

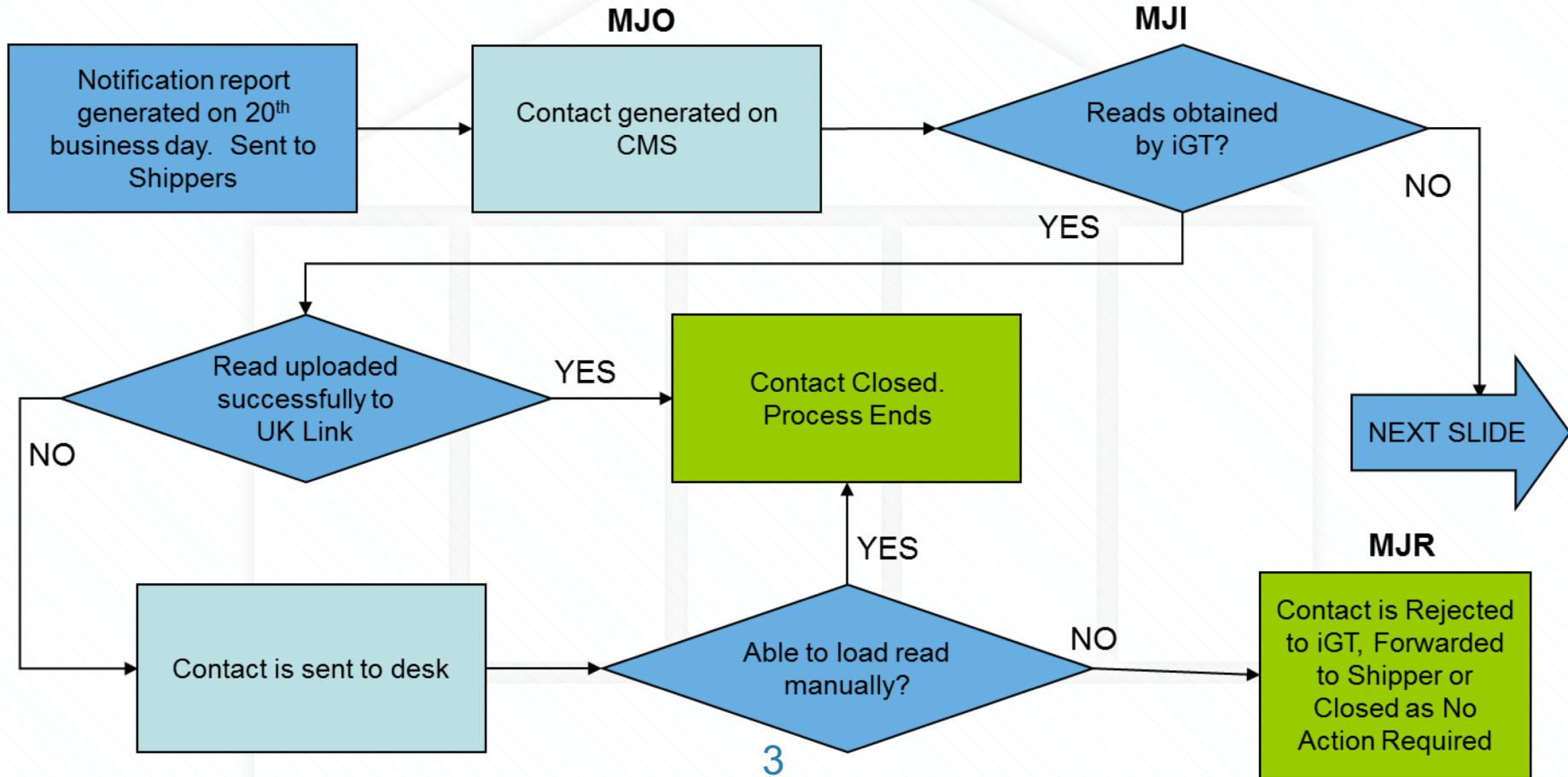


## **Must Read Process Guide for IGTs**

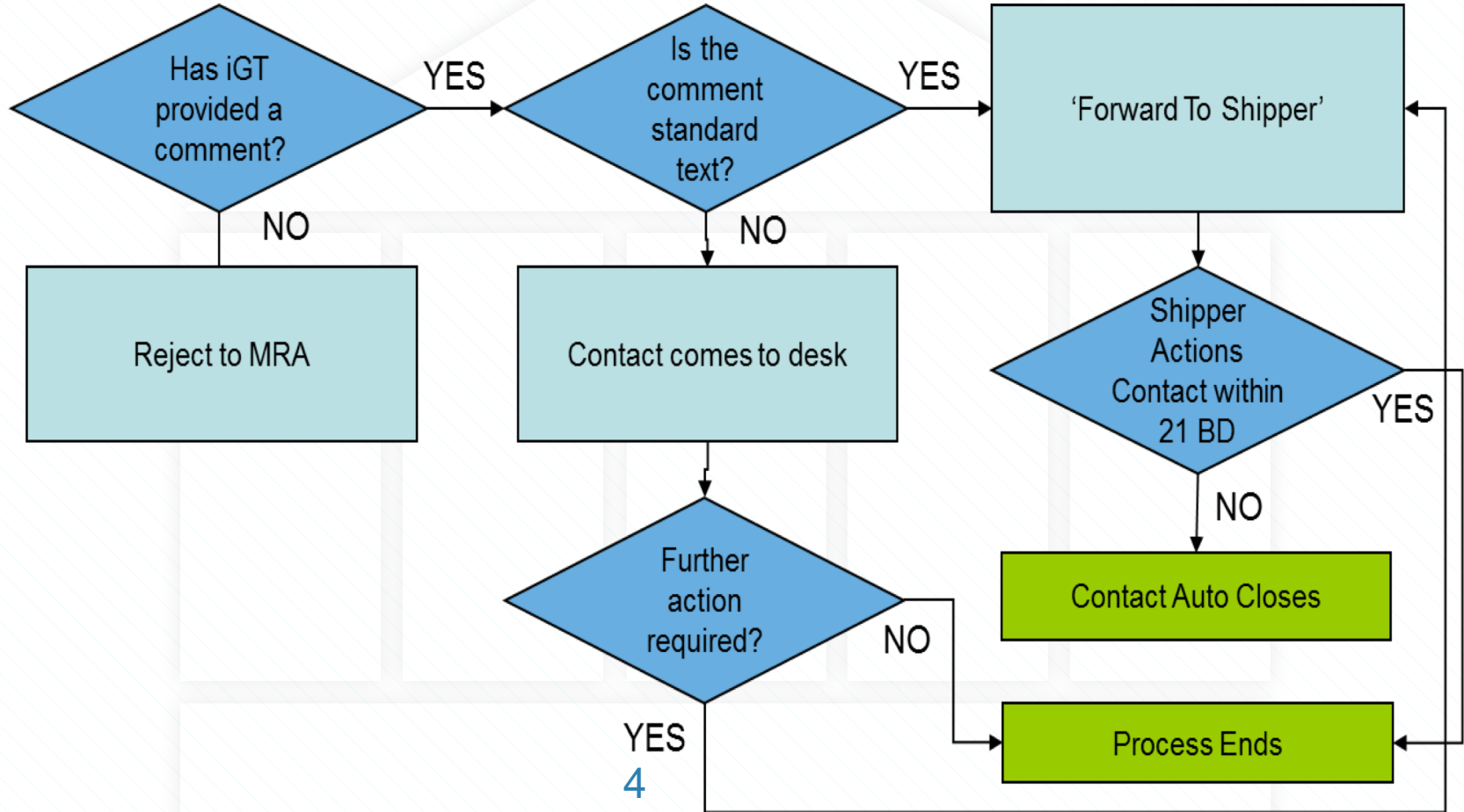
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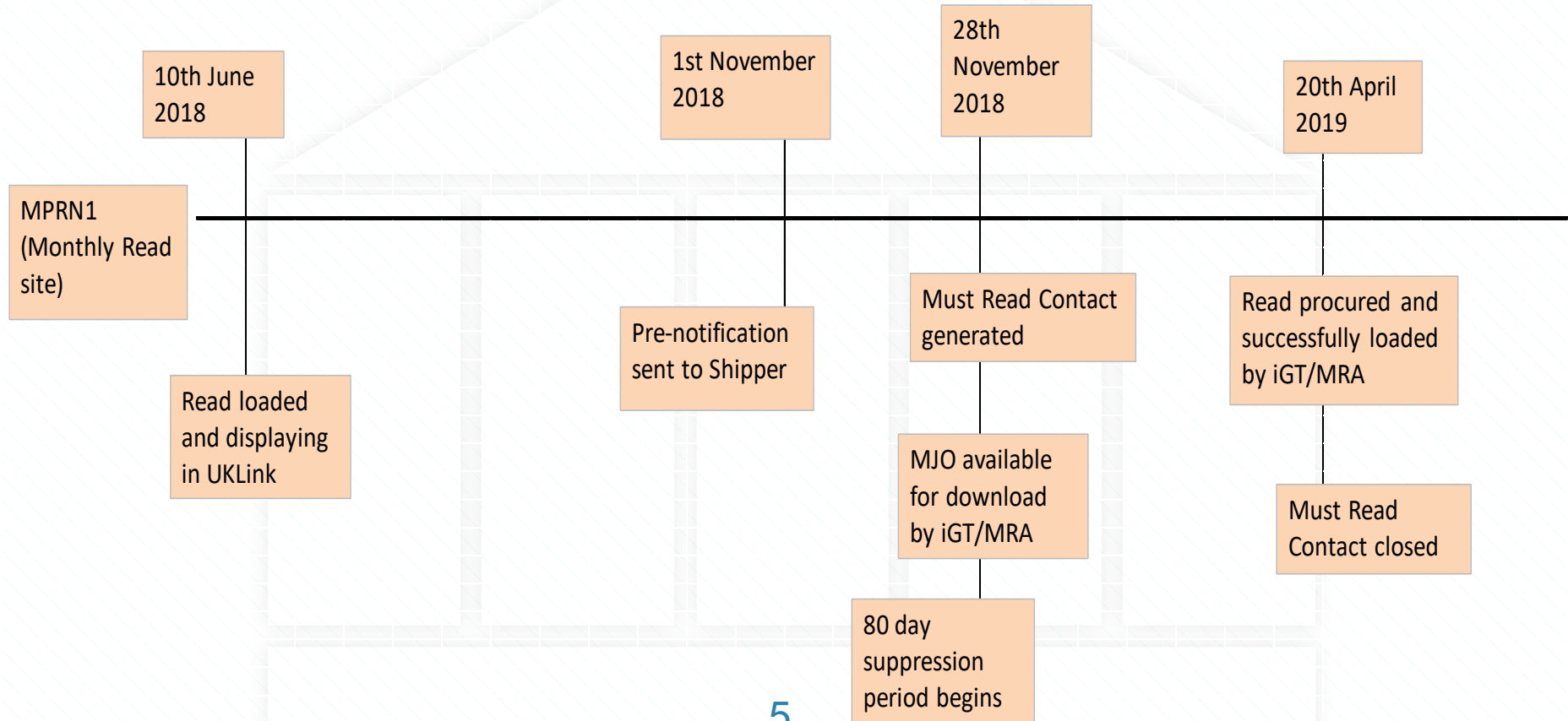
# Process overview



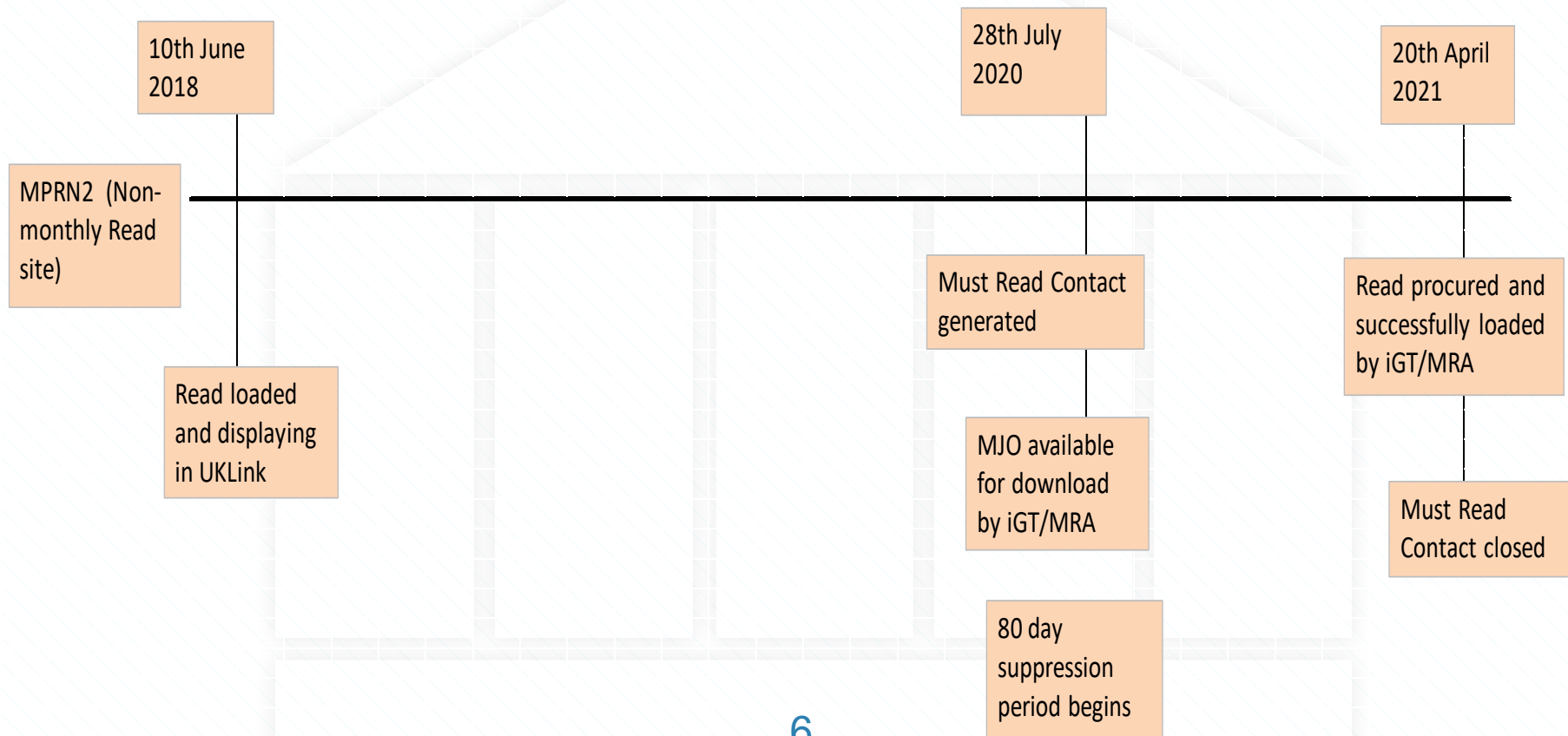
# Process overview continued...



# Timeline (Monthly read supply point)



# Timeline (Non-monthly read supply point)



# 80 Day Suppression

- An 80 business day suppression period begins from the point the Contact Reference Number (CRN) is generated
  - The same MPRN will not appear in CMS until this period has passed
  - For example, 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 example of the Must Read 80-day suppression is provided in the attached Excel spreadsheet.



# 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 and providing a window of opportunity to Shipper organisations to load a read to UK Link before the SMP becomes part of the Must Read process.



# Notification

On the 20<sup>th</sup> business day Must Read Contacts are generated in Contact Management Service (CMS) and become available for download by Meter Read Agents (MRA)/Gas Transporters (GTs)/Independent Gas Transporters (IGTs) so they may procure a read. Additionally, Xoserve produces the Must Read Notification reports and sends to Shippers.

The Notification report will also detail 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.

Please note at this stage the loading of valid read to UK Link via RGMA will not remove the SMP from the Must Read process.

# IGT activities

To support the Must Read process the following activities are required to be undertaken by an IGT.

- Download file in CMS on/after 20<sup>th</sup> business day
- Procure reads
- Upload return
- Check for rejections (record and file)

A guide has ben provided for further information on downloading files and returning reads

# 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 of the recognised issues within the process is 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
- A document has been produced to provide instruction on this:



# Rejections (CRN level)

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.

# Invoicing

- Each month, Xoserve will issue the invoice on behalf of the GTs for all SMPs which attracted a Must Read charge in the previous month. Each GT have their own procurement charges, these are detailed in their yearly charging statements published online.
- Additionally, each month, Xoserve will also issue their Xoserve Must Read Admin Charge. Please note that the Xoserve Admin Charge will include IGT SMPs.
- Where the SMP has transferred between Shippers from when the Must Read was generated, the procurement charge will be invoiced via ad hoc invoicing process to the incumbent Shipper at the time of the Must Read generation.

# 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 UK Link	NO
QCAW	Quality Check Awaiting	NO
QCFL	Quality Check Failed	NO

# Case event descriptions (CEDs) continued

STATUS CODE	DESCRIPTION	VISIBLE TO iGT
QCFL	Quality Check Failed	NO
QCPD	Quality Check Pending	NO
REJD	Read rejected from UK Link. (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



# Contact Us

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

- **[Mustreads.spa@xoserve.com](mailto:Mustreads.spa@xoserve.com)**

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

- **[0121 713 4903](tel:01217134903)**

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.