Coronavirus (COVID-19) Customer Update – 1st February 2021

Dear Customers,

I’d like to share our latest update as we continue to support you through the ongoing challenges and impacts of the coronavirus (COVID-19) pandemic.

The one remaining COVID-related UNC Modification [(0730V - COVID-19 Capacity Retention Process)](https://www.gasgovernance.co.uk/0730) was voted on at UNC Modification Panel on 21st January. Panel members did not recommend its implementation, but it will now go to Ofgem for their final decision, as it is not following the self-governance process.

As all the home nations remain under national coronavirus lockdown restrictions,  the temporary facilities introduced last year by Urgent Modifications [0722](https://www.gasgovernance.co.uk/0722) and [0723](https://www.gasgovernance.co.uk/0723) are still available, although they can only be used by sites that are **mandated to be closed** by the latest regulations from the appropriate regional Government (or Local Authority). This means that submission of Estimated Meter Readings as actuals and use of the Isolation Flag for low/non-consumption can only be used for sites which are not permitted to open. National UIG levels do not appear to have dropped significantly, but COVID-19 is only one contributing factor to UIG. We publish an update to the tracking graphs around the middle of each week under [UIG Useful Links](https://www.xoserve.com/services/issue-management/unidentified-gas-uig/#useful-links) .

Whilst we fully appreciate the difficulties the gas industry and wider economy are experiencing with business closures and access issues, we are encouraging all our customers to review their portfolio for sites without valid meter reads for many months. As the annual change in the Code Cut-off Date (the ‘Line in the Sand’) approaches on 1st April 2021, all billing periods up to and including March 2018 will ‘time out’ on that date and can’t be reconciled. There are currently over 400,000 live gas sites without a valid read since that date in our UKLink system. Please contact your [Xoserve Customer Advocate Manager](https://www.xoserve.com/about-us/your-customer-team/) for advice and assistance on how to identify these sites and how to address them.

Our next update will be on **Monday 15th February.** If you have any queries in the meantime, about our continuity planning, please email [Covid19Enquiries@xoserve.com](mailto:Covid19Enquiries@xoserve.com). We’ll respond to every email we receive within 24 hours.

Kind regards,

Andrew Szabo | **Chief Customer Officer**