



# **Data Enquiry Service**

## **User Guide**

**Version 12**

# All User Groups

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## 1. Introduction

This User Guide provides an overview of Data Enquiry Service (DES) that allows authorised users to view Supply Meter Point (SMP) data. This guide also provides information on how to request for a User account and perform account management processes.

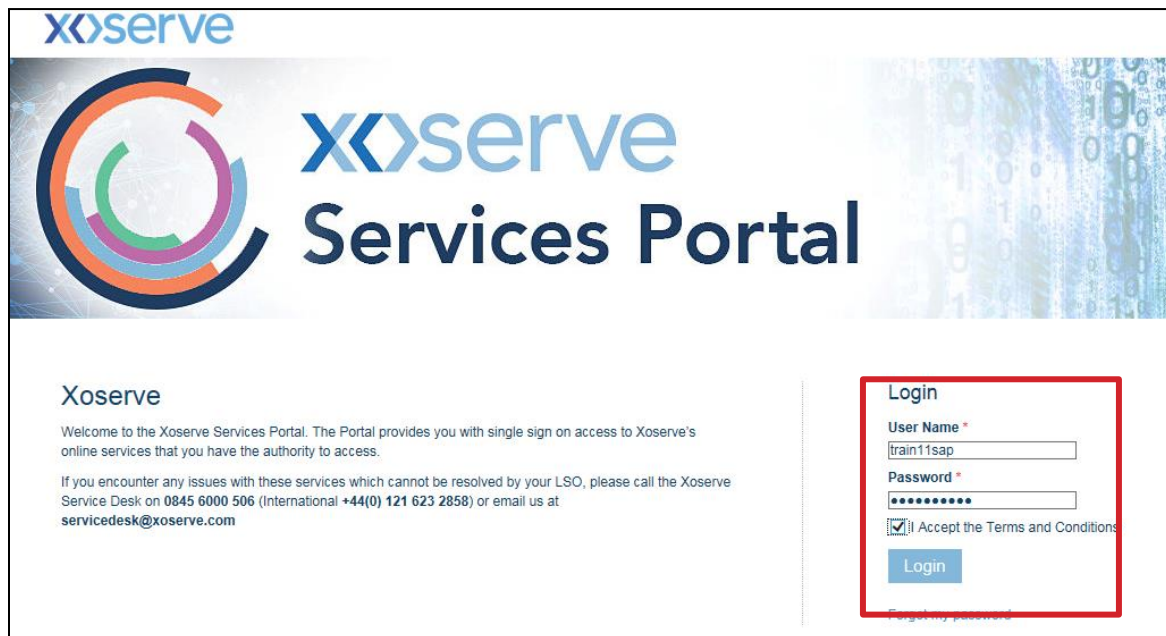
DES was launched in January 2012 to replace the internet access to the data system. It is accessed through a common 'Portal' so that the User can login into the Portal once and access their applications such as UK Link and Information Provisioning.

DES is accessible through the internet and has been developed and tested to operate on browsers such as **Internet Explorer 6, 7, 8 and Mozilla Firefox 3 to be confirmed.**

Note: A maintenance window exists between 05:00 - 07:00 hours each day and during this time period Data Enquiry will be unavailable.

**For further clarification or information please see the contacts section**

## 2. Getting Started with Data Enquiry



**Xoserve**

Welcome to the Xoserve Services Portal. The Portal provides you with single sign on access to Xoserve's online services that you have the authority to access.

If you encounter any issues with these services which cannot be resolved by your LSO, please call the Xoserve Service Desk on 0845 6000 506 (International +44(0) 121 623 2858) or email us at [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com)

**Login**

User Name \*  
train11sap

Password \*  
.....

☒ I Accept the Terms and Conditions

Login

[Forgotten password](#)

Once the **User Name** and **Password** have been received, the user will be able to access the Xoserve Services Portal.

Data Enquiry can be accessed through your web browser using the link provided to you.

### 2.1 Xoserve Service Portal Login

The username is generated by the system. A temporary password is provided initially which the user resets upon initial login. These details will be provided via 2 separate emails to the email address provided by the user. See the Security section for more details.

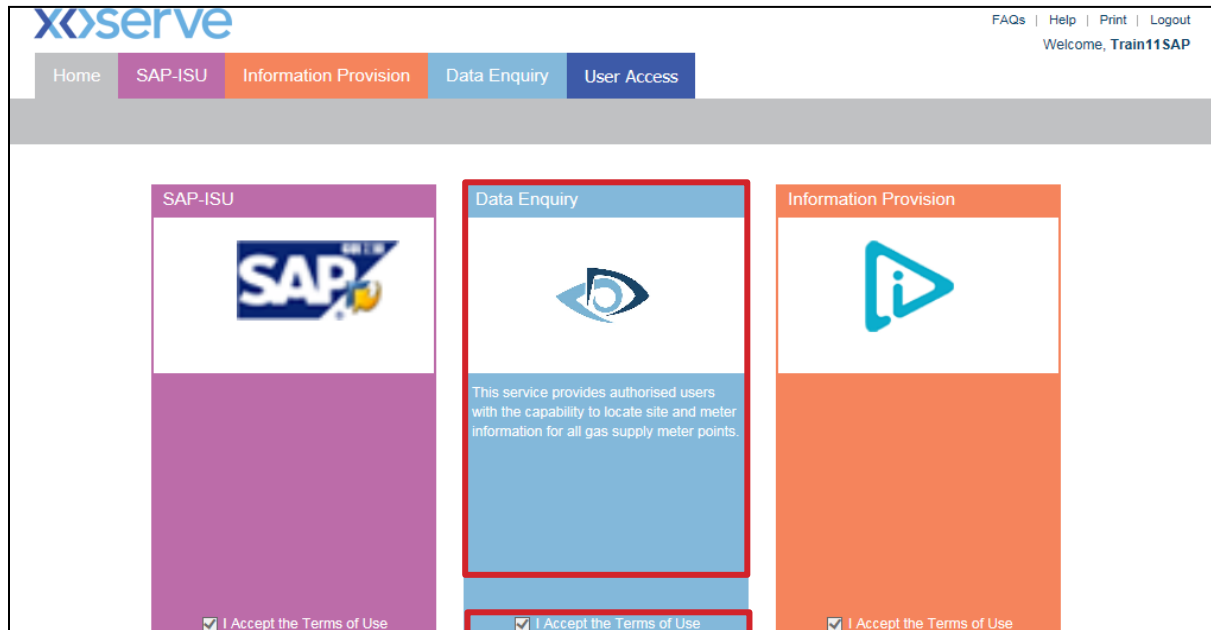
User must click the check box to accept the terms and conditions. See Appendix for the terms and conditions.

#### 2.1.1 Upon logging into the Xoserve Portal, the Portal home page is displayed. This Portal home page is common for the following users:

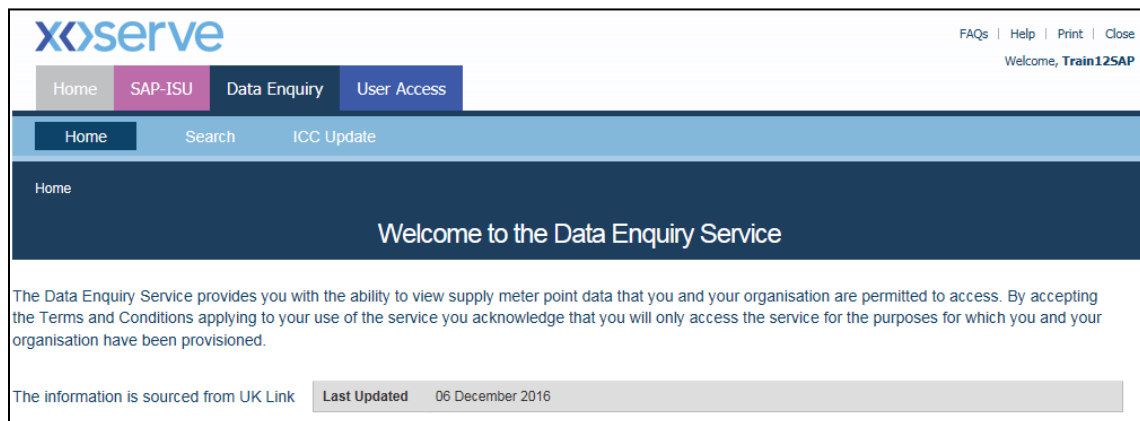
- Xoserve
- ICC (Industrial and Commercial Consumers)
- MAM (Meter Asset Manager)
- Supplier
- iGT (Independent Gas Transporters)
- DNO (Distribution Network Operators)
- Shipper

### 2.1.2 The applications assigned to the User are displayed. The User clicks the **Data Enquiry** link.

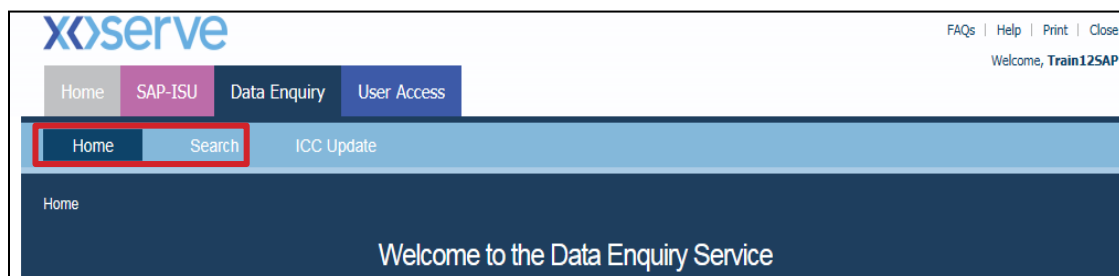
The Terms of Use check box must be ticked.



### 2.1.3 The Data Enquiry Service Home page opens.



On each screen, there are two command buttons – **Home** and **Search**.



## 2.1.4 Home

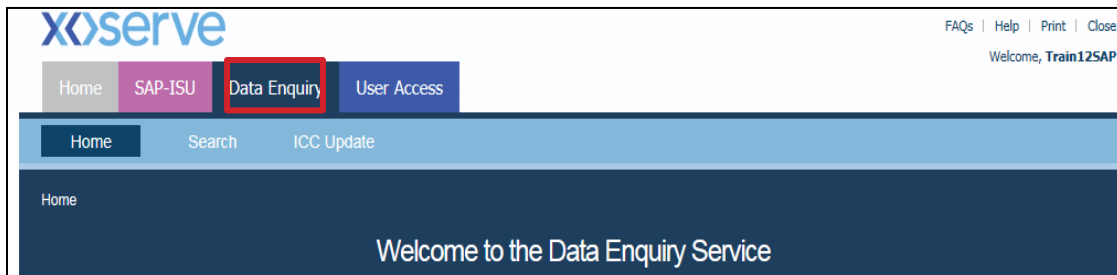
Clicking the **Home** button from any screen will direct Users to the **Data Enquiry Service** screen (refer to section 4).

## 2.1.5 Search

Click on the **Search** button from any screen, directs Users to a blank **Search** screen (refer section 3.1). From here, Users perform a new search.

## 2.2 Industrial and Commercial Customer Users Only

For an Industrial and Commercial Customer to update their portfolio, click on the **ICC Update** button. The **Maintain Portfolio** screen is displayed.



### 2.2.1 The portfolio details are displayed and show the MPRN(s) and Confirmation Reference number(s).

\*\*\*In order for Industrial and Commercial Customer Users to view their portfolio, the Supply Meter Point information must be added to their portfolio first\*\*\*

Home / ICC Update/ Portfolio		
Maintain Portfolio		
Portfolio		
Meter Point Reference	Confirmation Reference	Delete <input type="checkbox"/>
1XXXXXXXXX	1XXXXXXXXX	<input type="checkbox"/>
1XXXXXXXXX	1XXXXXXXXX	<input type="checkbox"/>
		5 <input type="button" value="v"/>
		<input type="button" value="Add New Records"/> <input type="button" value="Delete Records"/>

- 2.2.2** To add a new Supply Meter Point to the portfolio click on the **Add New Record** button. Enter the Meter Point Reference and Confirmation Reference in their respective fields. Up to 20 MPRNs can be added at one time.

Home / ICC Update/ Portfolio / Update Records

### Maintain Portfolio

In order to maintain your portfolio please enter a Meter Point Reference and Confirmation Reference

Meter Point Reference	Confirmation Reference
1XXXXXXXXX	1XXXXXXX

- 2.2.3** Once all the **MPRN(s)** and **Confirmation Reference Number(s)** have been entered, click on the **Save** button. Portfolio will be updated with the new data.

- 2.2.4** To delete MPRNs out of the portfolio, tick the MPRNs to be removed and then click on the **Delete Records** button.

Home Search ICC Update

Home / ICC Update/ Portfolio

### Maintain Portfolio

### Portfolio

Please Select Atleast One check box for Deletion

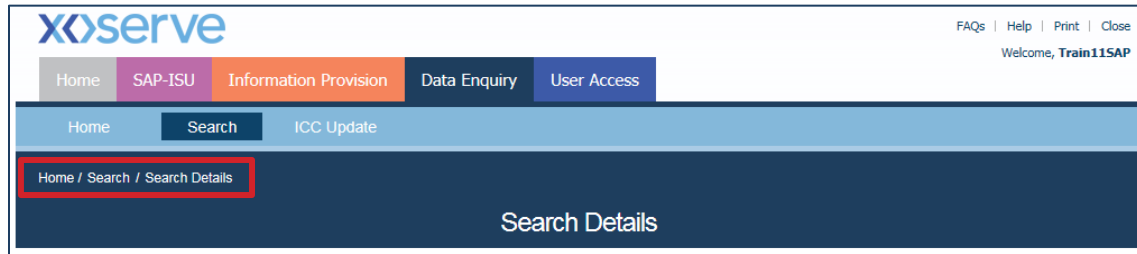
Meter Point Reference	Confirmation Reference	Delete <input type="checkbox"/>
1XXXXXXXXX	1XXXXXXXXX	<input checked="" type="checkbox"/>
1XXXXXXXXX	1XXXXXXXXX	<input type="checkbox"/>

5

## 2.3 Breadcrumbs

The Breadcrumbs facility follows the screen progress and provides the opportunity to return to any point within their current search. This can be useful when users wish to return to a partial address selection.

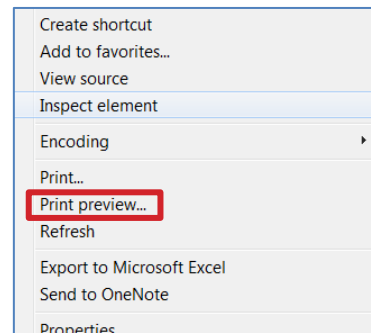
As the search progresses, a new link is added to the listing near the top left hand corner of the page. Click on the link to navigate directly to that link, for example, to return to the search criteria screen click on the **Search** link.



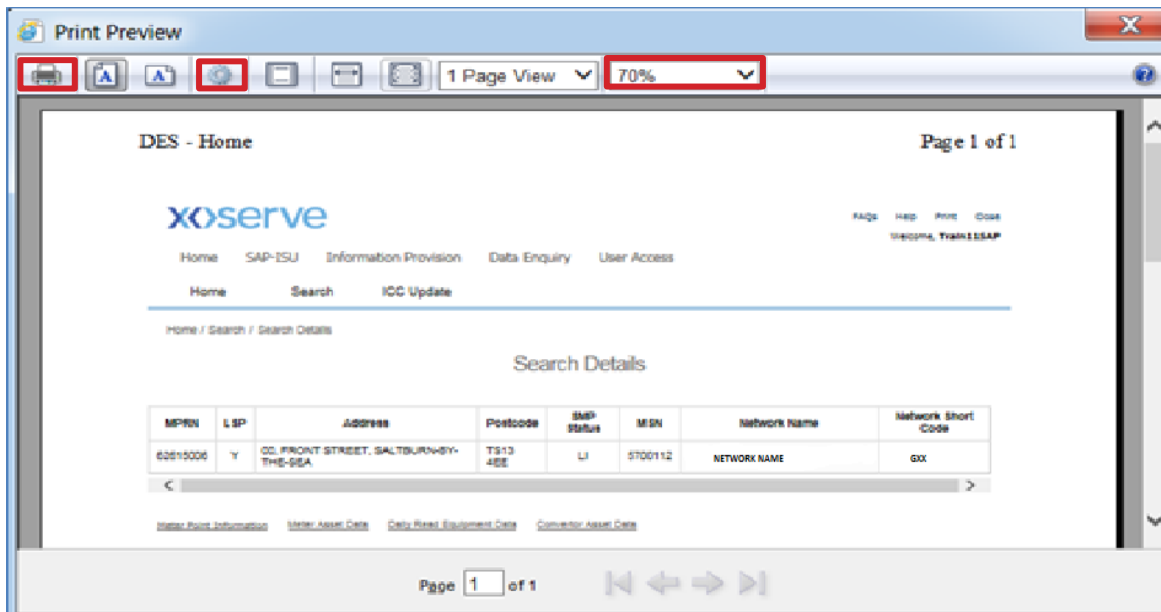
## 2.4 Printing

### 2.4.1 Screens can be printed at any time.

1. Right-click the required screen
2. Select the **Print Preview** menu option
3. Select the **Landscape** orientation
4. Select **70%** print size
5. Click the **Print** icon



The Print Preview screen displays:





## 2.5 Browser Settings

Data Enquiry has been developed and tested to operate on standard browsers such as Internet Explorer and Mozilla Firefox 3.

For Internet Explorer V8 users must select the **Compatibility** icon. This **Compatibility** icon at the bottom right of the IE9 browser screen (the left hand icon as shown). Select compatibility mode once and the browser will remember the selection for future searches. Further information can be found on the Microsoft website.



## 2.6 Screen Resolution

If using a laptop, it is recommended that the screen Resolution is set to 1280 x 1024 pixels.

If using a desktop, it is advised to use any personal preference and this may be influenced by screen size and shape.

### 3. Searching For Data

This section deals with steps to search for information after successfully logging into the system following the steps identified in the previous section.

#### 3.1 Search Screen

To view the Supply Meter Point details, User can enter various combinations of search criteria. By using well-defined and precise criteria, users can arrive at desired search results.

[Home](#) [Search](#) [ICC Update](#)

Home / Search

Please enter your search criteria

Meter Point Reference: ⓘ

Confirmation Reference: ⓘ

[Search](#) [Reset](#)

Building Number/Name: ⓘ

Street:

Town:

Full Postcode: ⓘ

OR

Outcode/Incode: ⓘ

Meter Serial Number: ⓘ

[Search](#) [Reset](#)

## 3.2 Search Criteria

Criteria	Message
<b>Meter Point Reference</b>	Unique Identifier for Supply Meter Point (MPRN)
<b>Confirmation Reference</b>	Current Confirmation Reference number. You can also input the Logical Meter Number to search for logical meters associated to NDM / DM, CSEPS or Unique Sites
<b>Building Number / Name</b>	To generate more accurate results populate as many address fields as possible
<b>Postcode</b>	Enter the full Postcode in a single string. Spaces are not required.
<b>Outcode / Incode</b>	Enter either a full or partial Postcode to find related record(s). Note: Outcode must be present
<b>Meter Serial Number</b>	The meter serial number can be alpha-numeric. The meter serial number must be an exact match to the serial number recorded in UK-Link. This field is CASE sensitive.

### 3.2.1 Populating Fields



When certain fields are populated, some or all other fields will be greyed out to signify that the user has chosen to populate a unique field. This means that no further information is required for the search.

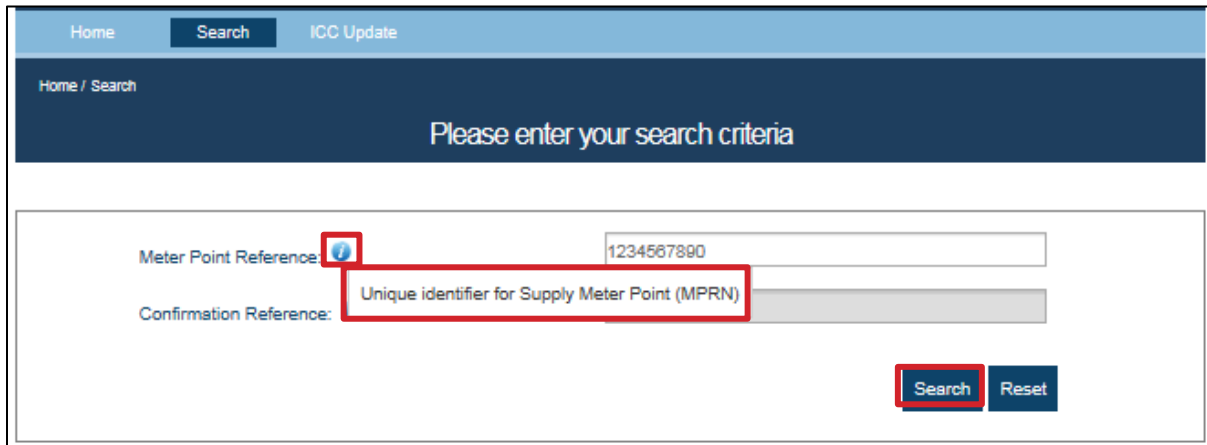
The screenshot shows a search interface with a dark blue header bar containing 'Home / Search' and 'Please enter your search criteria'. Below this, there are two main sections for search criteria. The first section contains 'Meter Point Reference:' and 'Confirmation Reference:', each with an information icon. The 'Meter Point Reference' field is populated with '1234567890' and is highlighted with a red border. The 'Confirmation Reference' field is empty. Below these fields are 'Search' and 'Reset' buttons. The second section contains 'Building Number/Name:', 'Street:', 'Town:', 'Full Postcode:', 'Outcode/Incode:', and 'Meter Serial Number:', each with an information icon. These fields are all greyed out and highlighted with a red border. A text box on the right side of the greyed-out fields states: 'Fields are greyed out because the MPRN is specific and no other information is required.' Below the greyed-out fields are 'Search' and 'Reset' buttons.

### 3.2.2 Wildcard Search

The new service has been designed without any wildcard search capabilities. Users will need to use well-defined or precise criteria to benefit from the performance of the service.

### 3.2.3 Search Field Information

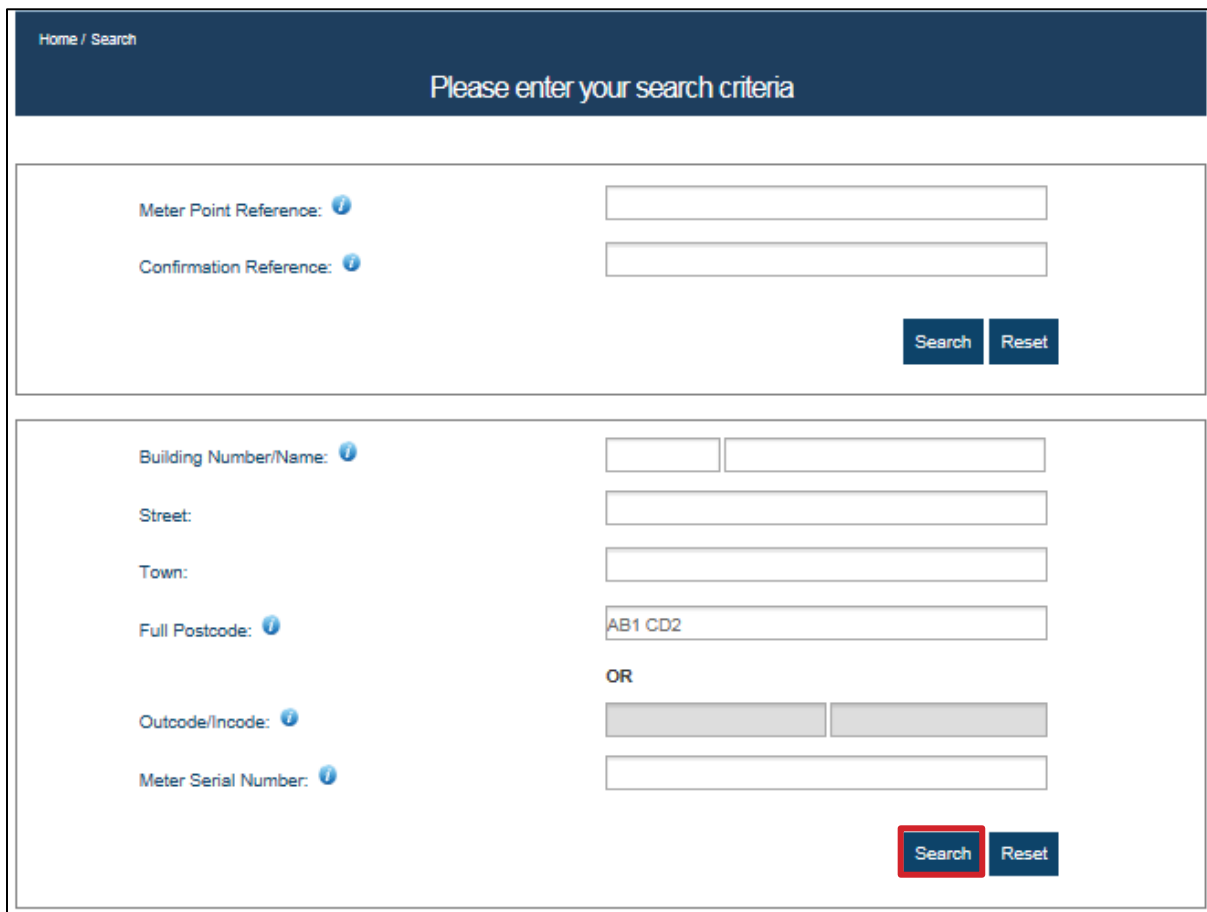
To assist users, each field has an  icon related to the data required within the field. To view this information, hover the mouse over the  icon and a text box will appear displaying more information.



The screenshot shows the 'Search' tab selected in the top navigation bar. Below the navigation bar is a dark blue header with the text 'Please enter your search criteria'. The main form area contains two input fields: 'Meter Point Reference:' and 'Confirmation Reference:'. The 'Meter Point Reference:' field has an info icon next to it, and a tooltip box is displayed over it with the text 'Unique identifier for Supply Meter Point (MPRN)'. The 'Confirmation Reference:' field is currently empty. At the bottom right of the form are 'Search' and 'Reset' buttons.

### 3.2.4 Commencing Search

Once the required fields have been populated, click on the **Search** button or press **Enter**.



The screenshot shows the 'Search' tab selected in the top navigation bar. Below the navigation bar is a dark blue header with the text 'Please enter your search criteria'. The main form area contains two sections of input fields. The first section has 'Meter Point Reference:' and 'Confirmation Reference:' fields, each with an info icon. The second section has 'Building Number/Name:', 'Street:', 'Town:', 'Full Postcode:', 'Outcode/Incode:', and 'Meter Serial Number:' fields, each with an info icon. The 'Full Postcode:' field is populated with 'AB1 CD2'. Below the 'Full Postcode:' field is an 'OR' label and two empty input fields. At the bottom right of the form are 'Search' and 'Reset' buttons.

### 3.2.5 Search Results

For specific searches by MPRN or Meter Serial Number the search details are displayed (see 3.3) Where the search criteria is more general, the supply meter points that meet the criteria are displayed. A summary of the supply meter point is displayed in the search results.

Search results							
Search Results for: AB1 2CD							
MPRN	LSP	Address	Postcode	SMP Status	MSN	Network Name	Network Short Code
1XXXXXXX	Y	00, FRONT STREET, SALT BURN-BY-THE-SEA	AB1 2CD	LI	5700112	NETWORK NAME	GXX
1XXXXXXX	Y	00, FRONT STREET, SALT BURN-BY-THE-SEA	AB1 2CD	LI	9310846	NETWORK NAME	GXX

Users select the desired address by clicking the text for the required address line and from here the user is directed to the Search Details Screen. If users had performed a unique field search, then they will be directed to the **Search Details** screen.

### 3.3 Search Details Screen

After selecting the required record from the search results, the **Search Details** screen is displayed. It is possible to search and display supply meter points that do not reside in the organisations portfolio. This is known as Community View. Some fields in the Community View are not displayed order to protect business sensitive information. The following screen shows the portfolio view only.

Search Details

MPRN	LSP	Address	Postcode	SMP Status	MSN	Network Name	Network Short Code
1XXXXXXXXX	Y	00, FRONT STREET, SALTBURN-BY-THE-SEA	AB1 CD2	LI	9310846	NETWORK NAME	GXX

<

>

Meter Point Information

Meter Asset Data

Daily Read Equipment Data

Convertor Asset Data

Shipper Name	XXX SHIPPER NAME	LDZ ID	XX
Shipper Short Code	XXX	Exit Zone	XXX
Current Supplier	XXX SHIPPER NAME	Network Owner EFD	01 May 2005
Current Supplier Short Code	XXX	Network Exit Agreement Indicator	N
Incoming Supplier		Priority Consumer Indicator	N
Previous Supplier	XXX	Reading Frequency	6
Confirmation Reference	XXXXXXXXXX	Meter Read Batch Frequency	
Confirmation Effective Date	21 Sep 2015	Bypass Fitted	No Bypass Fitted
Withdrawal Status	N	Seasonal Large Supply Point Indicator	N
Market Sector Code	I	Twin Stream Site Indicator	N
Meter Link Code	Sub	UPRN	
Supply Meter Point Class	4	CSEP ID	
Interruption Contract Exists	N	Shared SMP Indicator	N

SMP Quantities

Related Meter Points

SMP Annual History

SMP Monthly History

Emergency Contact

Interruption Results

SMP AQ	108653 kWh	SMP SOQ	951 kWh
Formula Year SMP AQ	108653 kWh	Formula Year SMP SOQ	855 kWh
Original SMP AQ	0 kWh	Current Year Minimum SOQ	0 kWh
CSEP Max AQ	0 kWh	CSEP SOQ	0 kWh
MNEPOR	0 kWh	SMP SHQ	0 kWh

The **Meter Point Information** screen displays the key information for the meter point.

### 3.3.1 Accessing Additional Information

The enquiry screen is organised into separate pages which are accessed using the tabs. The tabs in the top section (1) relate to the equipment held against the meter point, whilst the tabs in the bottom section (2) vary depending on the equipment tab selected. If tabs are greyed out, it signifies that data is not applicable for the selected supply meter point.

Meter Point Information		Meter Asset Data	Daily Read Equipment Data	Converter Asset Data
Shipper Name	ENI TRADING & SHIPPING SPA	LDZ ID	NO	
Shipper Short Code	ETR	Exit Zone	NO1	
Current Supplier	ENI TRADING & SHIPPING SPA	Network Owner EFD	01 May 2005	
Current Supplier Short Code	ESA	Network Exit Agreement Indicator	N	
Incoming Supplier		Priority Consumer Indicator	N	
Previous Supplier	ENI TRADING & SHIPPING SPA	Reading Frequency	D	
Confirmation Reference	202300057	Meter Read Batch Frequency		
Confirmation Effective Date	21 Sep 2015	Bypass Fitted	No Bypass Fitted	
Withdrawal Status	N	Seasonal Large Supply Point Indicator	N	
Market Sector Code	I	Twin Stream Site Indicator	N	
Meter Link Code	Primary	UPRN		
Supply Meter Point Class	1	CSEP ID		
Interruption Contract Exists	N	Shared SMP Indicator	N	

SMP Quantities	Related Meter Points	SMP Annual History	SMP Monthly History	Emergency Contact	Interruption Results
SMP AQ	112233640 kWh	SMP SOQ	471839 kWh		
Formula Year SMP AQ	0 kWh	Formula Year SMP SOQ	0 kWh		
Original SMP AQ	0 kWh	Current Year Minimum SOQ	0 kWh		
CSEP Max AQ	0 kWh	CSEP SOQ	0 kWh		
MNEPOR	0 kWh	SMP SHQ	26778 kWh		

### 3.3.2 Meter Asset Tab & Meter Read History

Meter Point Information		Meter Asset Data	Daily Read Equipment Data		Converter Asset Data
Manufacturer	SCHLUMBERGER INDUSTRIES		Correction Factor	1.211299	
Model	F140		Gas Act Owner	TRANSPORTER	
Meter Type	Turbine		MAM Short Code	GTM	
Year of Manufacture	1995		MAM EFD	01 Oct 2009	
Fitted Date	23 Oct 1998		SMSO ID		
Device Status	LI		SMS Operating Entity EFD		
Number of Dials	8		DCC Service Flag		
Units	10		DCC Service Flag EFD		
Imperial Indicator	Y		Installing Supplier ID		
Meter Mechanism	Credit		First SMETS Installation Date		
Meter Capacity	140000		IHD Install Status		
Location	Outside				
Meter Asset History		Meter Read History			
Meter Read Date	Meter Read Source	Meter Read	Meter Round the Clock	Converter Read	Converter Round the Clock
16 Nov 2016	E	00680585	0	0080014	0
15 Nov 2016	E	00578545	0	0070077	0
14 Nov 2016	E	00498508	0	0060140	0

The Meter details are displayed such as model, manufacturer, fitted date. The Smart Meter information is also shown against the meter. See **System Glossary** for more information.

The Meter Read History is also displayed for the meter. Up to 40 reads (to include latest read) within a three year period can be viewed. The **Meter Read** and **Converter Read** are displayed. See **Data Content** for the read types.

### 3.3.3 Meter Asset History Tab

Meter Asset History		Meter Read History			
Meter Read Date	Meter Read Source	Meter Read	Meter Round the Clock	Converter Read	Converter Round the Clock
27 Jul 2016	T	000001	0	00000006	0
26 Jul 2016	E	00000001	0	00000006	0
26 Jul 2016	S	000001	0	00000006	0

Meter asset history for up to three years can be viewed in date descending sequence.

### 3.3.4 Daily Read Equipment Data Tab

Meter Point Information		Meter Asset Data	Daily Read Equipment Data	Converter Asset Data
DRE Number	420314	Fitted Date	13 Jan 2015	
Device Status	DE	Model	METSCAN-D	
Manufacturer		Telemetered Site Indicator	N	
AMR Indicator	N	AMR Effective Date		

The asset information for the **Daily Read Equipment** is displayed including model. If the AMR indicator is set to Y, then the equipment is Automated Meter Reading Equipment and not a Datalogger

### 3.3.5 Convertor Asset Data Tab

Meter Point Information	Meter Asset Data	Daily Read Equipment Data	Convertor Asset Data
Correction Factor	1.0	Effective Date	10 Aug 2009
Serial Number	39159	Dials Corrected	7
Manufacturer	DRESSER UK	Year of Manufacture	2008
Model	I19771	Device Status	LI

The **Convertor** details are displayed

### 3.3.6 SMP Quantities Tab

SMP Quantities	Related Meter Points	SMP Annual History	SMP Monthly History	Emergency Contact	Interruption Results
SMP AQ	112233840 kWh	SMP SOQ	471839 kWh		
Formula Year SMP AQ	0 kWh	Formula Year SMP SOQ	0 kWh		
Original SMP AQ	0 kWh	Current Year Minimum SOQ	0 kWh		
CSEP Max AQ	0 kWh	CSEP SOQ	0 kWh		
MNEPOR	0 kWh	SMP SHQ	28778 kWh		

The current Annual Quantities are displayed in the **SMP Quantities** Tab. The fields here will be populated but will depend on the site type. A zero is populated if the fields are not applicable. For example, in this Class 1 site, the Formula Year SMP AQ and SOQ are not applicable and therefore shown as zero. See **Data Content** for more information.

### 3.3.7 Related Meter Points

Prime and sub sites are configured so that multiple meter points are grouped together. Where a site is part of a Prime and Sub configuration, the **Related Meter Points** sub tab is enabled.

<a href="#">SMP Quantities</a>	<a href="#">Related Meter Points</a>	<a href="#">SMP Annual History</a>	<a href="#">SMP Monthly History</a>	<a href="#">Emergency Contact</a>	<a href="#">Interruption Results</a>
MPRN		Meter Link Code			MSN
62616906		S			9310846

All meter points within the configuration are displayed. Click on the MPRN to view the Supply Meter Point details.

### 3.3.8 SMP Annual History

For NDM (Class 3 and 4 sites), the **Formula Year History** is displayed.

<a href="#">SMP Quantities</a>	<a href="#">Related Meter Points</a>	<a href="#">SMP Annual History</a>	<a href="#">SMP Monthly History</a>	<a href="#">Emergency Contact</a>	<a href="#">Interruption Results</a>
Effective Date	Formula Year SMP AQ	Formula Year SMP SOQ			
01 Apr 2017	11497 kWh	91 kWh			
01 Apr 2016	11497 kWh	91 kWh			
01 Oct 2015	11497 kWh	91 kWh			
01 Oct 2014	11265 kWh	98 kWh			



### 3.3.9 SMP Monthly History

For all sites, the rolling **AQ**, **SMP SOQ** values are displayed.

SMP Quantities	Related Meter Points	SMP Annual History	SMP Monthly History	Emergency Contact	Interruption Results
Effective Date	End Date	Field	Value		
01 Oct 2016	31 Dec 9999	EUC	12947		
01 Oct 2016	31 Dec 9999	SMP SOQ	578		

### 3.3.10 Emergency Contact

SMP Quantities	Related Meter Points	SMP Annual History	SMP Monthly History	Emergency Contact	Interruption Results
Title	Miss	Job Title	tester		
Forename	Soujanya	Contact Number	+44 (8865985555)		
Surname	Bjay	Type	TEL		

Emergency contact information is displayed if these details are held within UK Link.

### 3.3.11 Interruption Results

SMP Quantities		Related Meter Points		SMP Annual History		SMP Monthly History		Emergency Contact		Interruption Results	
Bid Number	Contract Start Date	Contract End Date	Tranche Number	Interruptible Capacity	Interruptible Days	Interruption Option Price	Interruption Exercise Price	Shipper Bid Reference	Location ID		
25	17 Feb 2012	30 Sep 2019	10	300.0	340.0	10.3	10.4	25	GT4111113		

If the supply meter point is interruptible, the **Interruption Results** tab is enabled. See the **System Glossary** for field descriptions.

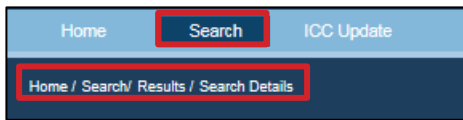
### 3.3.12 Smart Metering Data

There are data items that allow incoming External Users to identify the existence of a Smart Metering System (SMS) at a SMP. In the portfolio view, these fields are found on the **Meter Asset Data** tab.

Meter Point Information	Meter Asset Data	Daily Read Equipment Data	Converter Asset Data
Manufacturer		Correction Factor	
Model		Gas Act Owner	
Meter Type	Ultrasonic	MAM Short Code	
Year of Manufacture	Year of Manufacture	MAM EFD	
Fitted Date		SMSO ID	
Device Status		SMS Operating Entity EFD	
Number of Dials	05	DCC Service Flag	
Units		DCC Service Flag EFD	
Imperial Indicator	NO	Installing Supplier ID	
Meter Mechanism	Electronic Token Meter	First SMETS Installation Date	
Meter Capacity	6	IHD Install Status	
Location		--	

### 3.4 Search Summary

Users can navigate through each of the different tabs and sub-tabs that are available using similar methods as described above. To return to the search results screen, click on **Results** in the breadcrumbs. To restart a search, click on the **Search** tab or **Search** in the breadcrumbs.



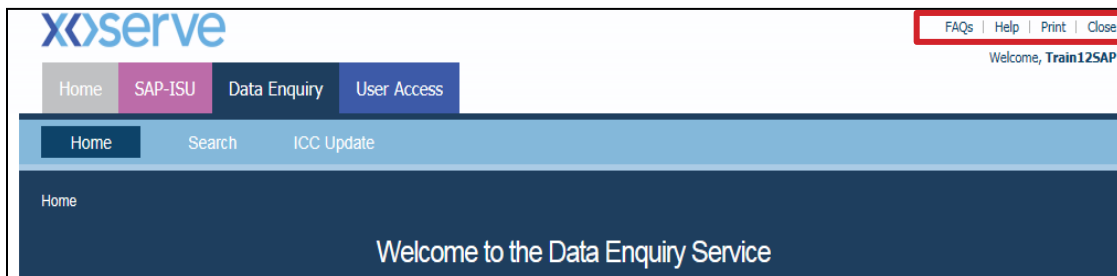
### 3.5 Address Ordering

Address ordering will be as follows (Delivery Point Alias – itself will display Plot No for iGT)

1. Sub-Building Name
2. Building Name
3. Building No.
4. DPA (Displayed in parenthesis if populated)
5. Dependent Street
6. Principal Street
7. Dependent Locality
8. Post Town
9. County
10. Postcode

### 3.6 Links

This section provides an overview of how to navigate through the DES application.



#### 3.6.1 FAQs

This link takes users to the FAQs document that provides helpful information and guidance to typical questions they may have on the service, content or procedures of Data Enquiry. Using the FAQs will assist users in navigating through the service.

#### 3.6.2 Help

This link provides users with information on how to contact Xoserve if they are experiencing any problems with Data Enquiry.

#### 3.6.3 Print

This link will take users directly to the Print set up screen (refer section 2.4.1).

#### 3.6.4 Logout

Users may click this link at any point to exit from Data Enquiry. Users will be logged out and re-directed to the Xoserve login screen.

## 4. Security

Security for Data Enquiry is managed through the Portal by authorised Local Security Officers (LSO) or Super LSO. The LSO are responsible for all account creations and deletions, changing account permissions and password reset where a user is unable to reset their own password.

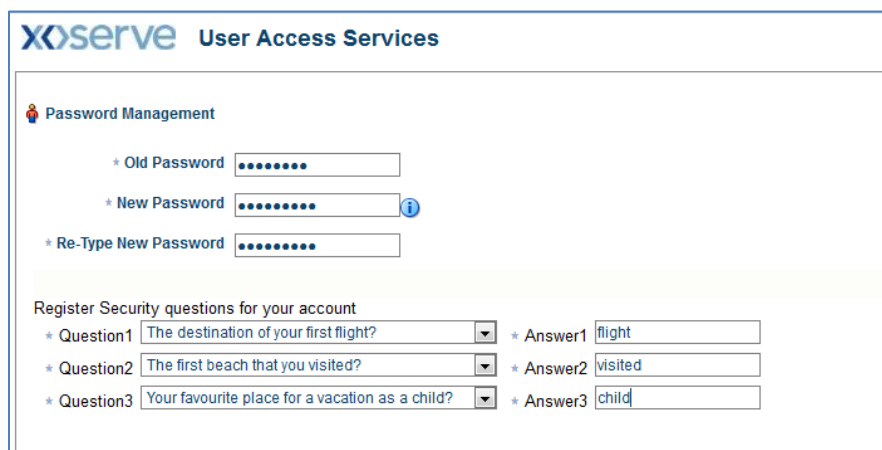
### 4.1 Create Accounts

Access the Data Enquiry Service is enabled once Xoserve has received and processed by the authorised user details from the LSO of the organisation. The organisation's LSO is responsible for creation for users in their organisation. After creating the user, the LSO assigns DES service to the user. If the user already exists, the LSO assigns the service role for DES.

The system generates the User IDs and temporary password via 2 separate emails. These are sent directly to the email address provided when the LSO registered the account access request.

First Time Login

Upon first access the user is redirected to the 'Change Password' screen.



**Xoserve User Access Services**

**Password Management**

\* Old Password

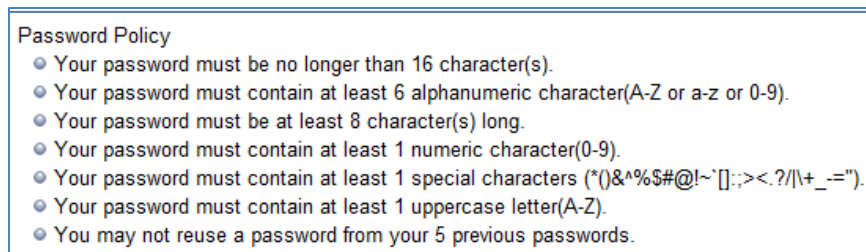
\* New Password  ⓘ

\* Re-Type New Password

Register Security questions for your account

* Question1	<input type="text" value="The destination of your first flight?"/>	* Answer1	<input type="text" value="flight"/>
* Question2	<input type="text" value="The first beach that you visited?"/>	* Answer2	<input type="text" value="visited"/>
* Question3	<input type="text" value="Your favourite place for a vacation as a child?"/>	* Answer3	<input type="text" value="child"/>

The user must enter the old (temporary) password, and a new password based on the defined password policy.



**Password Policy**

- Your password must be no longer than 16 character(s).
- Your password must contain at least 6 alphanumeric character(A-Z or a-z or 0-9).
- Your password must be at least 8 character(s) long.
- Your password must contain at least 1 numeric character(0-9).
- Your password must contain at least 1 special characters (\*()&^%\$#@!~`[]:;><./\|+\_-=").).
- Your password must contain at least 1 uppercase letter(A-Z).
- You may not reuse a password from your 5 previous passwords.

- 4.1.1** The user must also select three security questions, and provide corresponding answers. This will be used to support future self-serve password resets.

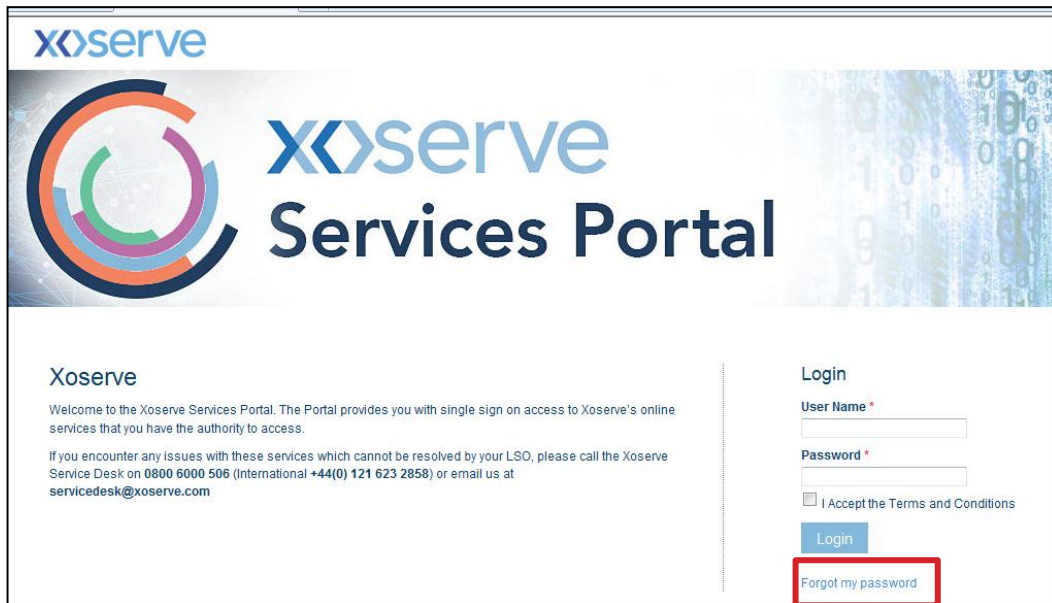
### 4.2 Delete Accounts

The LSO is also responsible for the account deletion when required.

## 4.3 Password Management

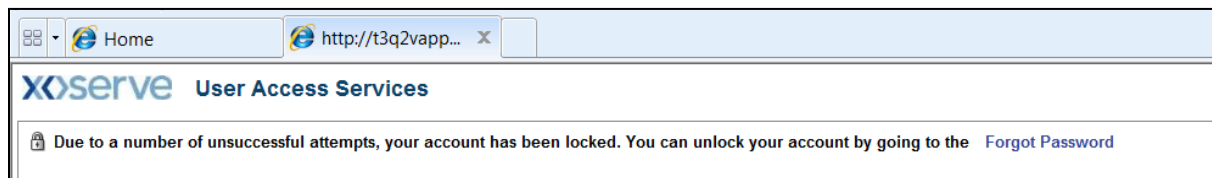
Users may reset their own password by answering some security questions correctly.

### 4.3.1 To reset your password, click on the **Forgot my password** link as shown.



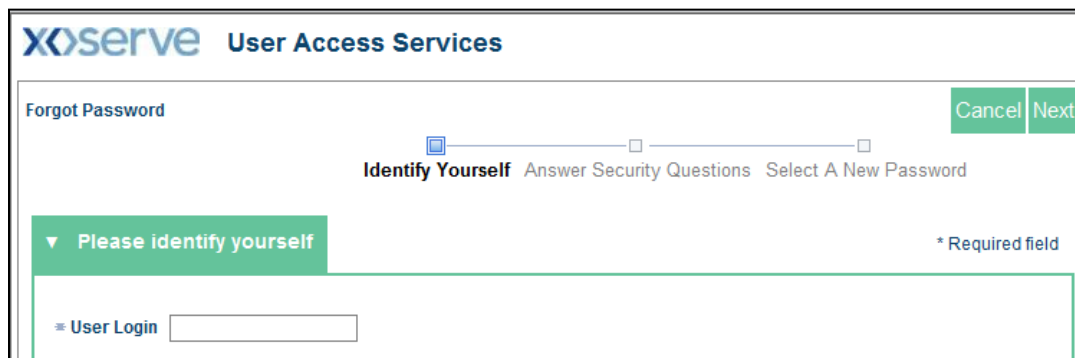
The image shows the Xoserve Services Portal login page. The header features the Xoserve logo and the text "Xoserve Services Portal". Below the header, there is a "Login" section with fields for "User Name" and "Password", a checkbox for "I Accept the Terms and Conditions", and a "Login" button. A red box highlights the "Forgot my password" link located below the "Login" button.

### 4.3.2 If you have attempted to login unsuccessfully the following will display.



The image shows a browser window displaying the Xoserve User Access Services page. The page title is "Xoserve User Access Services". Below the title, there is a message: "Due to a number of unsuccessful attempts, your account has been locked. You can unlock your account by going to the [Forgot Password](#)".

### 4.3.3 The user identification screen is displayed. Enter your user login id.



The image shows the Xoserve User Access Services "Forgot Password" screen. The page title is "Xoserve User Access Services". Below the title, there is a "Forgot Password" section with a progress bar showing three steps: "Identify Yourself", "Answer Security Questions", and "Select A New Password". The "Identify Yourself" step is currently active. Below the progress bar, there is a green button labeled "Please identify yourself". To the right of this button, there is a "\* Required field" label. Below the button, there is a text input field labeled "User Login".

4.3.4 The security questions are displayed. Enter the responses provided when setting up your account.

**XOserve User Access Services**

Forgot Password

Identify Yourself **Answer Security Questions** Select A New Password

**Please answer your security questions** \* Required field

Answer the security questions below with the answers you set during registration

\* The destination of your first flight?

\* Your favourite place for a vacation as a child?

\* The first beach that you visited?

Cancel Back Next

4.3.5 After completing the answers successfully you are prompted to enter a new password.

**XOserve User Access Services**

Forgot Password

Identify Yourself Answer Security Questions **Select A New Password**

**Please enter new password** \* Required field

\* Enter new password

\* Re-enter new password

Cancel Back Save

The password must comply with the password policy set out above (4.1).

4.3.6 When you have successfully created a new password the following will be displayed:

**XOserve User Access Services**

**Forgot Password**

Password has been changed. [Back to Login](#)

## 5. Data Content

### 5.1 Read Types Class 3 & 4

The following table provides details of the meter read type codes and Meter Reading Source for NDM – Class 3 & 4.

Code	Definition
	Received in UMR/UBR File or Xoserve file from the MRA
	<b>Meter Reading Source</b>
A	Agreed Opening Read
T	Xoserve Estimated Transfer Read
C	Customer Read (Xoserve obtained for a Prime or Sub Meter)
T	Xoserve Estimated Transfer Read
T	Xoserve Estimated Transfer Read
F	RGMA Removal Read
G	Gas Card Reading (Opening)
T	Xoserve Estimated Transfer Read
A	Agreed Opening Read (Outgoing Shipper)
E	Supplied by End User
E	Supplied by End User
T/O/F	Depending on reason for Xoserve estimate
N	Cyclic Read (Xoserve obtained for a Prime or Sub Meter)
O	RGMA Installation Read
P	Point of Sale read
Q	Shipper Provided Estimated read (Opening Read)
<b>Discontinued:</b>	
S	Shipper Provided Read (Xoserve obtained for a Prime or Sub Meter)
M	Meter Reading Organisation Read
V	Cyclic Read received in RD1 final at D -D+5 of a transfer
M/E/R	Depending on Source received in the file.
R	Remote Reading Equipment Read
R	Remote reading Equipment Read (Opening)

## 5.2 Read Types Class 1 & 2

The table provides details of the meter read type codes for DM – Class 1 & 2.

Read Type	Reason
A	Actual Read
B	Better Estimate Read
E	Estimate Read
F	Final Read (for an asset update on the system – meter/Convertor exchange)
O	Opening read (for an asset update on the system – meter/Convertor exchange)
P	Prorated Read
R	06:00 reading following a Resynchronisation
S	Site Visit Reads

## 6. System Glossary

### 6.1 Meter Point Information

Field	Description
<b>Bypass Fitted</b>	Device installed to ensure continued gas flow during meter maintenance or exchange.
<b>Confirmation Effective Date</b>	The date that the site goes live with the requesting Shipper
<b>Confirmation Reference Number</b>	Reference Number that is given to Shipper when site is confirmed
<b>Meter Link code</b>	F (Free Standing), P (Primary Meter), S (Sub-Meter)
<b>UPRN</b>	Unique Property Reference Number
<b>Seasonal Large Supply Point Indicator</b>	Y if the site has an AQ > 73,200kWh
<b>Twin Stream Indicator</b>	Is there more than one meter at the supply point Y/N?
<b>Shared SMP Indicator</b>	Is the supply point shared by more than one Shipper Y/N?
<b>Emergency Contacts</b>	Names and telephone numbers of staff who can be contacted in case of emergency with the gas supply or to gain entry to the site to check the meter. Usually on Large sites.
<b>Exit Zone</b>	A geographical gas distribution area (wholly contained within a network) which groups together Supply Points which, on a peak day receives gas from the NTS offtake point(s). Supply points in the same Exit Zone attract the same Exit capacity charge rate.
<b>iGT</b>	Independent Gas Transporters
<b>IGT short Code</b>	Short code given to independent gas transporters
<b>EUC</b>	End User Category
<b>EUC Effective Date</b>	The Date that the current EUC becomes Live
<b>Supply Point EUC</b>	The group in which each non-daily metered customer is placed for demand attribution and invoicing purposes because they have similar patterns of demand.



## 6.2 Meter Asset Data

Field	Description
<b>Location ID</b>	Specifies location in the Network area that the interruption can take place (Network Operator Short Code followed by 6 digit unique number)
<b>LDZ</b>	Information relating to which part of the country that the site is in, SC (Scotland), NO (Northern), NE (North East), NW (North West), WM (West Midlands), EM (East Midlands), EA (East Anglia), NT (North Thames), WN (Wales North), WS (Wales South), SW (South West), SO (Southern), SE (South East)
<b>Correction Factor</b>	This is applied to meter points to compensate for temperature and pressure which has an effect on the volume of gas passing through a meter.
<b>Fitted Date</b>	Date meter fitted
<b>Gas Act Owner</b>	Owner of Meter : T (transporter), S (supplier), C (consumer), U (unknown)
<b>Imperial Indicator</b>	Imperial meter measured in cubic feet, Metric meter in cubic metres
<b>Location</b>	The physical location of the meter and access instructions for the meter reader.
<b>MAM ID</b>	Meter Asset Manager ID
<b>Manufacturer</b>	Name of company that made the meter
<b>Meter Capacity</b>	The maximum volume of gas that can pass through the meter in 1 hour
<b>Model</b>	Model of meter
<b>Number of Dials</b>	Meter read digits
<b>Units</b>	Units are read in 1's, 10's, 100's or 1000's, dependent upon whether the meter is imperial or metric
<b>Year Of Manufacture</b>	Year the meter was made
<b>SMSO ID</b>	Smart Metering Service Operator (SMSO) identification.
<b>SMS Operating Entity EFD</b>	Smart Metering Service Operator Effective From date. This is the date the SMSO take responsibility for the SMART meter.
<b>DCC Service Flag</b>	Data Communication Company flag - the DCC is the organisation that will take responsibility for SMETS compliant SMART meters post 2014.
<b>DCC Service Flag EFD</b>	The date that the DCC takes responsibility for the site.

Field	Description
<b>Installing Supplier ID</b>	The Smart Meter Supplier ID.
<b>First SMETS Installation Date</b>	The date that the Smart Meter was installed
<b>IHD Install Status</b>	In Home Display installation status

### 6.3 Converter Asset Data

Field	Description
<b>Dials Corrected</b>	Number corrected of dials
<b>Convertor</b>	A device which takes into account altitude, variations in temperature and pressure and converts the meter consumption into a corrected consumption.
<b>Effective Date</b>	Date when Convertor was fitted
<b>Manufacturer</b>	Company that made the Convertor
<b>Model</b>	Model of Convertor
<b>Serial Number</b>	Serial Number relating to this Convertor
<b>Year of Manufacturer</b>	The year the Convertor was made
<b>Correction Factor</b>	Calculation to correct consumption for Pressure/Temperature/Compressibility
<b>Device Status</b>	Convertor status: LI-ve, DE-ad, RE-moved

### 6.4 Daily Read Equipment Data

Field	Description
<b>Daily Read Equipment</b>	A device that counts pulses from the meter and downloads the information through a telecoms line
<b>DRE Number</b>	Daily Read Equipment Serial Number formally AIS Number
<b>Manufacturer</b>	Company that made the Daily Read Equipment
<b>Model</b>	Model of Daily Read Equipment
<b>Telemetered Site Indicator</b>	Is the site telemetered Y/N? Energy is provided rather than reads
<b>AMR Indicator</b>	Is the DRE Automated Meter Read equipment Y/N? AMR equipment is treated in the same way as DRE.
<b>AMR Effective Date</b>	The date that the AMR equipment was installed

## 6.5 SMP Quantities

Field	Description
<b>Annual Quantity – DM</b>	AQ is the amount of gas the customer uses per year measured in Kilowatt Hours (KWh) for a Daily Metered (DM) site. DM sites have a Daily Read Equipment fitted with them, which provides daily reads.
<b>SMP AQ</b>	AQ is the amount of gas the customer uses per year measured in Kilowatt hours (KWh) for a Non Daily Metered (NDM) site. NDM sites have either monthly or quarterly read. Annual Quantity for an individual Meter Point
<b>Formula Year SMP AQ &amp; SMP SOQ</b>	For NDM sites only. The AQ and SOQ snapshot used for billing purposes.
<b>Current Year Minimum SOQ</b>	Current year minimum replaces the Bottom Stop SOQ. Once energy is closed out (D+5) if the daily consumption is > CYM, CYM is updated but will be capped at the PMSOQ.
<b>MNEPOR</b>	Maximum Network Exit Point Offtake Rate

## 6.6 Interruption Results

Field	Description
<b>Interruption</b>	A site > 5.86m kWh that has a Contract with the Network Operator to have its gas supply interrupted during periods of high usage
<b>Bid number</b>	Unique system generated number for individual bid.
<b>Contract End Date</b>	Date Distribution Network Interruption Contract ends
<b>Contract Start Date</b>	Date Distribution Network Interruption Contract started
<b>Interruption Contract</b>	Contract in place allowing networks to interrupt in times of need
<b>Interruption Contract Exists</b>	Y= Yes N = No
<b>Interruptible capacity</b>	Interruptible capacity kWh agreed in contract available for interruption - may have several tranches
<b>Interruptible days</b>	Maximum amount of days that may be interrupted as agreed in the contract
<b>Interruption Exercise Price</b>	'Exercise' payments are based on each Gas Day (5:00am – 4.59am the following day) that the interruption occurs
<b>Interruption Option Price</b>	'Option' payments occur as part of the contract for the supply meter point irrespective of any physical interruption which takes place

Field	Description
<b>Shipper Bid Reference</b>	Unique bid number generated by Shippers
<b>Tranche Number</b>	Up to 9 tranches of interruptible capacity are allowed for one contract

## 7. **Contacts**

For any queries or LSO issues with logging on, please contact Xoserve at:



Xoserve  
65 New Road  
Solihull  
B91 3DL



0121 623 2481



<http://www.xoserve.com>



If you experience any issues with the service, please contact the  
Xoserve Help Desk:  
Tel: 0845 600 0506 or  
email: [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com)