope.

Overall Management Function- Committee/Body

Purpose will be to manage the service provider, acting as a link between suppliers and the service provider, potentially linked to the governance/code executive.

It was agreed the body would cover the following tasks:

- Audit requirements
- Compliance of service provider/'s
- Monitoring/Data Reporting (to suppliers) – KPIs
- Supplier/Relationship Management
- Other gas industry party relationship management

Scenarios

The following scenarios were agreed as appropriate for the RFI:

- Shipperless sites
- Vulnerable customers
- Unsafe sites (not meter)
- Vulnerability – Before and during attendance

The discussion concluded with the Group agreeing a draft RFI would be circulated by the 20th August by CB for Group comment. It was also noted achievable timeframes for delivery would need to be built into the RFI.

It was agreed the workgroup would utilise the GF Spokesman, Kyran Hanks to assist in public release of the RFI. Other suggested media options included Utility Week, GF website, Ofgem website and other known online portals for RFIs/Tenders.

Action NRPS 10/02-05: CB to complete drafting of the RFI and circulate via the secretariat for review (by 20th August).

Action NRPS 10/02-06: CB to liaise with Kyran Hanks to assist with the circulation and publishing of the RFI.

7. Confirmation of future meeting dates and venue

The next meeting is to be held on the 27th August (Venue TBA).

Action NRPS 10/02-07: All attendees to review meeting room availability and advise the GF if able to host the meeting.

8. AOB

There was none.

Outstanding Actions

Action NRPS 10/01-02: CB to include additional items (relating to electricity model synergy and vulnerable people) on the list of principles.

Action NRPS 10/02-01: AW to advise CB/Gas Forum of the expected date in which Ofgem can clarify the scope of the IA.

Action NRPS 10/02-02: Ofgem and Consumer Focus to define their expectations with regards to the development and live workings of the NRPS.

Action NRPS 10/02-03: CB to circulate the re-drafted Terms of Reference via the Gas Forum. To be sent with the draft minutes.

Action NRPS 10/02-04: DW to circulate the list of items to be used as a starting point for RFI content.

Action NRPS 10/02-05: CB to complete drafting of the RFI and circulate via the secretariat for review (by 20th August).

Action NRPS 10/02-06: CB to liaise with Kyran Hanks to assist with the circulation and publishing of the RFI.

Action NRPS 10/02-07: All attendees to review meeting room availability and advise the GF if able to host the meeting.