Dead to Live (DTL) Process

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Purpose of the document

This document will:

- Provide clarity on the purpose of the process

- Detail the investigations and actions incumbent on each stakeholder

- Highlight linkages with other processes and downstream impacts

- Provide hints, tips, and guidance

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When a DTL should and should not be raised

A DTL should only be raised when:

- A Shipper believes that an MPRN, that currently has Meter Point (MP) of DEAD on UKLink, was set to DEAD *in error* by the Network/iGT

- The Supply in question was *not* disconnected and replaced by a new Supply. If a new Supply was installed, a new MPRN will be provided by the accredited company that laid the service

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When a DTL should and should not be raised…

A DTL should *not* be raised when:

- The service was physically disconnected and a new Supply was installed in its place

- There is a different service installed but the Shipper wishes to retain the history and is currently billing their customer on the DEAD MPRN. The new MPRN must be used and the Shipper should withdraw from the DEAD MPRN

The Process

- Shipper will raise the Contact ensuring it fits the description of what a DTL is and includes the required justification (see required detail slide)

- On receipt of the Contact, Xoserve will check if there was a previously raised Isolation (ISO) Contact.
  - If yes, and found Valid, the DTL will be closed as a Shipper initiated investigation by the Network/iGT will have already found the Service Pipe to be DEAD
  - If yes, and ISO found Invalid, the DTL investigation will continue
  - In no ISO found, the DTL investigation will continue

The Process cont…

- Xoserve will check for another MPRN existing on UKLink at the same address and will state in the 'Additional Information' field on the Site Visit (SV) request whether it was created via the MNC or FOM process, along with the date the MP was set to DE
  - The purpose of this is that an MPRN created via the FOM process would suggest a new Supply, while an MPRN created via the MNC process would suggest an already existing Supply i.e. an MNC would suggest it is more likely, *but not prove*, that the original MPRN *may* have been set to DEAD in error

- The Network/iGT, on receipt of the SV, will check their records, and if this negates the requirement for a Site Visit, they can return the Contact with full response to Xoserve

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The Process cont…

- If the Network/iGT's system investigation does not provide conclusive proof one way or the other, they may carry out a Site Visit

- The Network/iGTs will then return their findings to Xoserve
  - If the Network/iGT finds the request to be Valid, they will set the MP to LIVE and return to Xoserve to close the Contact
  - If the Network/iGT finds the request to be Invalid, Xoserve will close the Contact as Invalid and provide the findings of the Network/iGT to the Shipper

Required detail for successful submission

- Provide detail of why it is believed that the MPRN is LIVE
  - This means *specifically* the MPRN on which the DTL Contact is being raised, *not* just that there is a LIVE Supply at the premise

- The detail may include:
  - Information provided by an end user
  - Evidence from Shipper initiated Site Visit
  - Any pertinent detail provided by a Meter Reader
  - Whether there is more than one Supply at the premise
  - Detail of any work that was carried out on the Supply, that was not a disconnection but may have seen the MP incorrectly updated to DEAD

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Desired detail on Network/iGT responses

- Not just stating there is a LIVE Supply but confirming the MPRN(s) that are LIVE

- If the MPRN on the DTL request is found to be genuinely DEAD, state any pertinent detail if known e.g. if there was re-development of the premise e.g. house to flats

- If there is a LIVE Supply, state when and why the service was installed

- If captured, Detail of Devices, any read information, and the MPRNs on which they're installed (The contact is essentially to confirm the status of pipework, not asset detail)

- State if the evidence provided is from records or a Site Visit

Detail that would benefit from inclusion of the desired detail

- Only acknowledging that there is a LIVE Supply

- Stating that there has been a LIVE/dead check, or that a GSR found a LIVE Supply
  - This neither proves nor disproves that that the original MPRN was incorrectly set to DEAD*
  - This neither proves nor disproves that there is a new/different LIVE Supply*

* though further detail may not be available

MNC investigation finds a potential DTL scenario

If, during an MNC Contact investigation, the Network/iGT identifies there is an existing MPRN, currently DEAD on UKLink, that should be LIVE, the following actions will be carried out:

- If there is only one supply at the premise:
    - The Network/iGT will confirm to Xoserve which MPRN this relates to
    - Xoserve will set the MPRN to LIVE
    - Xoserve will inform the MNC raising Shipper and advise them to Confirm
    - The MNC will be closed as Invalid

MNC investigation finds a potential DTL scenario cont…

- If there is *more than one* LIVE Supply at the Premise
  - The Network/iGT will advise Xoserve of the MPRNs that relate to the LIVE services
  - Xoserve will create the MPRN on UKLink
  - Xoserve will set the DEAD MPRN back to LIVE
  - The Shipper will be advised of the MPRNs at the premise and advised to Confirm the MPRN(s) they require
  - The MNC Contact will be closed as Valid

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Creating a Duplicate situation

- Setting an MPRN back to LIVE can result in a duplicate situation on UKLink (most likely on a single Supply premise)

- This may happen where MP was set to DEAD in error and a Shipper has since requested the creation of a new MPRN to compensate

- In these instances, the following actions will be taken where the DTL was found Valid:
  - If the new MPRN is not, and has never been, confirmed, Xoserve will set the MPRN to Extinct
  - If the other MPRN is confirmed by the same Shipper that raised the DTL, the same Shipper shall raise a Duplicate (DUP) Contact via CMS
  - It the other MPRN is confirmed by a different Shipper, the DTL raising Shipper will need to Contact that Shipper to determine who has the valid Contract

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Hints & Tips - Shipper

- Check Data Enquiry before submitting the Contact to look for another LIVE and existing MPRN

- If there is nothing to suggest an MPRN was set to DEAD in error, but it's believed there's a LIVE Supply, use the MNC Offline process instead

- Check that your organisation didn't previously raise an ISO Contact on the MPRN that resulted in the MP Status being set to DEAD, following the Network/iGT's investigation

- Check with the end user if they have had any work done which may suggest that a Supply was Disconnected and replaced

- Do not raise a DUP Contact before having the outcome of a DTL Contact

- Prior to sending a DTL, check with the end-user to see if they can identify a tag on the Supply which determines the MPRN

- Always provide End-User contact details where possible

- Ensure the address provided is entirely accurate

- Provide any evidence to support the challenge to the status of the Supply

Guidance notes – Network/iGTs

- A LIVE MPRN already existing on UKLink is *not* conclusive evidence that the DTL is Invalid

- Finding there is a LIVE Supply but not another MPRN existing on UKLink is *not* conclusive evidence that the DTL is Valid

- If there is an alternative MPRN on UKLink, on a single Supply premise, that was created via the MNC process, this is *more likely* to be a valid DTL. The Network should set the MPRN to Live and, depending on its Confirmation status, the new MPRN should be set to EX

- If there is an alternative MPRN on UKLink, on a single Supply premise, that was created via the FOM process, this is *less likely* to be a valid DTL as it points to a new Supply being installed

Guidance notes – Network/iGTs cont…

- If there was an ISO Contact, raised by the DTL raising Shipper, that was found Valid, this is less likely to be a Valid DTL

- If the investigation finds that the MPRN should in fact be set to Capped, not LIVE, the Contact is Valid
  - Provide the detail in the response and Xoserve will set the MPRN to LIVE, then Capped and close the Contact as Valid

Contact us

- If further assistance is required or you would like to discuss the process in further detail, please do not hesitate to contact Customer Data Services:

  - **Telephone:** CMS Helpline: 0121 713 4903

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