



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

In September 2024 we processed **373,642** Shipper transfers.



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

In September 2024 approximately **93%** of 4,069 calls were answered within the SLA.

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

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 September 2024 we successfully processed 99% of **254,565** asset updates received.

