

SUPPLY POINT INFORMATION SERVICE GUIDELINES

Document Control

Version	Date	Reason for Change
1.0	19 October 2006	Format revised and Guidelines updated to reflect xoserve contact points. Excluding Bank Holidays inserted to the availability of services. Reference to CD-Rom replaced with DVD
0.1		Version 0.1 created

Development of Guidelines

1. The requirement to publish Supply Point Information Service Guidelines is specified in Section G1.9.12 of the Transportation Principal Document of the Uniform Network Code (UNC). This section also provides for the document to be revised from time to time. The provision reads¹:

“The Transporters shall publish a document as prepared and revised from time to time by the Transporters (in consultation with Users) setting out the methods by which a User may obtain the Supply Point Information (the "**Supply Point Information Service Guidelines**")”
2. The Guidelines set out below meet the Transporter’s obligation to prepare guidelines, while the Document Control Section records changes which have been made to the guidelines. The document is published on the Joint Office of Gas transporters website, www.gasgovernance.com.
3. Revisions to the document should be made in consultation with Users. The UNC is not specific about how this consultation should be achieved. However, the Transporters would welcome comments from Users on the published guidelines at any time, which should be sent to enquiries@gasgovernance.com. When the Transporters wish to revise the Guidelines, they intend adding the proposed revision to the agenda of the Uniform Network Code Committee such that the views of User representatives can be sought prior to any revisions being made.

¹ Correct as at 1 January 2006, Version 1.03 of the UNC.
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1. Guidelines

The Guidelines

Supply Point Information Service Guidelines (the "Guidelines")

The Supply Point Information Service (the "Service") is provided to Users of the Uniform Network Code (UNC) pursuant to UNC Transportation Principal Document (TPD) Section G1.9.10 of and subject to the terms and conditions of the UNC. The Supply Point Information (the "Information") provided by the Service shall be limited to that information which the Transporters are obliged to provide in accordance with Section G1.9.11.

These Guidelines set out how the Supply Point Information Service may be accessed by Users. Terms used in these Guidelines shall have the meanings as set out in the UNC as modified from time to time unless otherwise stated.

Unless expressly provided in UNC TPD Section V8 (Liability and related issues), Transporters shall have no liability to Users for any information provided pursuant to the Service.

The Information has not been prepared with any parties other than Users in mind and should not be used or relied upon by any such persons. Transporters do not accept any liability or provide any warranty to non Users for the accuracy of the information and shall not be liable for any error or misstatement or opinion on which any recipient of these Guidelines relies or seeks to rely other than fraudulent statements or fraudulent misrepresentation.

Summary Of Services:

Information is provided by the following methods:

The Internet service (Internet Access to Data);
Supply Meter Point Reference Number ("M Number") DVD database;
Email service; and
Telephone service.

To access Information, Users must use the following methods in the order set out below:

A. User M Number Requests:

Firstly, try to obtain the required information either from the Consumer or from the Utility Infrastructure Provider;
Search the Internet service (as set out below);
Search the DVD (as provided by Transporters from time to time and as detailed in these Guidelines herein);
Use the telephone or email service as set out below.

B. Information other than M Number request:

Search own systems, if challenging data then raise a Query;
Search Shipper Data Access (SDA) Internet Service;

Submit email request (as set out below for bulk data requests); or
Use the telephone service (as set out below).

Internet Services

<https://iad.xoserve.info/>

Availability: 06:00-22:00, Monday-Saturday (excluding Bank Holidays)

Alternatively a hyper-link from the Conquest system allows direct access to this service.

There are two websites – Shipper Access to Data and M Number Database.

Shipper Access to Data - This application allows Users to view the Information that relates to Supply Points that are part of their current portfolio of Supply Points. Use of this facility is subject to the ‘Terms and Conditions of Use for Internet Access to Data Facility’ as published on the site.

M Number Database - In this application Users can search using either a valid M Number, address or meter serial number. This search will then return all M Numbers matching the search criteria.

If Users would like more information on the internet services offered by Transporters please email: **internetcomm.spa@xoserve.com**.

M Number Data

Transporters issue a formatted file of data listing M Numbers and associated addresses to all interested parties on request. The data is issued quarterly in January, April, July, and October.

Please contact **internetcomm.spa@xoserve.com** to find out more about receiving M Number Data in this format.

Email Services

<mailto:d8tacentre.spa@xoserve.com>

Availability: 08:30-17:00 Monday-Friday (excluding Bank Holidays)

Information is provided using a standard suite of reports. To find out more about this service please contact the D8ta Centre, **<mailto:d8tacentre.spa@xoserve.com>**.

Telephone Services:

DataSearch 0845 601 3048

Availability: 08:30-17:00 Monday-Friday (excluding Bank Holidays)

The telephone utilises an auto-attendant that routes inbound calls to the correct call handlers: the “DataSearch Line” is aligned to Option Three.

Passwords: Users must have a current and valid password available before telephoning the Information Center. Please have a password ready before dialing. Transporters are unable to answer any requests for information without a valid password being provided..

Data Item Cap: Transporters will provide up to five data items on up to three M Numbers per call to the DataSearch Line. If Users require more than five data items for an M Number then they may provide the call agent with one M Number only.