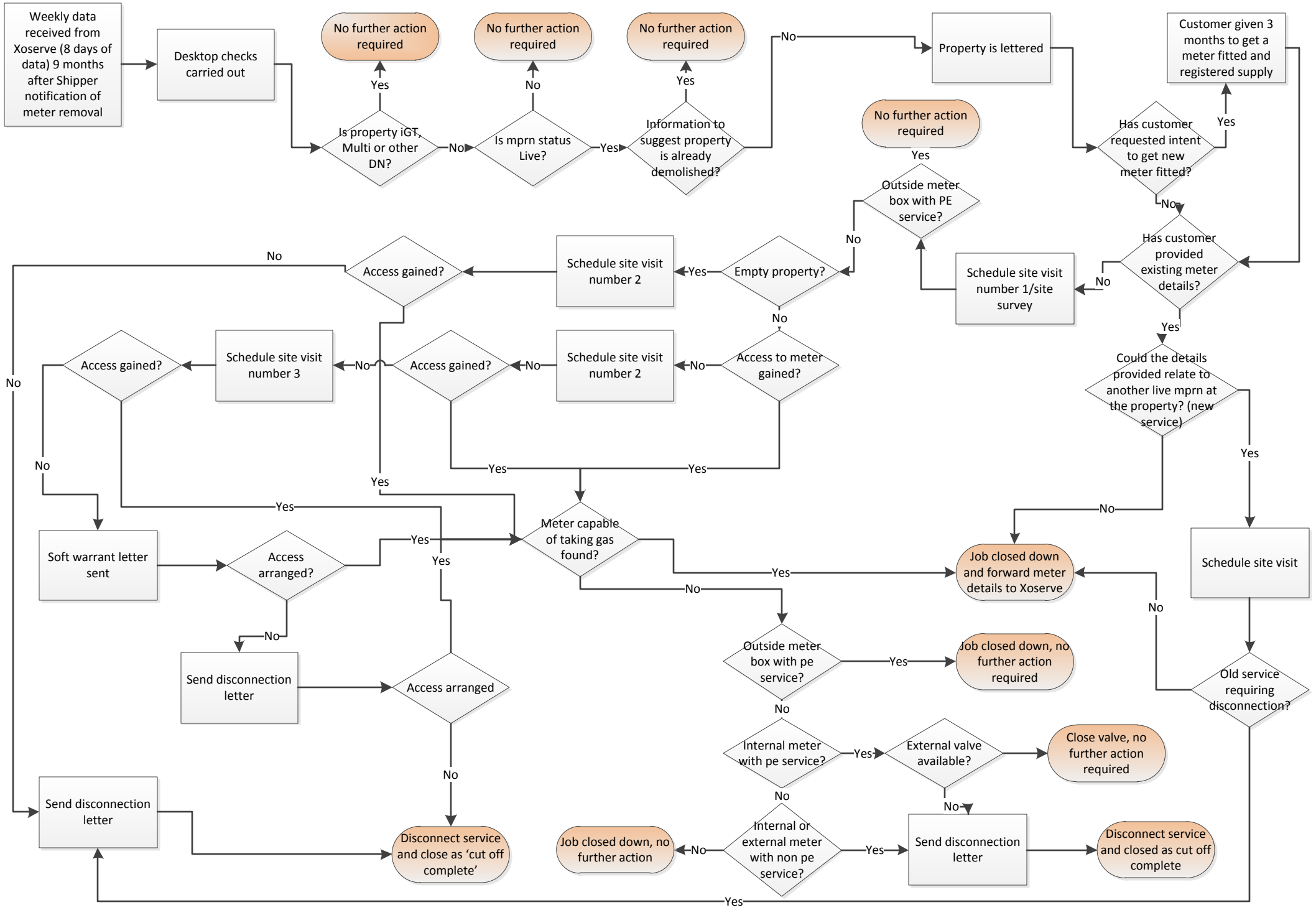
Weekly data received from Xoserve (8 days of data) 9 months after Shipper notification of meter removal
Desktop checks carried out
Is property iGT, Multi or other DN?
Yes
No further action required
No
Is mprn status Live?
No
No further action required
Yes
Information to suggest property is already demolished?
Yes
No further action required
No
Property is lettered
Has customer requested intent to get new meter fitted?
Yes
Customer given 3 months to get a meter fitted and registered supply
No
Has customer provided existing meter details?
No
Schedule site visit number 1/site survey
Yes
Could the details provided relate to another live mprn at the property? (new service)
Yes
Schedule site visit
Old service requiring disconnection?
No
Yes
Outside meter box with PE service?
Yes
No further action required
No
Empty property?
Yes
Schedule site visit number 2
Access gained?
No
Yes
No
Access to meter gained?
No
Schedule site visit number 2
Access gained?
No
Schedule site visit number 3
Access gained?
No
Yes
Yes
Yes
Meter capable of taking gas found?
Yes
Job closed down and forward meter details to Xoserve
No
Outside meter box with pe service?
Yes
Job closed down, no further action required
No
Internal meter with pe service?
Yes
External valve available?
Yes
Close valve, no further action required
No
No
Internal or external meter with non pe service?
No
Job closed down, no further action
Yes
Send disconnection letter
Disconnect service and closed as cut off complete
Soft warrant letter sent
Access arranged?
Yes
No
Send disconnection letter
Access arranged
No
Send disconnection letter
Disconnect service and close as 'cut off complete'
Yes