Customer Expert Day

Contents

Contact	Description
ADD or UNC	Address Amendment/Unconfirmed Address Amendment
AGG	Twin stream Challenges
DMQ	Daily Metered Query
DUP	Duplicate Meter Point
ENQ	Enquiry
FLE	File Enquiry
FOM or MNC	Found Meter /MPRN Creation
GSR	Gas Safety Regulations
ISO or DTL	Isolation request/Dead to Live
MUR	Must Read Requests
MUS	Manage Unregistered Sites
PRS or PSA	Prime and Sub Configuration Change/Prime and Sub Reads
PSI	Primes and Subs Invoice
RFA or CDQ	Request For Adjustment/Consumption Dispute Query
(U)SRV	Filter Failures
TOG	Theft of Gas

ADD/UNC - When and why the Contact Code is raised/generated

- Contact Codes:
    - ADD (Address Amendment)
    - UNC (Unconfirmed Address Amendment)
- Submission methods:
    - ADD/UNC – User interface (CMS screen) and EFT (via QMP file)
- A stakeholder believes that the address held on UKLink is incorrect
- ADD - A Shipper, GDN, or IGT may raise the Contact if it is within their portfolio
- UNC – As ADD but can only be raised by Shipper if it has never been in any Shipper's portfolio

Duplicate Meter Point DUP - When and why the Contact Code is raised

- Contact Code:
  - DUP

- Who can raise:
  - Shippers, GDNs and iGTs

- When it is raised:
  - A stakeholder believes UKLink has a more than one record (MPRN) for a single service pipe single service pipe

- Submission methods:
  - User interface (CMS screen) and EFT (via QMP file)

Isolations ISO - When and why the Contact Code is raised/generated

- Contact Code:
  - ISO
- Who can raise:
  - Shippers
- When it is raised:
  - A stakeholder believes the status of a Supply Meter Point should be DEAD while UKLink displays a live status
- Submission methods:
  - User interface (CMS screen)

Dead to Live (DTL) When and why the Contact Code is raised/generated

- Contact Code:
  - DTL
- Who can raise:
  - Shippers
- When it is raised:
  - A stakeholder believes the status of a Supply Meter Point has been incorrectly set to DEAD on a Live supply
- Submission methods:
  - User interface (CMS screen)

Must Read (MUR)

Must Read and UNC

Shippers have an obligation under the Uniform Network Code (UNC) Section M 5.10 Failure To Obtain Meter Readings.

UNC Section M 5.10 states that:

5.10.1 Subject to paragraphs 5.10.5 and 5.10.6, paragraph 5.10.2 shall apply in relation to a Class 2, 3 or 4 Supply Meter where, at the end of any calendar month, a Valid Meter Reading has not been submitted with a Read Date within:

(a) except as provided in paragraph (b), the preceding four months;

(b) in the case of a Class 4 Annual Read Supply Meter, the preceding 24 months.

Xoserve operates the Must Read process on behalf of the Gas Transporter.

Must Read Charge

The registered Shipper at the time the Must Read is generated will be liable for the charge if a read is obtained.

In the case of a Level 3 visit (*where three site visits have been undertaken and a letter issued. A warrant is then required to obtain the read)*, a charge will be made irrespective of whether a read is obtained or not.

Pre – Notification

On the first business day of the month, Xoserve produce a report to each Shipper detailing all the Large Supply Point (LSP) monthly read Supply Meter Points (SMP) where a valid read has not been recorded in the required timeframe. Please note this report does not contain Non-Monthly read sites.

Whilst there is no obligation under code for this report it benefits the industry by reducing the amount of generated Must Reads by providing a window of opportunity to Shippers to load a read to UKLink before the SMP becomes part of the Must Read process.

Pre-Notification Process Map
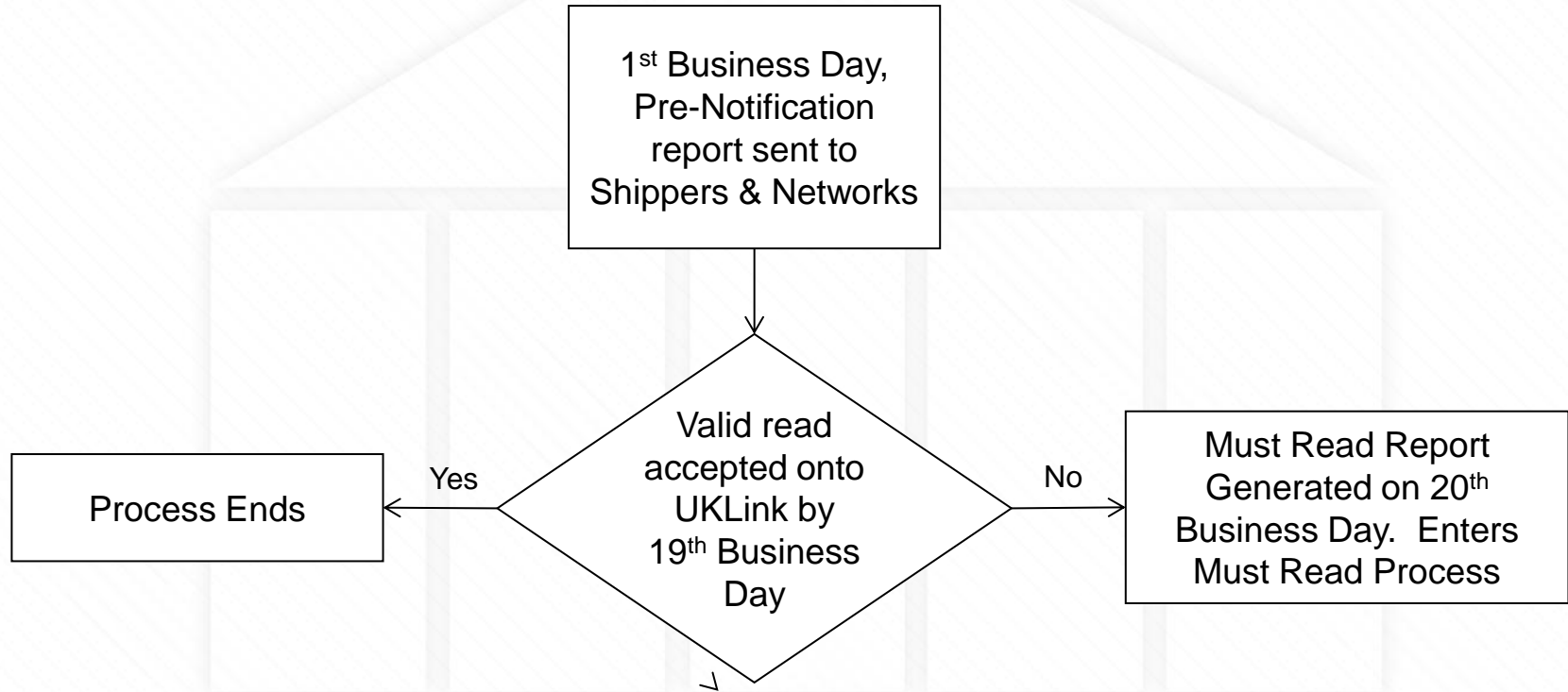
Notifications

On the 20th business day Must Read Contacts are generated in CMS and become available for download by MRAs/GTs/IGTs so they may procure a read. Additionally, Xoserve produces the Must Read Notification reports and sends to Shippers which contains the following;
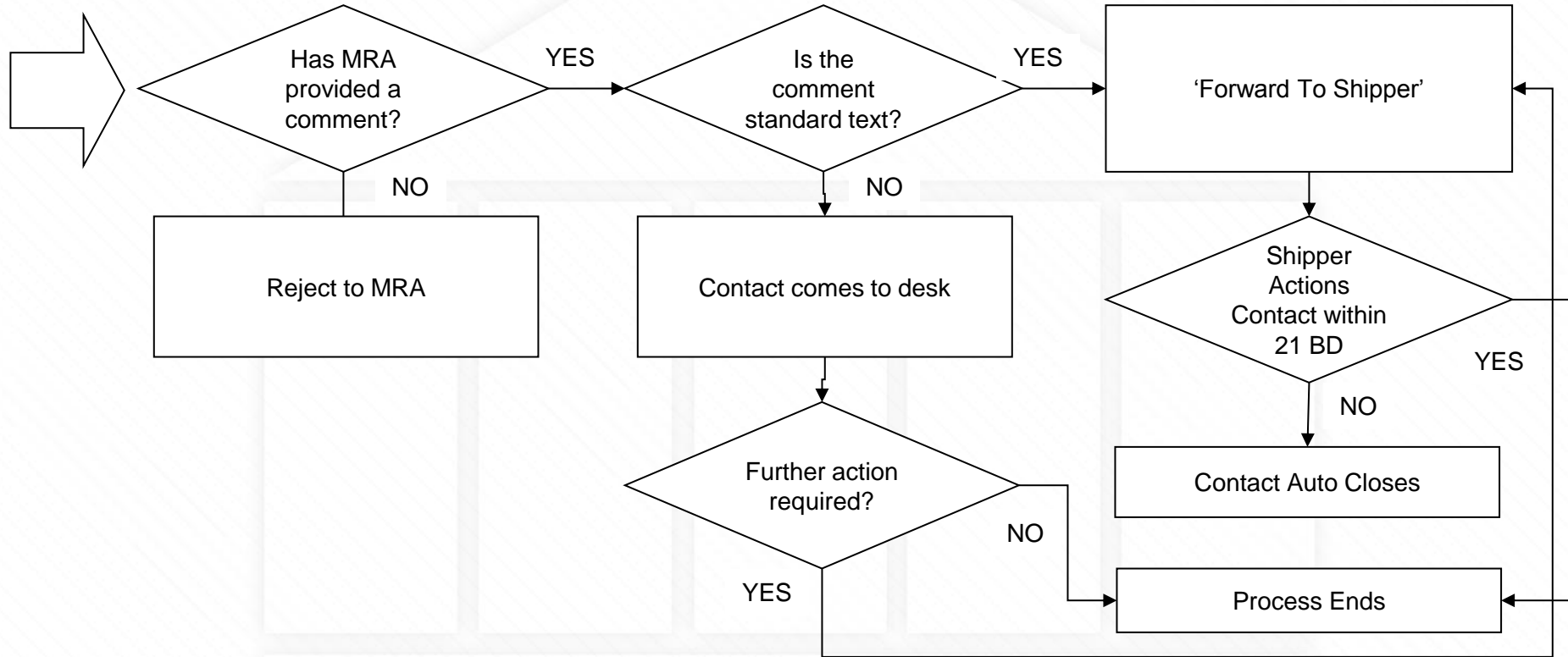
GT SMPs

The Notification report details all GDN LSP Monthly and Non-Monthly read SMPs that have entered the process that month.

IGT SMPs

The Notification report details all Small Supply Points (SSP) and Large Supply Points (LSP) for both monthly and Non-Monthly read SMPs which have entered the Must Read process that month.

Must Read Process Map

Must Read Process Map

Monthly Schedule

This is typical calendar month, and the key dates for the Must Read Process

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 **Pre-Notifications** *[1st Business Day]*	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	**25** **Last day for shippers to provide read** *[19th Business Day]*	**26** **Notifications Generated** *[20th Business Day]*	27	28
30	**31** **Last Day To Provide Notifications** *[Last Business Day]*					

* This can change depending on the calendar month. Please also note that should a month not contain 20 business days the notification report will be sent on a the last business day.

Reasons for the forwarding of Contacts to Shipper

When a Contact is forwarded to a Shipper queue, an action is required. Without the action begin taken, Xoserve will not be able to load the MRA procured read (if there is one) to UKLink (though the Shipper will be charged for the procurement). Below are the categories, reason, and required actions when a read has been procured by the MRA.

Category	Reasons for referral to Shipper and action required
FWD TO SHIPPER - (METER EXCHANGE)	MRA have suggested a new fix/meter exchange. Read date **XXXX**, index **XXXX**, msn **XXXX**. Please confirm and update accordingly**.**
FWD TO SHIPPER - (DOMESTIC SITES)	Please check & confirm the AQ as the MRA return suggests this is a domestic site.
FWD TO SHIPPER - <u>Read Only</u> (FAILED VALIDATION)	MRA have returned a read value that has failed the SAP validation, in conjunction with the read history for the meter point. Read date **XXXX**, index **XXXX**. Please confirm and update SAP accordingly, as this is a further Must Read request obtained where the data can not validate against the current meter read history.
FWD TO SHIPPER - <u>Read/Corrector/Uncorrected</u> (FAILED VALIDATION)	MRA have returned a read value that has failed the SAP validation, in conjunction with the read history for the meter point. Read date **XXXX**, index **XXXX**, Corrector Read **XXXX**, Uncorrected Read XXXX. Please confirm and update SAP accordingly, as this is a further Must Read request obtained where the data can not validate against the current meter read history.
FWD TO SHIPPER - (DIALS DIFFERENCE)	MRA return indicates the meter dials differ to SAP. Read date **XXXX**, Index **XXXX**, Dials ?. SAP shows ? Dials. Please confirm and update accordingly.
FWD TO SHIPPER - (ASSET CHANGE)	MRA return suggests there has been a change to this asset. Please investigate & update accordingly**.**
FWD TO SHIPPER - (ASSET CHANGE TO METER CLASS)	The MPRN has had a class change from a Class 4, to a Class 3. Our records indicate that a read has been uploaded since the Class amendment.
FWD TO SHIPPER - (FAULTY METER/CORRECTER)	MRA return suggests meter/corrector is faulty or Non-Consuming. Please investigate & update accordingly.
FWD TO SHIPPER - (NO CORRECTOR ON SAP)	MRA state corrector on site, but there is no corrector on SAP. Please confirm and update accordingly.
FWD TO SHIPPER - (CORRECTOR REMOVED)	MRA state they did not identify the corrector. Has the corrector been removed? Please confirm and update accordingly.
FWD TO SHIPPER - (INACTIVE FAULT PERIOD)	Records indicate that there is a current fault on the Asset. The Active Fault Period means we are unable to enter the read on SAP. Can you please update SAP if there is no longer an active fault and provide an up-to-date read or enter the read information provided by the MRA.

Forwarding to Shipper (FWDS) Read Not Received

Below are the categories, reasons and required actions from the Shipper when the MRA has not been able to procure a read.

Category	Reason for referral to Shipper and action required
FWD TO SHIPPER - (DEMOLISHED)	MRA have advised that the site has been demolished. Please investigate and update the asset data on SAP.
FWD TO SHIPPER - (VACANT)	MRA state that they could not get access into the property. Is this site vacant? Please investigate and update SAP as we have not received a valid read.
FWD TO SHIPPER - (REMOVED METER)	MRA have completed a site visit and did not identify the meter on site. Has the meter been removed? Please investigate and update the asset details on SAP.
FWD TO SHIPPER - (INSUFFICIENT ADDRESS)	MRA have been unable to locate this meter due to insufficient address/location details held on SAP. Please investigate and update SAP with correct address details.
FWD TO SHIPPER - (HEALTH & SAFETY)	MRA have advised of a potential health & safety risk at site and were unable to obtain a read. Please investigate and update SAP.
FWD TO SHIPPER - (METER BLOCKED)	MRA have advised that they were unable to obtain a read due to the meter being blocked. Please investigate and update SAP accordingly with a current read.
FWD TO SHIPPER - (METER OBSTRUCTED)	MRA have advised that they were unable to obtain a read due to the meter being obstructed. Please investigate and update SAP accordingly with a current read.
FWD TO SHIPPER - (INCORRECT EXIT ZONE)	Informed by the MRA that the Postcode is not for the exit Zone XXX, as it has been identified as exit zone XXX. Can you please update SAP accordingly and provide a current read.

Invoicing

Xoserve will produce an MUR admin invoice each month. All MPRNs, GT and iGT, where a read has been procured and either loaded or forwarded to Shipper in the previous month will be charged.

Xoserve will also produce invoices on behalf of GTs for all GT MPRNs where a read has been procured and either loaded or forwarded to Shipper in the previous month.

80 Day Suppression

An 80 business day suppression period begins from the point the CRN is generated.

- The same MPRN will not appear in CMS again until this period has passed e.g. If a Must Read Contact is closed without a valid read having being loaded to CMS 40 business days following its generation, it will not appear in the process again until 80 days has passed since the Contact generation date

- An MPRN will not appear in the process again while there is already an open Contact in the process, regardless of how old it is.

Notification

On the 20th business day Xoserve produce the Must Read Notifications. This details all SSP and LSP, both Monthly and Non-Monthly read, that have reached Must Read Status. It is now too late for a Shipper to submit a read to avoid this.

This information to Shippers and IGTs/MRAs can download from CMS. This will enable them to check results to -

- Procure reads
- Upload return
- Check for rejections

Xoserve activities

- Produce pre notification / notification reports
- Load file / notifications into CMS
- Load reads (automated)
- Investigate reads which do not load automatically upon return from IGT
- Load read, reject to IGT, or forward to Shipper
- Invoice activities

Rejections (record level)

- One blocker in the process is often record rejections
- These occur when records within the file are rejected due to data within being missing or data that was originally included in the download has been changed
- It is important that after each upload of a file a check is carried out to ensure there were not any records rejected as it is not obvious without this
- The errors should be amended and the record uploaded again
- There are currently approx. 700 records at this stage (MJIR status), dating back to September 2017

Reason	File	Contact Status	Comment that will be included in with rejection
Wrong Meter Read	RJI	RJOA	Wrong meter read, MPR (XXXX), MSN (XXXX). This is a multi metered site, can you please provide a read for the meter that was sent on the original request.
Wrong Address Visited	RJI	RJOA	Wrong address visited. Returned meter details belongs to (INPUT Address Details………) Please obtain a read for the requested msn.
Failed to Provide Corrector Read	RJI	RJOA	A request when Notified was for the Corrector Read and the Uncorrected Read to be obtained by the MRA. They have failed to provide the Corrector Read and the Uncorrected Read on the report. Can you please re-visit and obtain the Corrector Read and Uncorrected Read, also a new Meter Read to ensure the correct meter has been read.

Case event descriptions (CEDs)

STATUS CODE	DESCRIPTION	VISIBLE TO iGT
ALQC	Allocated to Quality checker	NO
ALWQ	Contact has been forwarded to the iGT to carry out an action	YES
AWRD	Awaiting read upload	NO
CLRD	Contact Closed	YES
CRNG	Contact Reference Number Generated	YES
FWDS	Forwarded to shipper to carry out an action following submission of read from iGT	YES
INVL	Contact Deemed Invalid – Contact closed without a valid read being successfully uploaded to UKLink	NO
MJIR	MJI record rejected – requires action from iGT/MRA	YES
MJOA	Must Reads have been generated and are awaiting download by the iGT/MRA to procure a read	YES
MJOD	MJO file has been downloaded by iGT/MRA	YES
NATO	No Action Time Out (Auto Close) – action required by the Shipper has not been carried out within the time limit and the Contact has closed without a valid read being uploaded to UKLink	NO
QCAW	Quality Check Awaiting	NO
QCFL	Quality Check Failed	NO
QCPD	Quality Check Pending	NO
REJD	Read rejected from UKLink. (Intermediate status, followed by WAFL)	NO
RJIR	RJI record rejected – requires action from iGT/MRA	YES
RJOA	Rejected submissions from iGT/MRA are awaiting download by the iGT/MRA to investigate and action	YES
RJOD	RJO file has been downloaded by the iGT/MRA	YES
VALI	Contact Deemed Valid	NO

Change in account set ups (Release 2)

- UKLink Release 2 (R2) saw a change in how CMS accounts are set up for Must Reads

- Previously, a separate MRA account was required to manage the Must Read process

- Following R2 implementation, all the MRA activities are possible from the standard iGT CMS account e.g. file uploads and downloads

- The MRA accounts remain, so it is the User's decision which they use

- Change number was COR3386

Contact Us

There is a dedicated mailbox solely for Must Reads which is monitored daily:

Mustreads.spa@xoserve.com

There is also a CMS helpline for all queries related to CMS Contacts:

0121 713 4903

Please utilise this mailbox or helpline for any queries, questions or issues and a member of our team will respond as soon as we are able.

Theft Of Gas (TOG)
and
Reasonable Endeavours Scheme

Meet the Team

Dave Ackers

Business Process Manager

Suzanne Cullen

Business Process Lead

Matthew Taylor

Business Process Co-ordinator

Jon Hamer

Business Process Administrator

Andrew Hinton

Business Process Administrator

Steven Chan

Business Process Administrator
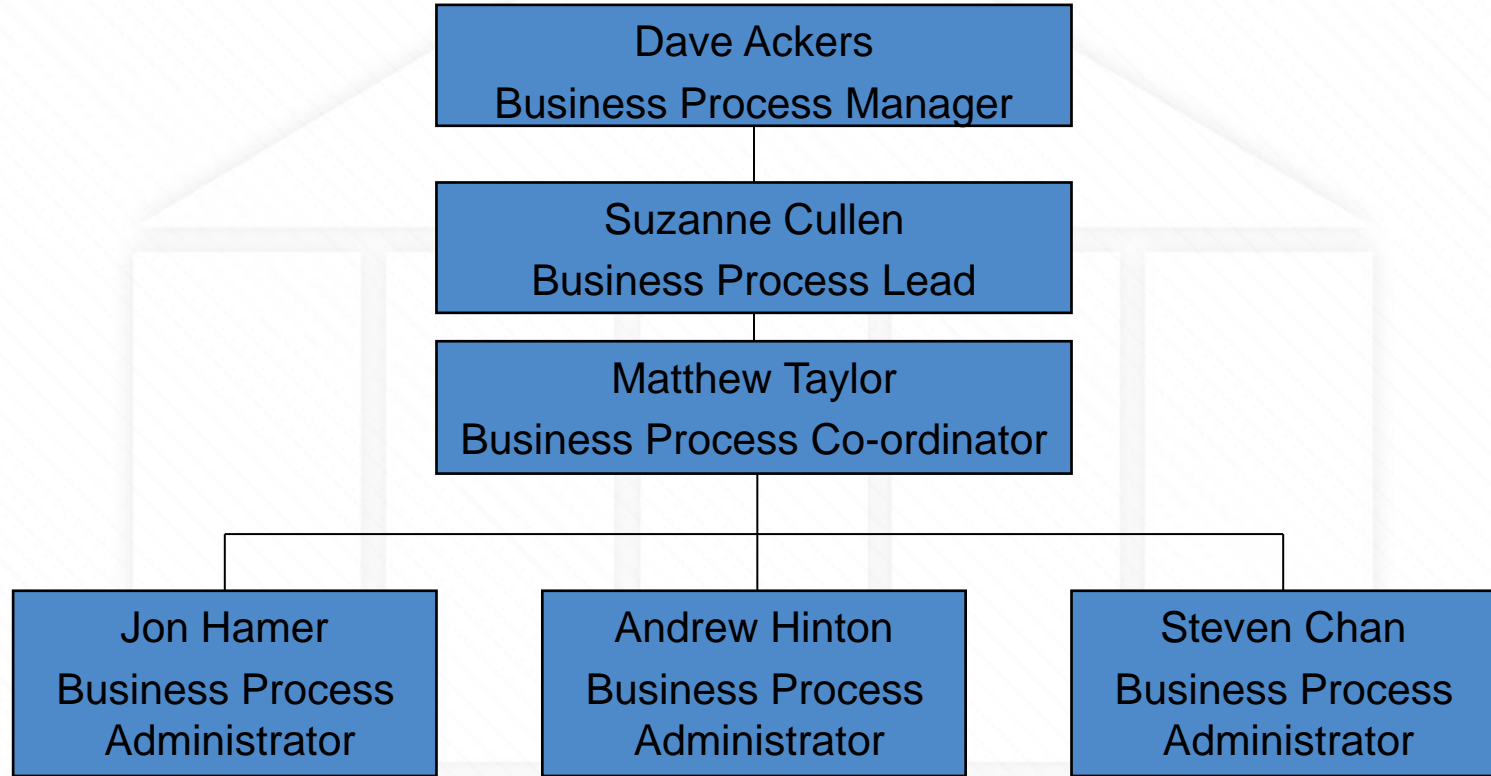
E-mail Contact Information: theftofgas.cpm@xoserve.com

What is Theft of Gas?

- It's when a person deliberately tampers with a gas meter or fittings to use gas which is not being registered correctly through a meter

- Not only are perpetrators committing theft under The Theft Act 1978, they are also committing criminal acts under The Gas Act 1986

- An offender can be prosecuted and face 10 years imprisonment

- The consequences of tampering with a gas meter or fittings can be devastating, with damage to property, personal injury and/or the loss of life.

Communication in the theft of gas process
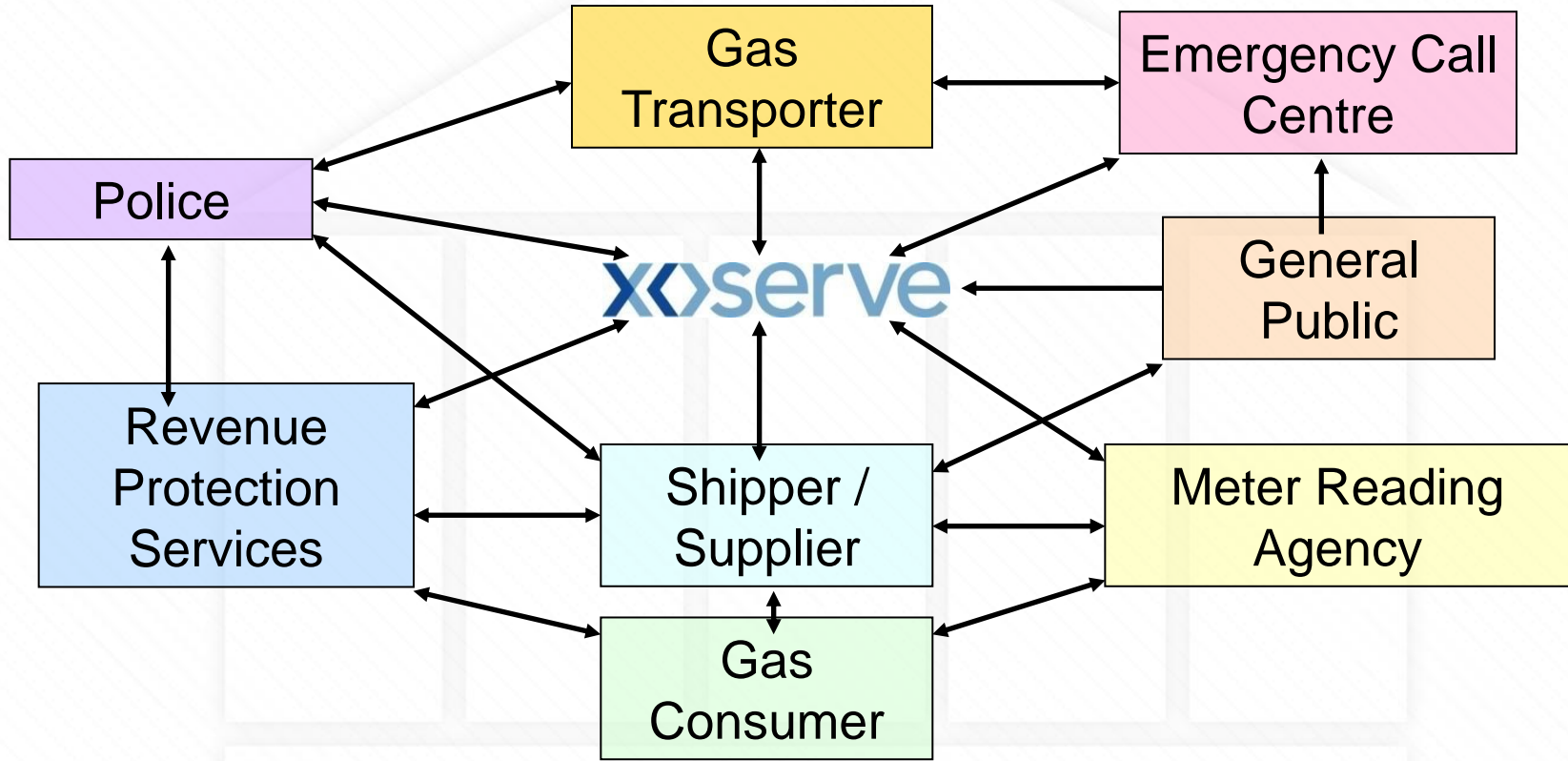
Stakeholder Rights & Responsibilities

Who is Responsible

- Before the ECV & Shipperless sites is the Gas Networks

- After the ECV is the Shipper/Supplier

The right of the Gas Networks and Shipper's/Supplier's

- Entry and inspection

- Recovery of the value of gas taken

- Disconnection of premises

Stakeholder Rights & Responsibilities

ECV

Aplliances

Meter

GT Responsible

Shipper Responsible (unless Shipperless)
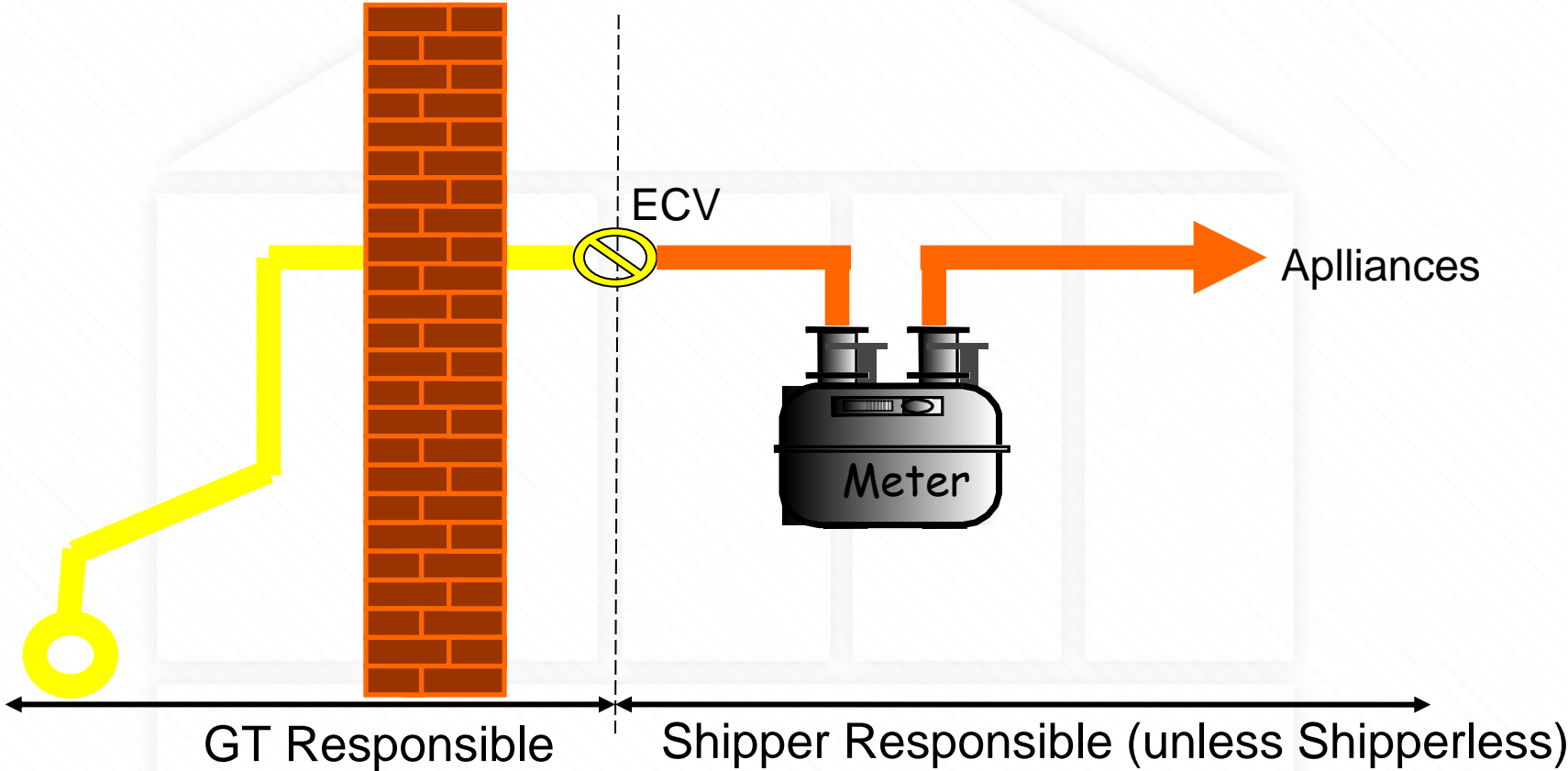
Methods of Tampering

Safety Implications

- Tilted Meter

- Meter reversal

- Substitute meter

- Illegal connection

- Meter by-passed

- Bridged supply - no meter

Non Safety Tampering

- Passing unregistered gas

- Scratched or scored unions

- Damage to meter seals

- Tampered index

- Tampered token meter

NATIONAL EMERGENCY NUMBER 0800 111 999

Recognising Signs of Meter Tampering

Around the Meter

- Bypass or second meter in view
- Washers on the floor by the meter
- Collars lying by the meter
- Lump of wood, brick, paint tins by the meter

The Meter

- Different details to those held on the supply point register
- Missing collars
- Scratched or shiny unions
- Brass fittings or oil in front of the meter
- PTFE tape on unions
- Pipe "Teed" into inlet pipe

Recognising Signs of Meter Tampering

The Index

- Misaligned digits

- Scratched Numbers

- Test Dial Missing

- Seal Damaged or missing

- Holes in the index

- Paint in index glass

Recognising Signs of Meter Tampering

Broken open coin/token meter

- Gas still being registered but mechanism is wound on to allow gas to pass on without prepayment

- This is not theft but fraud as the gas used registered correctly on the meter

Other Types of Theft

Tilted Meter

- Tilting stops the mechanical registration of the meter as the cogs inside dislodge enabling free gas to be obtained

Other Types of Theft

Substitute Meter

- This is where the official meter is regularly replaced with an meter that has been obtained from another property. (It has usually been stolen)

- The official meter is replaced when an official comes to inspect or read the meter.

- The gas used when the substitute meter is in place is not registered on the official meter.

Other Types of Theft

Reversed Meter

- This is where the meter has been turned around or when the inlet and outlet pipes have been crossed

- In both instances it causes the meter to run in reverse

Other Types of Theft

Illegal Connection

- This is where the inlet pipe has been "teed" into the service.

- Usually between the emergency control valve and the meter, taking unmetered and non pressure regulated gas to the appliances

Other Types of Theft

Illegal Connection

- Behind a pile of rubbish the meter has not been installed (or may have been removed) and an unregulated gas supply has been connected directly to the appliances

- This is a highly dangerous practice

Other Types of Theft

Electronic Token Meters

- Plastic swan neck valve can be pierced with a sharp pin allowing gas to flow freely
- Front assembly can be removed and the switch jammed open to allow the flow of unregistered gas
- Removal of the battery
- Smash the electronic mechanism (front panel) which allows removal of both index's
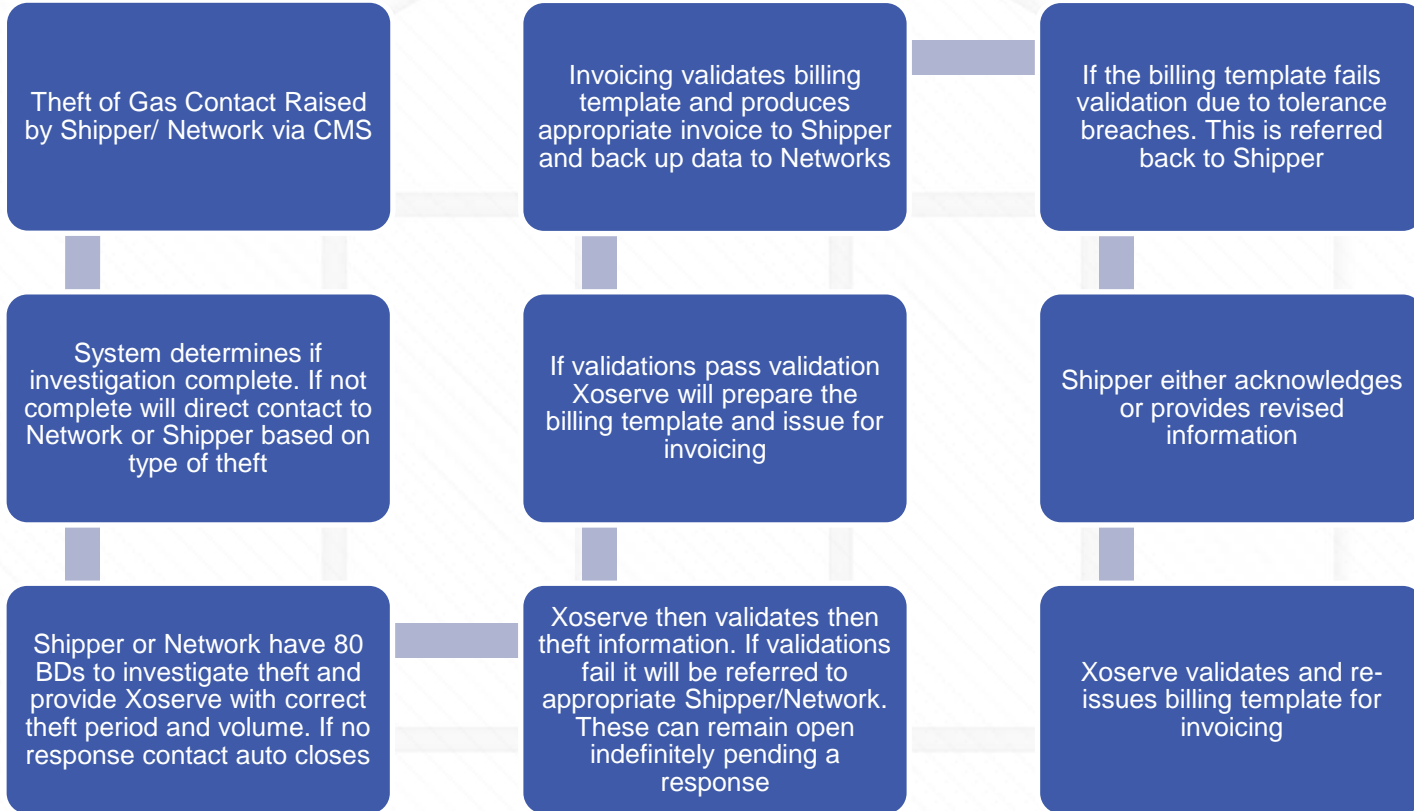
Other Types of Theft

Bridged Meters

- A bridged supply is where a tube/ pipe has been connected to the inlet to meter outlet in place of a removed meter. Or in some cases the meter is still in situ

- If an ETM is moved inside the property, the outside meter box will contain a legitimate bridge.

- Again this is a dangerous situation as the pressure on the supply is not governed

TOG Contact Lifecycle

Theft of Gas Contact Raised by Shipper/ Network via CMS

Invoicing validates billing template and produces appropriate invoice to Shipper and back up data to Networks

If the billing template fails validation due to tolerance breaches. This is referred back to Shipper

System determines if investigation complete. If not complete will direct contact to Network or Shipper based on type of theft

If validations pass validation Xoserve will prepare the billing template and issue for invoicing

Shipper either acknowledges or provides revised information

Shipper or Network have 80 BDs to investigate theft and provide Xoserve with correct theft period and volume. If no response contact auto closes

Xoserve then validates then theft information. If validations fail it will be referred to appropriate Shipper/Network. These can remain open indefinitely pending a response

Xoserve validates and re-issues billing template for invoicing

Theft of Gas Report - (1ˢᵗ July 2018 – 30ᵗʰ June 2019)

Number of Cases Received	Number of Cases Cleared	Number of Cases Still Outstanding	Total Outstanding Awaiting Shipper Action	Number of Cases Cleared as Valid	Number of Cases Cleared as Invalid	Number of Cases Subject to 80-day Closures	% Cleared Cases Subject to 80-day Closures
8234	7848	2062	612	2529	5319	1593	20%

Number of Cases Cleared & Volume Provided	Total Metric Volume Provided (Cubic Metres)	Number of Cases Cleared - Shipper Actioned	% Cleared - Shipper Actioned	Number of Cases Sent to Shipper for Action This Month	Reasonable Endeavours Claims Received	Reasonable Endeavours Claims Cleared	Reasonable Endeavours Claims Rejected	Reasonable Endeavours Claims Accepted
2419	9,960,640	1879	24%	3223	63	63	7	56

Our Role

- Record TOG contact details and maintain Stakeholder contacts

- To support Shippers/Suppliers and Networks with potential Theft of Gas

- To work with Ofgem/Shippers/Suppliers and Networks to ensure that Theft of Gas contacts are reported effectively

- To validate that all Theft investigation information is correct in order to calculate the correct billing amount

- To provide statistic's on the industry

- Ensure compliance with Xoserve' s licence obligations

- Validate and Process Reasonable Endeavours claims

Theft Of Gas

Referral

Referral Scenarios

The following slides are to provide guidance regarding some of the changes to the Theft of Gas (TOG) process as a result of Project Nexus.

As part of the process you may have seen additional requests being sent to your organisation via email to assist in the processing of the TOG Contact.

There are a number of reasons why we refer to you following your investigation of a TOG Contact on Contact Management Services (CMS), these are detailed below

Load read
Provide total corrected volume
Awaiting correct units (metric/imperial)
Attach asset
Volume provided triggers tolerance warning

Load Read

Post Nexus all consumption adjustments (CAs) are processed automatically through UKLink.

In order for this to happen there is a requirement that a read is available in UKLink on or before the start of the theft period and on or after the end of the theft period.

Receiving this email from us will mean that there is no read available in UKLink on or after the end of the theft period.

If for any reason there is no read available then the last known read should be submitted. The volume on the Contact will then be used to process the adjustment and account for the volume of stolen gas.

A read needs to be submitted, ensuring it is on or after then end of the theft period. This can be achieved via the RGMA or read submission file.

Provision of Total Corrected Volume

There was a requirement in Project Nexus that the total corrected volume should be provided on TOG Contacts. This means the total amount of gas legitimately used plus the amount stolen.

We have seen, since implementation on 01/06/17 volumes being provided which are less than the amount already recorded on UKLink. This had lead to emails from Xoserve requesting clarification.

In the first instance the total corrected volume should be detailed on the TOG Contact in CMS.

If an email is received from us querying this the total corrected volume should be calculated and advised to us by return.

Awaiting Correct Units (Metric/Imperial)

There was a requirement in Project Nexus that the total corrected volume should be provided on TOG Contacts. This means the total amount of gas legitimately used plus the amount stolen.

However, we may identify in certain instances where volume has been provided in the incorrect measurement. For example if our Supply Point Register records indicate that the asset on site during the theft period was imperial the volume needs to be provided in cubic feet.

Similarly if the asset was metric the volume needs to be provided in cubic meters

If the measurement provided does not match the asset information on our records the contact will be referred.

Attach Asset

Post Nexus all consumption adjustments (CAs) are processed automatically through UKLink.

In order for this to happen there is a requirement that there is a read available in UKLink on or before the start of the theft period and on or after the end of the theft period.

Receiving this email from us will mean that there is no billable asset available in UKLink in line with the theft period

The asset should be updated on UKLink ensuring that there are also reads updated for the theft period. This should be done via the RGMA.

It is important to respond to the email to advise that it has been done once the asset has been updated. Note that there is no automatic notification to the TOG team that this has been done and Contact will remain open.

Volume Tolerance Warning

When Xoserve process a billing adjustment template it can flag it as being outside of tolerance or a market breaker. Because of this we need to understand that the volume provided to us is correct to ensure the correct billing. This is an opportunity to ensure the volume has been correctly stated by yourselves.

Xoserve will continue to verify these scenarios by sending emails. If the volume is correct we will proceed to process the adjustment. Your email confirmation verifying the volume will work as our sign off to proceed.

Current Referral Statistics

- Incorrect Units (imperial/ metric)   49

- Load Read   556

- Outer Tolerance   85

- Total Corrected Volume   373

- Attach Asset   39

- Other   38

- Total Referrals   1140

NB: Details of these TOG referrals specific to your organisation can be provided on all of the above

Industry Challenges

- Shipper understanding of TOG process

- Number of invalid TOGs being raised

- Shipper participation (Detection & investigation)

- Volume of TOG001 referrals requiring Shipper Action

- Requests for Information not being investigated within 80 day window

- AQ/ UIG impacts

Industry Challenges

RGMA Submission Received	Incrementing Reads Provided	Will the AQ increase	Comments
No	No	No	AQ will remain static and/or superficially low
No	Yes	Yes	AQ will re-calculate in line with gas used

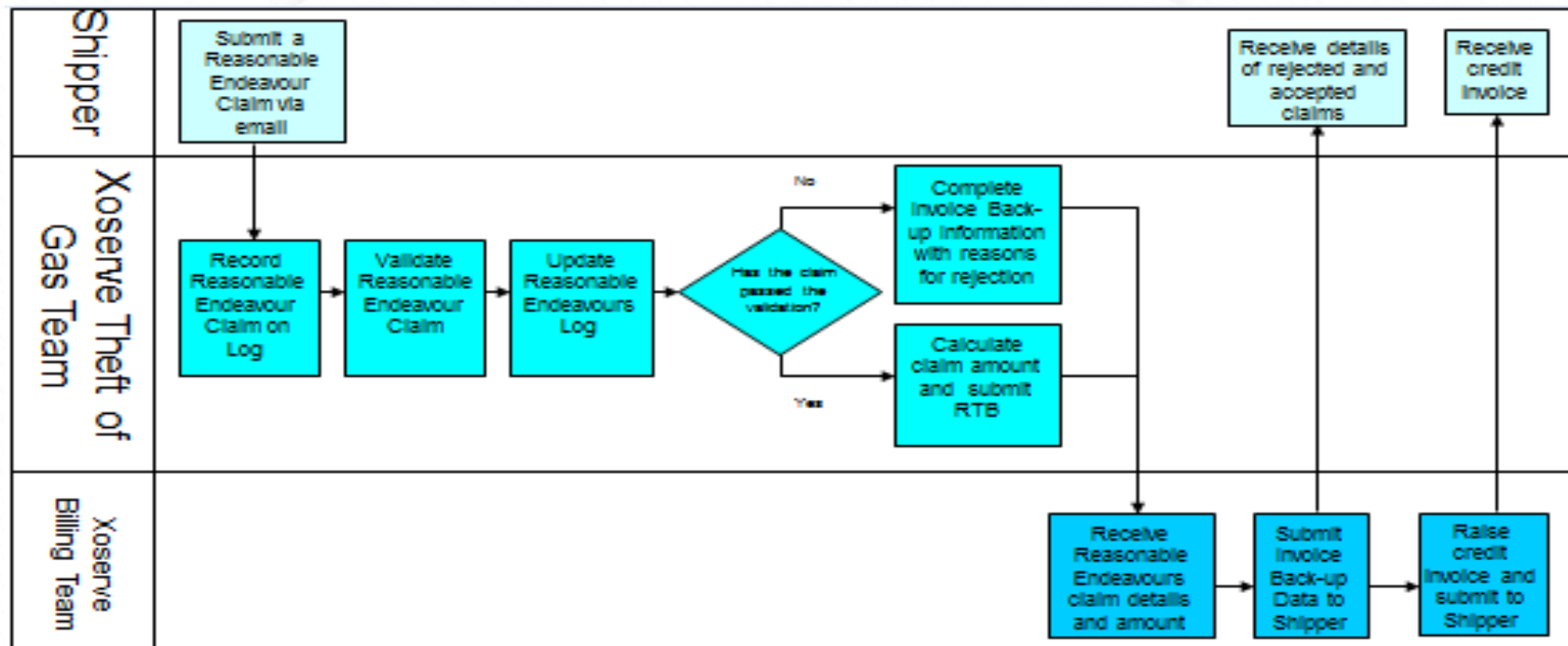| RGMA Submission Received	Correct Off State read provided	Will the AQ increase	Comments
Yes	No	Yes	AQ will remain static and/or superficially low however, will build overtime depending on future read submissions
Yes	Yes	Yes	AQ will re-calculate in line with gas used

Reasonable Endeavours Scheme

Reasonable Endeavors Overview

- Xoserve administers the Reasonable Endeavours Claims Scheme on behalf of the five Gas Distribution Networks. The process is a requirement of the Networks, set out in Condition 24 (Gas Illegally Taken) of the Standard Conditions of the Public Gas Transporters' Licence.

- The process is designed to remove the disincentive for shippers to investigate the illegal taking of gas by recompensing the Shipper for costs incurred when investigating a theft of gas. There are seven Allowance types which a Shipper may claim against. In certain circumstances they may claim against more than one for a single theft case.
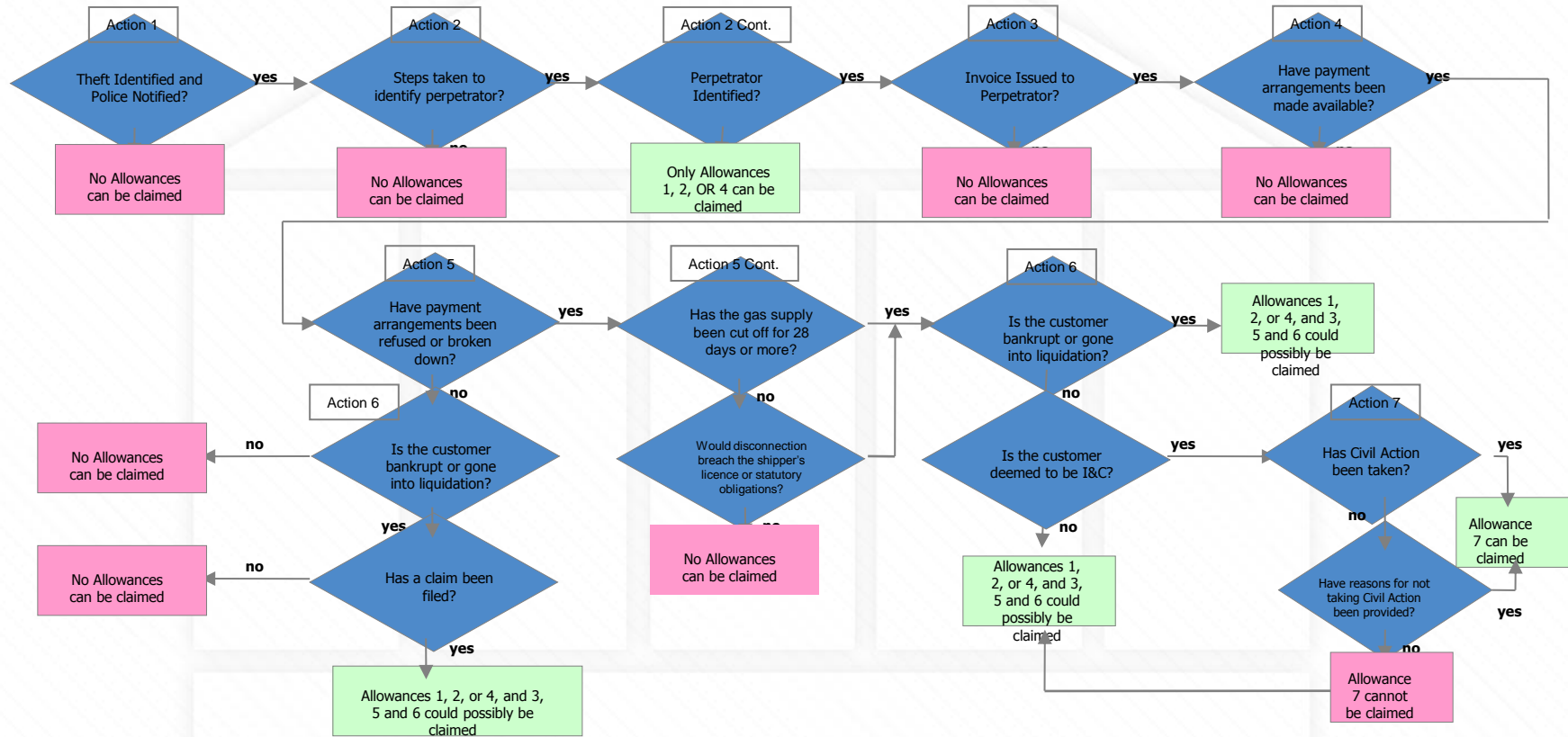
Reasonable Endeavors Overview cont'd

- To qualify for payment under the scheme, a Shipper must confirm to Xoserve that they have completed all the appropriate actions of Reasonable Endeavours and has failed and cannot reasonably be expected to recover some or all of the charges to which it is entitled from the gas consumer who committed the theft of gas.

- The Shipper must submit their claims on the version controlled Xoserve documentation and provide evidence to support each allowance. Xoserve' s Theft of Gas Team log the claims, and following validation, either reject the claim or request an ad hoc invoice to credit the Shipper for valid claims.

Process Flow

Decision Flow Diagram

Action 1 — Theft Identified and Police Notified? — **yes** →
- no → No Allowances can be claimed

Action 2 — Steps taken to identify perpetrator? — **yes** →
- no → No Allowances can be claimed

Action 2 Cont. — Perpetrator Identified? — **yes** →
- Only Allowances 1, 2, OR 4 can be claimed

Action 3 — Invoice Issued to Perpetrator? — **yes** →
- No Allowances can be claimed

Action 4 — Have payment arrangements been made available? — **yes** →
- No Allowances can be claimed

Action 5 — Have payment arrangements been refused or broken down? — **yes** →
- no →

Action 5 Cont. — Has the gas supply been cut off for 28 days or more? — **yes** →
- no → Would disconnection breach the shipper's licence or statutory obligations?
  - No Allowances can be claimed

Action 6 — Is the customer bankrupt or gone into liquidation? — **yes** → Allowances 1, 2, or 4, and 3, 5 and 6 could possibly be claimed
- no → Is the customer deemed to be I&C? — **yes** →
  - no → Allowances 1, 2, or 4, and 3, 5 and 6 could possibly be claimed

Action 6 — Is the customer bankrupt or gone into liquidation?
- no → No Allowances can be claimed
- yes → Has a claim been filed?
  - no → No Allowances can be claimed
  - yes → Allowances 1, 2, or 4, and 3, 5 and 6 could possibly be claimed

Action 7 — Has Civil Action been taken? — **yes** → Allowance 7 can be claimed
- no → Have reasons for not taking Civil Action been provided?
  - yes → Allowance 7 can be claimed
  - no → Allowance 7 cannot be claimed

Action 1

Shipper must report any case of tampering to the police and confirm who the customer is.

Evidence Required
- Evidence of Police notification
- Or Witness statement or report
- Or Police Details of Attendance
- Or Crime Reference Number
- Or other supporting evidence

Action 2

Unlawful occupancy or Customer has left the premises with no intent to pay

Evidence Required

- Evidence of Police notification
- Or Witness statement or report
- Or Police Details of Attendance
- Or Crime Reference Number
- Supporting evidence
- TOG Corrected Volume
- Dates etc

Action 3

Customer has been issued an invoice for theft and Costs incurred.
E.G. New installation. Meter exchange. Forensic tests.

Evidence Required
- Estimated gas used – Volume in m3 or ft3 dependent on device
- Details of actual costs
- Details of Work undertaken

Action 4

Where payment arrangements have broken down. Partial debt still exists. E.G Where appropriate a PP meter should be fitted.

Evidence Required

- Evidence of payment arrangements
- Copies of invoice/letters issued
- Steps taken to recover charges
- Percentage of value to be claimed

Action 5

Where customer has failed to pay and has subsequently been disconnected. E.G Meter should be disconnected for more than 28 days

Evidence Required

- Disconnection method
- Disconnection date
- Meter Point Status
- Steps taken to recover charges
- Percentage of value to be claimed

Action 6

Customer bankrupt or in liquidation. May be in administrative or voluntary receivership.

Evidence Required

For costs issued

Proportion of costs to be paid

Action 7

Where civil action is taken against an I and C customer. Claim to the value of costs incurred.

Evidence Required

- Documentation to Courts
- Documentation from courts
- Reasons for not taking civil action

Reasonable Endeavours Allowances

Reasonable Endeavours Allowances	Reasonable Endeavours Allowance Criteria	Value	Evidence Required
1	Has a meter tamper been discovered and reported to the police?	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
or 2	Has an illegal reconnection been discovered and reported to the police	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
or 4	Was the theft conducted by an unlawful occupant or by a person who has absconded leaving no forwarding address, and action 2, 3, 4 and 5 have been taken?	£125 (Fixed Amount)	TOG Report to Xoserve (TOG CRN); Evidence of police notification; Crime Reference Number; Witness Statement
3	Have steps been taken to recover costs (Actions 3, 4 and 5)	£125 (Fixed Amount)	Details of Costs incurred; Evidence of costs issued to customer
5	Has a meter Exchange been completed?	Actual costs up to £250	Description of tests carried out; Dates of work carried out; Costs associated with work carried out
6	Have forensic tests been completed?	Actual costs up to £120	Description of work carried out; Dates of work carried out; Costs associated with work carried out
7	In the case of a theft at an I&C site, have civil proceeding been issued and served, or have legitimate reasons for not doing so been presented?	Actual costs	Documentation to and from courts; or Evidence to support decision not to take civil action.

In all cases **ALL** relevant actions must be completed before a claim is made

Valid Multiple Allowances

Multiple allowable allowance(s):-

- 1 or 1 and 3 or 1,3 and 5 or 1,3,5 and 6

- 2 or 2 and 3 or 2, 3 and 5 or 2,3,5 and 6

- 4 or 4 and 3 or 4,3 and 5 or 4,3,5 and 6

- 7

In all cases only one allowance of 1, 2 and 4 can be made

Validations

A claim can be rejected for a myriad of reasons.

The main classifications of the rejections are listed below:

1. A valid TOG Contact does not exist on CMS. For example:

- Shipper states "Not Pursuing" on corresponding TOG Contact

- Shipper does not provide Volume or ToG period on Corresponding TOG Contact

- No theft details have been provided on the CMS TOG Contact

Validations Cont'd

2. Information/evidence provided is not sufficient. i.e.

- Mandatory information or evidence has not been provided.

3. Information/evidence provided does not concur with Xoserve systems. e.g.

- Witness Statement claims meter was removed but UK-Link shows meter still in situ
- Information provided on the CMS TOG Contact does not match that provided on the claim

Validations Cont'd

4. Information/evidence provided suggests payments have been completed or are being made e.g.

Witness Statement claims payments have been completed

Letter to End User states that supply would not be reinstated until payments were made, and supply is Live

5. Information/evidence provided invalidates claim. e.g

Witness Statement states "Not Reported to the police"

Evidence suggests that end user has not been issued with an invoice

Validations Cont'd

6. Claim has been previously submitted i.e.

- A previous claim has been submitted for this instance of theft

7. Incorrect allowance being claimed e.g.

- Allowance 1 has been claimed when perpetrator has absconded

8. Claim is for period outside Shipper ownership i.e.

- Claim submitted is for a period which is entirely or partially for a period when the site was not supplied by the Shipper

(NB: erroneous transfers are taken into consideration)

TOG Contact

Before you get started

1. The site is/has been in ownership of the appropriate Shipper during the confirmed theft period (where applicable for networks)

2. Ensure you check file format validations for field length etc and you have all mandatory data

3. For shippers the MPRN provided is valid and that it matches the address held on UKLink

4. Ensure that all investigations are complete prior to the submission of a Contact (where appropriate) and as much additional information is provided as possible in order to assist investigations

5. Where engineers have identified a Theft, please ensure that they have registered this via the National Gas Emergency Number (0800 111 999)

6. If no MPRN can be established for a selected premise, an MPRN creation (MNC) request must be submitted to Xoserve (Found Meter tagged service (FOM) can be supplied by networks)

Data Requirements - TOG Contact

Data Item	Network	Shipper
SSC (Shipper Short Code)	Mandatory	Mandatory
Meter Point Reference Number	Optional	Optional
Meter Serial Number	Optional	Optional
Building Number	Conditional Mandatory	Conditional Mandatory
Building Name	Conditional Mandatory	Conditional Mandatory
Sub Building Name	Optional	Optional
Principal Street	Mandatory	Mandatory
Dependent Street	Optional	Optional
Dependent Locality	Optional	Optional
Post Town	Mandatory	Mandatory
Postcode	Mandatory	Mandatory
Delivery Point Alias	Optional	Optional
Required Emergency Job ?	Mandatory	Mandatory
Job Number	Conditional Mandatory	Optional
Type of Theft (Allegation)	Mandatory	Mandatory
TOG Allegation Description	Optional	Optional
Top 50	Optional	Optional
TOG Investigation Complete	Mandatory	Mandatory
Outcome of investigation*	Conditional Mandatory	Conditional Mandatory
Type of Theft* (Contains full list of data items)	Conditional Mandatory	Conditional Mandatory

When investigation is deemed complete

1. Make sure that reads are present on the supply point register that cover the theft adjustment period start and end dates you have entered within the contact

2. Confirm that the theft adjustment period is within your ownership

3. Safeguard that all RGMA flows have been submitted successfully if asset was exchanged following the initial theft detection

4. Ensure that total theft volume is inclusive of volume held on Xoserve's systems and volume of gas taken and that volume measurement is correct and aligned to asset on site at the time of the theft. (i.e. metric meter = cubic meters not cubic feet)

Please advise within the free text notes if you are aware that volume of gas taken is out tolerance.

Response to an RFI request

Dependent on the outcome of the investigation the system will require mandatory information before user can submit the contact.

Valid TOG: Where a Theft has been investigated and proven against a Large or Small Supply Point. User will need to record the following:

Type of Theft

Theft Start Date

Theft End Date

Volume (Metric/Imperial)

If Police have been informed and if they have, Police data provided

Engineers report

Valid TOG - Not Pursuing: - Please do not use

Invalid TOG: Where a Theft has been investigated and determined as Invalid TOG Contact raised.

Data requirements if TOG investigation outcome is complete

Data Requirement	Network	Shipper
Adjustment Start Date	**Optional**	**Mandatory**
Adjustment End Date	**Optional**	**Mandatory**
Total Volume	**Optional**	**Mandatory**
Meter Model	Optional	Optional
Meter Make	Optional	Optional
Meter Reading	Optional	Optional
Year of manufacture	Optional	Optional
Engineers TOG Site Visit Report (Free Text)	Conditional Mandatory	Conditional Mandatory
Name of Informant	Optional	Optional
Informant Telephone Number	Optional	Optional
Name of Engineer who attended	Conditional Mandatory	Conditional Mandatory
Engineer Mobile Tel Number	Conditional Mandatory	Conditional Mandatory
Is photographic evidence available?	Conditional Mandatory	Conditional Mandatory
Have Police been informed?	Conditional Mandatory	Conditional Mandatory
Police Officer's Name	Optional	Optional
Police Officer's Tel Number	Optional	Optional
Crime Reference Number	Optional	Optional
Police Station	Optional	Optional

Why do we need so much detail?

- To enable CMS to correctly route the CMS contact to the correct Stakeholder

- To provide proof to a Shipper or Network via a RFI that an action is incumbent upon them

- It provides valuable root cause data to support industry discussions and help to reduce instances of theft

- To allow Xoserve to expedite the process, and subsequently invoice for relevant transportation charges

Top reasons for an invalid contact

- Unable to locate an MPRN for the address provided

- The allowable investigation period has elapsed

- "TOG - Not Valid" has been selected in the "Investigation Outcome" field

- An open TOG contact is logged using the same mandatory information

- Postcode is an LPG postcode

- If you have not responded to Xoserve' s RFI* within 80 business days, the Contact will auto close

- * An RFI is a request for information, relating to the initial TOG allegation raised

Adjustment (RFA)

Request For Adjustment (RFA)

Request For Adjustment (RFA) are requested via CMS. It is worked and prioritised in date receipt order.

The contacts go through a number of validations and once passed, the adjustment will be entered in the UK Link system. There may be some instances where further information or clarification is required and the contact will be sent back to the shipper.

Most common reasons for raising an RFA:
• Inaccurate reads creating an incorrect volume
• Late meter exchange/corrective exchange
• Incorrect correction factor
• Correcting previous reconciliation/adjustments

RFA

RFA can only be raised for Class 2, 3 and 4 sites. For Class 1 a DMQ (Daily Metered Query) contact within CMS is raised which will go directly to the relevant DMSP(Daily Metered Service Provider) who will raise a RFA request on your behalf.

If the AQ is less than 73,200 the adjustment must be post 1st June 2017. Prior to this date, adjustments would have fallen under RbD regime in legacy UK Link. An adjustment can span this date however the period pre 1st June 2017 will not be invoiced.

The most common rejection reasons are:-
• Incorrect adjustment dates
• Incorrect data items / calculations
• Spanning a meter exchange

RFA Process Overview

RFA adjustments will be issued on the Amendments invoice on the 18th business day of every month. The cut off for an adjustment to appear on the Amendments invoice is on 10th of each month.

If an adjustment is entered after this date it will appear on the following months invoice.

Previously submitted Contact (PSC)

If you do not agree with a previously submitted contacts resolution you have the ability to challenge it. By raising a PSC .

The response will be submitted within 12 business days i.e. whether he challenge has been upheld or not.

Contacts / Useful Link

Should you require any assistance with adjustments or adjustment submissions please contact the following email address:
Xoserve.ACD.Billing@xoserve.com

For any escalations please contact:
Richard.Cull1@xoserve.com
Michelle.Kearney@xoserve.com

The link will take you to the Contact Management User Guide;
https://www.xoserve.com/media/1063/cm-shipper-user-guide-v3.pdf

Link to CMS:
https://www.xoserveportal.com