

Contact Management Quick Reference Guide

Version 6.0

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Introduction

This document is designed as a quick reference guide to help you compose your Contacts effectively in order for them to be investigated and resolved promptly.

Each section sets out:

- The Contact code (3 letter acronym)
- The expanded definition of each code
- A description of the Contact type
- A check list of things you should do before sending a Contact
- Mandatory Information required
- Methods of generating each Contact type

Reasons why a Contact may be invalid

Description

A challenge to the address that we hold on the UK-Link system which you consider is in line with a PAF valid format and improves the recorded address.

ADD Contacts are subject to Query Management Standards of Service.

Before you get started

- Check that you have ownership of the site. Note: if the site is unconfirmed, raise a UNC Contact
- Check that the address format is PAF valid – Please see page 53.
- Check the Data Enquiry Service to see how the address is recorded
- Check and state if the address for the Contact you are raising also appears in UK Link for another meter point, i.e. multi service site
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Confirmation Number	
* Current Address Principle Street	
* Current Address Post Town	
* Current Address Postcode	
* Proposed Address Principle Street	
* Proposed Address Post Town	
* Proposed Address Postcode	

ADD ADDress Amendment Continued

Submission Method

- Screen Entry - Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

▪ Bulk Upload via QMP File

IX Submission via QMP File

Typical reasons for an invalid Contact

- The site is not in your ownership
- Address does not match postal address format – Please see page 53.
- Address is already correctly recorded on UK Link
- The Contact is a repeat of one we have already actioned
- Multi service site not selected

AGG AGG Twin Stream Challenges

Description

A challenge where a Shipper believes that a Twin Stream Meter is/is not situated but not reflected on UK Link.

CDQ Contacts are subject to Query Management Standards of Service.

Before you get started

- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements
* Contact Explanation
* Meter Point Reference Number (MPRN)
* Access Information
* End User Contact Name
* End User Contact Number

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- Site is not in your ownership
- Network/iGT have confirmed Twin Stream challenge is invalid.

CDQ Consumption Dispute Query

Description

A challenge to the consumption, for a large supply point, as a consequence of incorrect reading data (Bundled / Unbundled) being recorded on UK-Link

CDQ Contacts are subject to Query Management Standards of Service.

Before you get started

- Ensure the adjustment dates are in-line with MOD152 guidelines. Further information regarding this MOD can be found at www.gasgovernance.co.uk.
- Check if a Filter Failure is outstanding, if so action that first
- Ensure the adjustment start and end dates are correct
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Adjustment From Date	
* Adjustment End Date	
* Reason code & methodology code	
* Adjustment Type	
* Data item Change	
* Confirmation Number	
* Value of the changed Data item	

Submission Method

- Screen Entry – Single Contact

File Upload – via web (QMP)

File Upload – via IX (QMP)

Typical reasons for an invalid Contact

- Incorrect ownership dates provided
- Incorrect adjustment dates provided
- A Filter Failure for this meter point reference number remains outstanding
- Adjustment period exceeds the allowed time span. *(Following the implementation of MOD152 on 1st April 2008, the adjustment period rolls forward every year on the 1st April)*

DMQ Daily Metered Query

Description

A request for the Daily Meter Service Provider to investigate the daily read / consumption information or daily read equipment.

DMQ Contacts are subject to Query Management Standards of Service.

Before you get started

- Ensure the site is daily metered
- Check the set up of the link code and meter asset detail on UK Link to ensure your challenge is valid
- Provide all supporting information to help us investigate and resolve the Contact

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Enquiry Period Start Date	
* Enquiry Period End Date	
* Contact Explanation	
* Contact Person	
* Site Telephone Number	

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

DMQ Daily Metered Query

Typical reasons for an invalid Contact

- Incorrect ownership dates provided
- Incorrect adjustment dates provided
- A Filter Failure for this meter point reference number remains outstanding
- Adjustment period exceeds the allowed time span. *(Following the implementation of MOD152 on 1st April 2008, the adjustment period rolls forward every year on the 1st April)*

DMR Daily Metered Reconciliation

Description

A challenge to DM sites following or prior to invoice issue. An invoice number is not required to log this Contact type.

DMR Contacts are not subject to Query Management Standards of Service.

Before you get started

- Provide the correct read information
- Ensure you have the full and correct asset information
- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements
* Originator Code (Stakeholder Short Code)
* Meter Point Reference Number

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- Site is not in your ownership
- The read information is already correct
- The asset information is already correct

DTL Dead To Live request

Description

A challenge to the status of a Supply Meter Point (Service Pipe).

Before you get started

- Check the Data Enquiry Service to see if the MPRN is already at the required status
- Ensure you provide the correct address details
- If the MPRN is being set to Live, ensure the correct service is capable of flowing gas
- Obtain and provide any useful contact details which will aid the Engineer when conducting the site visit
- If there is currently more than one service at site due to refurbishment ensure you mark this as a multi service site.
- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements
* Type of site
* Meter Point Reference Number (MPRN)
* Current Building Number/Name
* Current Address Principle Street
* Current Address Post Town
* Current Address Postcode
* Is New Meter Installed (Yes/No)
* Meter Point Status From
* Meter Point Status To
* Service Type (Single / Multi)

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- The meter point is already at the requested status
- An invalid address was provided and Network were not able to locate
- Following a site visit the Network/iGT engineer found a Dead supply and / or a meter asset.

DUP Duplicate Meter Point

Description

A challenge that informs us that a single service pipe has more than one MPRN recorded on UK Link.

DUP Contacts are subject to Query Management Standards of Service.

Before you get started

- Ensure the adjustment dates are in-line with MOD152 guidelines. Further information regarding this MOD can be found at www.gasgovernance.co.uk.
- Determine if you have a valid contract with the end consumer
- Check the classification of the site:- it will either be a CHECK METER or CSEP or LPG or UKL DUP.
- Check if any site works has recently been completed. Note: if so, raise an ISO Contact
- If the site is subject to an Inter Shipper Dispute (ISD) submit the DUP Contact once resolved
- Provide all supporting information to help us investigate and resolve the Contact, i.e. Site Visit information
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Classification of Site	
* Meter Point Reference number to remove	
* End User Contract	
* Type of Site	

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

DUP DUPlicate Meter Point

Typical reasons for an invalid Contact

- It is identified that you need to contact another Shipper in order to resolve (known as Inter-shipper dispute)
- Adjustment period exceeds the allowed time span. (*Following the implementation of MOD152 on 1st April 2008, the adjustment period rolls forward every year on the 1st April*)
- The Contact auto-closes as a result of no response to a Configuration Change Request
- You have incorrectly used a DUP Contact for notifying us of either a Demolished site or Re-developed site. Note: an ISO Contact should be used for this purpose

FLE FiLe Enquiry

Description

This Contact type has a dual purpose..

1. An enquiry regarding a rejection response you have received for an SPA File or a Contact Management Service file. Note: Contact Management Service files are QMP / QMJ / QMR / QCL / QEX
2. Utilised to raise a request to amend meter details held on UK Link for a Prime and Sub Deduct Configuration.

FLE Contacts are subject to Query Management Standards of Service.

Before you get started

- Ensure you have the correct file information
- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements
* Contact Explanation
* Meter Point Reference Number
* Current Post Code
* Input File Name
* Response File Name
* Rejection Code

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- You have provided an incorrect rejection code for the file you refer to
- The input file name you have provided is invalid
- The MPRN provided is invalid

FOM Found Meter — Tagged Service

Description

A request to create your MPRN for a Live Supply Point (with or without a meter serial number) where UK link has no live record. This applies to tagged services only where connection work has been carried out and the MPRN has been tagged to the pipe. The MPRN is supplied with the Contact. FOMs can be generated by Shippers or UIPs. FOM Contacts are subject to 95% within D+1 and 100% in D+3

Before you get started

- Check the Data Enquiry Service to see if an MPRN already exists for this site
- Check the Data Enquiry Service to see if the requested MPRN exists for a different site
- Determine how many meters are at site
- Check the area is not part of CSEP development
- Check the area is not part of an LPG area
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	If sending via web or IX
* Meter Point Reference Number (MPRN)	
* Current Address Principle Street	
* Current Address Post Town	
* Current Address Postcode	
* Meter Point AQ	
* Type of Site – Single Service/Multi Service	

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

FOM Found Meter — Tagged Service

Typical reasons for an invalid Contact

- A live (different) MPRN already exists for the site.
- The MPRN you provided already exists at stated property or elsewhere
- We believe that the property is part of a CSEP development
- The address provided resides within an LPG area
- The address has not been structured in the correct format – Please see page 53.

GIC Generic Invoicing Contact

Description

A challenge to an adjustment invoice or charge calculation.

Note: This GIC Contact Code was formed from an amalgamation of Invoice Types namely - Adhoc, Online, NTE, ECB and EXT

GIC Contacts are subject Query Management Standards of Service.

Before you get started

- Provide all data items believed to be incorrect, i.e. billing period, site details, CSEP References, Charge Calculations
- Provide as much supporting information as possible to help us investigate and resolve the Contact
- Ensure you have all mandatory

Mandatory Data Requirements
* Originator Code
* Contact Explanation
* Charge item amount in dispute
* Charge Type amount in dispute
* Charge Item Reference Number
* Charge type code
* Invoice number

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- Site is not in your ownership
- Information provided is not sufficient to action the request
- The Invoice Number provided does not match the invoice in dispute

GSR Gas Safety Regulations

Description

A contact is raised following Network investigation, concluding a service is still live at the property, with a meter attached and possibly flowing Gas.

A GSR Contact would facilitate the re-establishment of Supply Meter Points to ensure Supply Point Registration and recovery of relevant charges is achieved where gas is consumed at a Supply Point

GSR Contacts are not subject to Query Management Standards of Service..

Before you get started

- Investigate and confirm the service is still live at a property and a meter is attached.
- Ensure you have all mandatory data.

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code—Type	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Current Address Principle Street	
* Current Address Post Town	
* Current Address Postcode	
* Data Source	
* Date of Information Obtained	
* Meter Serial Number	
* Meter Read at Site Visit	
* Meter Status	

Submission Method

- Screen Entry – Single Contact
- File Upload— via web (QMP)
- File Upload— via IX (QMP)

Typical reasons for an invalid contact

- The Supply Point Register already shows that the Supply is Live, Registered with a

ISO ISOlation request

Description

A challenge to the status of a Supply Meter Point (Service Pipe).

ISO Contacts are subject to Query Management Standards of Service.

Before you get started

- Check the Data Enquiry Service to see if the MPRN is already at the required status
- Ensure you provide the correct address details
- If the MPRN is being set to Dead, ensure the service is not being used
- If the MPRN is being set to Live, ensure the correct service is capable of flowing gas
- Obtain and provide any useful contact details which will aid the Engineer when conducting the site visit
- If there is currently more than one service at site due to refurbishment ensure you mark this as a multi service site.
- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements
* Type of site
* Meter Point Reference Number (MPRN)
* Current Address Principle Street
* Current Address Post Town
* Current Address Postcode
* Is the Site Demolished/Refurbished (Drop Down Yes / No)
* New Supply Typed Installed (Yes / No)
* Meter Point Status From
* Meter Point Status To
* Service Type (Single / Multi)

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- The meter point is already at the requested status
- An invalid address was provided and Network were not able to locate
- Following a site visit the Network engineer found a live supply and / or a meter asset.
- Following investigation it is identified that a duplicate situation exists rather than a new service being installed at site. Note: A DUP Contact should be submitted to Xoserve.

MUR MUst Reads

Description

When a meter reading has not been provided by the registered users, within agreed timeframes, the Gas Transporter will use reasonable endeavours to procure a meter reading. These reads are referred to as **Must Reads**.

The Must Read service is subject to DSC Specific Service contractual arrangements and standards

Before you get started

- Check whether you are the current owner of the site
- Ensure you have updated UK Link, by providing revised meter exchange information etc

Mandatory Data Requirements
* Shipper Response Action Completed (Yes/No field)

Typical reasons for Contacts to be 'Forwarded to Shipper' for investigation:

No reads procured following Meter Reading Agency visit due to:

- Cancelled Request
- Health & Safety Issue
- Demolished Sites
- Insufficient Addresses
- Meter Blocked
- Meter Obstructed
- Vacant Premises
- Meter Removed

Reads procured, however failed system validations:

- Cancelled Request
- Meter Exchange
- Dials Differ
- Asset Change (Corrector)
- Faulty Meter/Corrector

No Corrector recorded but reading provided

Corrector Removed

Notification of Level 3 sites will be managed via Contact Management Service & invoiced accordingly. (NB Level 3 jobs generally relate to no access / access refused reasons).

MUS Manage Unregistered Sites

Description

An MUS contact is raised for every Meter Point Reference Number which has reached the anniversary of its creation date, remains Unregistered and has a Meter Point Status of LI.

The MUS Contact facilitates the investigation to identify the responsible Shipper. Once the responsible Shipper has been identified, the Contact initiates the registration process. The Contact facilitates the monitoring of the registration process progresses the record through to the billing process where necessary.

MUS Contacts are not subject to MOD565 Standards of Service.

Before you get started

- All MUS Contacts are initiated by Xoserve.

Mandatory Data Requirements
<ul style="list-style-type: none"><input type="checkbox"/> All MUS Contacts are initiated by Xoserve.

Submission Method

- A Contact will be auto generated each month on the system for any new Unregistered Sites.

Typical reasons for an invalid contact

- There are no known circumstances when a MUS Contact will be closed as Invalid.

PRS PRime and Sub Configuration Change

Description

A challenge to the link code currently held on UK Link for a freestanding meter or a prime and sub meter configuration.

PRS Contact is subject to Query Management Standards of Service.

Before you get started

- Check the Data Enquiry Service to determine if the correct link code status code already exists
- Ensure that you include the relevant MPRN / Confirmation Number details
- Obtain and provide a point of contact who can provide access to all meters in a prime and sub configuration
- Provide all supporting information to help us investigate and resolve the Contact including any additional MPRNs that are believed to be part of the configuration that is being challenged
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Meter Serial Number	
* Confirmation Number	
* MPRN Link Code Status (claimed)	
* Meter Location Code	

* Type of Service
* Current Address Principle Street
* Current Address Post Town
* Current Address Postcode
* Contact Explanation
* Contact Person Name
* Contact Person's Phone Number
* Availability Information - Free Text

PRS PRime and Sub Configuration Change

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

Typical reasons for an invalid Contact

- The Link Code status is already correct
- Incorrect confirmation reference number provided
- The Network Engineer was unable to gain access to all the meters on site

PSA Prime & Sub Asset Reads

Description

The Gas Transporter will use reasonable endeavours to procure a meter reading where there is a Prime and Sub configuration. On occasion when this has not been possible, a notification will be issued to Shippers in the form of a Contact. Shippers are required to amend Xoserve systems where required with revised meter exchange information etc.

Before you get started

- Check whether you are the current owner of the site
- Ensure you have updated UK Link, by providing revised meter exchange information etc

Mandatory Data Requirements
* Shipper Response Action Completed

Typical reasons for Contacts to be 'Forwarded to Shipper' for investigation:

No reads procured following Meter Reading Agency visit due to:

- Cancelled Request
- Health & Safety Issue
- Demolished Sites
- Insufficient Addresses
- Meter Blocked
- Meter Obstructed
- Vacant Premises
- Meter Removed

Reads procured, however failed system validations:

- Cancelled Request
- Meter Exchange
- Dials Differ
- Asset Change (Corrector)

- Faulty Meter / Corrector
- No Corrector recorded but reading provided
- Corrector Removed

PSI Primers and Subs Invoice

Description

A challenge to charges received for a prime or sub meter

PSI Contacts are subject to Query Management Standards of Service.

Before you get started

- Provide all supporting information to help us investigate and resolve the Contact
- Provide the invoice number the dispute is related to

Mandatory Data Requirements
* Meter Point Reference Number

Submission Method

- Screen Entry – Single Contact

Typical reasons for an invalid Contact

- Site is not in your ownership
- The Prime and Sub relationship is in dispute rather than a challenge to the charges received on the invoice. Relationship disputes should be raised via the PRS Contact Code.

RFA Request For Adjustment

Description

A request for adjustment in accordance with late Meter Exchanges / Corrective Exchanges and Incorrect Correction Factors.

RFA Contacts are not subject to Query Management Standards of Service.

Before you get started

- Ensure the adjustment dates are in line with MOD152 guidelines. Further information regarding this MOD can be found at www.gasgovernance.co.uk.
- Ensure the adjustment start and end date is correct
- Provide all supporting information to help us investigate and resolve the Contact
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Adjustment From Date	
* Adjustment End Date	
* Reason code & methodology code	
* Data item Change	
* Confirmation Number	

* Value of the changed Data item

RFA Requ^uest For Adjustment Continued

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

Typical reasons for an invalid Contact

- Incorrect ownership dates provided
- Incorrect adjustment dates provided
- Adjustment period exceeds the allowed time span. *(Following the implementation of MOD152 on 1st April 2008, the adjustment period rolls forward every year on the 1st April)*

TOG Theft Of Gas

Description

The Theft Of Gas (TOG) process is a mechanism to record and facilitate the investigation of theft allegations and where appropriate recover Transportation Charges

Before you get started (relevant to Shippers only)

- The site is / has been in ownership of the appropriate Shipper during the confirmed theft period
- Check field length and format validations
- Ensure you have all mandatory data
- Ensure that all investigations are complete prior to the submission of a Contact
- Ensure that as much additional information is provided as possible in order to assist investigations
- Where engineers have identified a Theft, please ensure that they have registered this via the National Gas Emergency Number (0800 111 999)
- If no MPRN can be established for a selected premise, an MPRN creation (MNC) request must be submitted to Xoserve
- Where MPRN is provided, please ensure that it matches the address held on UKLink

Before you get started (relevant to Networks only)

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

TOG Theft Of Gas Continued

Shipper Logged Contact (Data Requirements)

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

TOG Theft Of Gas Continued

Network and iGT Logged Contact (Data Requirements)

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

TOG Theft Of Gas Continued

Meter Model*	Optional
Meter Make*	Optional
Meter Reading*	Optional
Year of manufacture*	Optional
Engineers TOG Site Visit Report (Free Text)*	Conditional Mandatory
Name of Informant *	Optional
Informant Telephone Number*	Optional
Name of Engineer who attended*	Conditional Mandatory
Engineer Mobile Tel Number*	Conditional Mandatory
Is photographic evidence available?*	Conditional Mandatory
Have Police been informed?*	Conditional Mandatory
Police Officer's Name*	Optional
Police Officer's Tel Number*	Optional
Crime Reference Number*	Optional
Police Station*	Optional

TOG Theft Of Gas Continued

Submission Method

- Screen Entry - Single Contact

Typical 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 as the Investigation Outcome
- An open TOG contact is logged for the same MPRN
- Postcode is an LPG postcode
- The site forms part of a CSEP development
- 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

UNC UNCconfirmed Address Amendment

Description

A Contact challenging the address or postcode details of a site held on UK Link that is currently unconfirmed.

UNC Contact is subject to Query Management Standards of Service.

Before you get started

- Check the Data Enquiry Service to see how the address is recorded
- Ensure the address you are providing is PAF valid – Please see page 53.
- Ensure the site is Unregistered. Note: if the site is confirmed, the owning Stakeholder should raise an ADD Contact
- If the requested address appears more than once on UK Link for another meter, ensure you raise the Contact as a multi metered site.
- Ensure you have all mandatory data

Mandatory Data Requirements	
* User ID	If sending via web or IX
* Contact Code	If sending via web or IX
* Stakeholder Personnel's Name	If sending via web or IX
* Stakeholder ID	If sending via web or IX
* Transaction Type	If sending via web or IX
* Originator Code (Stakeholder Short Code)	
* Meter Point Reference Number (MPRN)	
* Current Address Principle Street	
* Current Address Post Town	
* Current Address Post Code	
* Proposed Address Principle Street	

* Proposed Address Post Town
* Proposed Address Post Code
* Type of Site (Domestic / Industrial)

Submission Method

- Screen Entry – Single Contact
- File Upload – via web (QMP)
- File Upload – via IX (QMP)

Typical reasons for an invalid Contact

- Address does not match postal address format – Please see page 53.
- Meter point is registered on one of the iGT networks
- Requested address is already recorded correctly on UK Link
- The meter point is confirmed by a Shipper (an ADD Contact should have been raised)
- Multi service site not selected

(U)SRV Resolve (U)SRV

Description

(U)SRVs or more commonly known Filter Failures are created when reconciliation charges fail the industry agreed Suppression Guidelines. Where read and / or asset information has been provided by the Registered User, the Filter Failure will be issued to the Registered User. Where read data is provided by the Gas Transporter the Filter Failure is issued to the Gas Transport for resolution.

Before you get started

- Investigate Filter Failure and determine whether to approve or adjust
- Ensure valid meter reads dates are used for the adjustment period
- Always select the latest NDM reference to process the approval or adjustment
- Identify multiple CRNs where one adjustment can be performed
- Ensure you have all mandatory data

Mandatory Data Requirements	
Reconciliation Data Tab	
* Resolution Methodology:	
* Approve Charge	
* Consumption Adjustment	
Charge Approval Screen	
* New Status	<i>SRVs only</i>
* Reason Code	
Consumption Adjustment Screen	
* Reason Methodology Code	
* Adjustment Type	
* Supporting Doc Amendment Indicator	

(U)SRV Resolve (U)SRV Continued

* Source	<i>USRVs will be pre-populated with 'SHI'</i>
* Reasons/Remarks	
* Date From	
* Date To	
* Data Item Change	<i>Data Item Change can be left 'blank', see Consumption Adjustment matrix</i>
* Value	
* Unit	<i>Only required when Revised Volume is selected as the Data Item Change</i>
* Overall Start Date (Pre-populated)	
* Overall End Date (Pre-populated)	

Resolution / Submission Methods

- Screen Entry - Single Contact
- File Upload - via IX (Approvals ABU file, Consumption Adjustment CBU file)
- U01 Read file, replace latest read*

Typical reasons for an adjustment to fail

- The MPRN is not in your ownership for the adjustment period
- The MPRN has changed from NDM to DM during the adjustment period
- The Revised Meter Through Zero Indicator (TZI), has not been added to the proposed adjustment
- The adjustment does not cover the Filter Failure period
- The adjustment volume matches the latest volume

(U)SRV Resolve **(U)SRV** Continued

Contact Codes and Descriptions

CTN—Corrector Tolerance Narrow Band

CTW—Corrector Tolerance Wide Band

DSC—Different Shipper Short Code (If identified please contact Filter Failure validation team)

EOI—Start Read OPNT estimate

FMR—Must Read

FRC—Failed re-reconciliation (Consumption Adjustment)

FRR—Failed re-reconciliation (Replacement Read)

HIS—Historical Consumption

HLD—Bulk Suspensions

INV—Incorrect Consumption

ITZ—Incorrect Zero Volume

IZV—Zero Volume

MAI—Meter Assets Incorrect

MDS-Manual Data fix Suspensions (Items validated by Invoicing team)

NVL—Negative Volume

TTZ- Incorrect Through The Zero indicator

Address Details Structure

We have put the following together to aid the submission of address structure when submitting a Contact. Please ensure you also check the postal address websites for the address format.

Allowable values for address fields

	Aa-Zz	0-9	()	-	/	\	&	'	space	.	
Building Number *		Y									
Building Name*	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
DPA	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Sub Building Name	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Principal Street Name*	Y	Y			Y				Y	Y	Y
Dependent Street	Y	Y			Y				Y	Y	Y
Dependent Locality	No validation performed on this field										
Post Town*	Y	Y			Y				Y	Y	Y
Postcode*	Y	Y								Y	

Standard Address Structure

Building Number *	31
Building Name*	
DPA	
Sub Building Name	
Principal Street Name*	Homer Road
Dependent Street	
Dependent Locality	

Post Town*	Solihull
Postcode*	B91 3LT

Address Details Structure Continued

Building Name Structure

Building Number *	
Building Name*	Xoserve
DPA	
Sub Building Name	
Principal Street Name*	Homer Road
Dependent Street	
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Building Name and Number Structure

Building Number *	31
Building Name*	Xoserve
DPA	
Sub Building Name	
Principal Street Name*	Homer Road
Dependent Street	
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Address Details Structure Continued

Flat Address Structure

Building Number *	31
Building Name*	
DPA	
Sub Building Name	Flat 1
Principal Street Name*	Homer Road
Dependent Street	
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Plot Address Structure or Company Name Structure

Building Number *	31
Building Name*	
DPA	Plot 1 / Cadent Gas Limited
Sub Building Name	
Principal Street Name*	Homer Road
Dependent Street	
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Address Details Structure Continued

No Street Details Address Structure

Building Number *	31
Building Name*	
DPA	
Sub Building Name	
Principal Street Name*	.
Dependent Street	
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Industrial Estate Address Structure

Building Number *	
Building Name*	Argos
DPA	
Sub Building Name	Unit 1
Principal Street Name*	Homer Road
Dependent Street	Retail Park Industrial Estate
Dependent Locality	
Post Town*	Solihull
Postcode*	B91 3LT

Case Event Descriptions

Status Code	Description
ADCF	<i>Awaiting Data Clarification response from Originating Shipper</i>
ADCT	<i>Awaiting Data Clarification response from Third Party Shipper</i>
ADJT	<i>USRV contact transferred to Xoserve -due to Adjusted Transfer</i>
ALWQ	<i>Allocated to Work Queue</i>
ALNW	<i>Allocated to Network Queue</i>
ASSH	<i>Awaiting Shipper Action</i>
ATCL	<i>Contact Auto Closure</i>
AWAJ	<i>Awaiting Adjustment</i>
AWFG	<i>Theft of Gas—Awaiting file generation— Adjustment request</i>
AWIV	<i>Awaiting Invoice Validation</i>
CCFR	<i>Configuration Change Form Responded</i>
CLRD	<i>Cleared</i>
CRNG	<i>Contact Reference Number Generated</i>
DCFR	<i>Data Clarification Form Returned</i>
DMPA	<i>Daily Meter Service Provider Action</i>
DMSR	<i>Daily Meter Service Provider Site Visit Request returned</i>
FGEN	<i>Theft of Gas File Generated— Adjustment request</i>
FWDS	<i>Forwarded to Shipper</i>
GREQ	<i>Guidance Request</i>
IGTA	<i>iGT Site Visit Request awaiting Action</i>
IGTR	<i>iGT Site Visit Request returned</i>
LTIR	<i>LTI record rejected</i>
LTOA	<i>LTO File Generation Awaiting</i>

Case Event Descriptions Continued

LTOD	<i>LTO file downloaded</i>
MJIR	<i>MJI Record Rejected</i>
MJOA	<i>MJO File Awaiting Download</i>
MJOD	<i>MJO File Downloaded</i>
MRAA	<i>Meter Read Agency Action</i>
MRAR	<i>Meter Read Agency Return</i>
NADJ	<i>Not Adjusted via B2K</i>
NETA	<i>Network Site Visit Request awaiting Action</i>
NETR	<i>Network Site Visit Request returned</i>

Status Code	Description
OPC2	USRV contacts moved to Xoserve queue due to operational constraints
OUTC	After Submission of Consumption Adjustment File
OUTS	After Submission of Approval File
PSSA	Prime & Subs Shipper Action
PSUB	USRV contacts moved to Xoserve queue due to Prime & Sub read
RETP	Adjustment rejected—post CMS validation
RFIN	Theft of Gas—Request for information issued to Networks
RFIS	Theft of Gas—Request for information issued to Shippers
RFII	Theft of Gas—Request for information issued to iGTs
RJIR	RJI record rejected
RJOA	RJO file generated and ready for download
RJOD	RJO file downloaded
SPUR	Shipper update required
STAR	USRV contacts moved to Xoserve queue due to Shipper Transfer Adjustment Request
SVAC	Site Visit Auto Closed

Case Event Descriptions Continued

SWAD	Swapped Address
TASH	TORU Awaiting Shipper Action
TORU	TORU (Transporters Obligation to Resolve USRV) Request
VCCA	Awaiting generation of Consumption Adjustment File
VCSC	Awaiting generation of Approval file
WPUD	Configuration Change Request is pending a reply from an Originating Shipper
WPUT	When Configuration Change Request is awaiting return from Third Party Shipper

Contact Submission Methods

Contact Code	Screen	Bulk Upload	IX
ADD/UNC	Yes	Yes	Yes
CDQ/RFA	Yes	Yes	Yes
DMQ	Yes	Yes	Yes
DUP	Yes	Yes	Yes
DTL	Yes	No	No
Generic Invoice	Yes	No	No
Generic Ops	Yes	No	No
GSR	Yes	Yes	Yes
ISO	Yes	No	No
MNC/FOM	Yes	Yes	Yes
MUS	No	Yes	No
PRS	Yes	Yes	Yes
TOG	Yes	No	No

Acronyms

Acronym		Expanded Definition	Description
A	AIS	Datalogger Serial Number	A unique serial number for a Metscan (8 digits) or Metretek (4 digits) datalogger instrument.
	AQ	Annual Quantity	A deemed or actual calculation of the quantity of gas to be or has been consumed for a Meter Point / Supply Point.
B	BPMS	Business Process Management System	A system which is used to monitor and maintain Contacts / work flow by organisations.
	BSSOQ	Bottom Stop Supply Point Off-take Quantity	This is the highest value of peak day flow measured for a DM supply point in the previous year.
C	CED	Case Event Description	A four letter acronym used to denote a stage within the lifecycle of a Contact. Refer to separate section which sets out all CEDs.
	CC	Configuration Change Request	A communication that Xoserve generates requesting a shipper to take specific action in order for their Contact to be resolved.
	CO	Confirmed Status	Confirmation status of a meter point which indicates a Meter Point is undergoing a confirmation process by a Shipper.
	CRN	Contact Reference Number	A system generated unique number relating to a Contact raised.
	CSEP	Connected System Exit Point	A Connected System Exit Point is the point at which a third party pipeline operator connects a gas network to a large Distribution Networks Pipe work from that point is owned and managed by third party Independent Gas Transporters.
	cu ft	Actual cubic feet	An imperial measure of gas that has been registered by the meter. Consumption derived by two readings from these meters have to be converted into a metric value.
D	DC	Data Clarification Request	A communication sent by Xoserve requesting particular asset or site or contact information required to process a Contact.
	DM	Daily Metered	Sites with meters which are read on a daily basis. Readings provided via a datalogger and sent via telemetry.
	DMSP	Daily Meter Service Provider	Responsible for the provision of Reads & Adjustments for Daily Metered sites.
	DPA	Delivery Point Alias	An address field on UK Link which holds Plot address details.

Acronyms Continued

E	EFT	Enhanced File Transfer	This is a file transfer mechanism used to transmit files between Xoserve and its customers via the IX network.
F	FINX	Final Read	Final reading of a meter that has been exchanged.
G	GRE	Gas Reconciliation Energy	It is a charge to reconcile for gas allocated for the balancing system based on the actual gas off-taken.
	GS(M)R	Gas Safety (Management) Regulations	Gas Safety a regulation is an agreement regarding gas safety.

I	IGT	Independent Gas Transporter	IGTs design and construct gas infrastructure and retain ownership
	ISD	Inter Shipper Dispute	Where two Shippers are in disagreement regarding a site
	IX	Information Xchange Network	A Wide Area Network (WAN)
K	kW	Kilowatt (1,000W)	Is a metric measurement unit of power.
	kWh	Kilowatt hour	A metric unit of energy equal to 1000 watt hours. Introduced as a measurement of energy for gas consumers (replaced therms) from 1 st April 1992.
L	LDZ	Local Distribution Zone	England, Wales and Scotland are divided into 13 sectors.
	LPG	Liquefied Petroleum Gas	A mixture of gases used in fuel to heat. LPG is most often used where there is no access to piped natural gas.
	LSO	Local Security Officer	A title associated to an individual who is empowered to facilitate access to systems and also has other associated Information Systems (IS) duties.
M	m ³	cubic metre	A cubic metre means one metre to the power of three. It is a measuring unit for volume. 1 cubic metre = 35.35cu ft.
	MAM	Meter Asset Manager	An organisation licensed to provide meter asset services.
	MOD152	Adjustment MOD	A MOD that set the rules regarding the period of charges which can be levied or refunded.
	MPRN	Meter Point Reference Number	A unique number specific and attributed to the end of a gas pipe.

Acronyms Continued

	MRA	Meter Reading Agency	An organisation commissioned to obtain meter readings on behalf of Xoserve (bundled reads) or Shippers (unbundled reads).
	MSN	Meter Serial Number	An identity allocated by the meter manufacturer. The serial number could be a string of numbers or numbers and letters.
N	NDM	Non Daily Metered	A term that can be associated to a site or with a meter and by definition means readings are procured on a monthly frequency or longer intervals.
O	OPNX	Opening Read	Denotes an opening reading following a meter exchange.
P	PAF	Postal Address File	A national standard of an address formation derived from a Royal Mail database containing all known delivery points.
	PAWS	Portal Access to Web Services	A security solution for authenticating and authorising access to Xoserve Web Services.

Q	QMP	Query Management Programme	A File for submitting single or multiple Contacts in to Xoserve.
R	RFI	Request For Information	A Request For Information is a communication sent by Xoserve asking for further data / clarification. Particularly used for Theft of Gas Contacts.
	RGMA	Review of Gas Metering Arrangements	Data flows between the various industry participants – Meter workers, Suppliers, Shippers, Transporters. Changes to asset data should be notified to Xoserve via RGMA files.
	RQ	Requested Status	Requested Status of a meter point indicates that a Meter Point has been requested for ownership by a Shipper.
S	S49	New_SP_Nomination_Request	A submission to nominate for a new aggregation of meter points which will become a new supply point.
	SLA	Service Level Agreement	A formally agreed level of service that has been agreed between Xoserve and our customers.
	SOQ	Supply Off-take Quantity for a Meter Point / Supply Point	The highest daily quantity the site is expected to use in a day.
	SOS	Standards of Service	Standard of Service is an agreed standard to define what a customer is entitled to receive.

Acronyms Continued

	SPA	Supply Point Administration	Supply Point Administration is the term used to describe the data flows supporting competition in the gas industry.
	SRV	Suppressed Reconciliation Value (Filter Failure)	Failure of financial tolerances as a result of a bundled read or asset change.
	SV	Site Visit Request	A communication that is sent to a Network to request that they visit a premises in order to obtain information that is required for resolving a Contact.
T	TZI/TTZ	Through the Zero Indicator / Through the Zero's	A numeric value for the number of times that the indices of a meter have gone past zeroes. Absence of this count will result in an incorrect consumption calculation between two readings.
U	UIP	Utility Infrastructure Provider	Utility Infrastructure Provider is a Connection Company who provides and sets up the infrastructure for new lay supplies and also arranges the connection and allocates an MPRN.

Jargon Buster

Jargon Buster	Description
File Upload	A route via the Web of submitting single or multiple Contacts to Xoserve
Check Meter	A customer owned meter
Consumption	The amount of gas being used; derived by a pair of readings
Cubic Feet	Imperial Unit of volume measured
Cubic Metres	Metric Unit of volume measured
Data Enquiry	A DSC Specific Service which allows subscribers to view address / readings / meter asset details for a site
Filter Failure	Is generated when a volume of gas consumed is too high or incorrect.
Imperial Meter	A meter measuring gas in cubic feet
Meter Exchange	Update / change of a meter at a site
Metric Meter	A meter measuring gas in cubic metres.
Multi Service Site	More than one gas service pipe to a site
Prime Meter	Is the main meter at a property
Reconciliation	Is an adjustment settlement over a specific period of time
Single Service Site	One gas service pipe to a property
Sub Meter	This a secondary meter (linked to a primary meter) at a property which registers consumption at a sub-part of that premise e.g. a flat
Swapped Address	A term for describing a pair of addresses which have the meter details transposed and associated to the wrong address. This situation may also be known as 'crossed meters'
UK Link	A central database, managed by Xoserve, which holds Sites and Meters data for the U.K. gas industry
Valid Contract	A contract between a customer and Shipper for the supply of gas for a contracted term

Hints and Tips

System

- When submitting data into the Contact Management System, there may be a small delay due to the system validating the information entered with UK Link - any data entered before this validation will be removed from the screen.
- The telephone number is pulled from the security layer. Unfortunately, the leading 0 of the telephone number will not appear in the Contact Management Service screens.
- Optimum Resolution for the screens is 1024 x 768 pixels.
- A guidance document explaining how Microsoft Windows can be reconfigured to enable use of the Contact Management Service download function can be found under the "Contact Management Publications" entitled "**System-Configuration-For-File-Download**".

Xoserve would recommend that any users wishing to use the guidance steps does so in conjunction with their own IT Support team's advice.

Functional

- Selecting Close Window at the top of the screen will take you to the Service Page.
- Cancel takes you to Contact Management home page.
- Select 'Tab' to move to the next data field or click on the cursors in the data field.
- SSC needs to be entered into each Contact screen before data is accepted.
- Information can be copied and pasted into the fields in the Contact Management screens.
- At the point of raising a Contact, you can see the Contact Reference Number allocated to the Contact.
- The data is pulled from UK Link on certain Contacts prior to submitting it to Xoserve.
- The 'Tab' facility does not work when choosing a radio button. Please select the relevant button.