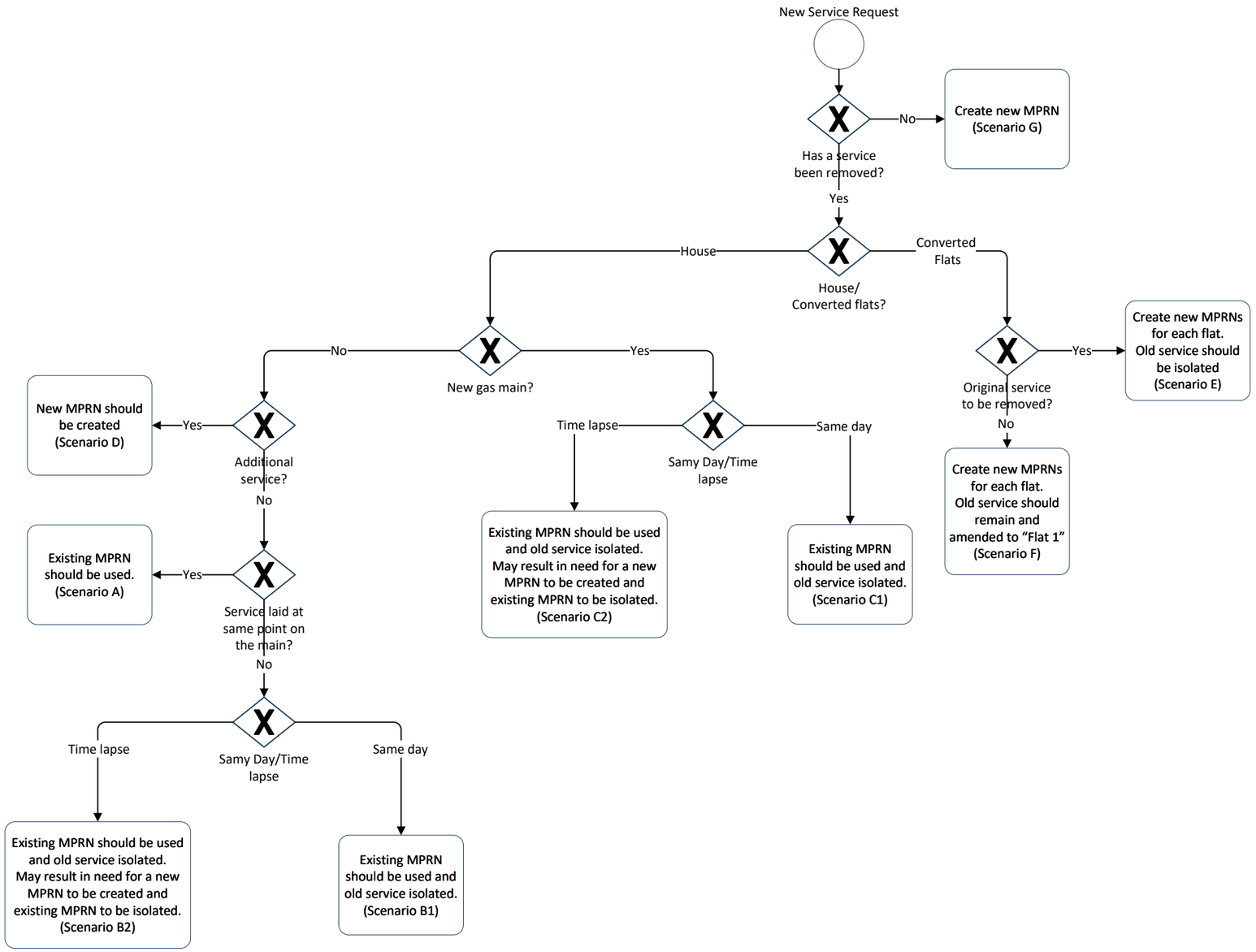
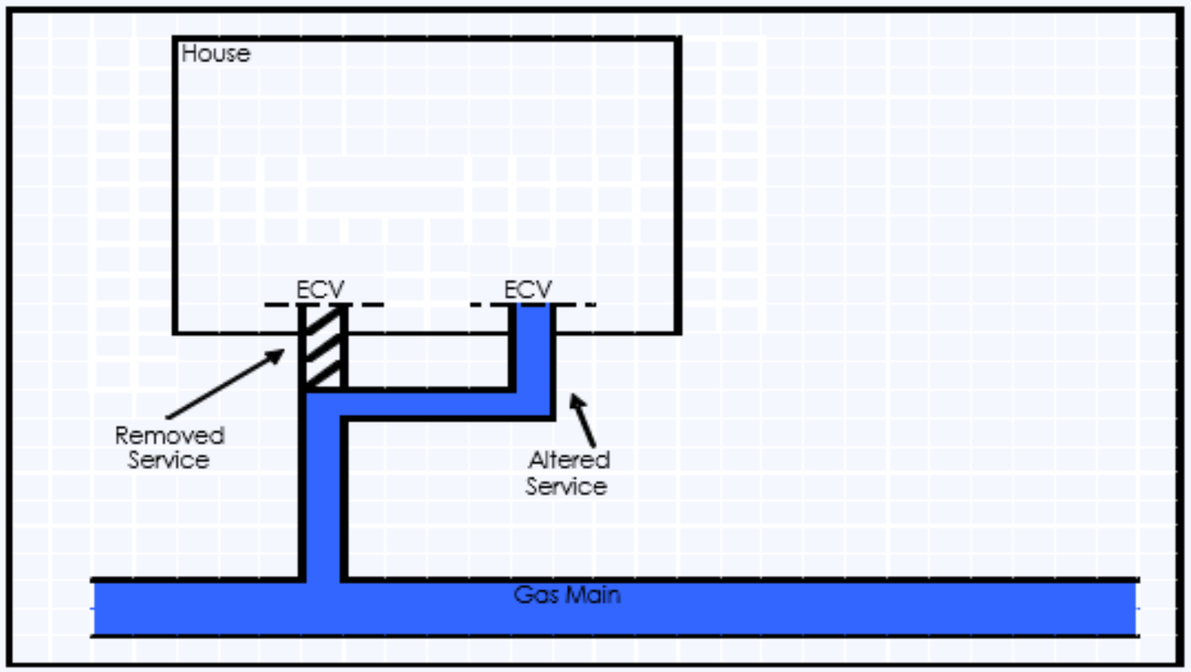
Meter Point Guidelines

Last Updated: 04/07/2025	**Status:** Approved	**Author:** Benjamin Snell
Version 1.0	**Update Description**: Document of scenarios for Industry 2012.	
Version 1.1	**Update Description**: Review of document to expand and clarify scenarios in the S&U workshops.	
Version 2.0	**Update Description**: Review of document to expand and clarify scenarios approved for publication	
Version 3.0	**Update Description**: Xoserve branding updated and note added to scenario C.1	


New Service Request
Has a service been removed?
No
Create new MPRN (Scenario G)
Yes
House/ Converted flats?
House
Converted Flats
New gas main?
No
Yes
New MPRN should be created (Scenario D)
Additional service?
Yes
No
Existing MPRN should be used. (Scenario A)
Service laid at same point on the main?
Yes
No
Samy Day/Time lapse
Time lapse
Same day
Existing MPRN should be used and old service isolated. May result in need for a new MPRN to be created and existing MPRN to be isolated. (Scenario B2)
Existing MPRN should be used and old service isolated. (Scenario B1)
Existing MPRN should be used and old service isolated. May result in need for a new MPRN to be created and existing MPRN to be isolated. (Scenario C2)
Existing MPRN should be used and old service isolated. (Scenario C1)
Original service to be removed?
Yes
No
Create new MPRNs for each flat. Old service should be isolated (Scenario E)
Create new MPRNs for each flat. Old service should remain and amended to "Flat 1" (Scenario F)

Return to process flow

Scenario A – Same Day



- Existing MPRN should be used.
- No new MPRN required.

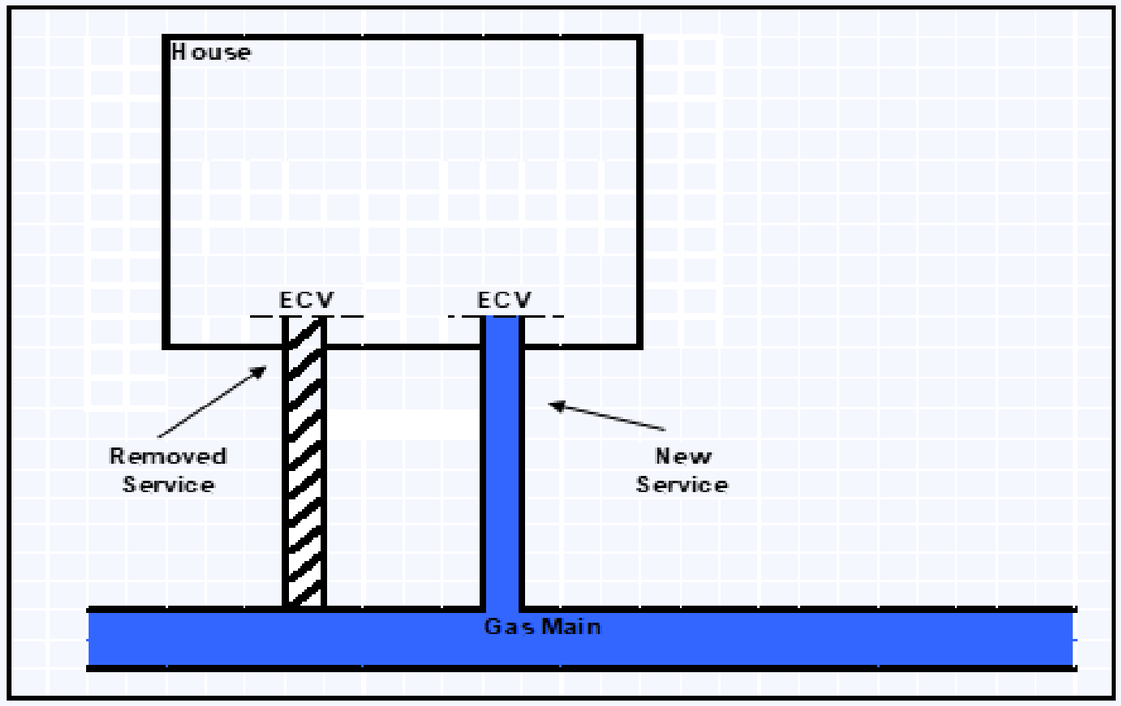
Service laid at same point on the main (Alteration of service, Service replacement & Capacity increase)

The service is removed (disconnected) and the altered service has the Same or Exchanged [meter] positioned to the new service and goes live on the same day.

Capacity increase – customer has contacted Supplier and arranged for a meter exchange where larger meter is required for same day as altered service goes live.

Return to process flow

Scenario B.1 – Same Day



- Existing MPRN should be used and old service isolated.
- No new MPRN required.

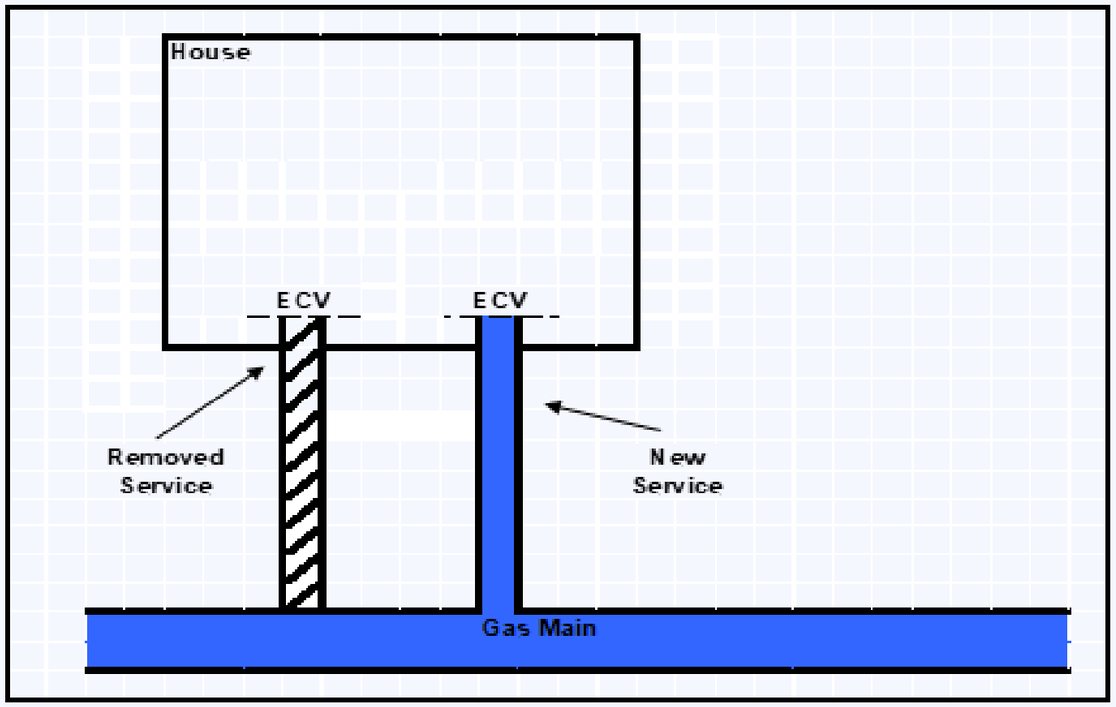
Old service disconnected and new service fitted at a different location in the gas main

The service is removed (disconnected) and the new service has the Same or Exchanged [meter] positioned to the new service and goes live on the same day.

Capacity increase – customer has contacted Supplier and arranged for a meter exchange where larger meter is required for same day as new service goes live.

Return to process flow

Scenario B.2 Time Lapse



Old service disconnected and new service fitted at a different location in the gas main

Period of time between new Service running and removal of old service due to complexity of alteration and customer is required to store existing meter to be installed at new service.

* May result in a need for a new MPRN to be created and existing MPRN to be isolated and the MP Status updated to DE.

- Existing MPRN should be used and old service isolated.
- No new MPRN required. (*- see B.2 exceptions scenarios below)

Return to process flow

Scenario B.2 Time Lapse Exceptions

New Meter Point Creation required:

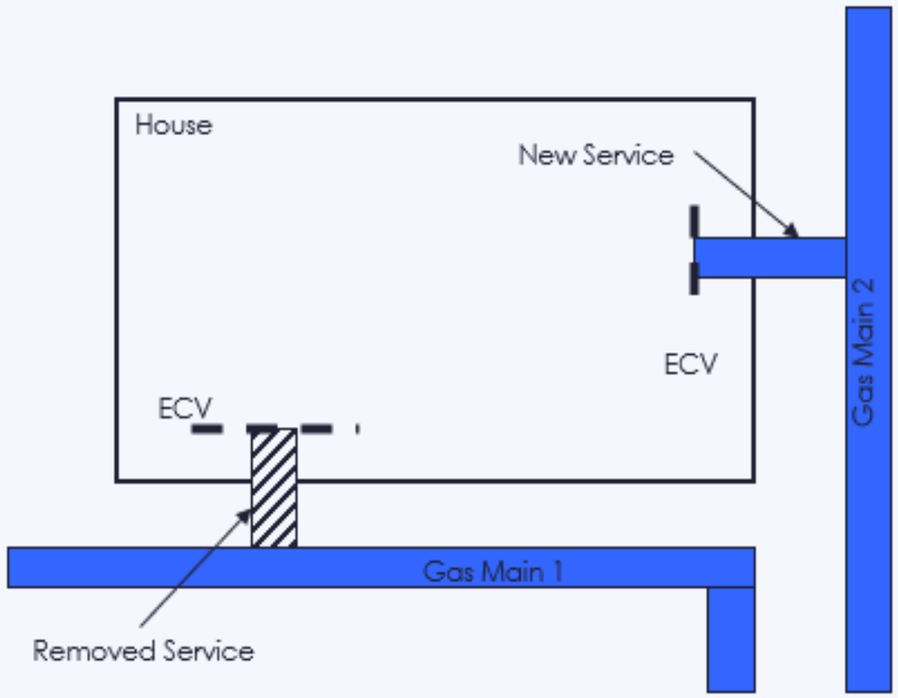
1. Consumer requires **NO break in gas supply** so will have 2 gas flows live at any one time:
    1. Existing MPRN remain in place with current MSN.
    2. New MPRN created to cover new connection with new MSN.
    3. Once new MPRN commissioned and flowing, DN will do 2nd visit to decommission existing MPRN and set existing MPRN Status to DE.

2. Consumer **CAN have a break in gas supply** so will only have 1 gas flow live at any one time:
    1. Existing MPRN remain in place with current MSN.
    2. New service laid and re-attach existing MSN/New MSN
    3. DN remove old service.

As part of the request the options will need to be agreed between the supplier and DN before actions taken on the MPRN creation and set to DE on the existing MPRN.

Return to process flow

Scenario C.1 Same Day



Old service disconnected and new service fitted at different main.

The service is removed (disconnected) and the new service has the Same or Exchanged [meter] positioned to the new service and goes live on the same day.

MPRN address remains the same.

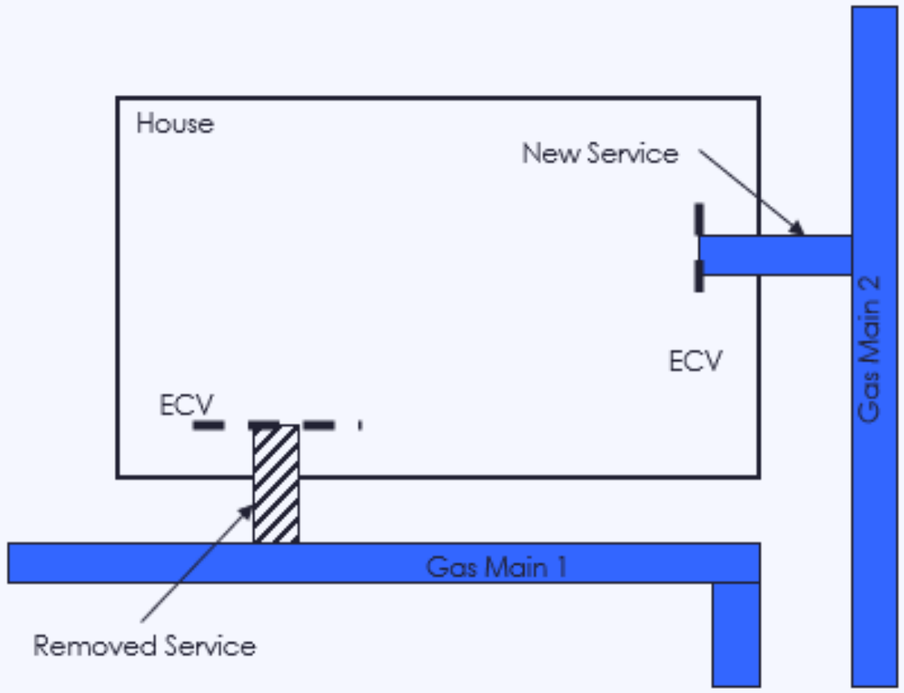
DN will update their system with new position on the new main.

- Existing MPRN should be used and old service isolated.
- No new MPRN required.

- Please note: a new MPRN would be required for the second gas main where it is created by an IGT and not the original DN.

Return to process flow

Scenario C.2 – Time Lapse



Old service disconnected and new service fitted at different main.

Period of time between new Service running and removal of old service due to complexity of the new service and customer is required to store existing meter to be installed at new service.

* May result in a need for a new MPRN to be created and existing MPRN to be isolated and the MP Status updated to DE.

- Existing MPRN should be used and old service isolated.
- No new MPRN required. (*- see C.2 exceptions scenarios below)

- Please note: a new MPRN would be required for the second gas main where it is created by an IGT and not the original DN.

Return to process flow

Scenario C.2 Time Lapse Exceptions

New Meter Point Creation required:

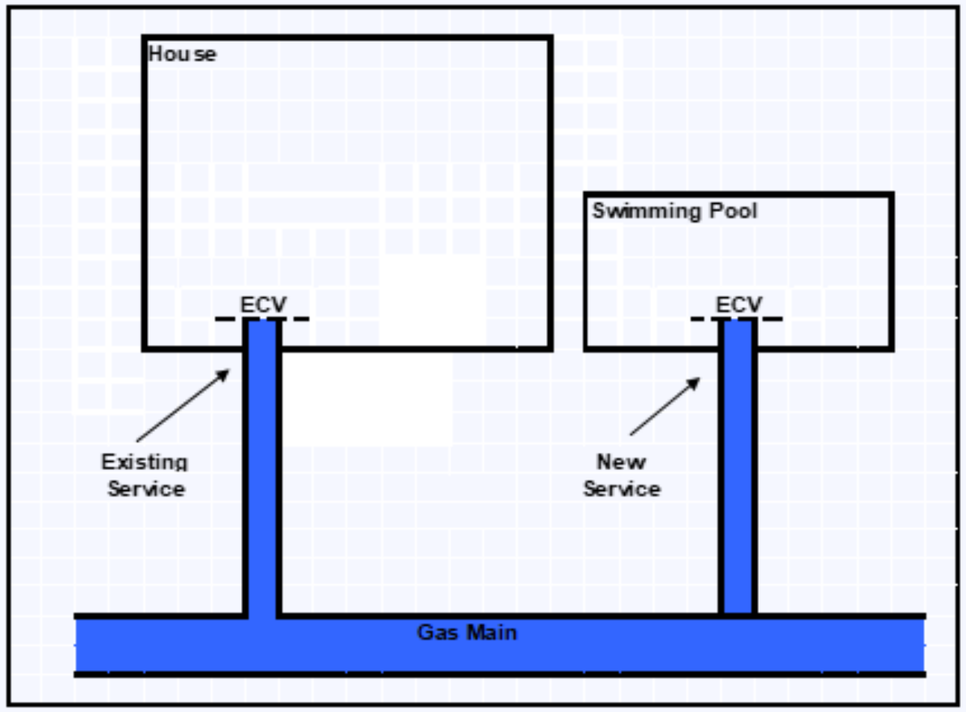
1. Consumer requires **NO break in gas supply** so will have 2 gas flows live at any one time:
    1. Existing MPRN remain in place with current MSN.
    2. New MPRN created to cover new connection with new MSN.
    3. Once new MPRN commissioned and flowing, DN will do 2nd visit to decommission existing MPRN and set existing MPRN Status to DE.

2. Consumer **CAN have a break in gas supply** so will only have 1 gas flow live at any one time:
    1. Existing MPRN remain in place with current MSN.
    2. New service laid and re-attach existing MSN/New MSN
    3. DN remove old service.

As part of the request the options will need to be agreed between the supplier and DN before actions taken on the MPRN creation and set to DE on the existing MPRN.

Return to process flow

Scenario D



Additional service fitted at different points in same gas main.

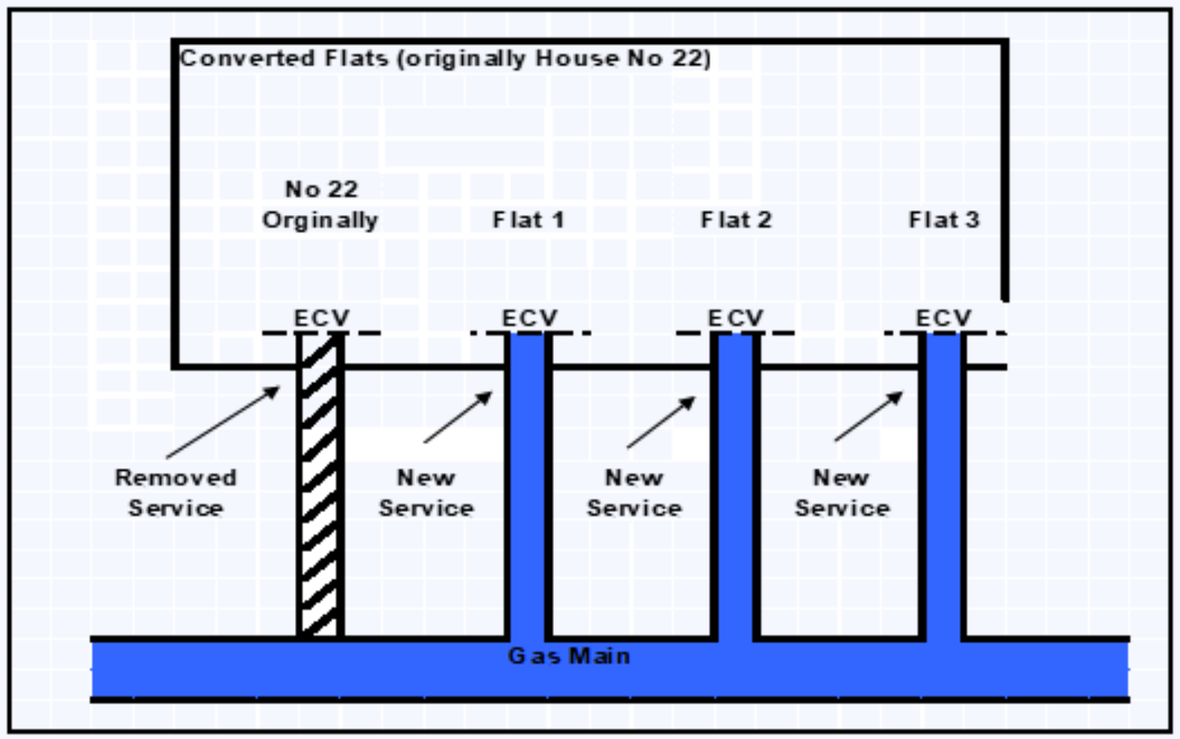
Address for new MPRN should reflect an identifier of the location of the new meter point

For example: Swimming pool updated in Sub Building name field or if this is not possible the Delivery Point Alias (DPA) field should be populated.

- New MPRN should be created.

Return to process flow

Scenario E



House converted to flats old service removed and additional services fitted at different points in the same gas main

* Customer will arrange with Supplier to remove the meter fitted at No 22.

* DN will then update No 22 original MPRN to MP Status of: DE

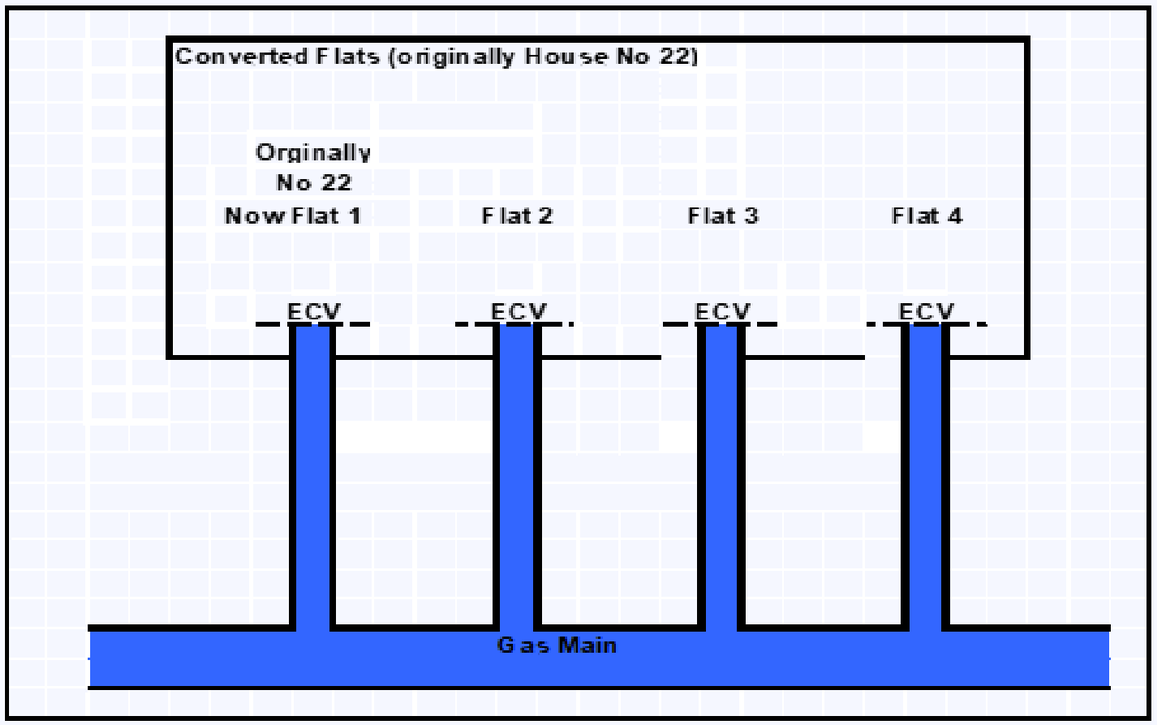
Address on original MPRN for No 22 will remain as is.

Address on new MPRNs will reflect new Flat numbers.

- 3 New MPRNs should be created.
- Old service should be isolated*.

Return to process flow

Scenario F



House converted to flats and existing service changed to flat 1 and additional services fitted at different points in the same gas main.

* Where the same meter is remaining on the original connection now Flat 1 need to review:
1.An address amendment is required to reflect 'Flat 1'
2.Review current AQ and if need to change submit an AQ Correction to reflect change of usage – Reason Code 7
3.Review current Meter Sector Indicator from Domestic "D" or Industrial "I" and if need to change submit request.

- 3 new MPRNs should be created.
- Address amendment would be required for original MPRN to reflect 'flat 1'. *

Address on new MPRNs will reflect new Flat numbers.

Return to process flow

Scenario F – Points to review:

1. **Meter Sector Indicator** from Domestic "D" to Industrial "I" will need to be reviewed, and a request sent via the Supplier to CSS (which is managed by DCC), and CSS will then send the updates to UK Link. Link to useful documents: REC Main Body & Schedules – REC Portal **Schedule 23 - Registration Services (Section 16).** Domestic Premises Indicator (DPI) - Switching - REC Portal. CC's switching portal Link: DCC Customer Service Portal - DCC Smart Switch

2. **AQ value**: Will need to review the AQ value for the existing MPRN.
For example, existing MPRN AQ value = 20,000 kWh. When split each flat including the existing MPRN will use AQ value = 5,000 kWh.

Rolling AQ process: Will take time for reads to trigger AQ to fall in line with usage.

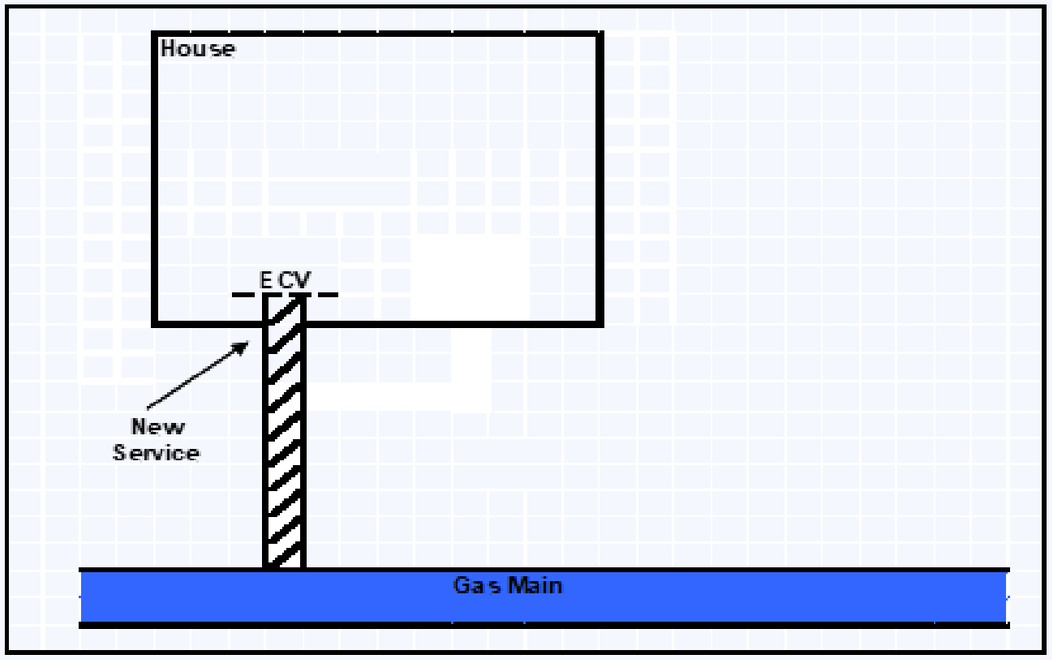
AQ Correction process: Potential to use Reason code 7 - Change in operation and/or use introduced under XRN 5607 - Update to the AQ correction processes (MOD 0816S) (Feb 24)

NB: The new AQ value will apply from the first of the month following acceptance of that new value. If a correction submission is accepted after M-15, the new AQ/SOQ values will apply in two months' time i.e. values accepted on 16th April will be applied on 1st June.
The Annual Quantity (AQ) correction process changes both the Rolling and Formula Year AQ/SOQ.

A successful AQ correction will set a new backstop date meaning the previous consumption for the house will not be considered for future new Rolling AQ calculations for the flat.

Return to process flow

Scenario G



New service laid at any point on the main (New Development – Could be a plot address)

The DN/UIP will populate the Delivery Point Alias (DPA) field: **Plot2Postal** to show if this is a temporary address.

- New MPRN should be created

Return to process flow

Further Information

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

Xoserve.MPRNCreation@xoserve.co.uk

Key

Gateways


Exclusive Gateway

An **exclusive gateway** indicates that the process diverges into two or more mutually exclusive pathways.

When used as a converging (joining) gateway, each converging process will continue unhindered.


Inclusive Gateway

An **inclusive gateway** indicates that the process diverges into two or more possible pathways where any number can be followed depending on the stated criteria.

When used as a converging (joining) gateway, a inclusive gateway indicates that the process will pause until all active processes flows arrive.


Parallel Gateway

A **parallel gateway** indicates that the process diverges into two or more pathways where ALL are followed.

When used as a converging (joining) gateway, a parallel gateway will pause the process until ALL incoming processes arrive.

Event Types


Start Event

A **start event** is used to indicate that an event has occurred that that triggers the start of a process flow.


Intermediate Event

An **intermediate event** is used to indicate that an event has occurred between a start and end event.


End Event

An **end event** is used to indicate the end of a process flow.

Event Triggers/Results


Start Event Message


Intermediate Event Message


End Event Message

Message Events

A **message event** is used to indicate that the event has been triggered or results in a message being received or sent.

A message event can be a start, intermediate or end event.


Start Event Timer

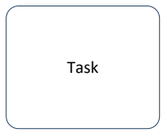

Intermediate Event Timer

Timer Events

A **timer event** is used to indicate a specific point in time (Each morning at 9am, the 1st of the month at 10pm, etc) or it can be used to represent a time span or passage of time (5 mins, 3 hours, 15 calendar days, etc).

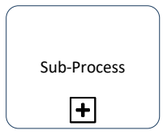
A timer event can be a start or intermediate event. A process can't end with a Timer event

Activities



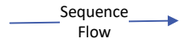
A **task** describes a single activity being undertaken at that step in the process.

Each task must be as succinct as possible and written as a verb (describes the action) followed by a noun (what that action applies to). They must also be written in the past tense and uniquely numbered.



An **sub-process** is used to indicate an Activity that is made up of a collection of tasks which can be modelled at a lower level.

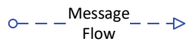
Flows/Associations



A **sequence flow** indicates the order in which Activities, Events, and Gateways occur.

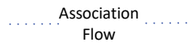
Sequence flows can cross the boundaries between Lanes of a Pool, but cannot cross the boundaries of a Pool.

A sequence flow is depicted as a solid line with an arrow indicating the direction of travel.



A **message flow** indicates a message (can be a physical item or information) passing between pools.

A Message Flow is depicted as a dashed line with an arrow indicating the direction of the message.



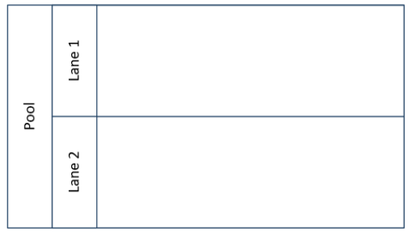
An **association flow** indicates an association between objects.

An Association Flow is depicted as a dotted line.

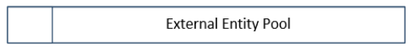
Swimlanes

A **Swimlane** is a graphical container for partitioning a set of activities from other activities. There a two different types of Swimlanes, a pool and a lane.

A **pool** acts as the container for the Sequence Flow between activities.



A l**ane** is a sub-partition within a Pool and will extend the entire length of the Pool. Lanes are used to organise and categorise activities within a Pool. The meaning of the Lanes is up to the modeller.



A **pool** representing an **external entity** who interacts with the process but whose role in the process is not being modelled is depicted as thin pool located at the bottom of the process model.