

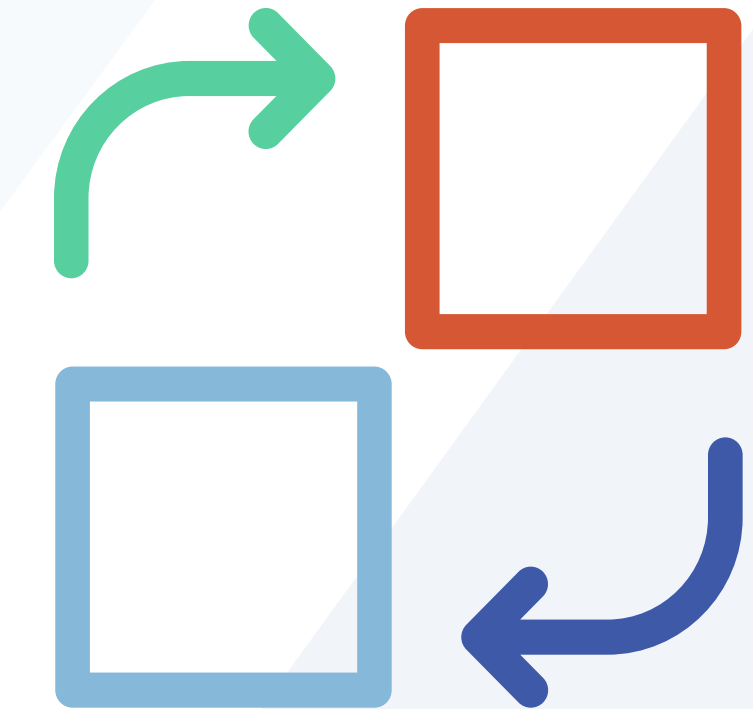
A Shipper transfer is the movement of ownership of a Meter Point Reference Number (MPRN) from one gas Shipper to another.

In May 2024 we processed **440,101** Shipper transfers.

The Review of Gas Metering Arrangements (RGMA) process manages all changes relating to meter assets for the gas sector.

This includes changes to Meter Asset Providers and asset updates.

In May 2024 we successfully processed **99%** of 255,583 asset updates received.



The Data Search Helpline is a service which enables Shippers to obtain specific asset and site information from Gas Transporter (GT), Independent Gas Transporter (IGT) or Non-Standard Supply Meter Points.

In May 2024 approximately **93%** of 3,905 calls were answered within the SLA.

The SLA for the Data Search Helpline is 90% of calls answered within 30 seconds.