



Contact Management Service  
(CMS) Contact Codes  
and  
Theft of Gas (TOG)

# Contents

## 1. CMS Contact Codes

1.ADD/UNC

2.FOM/MNC

3.DUP

4.ISO

5.DTL

## 2. Theft of Gas(TOG)

Contact	Description
<b>ADD or UNC</b>	Address Amendment/Unconfirmed Address Amendment
<b>AGG</b>	Twin stream Challenges
<b>DMQ</b>	Daily Metered Query
<b>DUP</b>	Duplicate Meter Point
<b>ENQ</b>	Enquiry
<b>FLE</b>	File Enquiry
<b>FOM or MNC</b>	Found Meter /MPRN Creation
<b>GSR</b>	Gas Safety Regulations
<b>ISO or DTL</b>	Isolation request/Dead to Live
<b>MUR</b>	Must Read Requests
<b>MUS</b>	Manage Unregistered Sites
<b>PRS or PSA</b>	Prime and Sub Configuration Change/Prime and Sub Reads
<b>PSI</b>	Primes and Subs Invoice
<b>RFA or CDQ</b>	Request For Adjustment/Consumption Dispute Query
<b>(U)SRV</b>	Filter Failures
<b>TOG</b>	Theft of Gas

# ADD/UNC - When and why the Contact Code is raised/generated

- Contact Codes:
  - ADD (Address Amendment)
  - UNC (Unconfirmed Address Amendment)
- Submission methods:
  - ADD/UNC – User interface (CMS screen) and EFT (via QMP file)
- A stakeholder believes that the address held on UKLink is incorrect
- ADD - A Shipper, GDN, or IGT may raise the Contact if it is within their portfolio
- UNC – As ADD but can only be raised by Shipper if it has never been in any Shipper's portfolio

# Duplicate Meter Point DUP - When and why the Contact Code is raised

- Contact Code:
  - DUP
- Who can raise:
  - Shippers, GDNs and IGTs
- When it is raised:
  - When it is believed that a single service pipe has more than one Meter Point Reference Number (MPRN) recorded on UK Link.
- Submission methods:
  - User interface (CMS screen) and EFT (via QMP file)

# Isolations ISO - When and why the Contact Code is raised/generated

- Contact Code:
  - ISO
- Who can raise:
  - Shippers
- When it is raised:
  - A stakeholder believes the status of a Supply Meter Point should be DEAD while UK Link displays a live status
- Submission methods:
  - User interface (CMS screen)

# Dead to Live (DTL) When and why the Contact Code is raised/generated

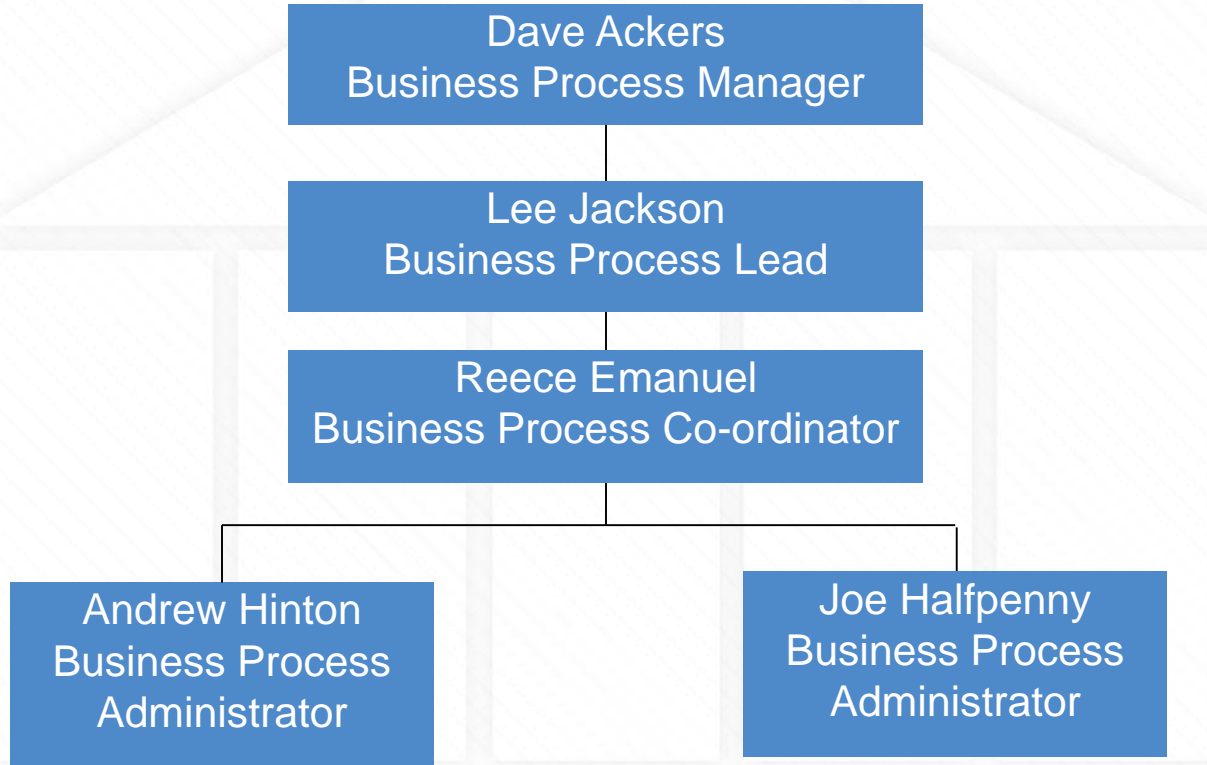
- Contact Code:
  - DTL
- Who can raise:
  - Shippers
- When it is raised:
  - A Shipper believes the status of a Supply Meter Point has been incorrectly set to DEAD on a Live supply.
- Submission methods:
  - User interface (CMS screen)



**Theft Of Gas (TOG)  
and  
Reasonable Endeavours Scheme**



# Meet the Team

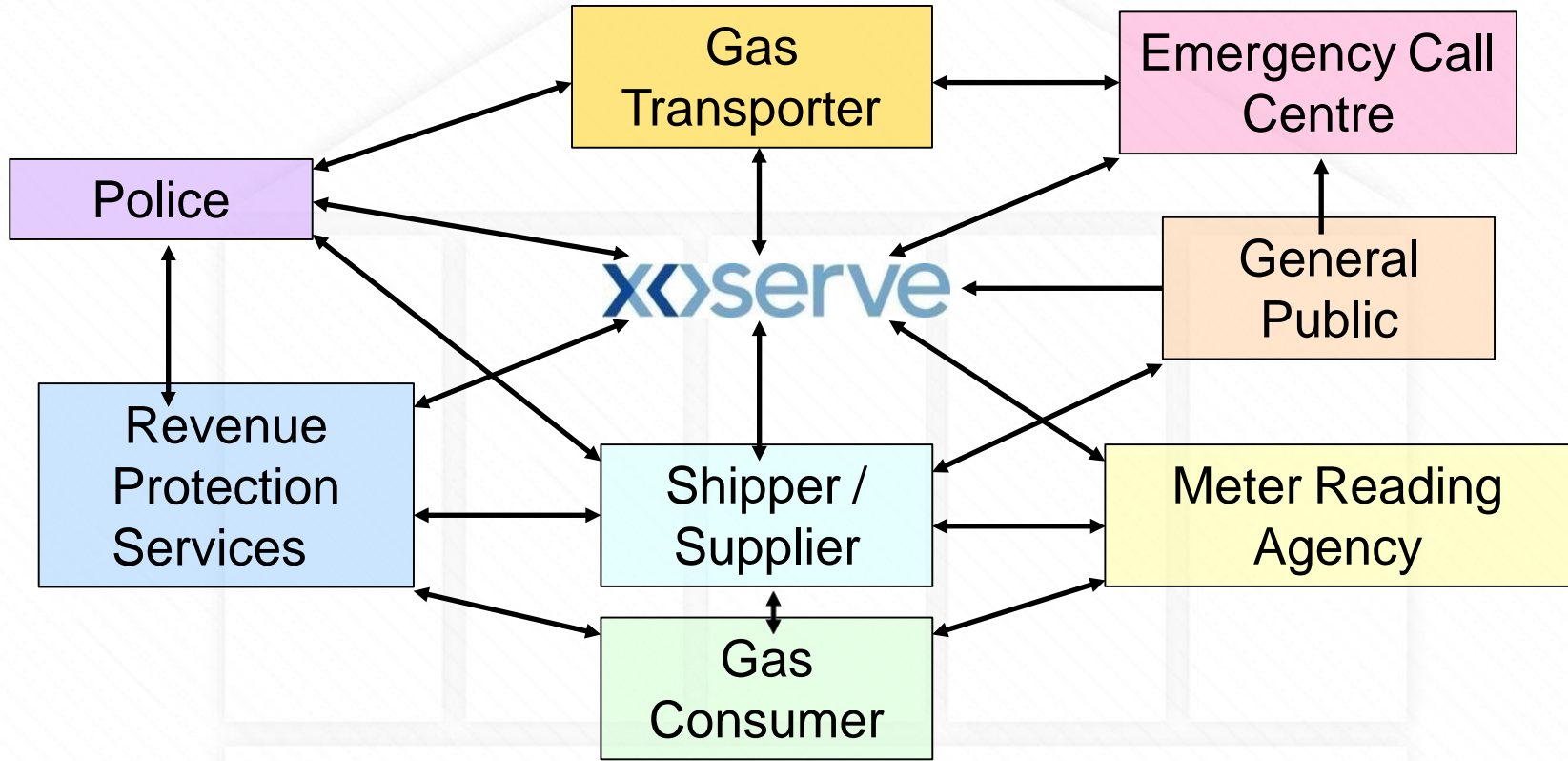


**Email Contact Information:** [theftofgas.cpm@xoserve.com](mailto:theftofgas.cpm@xoserve.com)

# What is Theft of Gas?

- It's when a person deliberately tampers with a gas meter or fittings to use gas which is not being registered correctly through a meter
- Not only are perpetrators committing theft under The Theft Act 1978, they are also committing criminal acts under The Gas Act 1986
- An offender can be prosecuted and face 10 years imprisonment
- The consequences of tampering with a gas meter or fittings can be devastating, with damage to property, personal injury and/or the loss of life.

# Communication in the theft of gas process



# Stakeholder Rights & Responsibilities

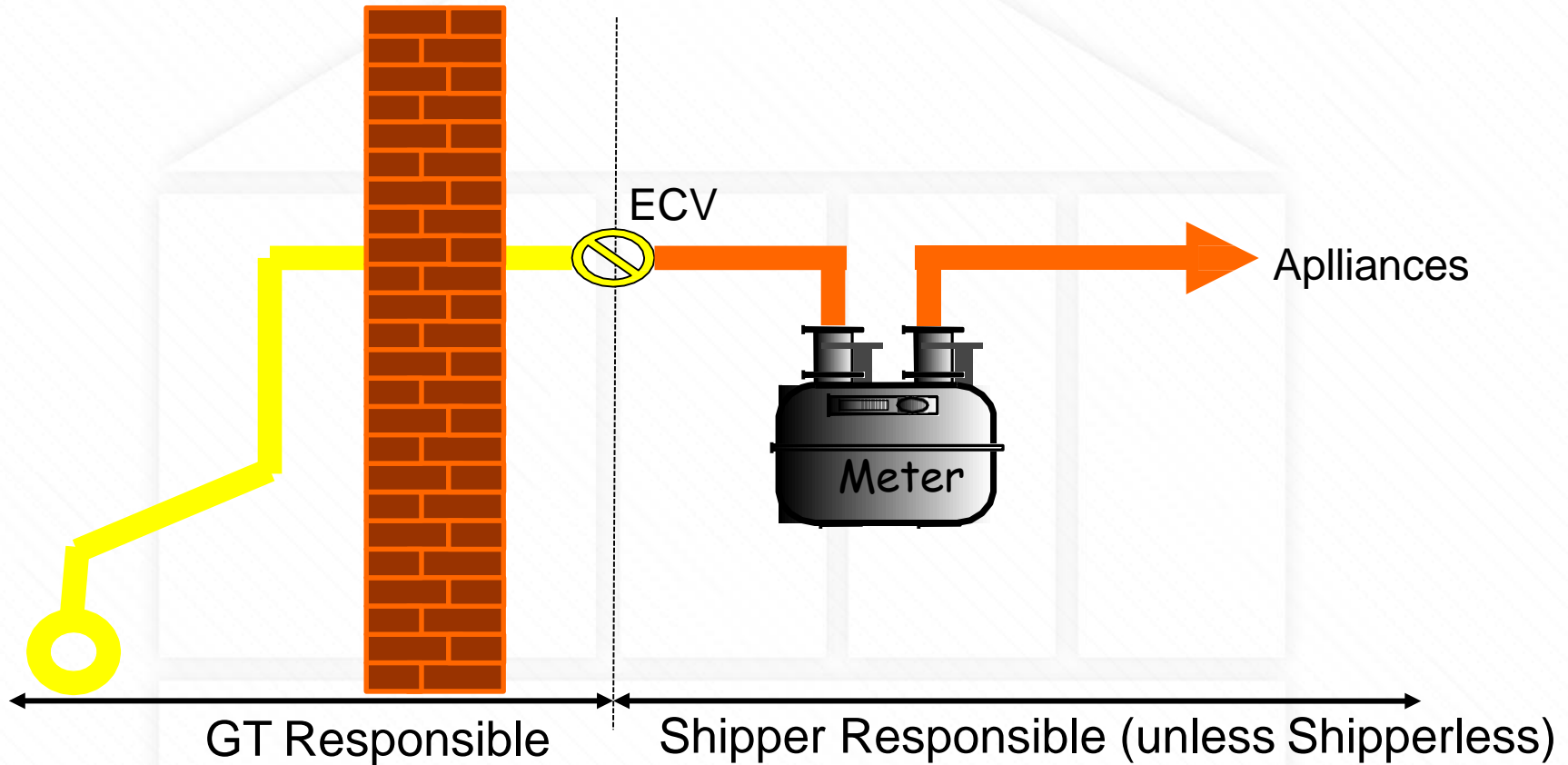
## Who is Responsible

- Before the ECV & Shipperless sites is the Gas Networks
- After the ECV is the Shipper/Supplier

## The right of the Gas Networks and Shipper's/Supplier's

- Entry and inspection
- Recovery of the value of gas taken
- Disconnection of premises

# Stakeholder Rights & Responsibilities



# Methods of Tampering

## *Safety Implications*

- Tilted Meter
- Meter reversal
- Substitute meter
- Illegal connection
- Meter by-passed
- Bridged supply - no meter

## *Non Safety Tampering*

- Passing unregistered gas
- Scratched or scored unions
- Damage to meter seals
- Tampered index
- Tampered token meter

**NATIONAL EMERGENCY NUMBER 0800 111 999**

# Recognising Signs of Meter Tampering

## Around the Meter

- Bypass or second meter in view
- Washers on the floor by the meter
- Collars lying by the meter
- Lump of wood, brick, paint tins by the meter

## The Meter

- Different details to those held on the supply point register
- Missing collars
- Scratched or shiny unions
- Brass fittings or oil in front of the meter
- PTFE tape on unions
- Pipe “Teed” into inlet pipe

# Recognising Signs of Meter Tampering

## The Index

- Misaligned digits
- Scratched Numbers
- Test Dial Missing
- Seal Damaged or missing
- Holes in the index
- Paint in index glass





# Recognising Signs of Meter Tampering

## Broken open coin/token meter

- Gas still being registered but mechanism is wound on to allow gas to pass on without prepayment
- This is not theft but fraud as the gas used registered correctly on the meter



# Other Types of Theft

## Tilted Meter

- Tilting stops the mechanical registration of the meter as the cogs inside dislodge enabling free gas to be obtained



# Other Types of Theft

## Substitute Meter

- This is where the official meter is regularly replaced with an meter that has been obtained from another property. (It has usually been stolen)
- The official meter is replaced when an official comes to inspect or read the meter.
- The gas used when the substitute meter is in place is not registered on the official meter.



# Other Types of Theft

## Reversed Meter

- This is where the meter has been turned around or when the inlet and outlet pipes have been crossed
- In both instances it causes the meter to run in reverse



# Other Types of Theft

## Illegal Connection

- This is where the inlet pipe has been “teed” into the service.
- Usually between the emergency control valve and the meter, taking unmetered and non pressure regulated gas to the appliances



# Other Types of Theft

## Illegal Connection

- Behind a pile of rubbish the meter has not been installed (or may have been removed) and an unregulated gas supply has been connected directly to the appliances
- This is a highly dangerous practice



# Other Types of Theft

## Electronic Token Meters

- Plastic swan neck valve can be pierced with a sharp pin allowing gas to flow freely
- Front assembly can be removed and the switch jammed open to allow the flow of unregistered gas
- Removal of the battery
- Smash the electronic mechanism (front panel) which allows removal of both index's



# Other Types of Theft

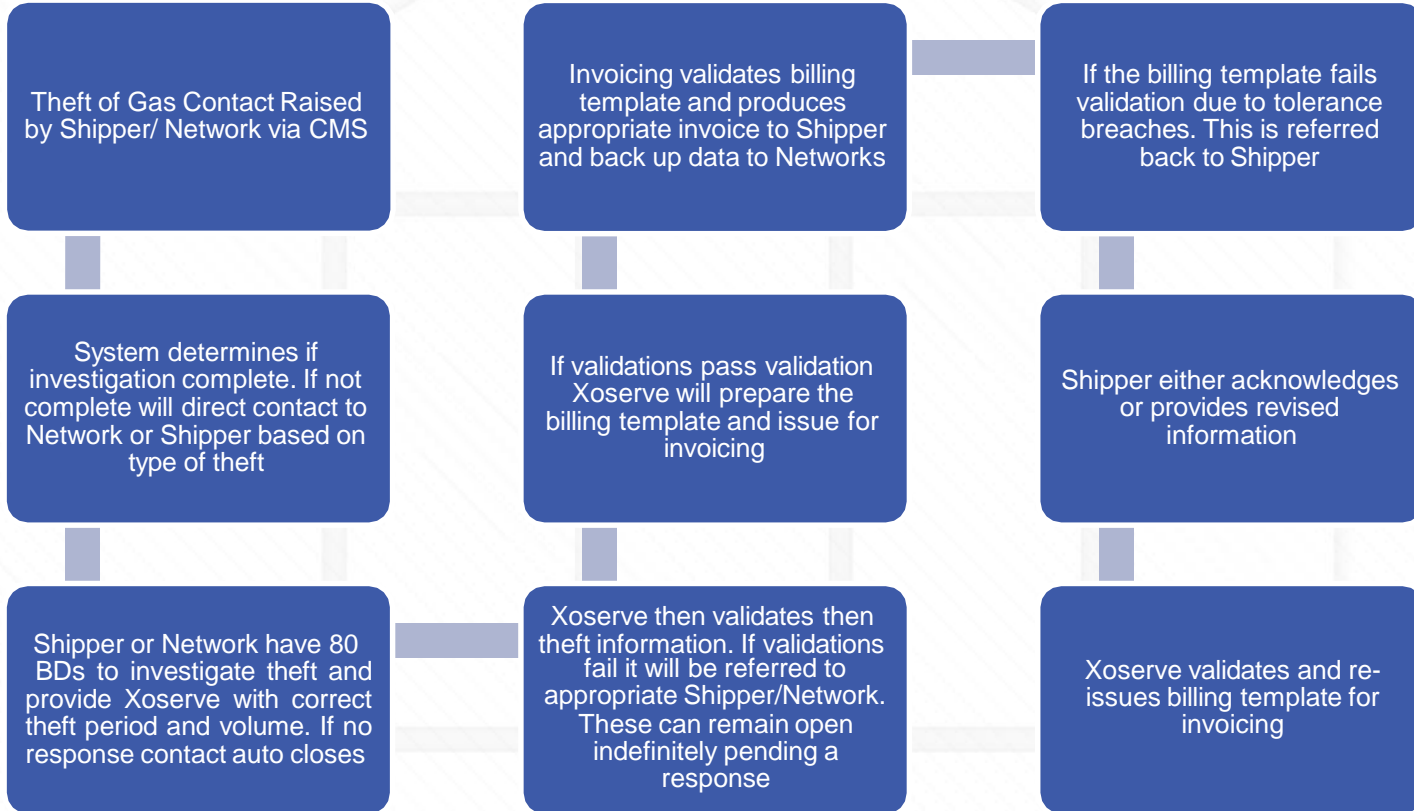
## Bridged Meters

- A bridged supply is where a tube/ pipe has been connected to the inlet to meter outlet in place of a removed meter. Or in some cases the meter is still in situ
- If an ETM is moved inside the property, the outside meter box will contain a legitimate bridge.
- Again this is a dangerous situation as the pressure on the supply is not governed





# TOG Contact Lifecycle



# Our Role

- Record TOG contact details and maintain Stakeholder contacts
- To support Shippers/Suppliers and Networks with potential Theft of Gas
- To work with Ofgem/Shippers/Suppliers and Networks to ensure that Theft of Gas contacts are reported effectively
- To validate that all Theft investigation information is correct in order to calculate the correct billing amount
- To provide statistic's on the industry
- Ensure compliance with Xoserve' s licence obligations
- Validate and Process Reasonable Endeavours claims



## **Theft Of Gas Referral**

# Referral Scenarios

The following slides are to provide guidance regarding some of the changes to the Theft of Gas (TOG) process as a result of Project Nexus.

As part of the process you may have seen additional requests being sent to your organisation via email to assist in the processing of the TOG Contact.

There are a number of reasons why we refer to you following your investigation of a TOG Contact on Contact Management Services (CMS), these are detailed below

Load read

Provide total corrected volume

Awaiting correct units (metric/imperial)

Attach asset

Volume provided triggers tolerance warning

# Load Read

Post Nexus all consumption adjustments (CAs) are processed automatically through UKLink.

In order for this to happen there is a requirement that a read is available in UKLink on or before the start of the theft period and on or after the end of the theft period.

Receiving this email from us will mean that there is no read available in UKLink on or after the end of the theft period.

If for any reason there is no read available then the last known read should be submitted. The volume on the Contact will then be used to process the adjustment and account for the volume of stolen gas.

A read needs to be submitted, ensuring it is on or after then end of the theft period. This can be achieved via the RGMA or read submission file.

# Provision of Total Corrected Volume

There was a requirement in Project Nexus that the total corrected volume should be provided on TOG Contacts. This means the total amount of gas legitimately used plus the amount stolen.

We have seen, since implementation on 01/06/17 volumes being provided which are less than the amount already recorded on UKLink. This had lead to emails from Xoserve requesting clarification.

In the first instance the total corrected volume should be detailed on the TOG Contact in CMS.

If an email is received from us querying this the total corrected volume should be calculated and advised to us by return.

# Awaiting Correct Units (Metric/Imperial)

There was a requirement in Project Nexus that the total corrected volume should be provided on TOG Contacts. This means the total amount of gas legitimately used plus the amount stolen.

However, we may identify in certain instances where volume has been provided in the incorrect measurement. For example if our Supply Point Register records indicate that the asset on site during the theft period was imperial the volume needs to be provided in cubic feet.

Similarly if the asset was metric the volume needs to be provided in cubic meters

If the measurement provided does not match the asset information on our records the contact will be referred.

# Attach Asset

Post Nexus all consumption adjustments (CAs) are processed automatically through UKLink.

In order for this to happen there is a requirement that there is a read available in UKLink on or before the start of the theft period and on or after the end of the theft period.

Receiving this email from us will mean that there is no billable asset available in UKLink in line with the theft period

The asset should be updated on UKLink ensuring that there are also reads updated for the theft period. This should be done via the RGMA.

It is important to respond to the email to advise that it has been done once the asset has been updated. Note that there is no automatic notification to the TOG team that this has been done and Contact will remain open.



# Volume Tolerance Warning

When Xoserve process a billing adjustment template it can flag it as being outside of tolerance or a market breaker. Because of this we need to understand that the volume provided to us is correct to ensure the correct billing. This is an opportunity to ensure the volume has been correctly stated by yourselves.

Xoserve will continue to verify these scenarios by sending emails. If the volume is correct we will proceed to process the adjustment. Your email confirmation verifying the volume will work as our sign off to proceed.

# Industry Challenges

- Shipper understanding of TOG process
- Number of invalid TOGs being raised
- Shipper participation (Detection & investigation)
- Volume of TOG001 referrals requiring Shipper Action
- Requests for Information not being investigated within 80 day window
- AQ/ UIG impacts

# Industry Challenges

RGMA Submission Received	Incrementing Reads Provided	Will the AQ increase	Comments
No	No	No	AQ will remain static and/or superficially low
No	Yes	Yes	AQ will re-calculate in line with gas used

RGMA Submission Received	Correct Off State read provided	Will the AQ increase	Comments
Yes	No	Yes	AQ will remain static and/or superficially low however, will build overtime depending on future read submissions
Yes	Yes	Yes	AQ will re-calculate in line with gas used



# **Reasonable Endeavours Scheme**

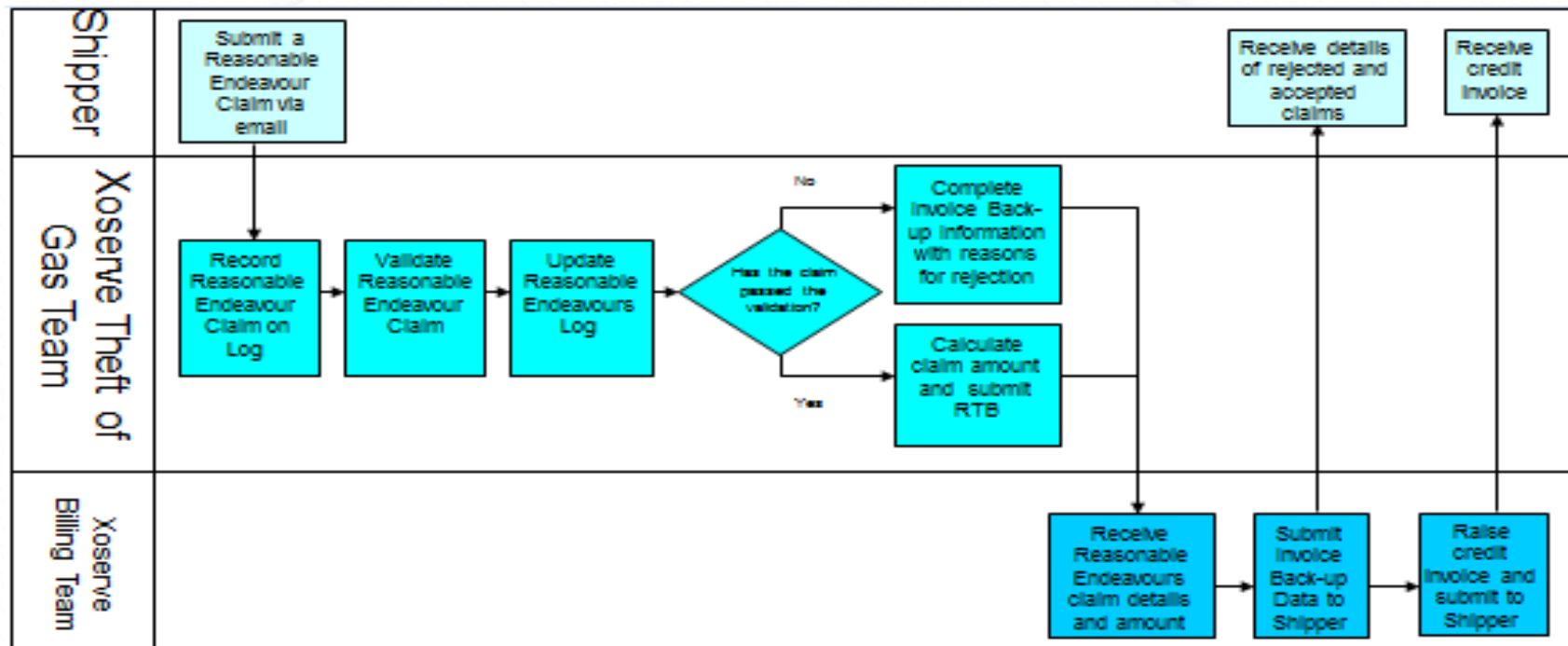
# Reasonable Endeavors Overview

- Xoserve administers the Reasonable Endeavours Claims Scheme on behalf of the five Gas Distribution Networks. The process is a requirement of the Networks, set out in Condition 24 (Gas Illegally Taken) of the Standard Conditions of the Public Gas Transporters' Licence.
- The process is designed to remove the disincentive for shippers to investigate the illegal taking of gas by recompensing the Shipper for costs incurred when investigating a theft of gas. There are seven Allowance types which a Shipper may claim against. In certain circumstances they may claim against more than one for a single theft case.

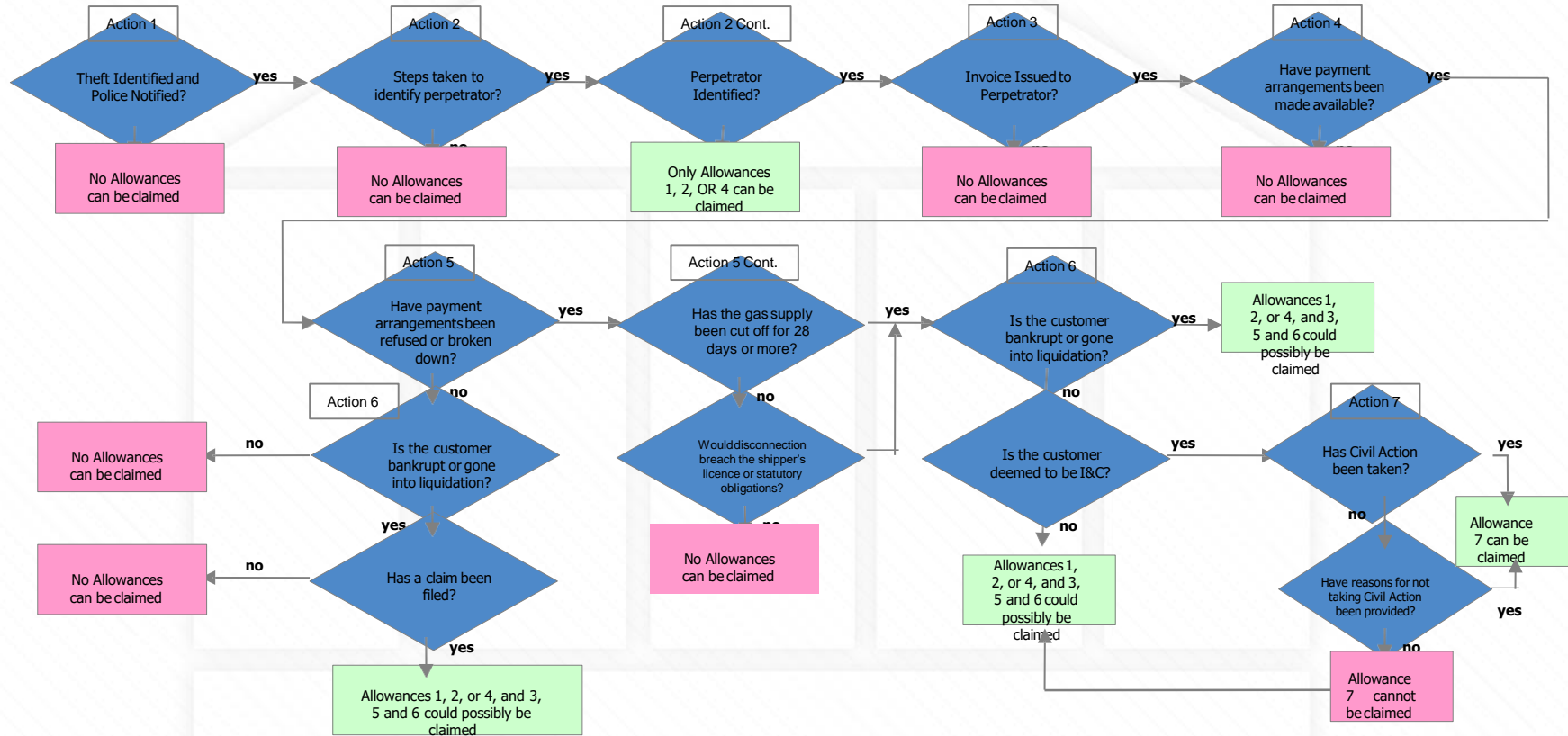
# Reasonable Endeavors Overview cont'd

- To qualify for payment under the scheme, a Shipper must confirm to Xoserve that they have completed all the appropriate actions of Reasonable Endeavours and has failed and cannot reasonably be expected to recover some or all of the charges to which it is entitled from the gas consumer who committed the theft of gas.
- The Shipper must submit their claims on the version controlled Xoserve documentation and provide evidence to support each allowance. Xoserve's Theft of Gas Team log the claims, and following validation, either reject the claim or request an ad hoc invoice to credit the Shipper for valid claims.

# Process Flow



# Decision Flow Diagram





# Action 1

Shipper must report any case of tampering to the police and confirm who the customer is.

## Evidence Required

- Evidence of Police notification
- Or Witness statement or report
- Or Police Details of Attendance
- Or Crime Reference Number
- Or other supporting evidence

# Action 2

Unlawful occupancy or Customer has left the premises with no intent to pay

## Evidence Required

- Evidence of Police notification
- Or Witness statement or report
- Or Police Details of Attendance
- Or Crime Reference Number
- Supporting evidence
- TOG Corrected Volume
- Dates etc

# Action 3

Customer has been issued an invoice for theft and Costs incurred.  
E.G. New installation. Meter exchange. Forensic tests.

## Evidence Required

- Estimated gas used – Volume in m<sup>3</sup> or ft<sup>3</sup> dependent on device
- Details of actual costs
- Details of Work undertaken

# Action 4

Where payment arrangements have broken down. Partial debt still exists. E.G  
Where appropriate a PP meter should be fitted.

## Evidence Required

- Evidence of payment arrangements
- Copies of invoice/letters issued
- Steps taken to recover charges
- Percentage of value to be claimed

# Action 5

Where customer has failed to pay and has subsequently been disconnected.  
E.G Meter should be disconnected for more than 28 days

## Evidence Required

- Disconnection method
- Disconnection date
- Meter Point Status
- Steps taken to recover charges
- Percentage of value to be claimed

# Action 6

Customer bankrupt or in liquidation. May be in administrative or voluntary receivership.

Evidence Required

For costs issued

Proportion of costs to be paid

# Action 7

Where civil action is taken against an I and C customer. Claim to the value of costs incurred.

## Evidence Required

- Documentation to Courts
- Documentation from courts
- Reasons for not taking civil action

# Reasonable Endeavours Allowances

Reasonable Endeavours Allowances	Reasonable Endeavours Allowance Criteria	Value	Evidence Required
1	Has a meter tamper been discovered and reported to the police?	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
or 2	Has an illegal reconnection been discovered and reported to the police	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
or 4	Was the theft conducted by an unlawful occupant or by a person who has absconded leaving no forwarding address, and action 2, 3, 4 and 5 have been taken?	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
3	Have steps been taken to recover costs (Actions 3, 4 and 5)	£125 (Fixed Amount)	Details of Costs incurred; Evidence of costs issued to customer
5	Has a meter Exchange been completed?	Actual costs up to £250	Description of tests carried out; Dates of work carried out; Costs associated with work carried out
6	Have forensic tests been completed?	Actual costs up to £120	Description of work carried out; Dates of work carried out; Costs associated with work carried out
7	In the case of a theft at an I&C site, have civil proceeding been issued and served, or have legitimate reasons for not doing so been presented?	Actual costs	Documentation to and from courts; or Evidence to support decision not to take civil action.

In all cases **ALL** relevant actions must be completed before a claim is made



# Valid Multiple Allowances

Multiple allowable allowance(s):-

- 1 or 1 and 3 or 1,3 and 5 or 1,3,5 and 6
- 2 or 2 and 3 or 2, 3 and 5 or 2,3,5 and 6
- 4 or 4 and 3 or 4,3 and 5 or 4,3,5 and 6
- 7

In all cases only one allowance of 1, 2 and 4 can be made

# Validations

A claim can be rejected for a myriad of reasons.

The main classifications of the rejections are listed below:

1. A valid TOG Contact does not exist on CMS. For example:
  - Shipper does not provide Volume or ToG period on Corresponding CMS TOG Contact
  - No theft details have been provided on the CMS TOG Contact

# Validations Cont'd

2. Information/evidence provided is not sufficient. i.e.

- Mandatory information or evidence has not been provided.

3. Information/evidence provided does not concur with Xoserve systems. e.g.

- Witness Statement claims meter was removed but UK-Link shows meter still in situ
- Information provided on the CMS TOG Contact does not match that provided on the claim

# Validations Cont'd

4. Information/evidence provided suggests payments have been completed or are being made e.g.

- Witness Statement claims payments have been completed
- Letter to End User states that supply would not be reinstated until payments were made, and supply is Live

5. Information/evidence provided invalidates claim. e.g

- Witness Statement states “Not Reported to the police”
- Evidence suggests that end user has not been issued with an invoice

# Validations Cont'd

6. Claim has been previously submitted i.e.

- A previous claim has been submitted for this instance of theft

7. Incorrect allowance being claimed e.g.

- Allowance 1 has been claimed when perpetrator has absconded

8. Claim is for period outside Shipper ownership i.e.

- Claim submitted is for a period which is entirely or partially for a period when the site was not supplied by the Shipper

**(NB: erroneous transfers are taken into consideration)**



**TOG Contact**

# Before you get started

- 1.The site is/has been in ownership of the appropriate Shipper during the confirmed theft period (where applicable for networks)
- 2.Ensure you check file format validations for field length etc and you have all mandatory data
- 3.For shippers the MPRN provided is valid and that it matches the address held on UKLink
- 4.Ensure that all investigations are complete prior to the submission of a Contact (where appropriate) and as much additional information is provided as possible in order to assist investigations
5. Where engineers have identified a Theft, please ensure that they have registered this via the National Gas Emergency Number (0800 111 999)
- 6.If no MPRN can be established for a selected premise, an MPRN creation (MNC) request must be submitted to Xoserve (Found Meter tagged service (FOM) can be supplied by networks)

# Data Requirements - TOG Contact

Data Item	Network	Shipper
SSC (Shipper Short Code)	Mandatory	Mandatory
Meter Point Reference Number	Optional	Optional
Meter Serial Number	Optional	Optional
Building Number	Conditional Mandatory	Conditional Mandatory
Building Name	Conditional Mandatory	Conditional Mandatory
Sub Building Name	Optional	Optional
Principal Street	Mandatory	Mandatory
Dependent Street	Optional	Optional
Dependent Locality	Optional	Optional
Post Town	Mandatory	Mandatory
Postcode	Mandatory	Mandatory
Delivery Point Alias	Optional	Optional
Required Emergency Job ?	Mandatory	Mandatory
Job Number	Conditional Mandatory	Optional
Type of Theft (Allegation)	Mandatory	Mandatory
TOG Allegation Description	Optional	Optional
Top 50	Optional	Optional
TOG Investigation Complete	Mandatory	Mandatory
Outcome of investigation*	Conditional Mandatory	Conditional Mandatory
Type of Theft* (Contains full list of data items)	Conditional Mandatory	Conditional Mandatory



# When investigation is deemed complete

1. Make sure that reads are present on the supply point register that cover the theft adjustment period start and end dates you have entered within the contact
2. Confirm that the theft adjustment period is within your ownership
3. Safeguard that all RGMA flows have been submitted successfully if asset was exchanged following the initial theft detection
4. Ensure that total theft volume is inclusive of volume held on Xoserve's systems and volume of gas taken and that volume measurement is correct and aligned to asset on site at the time of the theft. (i.e. metric meter = cubic meters not cubic feet)

Please advise within the free text notes if you are aware that volume of gas taken is out tolerance.

# Response to an RFI request

Dependent on the outcome of the investigation the system will require mandatory information before user can submit the contact.

Valid TOG: Where a Theft has been investigated and proven against a Large or Small Supply Point. User will need to record the following:

Type of Theft

Theft Start Date

Theft End Date

Volume (Metric/Imperial)

If Police have been informed and if they have, Police data provided

Engineers report

Valid TOG - **Not Pursuing: - Please do not use**

Invalid TOG: Where a Theft has been investigated and determined as Invalid TOG Contact raised.

# Data requirements if TOG investigation outcome is complete

Data Requirement	Network	Shipper
<b>Adjustment Start Date</b>	<b>Optional</b>	<b>Mandatory</b>
<b>Adjustment End Date</b>	<b>Optional</b>	<b>Mandatory</b>
<b>Total Volume</b>	<b>Optional</b>	<b>Mandatory</b>
<b>Meter Model</b>	<b>Optional</b>	<b>Optional</b>
<b>Meter Make</b>	<b>Optional</b>	<b>Optional</b>
<b>Meter Reading</b>	<b>Optional</b>	<b>Optional</b>
<b>Year of manufacture</b>	<b>Optional</b>	<b>Optional</b>
<b>Engineers TOG Site Visit Report (Free Text)</b>	<b>Conditional Mandatory</b>	<b>Conditional Mandatory</b>
<b>Name of Informant</b>	<b>Optional</b>	<b>Optional</b>
<b>Informant Telephone Number</b>	<b>Optional</b>	<b>Optional</b>
<b>Name of Engineer who attended</b>	<b>Conditional Mandatory</b>	<b>Conditional Mandatory</b>
<b>Engineer Mobile Tel Number</b>	<b>Conditional Mandatory</b>	<b>Conditional Mandatory</b>
<b>Is photographic evidence available?</b>	<b>Conditional Mandatory</b>	<b>Conditional Mandatory</b>
<b>Have Police been informed?</b>	<b>Conditional Mandatory</b>	<b>Conditional Mandatory</b>
<b>Police Officer's Name</b>	<b>Optional</b>	<b>Optional</b>
<b>Police Officer's Tel Number</b>	<b>Optional</b>	<b>Optional</b>
<b>Crime Reference Number</b>	<b>Optional</b>	<b>Optional</b>
<b>Police Station</b>	<b>Optional</b>	<b>Optional</b>

# Why do we need so much detail?

- To enable CMS to correctly route the CMS contact to the correct Stakeholder
- To provide proof to a Shipper or Network via a RFI that an action is incumbent upon them
- It provides valuable root cause data to support industry discussions and help to reduce instances of theft
- To allow Xoserve to expedite the process, and subsequently invoice for relevant transportation charges

# Top reasons for an invalid contact

- Unable to locate an MPRN for the address provided
- The allowable investigation period has elapsed
- “TOG - Not Valid” has been selected in the “Investigation Outcome” field
- An open TOG contact is logged using the same mandatory information
- Postcode is an LPG postcode
- If you have not responded to Xoserve’ s RFI\* within 80 business days, the Contact will auto close
- \* An RFI is a request for information, relating to the initial TOG allegation raised

# Useful Links

The link will take you to the Contact Management User Guide;

<https://www.xoserve.com/media/1063/cm-shipper-user-guide-v3.pdf>

Link to CMS:

<https://www.xoserveportal.com>