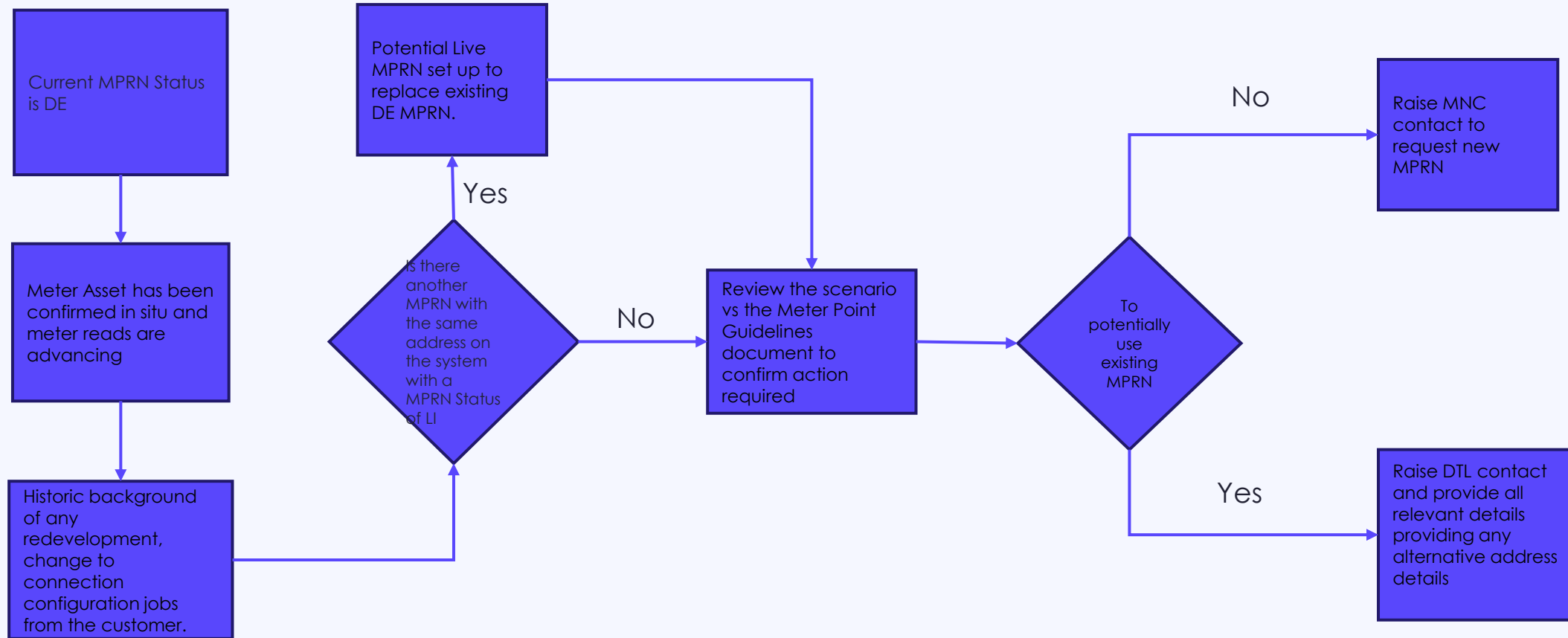




Dead to Live (DTL) Scenarios V2.0 16.10.2025

X Dead to Live (DTL) Process Flow



DTL - Process

The Purpose of this process is to allow a Shipper to request the change of the Meter Point Status on a Supply Meter Point where it is incorrectly reflected in UK Link.

This may be due to the below scenarios:

- Gas user confirms gas supply remains in situ, not a new supply.
- Engineer has confirmed that this supply exists at premise.
- Reads being received on this Meter Point Reference Number (MPRN) and rejected (active consumption)
- UIP Site works

Although the above would initially look like it requires the MPRN to be set back to live this would depend on the work that has been carried out at the site previously which triggered the MPRN status to be set to Dead (DE).

Investigation is required to understand which scenario the MPRN falls under which may determine that the MPRN status is valid and a new MPRN is required.

These scenarios are detailed in the Meter Point Guidelines document. Link: [M Number creation - XOSERVE](#)

X Before raising a DTL Contact

Before raising a DTL contact the following should be considered:

- Current set up of MPRN
- Meter in situ
- Any corresponding reads.
- Which Meter Point Scenario does this request relate to within the Meter Point guidelines document.
 - Is there another MPRN on UKLink with a Live status (LI).
- Historic background from the customer:
 - Any redevelopment
 - Change to connection configuration

X Raising a DTL Contact

To help the DN investigate the request the following information must be included in the DTL contact:

- Reference to the location of the meter, the reads information showing movement.
- Reference to the Meter Point Scenario this request is covering where you believe the same Meter Point reference Number should be used rather than a new one created.
- Customer Contact details to enable DN to arrange a potential site visit.
- Any historic background information on any works carried out at the property that will help the investigation.
- Provide any alternative address details that will help.

NB: There is no functionality to upload documents within the contact but any additional information that may help can be emailed to the team box account detailing the CRN number raised and this can be passed on to the DN to help with their investigations.

Further Information

If you require any further information on any of the details within this document, please email the box account below:

spa_amendments@xoserve.co.uk

X Version Control

Dead to Live (DTL) Scenarios Document		
Last Updated: 16/10/2025	Status: Approved	Author: Liz Ryan
Version: 2.0 Approved	Update Description: Review of document to expand on situation in DTL process flow where there is an existing live MPRN and an existing dead MPRN on site.	
Version: 1.0	Update Description: New document created and shared with Industry for review 2025.	