

M Number Creation (MNC) User Guide for Shippers

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1. Introduction

This User Guide provides an overview of the process to be used when a Shipper requests Xoserve to create a Meter Point Reference Number (MPRN) for a Live Supply Point where UK Link has no live record. The Supply Point may or may not have a Meter Asset attached.

This process is not for new connections. Where a new connection has been performed (including flat conversions) and the MPRN is known from the tag on the service, a FOM Contact should be raised by the Utility Infrastructure Provider (UIP) via the Contact Management Service (CMS).

We would welcome any feedback which could further enhance this document to support the efficient operation of the service and its integration into the day to day processes of your organisation.

2. MNC Process

Using the M Number Creation Excel template, the Shipper provides the necessary Mandatory, Fast Track and Optional Data.

The template should be attached to an email and sent to xoserve.mprncreation@xoserve.com.

Once logged into the M Number Database, each Contact will be assigned a Unique Reference Number (URN). Xoserve will carry out validations against Mandatory Data, PAF validity, duplicate Supply Points and duplicate submissions.

Contacts that pass the validations will be referred to the relevant Network to carry out further validations against their systems, and where necessary, conduct a site visit. Those which fail the validation will be rejected to the requesting Shipper user with an appropriate rejection reason and the Contact will be closed.

If the Contact is referred to the Network, they will provide a response to Xoserve. This is either to confirm the request is valid or to reject the request as invalid while providing a rejection reason.

Xoserve will create an MPRN for those requests that have been deemed valid by the Network and notify the requesting Shipper user. Alternatively, the request will be rejected to the raising Shipper user with the rejection reason. The Contact will be closed in either scenario.

3. Submitting Contacts and Receiving Responses

3.1 Templates

All submissions must be made using the M Number Creation (MNC) template attached to an email.

All responses will be sent on the MNC template attached to an email.

Specific naming conventions are preferred when submitting the Contact and all responses will be given using a specific naming convention:

Shipper to Xoserve – SSC.DDMMYYYY.MNC.xls
Xoserve to Shipper –
SSC.DDMMYYYYNNN.RES.xls

Before submitting, the Shipper user should appropriately update the file name as shown below:

SSC (Stakeholder Short Code)
DD (Day)
MM (Month)
YYY (Year)

3.2 Data for Submission and Response

3.2.1 Mandatory Data

The following data is mandatory or conditional mandatory. If any mandatory data is missing the Contact will be rejected at the first Xoserve validation stage.

'Building Number' and 'Building Name' are dependant on the other being provided or not. 'Meter Serial Number', 'Meter reading' and 'Meter location' are conditional on whether there is a 'Meter present'.

Mandatory	
Stakeholder Short Code (SSC)	Principal street name
End-User name	Post town
End-User telephone number	Postcode
Originator name	MPRN on the service label of meter
Originator email address	Meter present (Y/N)
Originator telephone number	Meter serial number (Conditional if 'Meter present' selected)
Meter Point Annual Quantity (AQ)	Meter reading (Conditional if 'Meter present' selected)
Distribution Network	Meter location (Conditional if 'Meter present' selected)
Type of service	Type of property
Building number (Conditional)	New build (Y/N)
Building name (Conditional)	Renovation (Y/N)

3.2.2 Fast Track and Optional Data

Fast Track data, as shown below, can be provided to assist the Network in their investigations as to whether the request is valid. It may be that this additional data means the investigation can be completed satisfactorily without need for a site visit or that they are able to more easily gain access to a property in the event a site visit is deemed necessary.

Fast Track	Optional
End-User email address	Sub-Building name
Age of property	Dependant street
Number of floors within property	Dependant locality
Number of existing gas meters within property	Service lay additional information
Additional information	Delivery point alias

3.2.3 Response Data

Depending on the outcome of the investigations, the Shipper will receive the following information:

Response
Network Decision
Resolution Text
Additional Response
MPRN Created
Unique Reference Number

3.2.4 Field Lengths

Mandatory	Data items which are required in order to process the MNC
Conditional Mandatory	Data items which are required based on the population of certain mandatory fields to process the MNC
Fast Track	Data items provided which will aid the process/decision making validity
Optional	Data items provided where applicable/available

Shipper Populated Fields:

Field Name	Format	Characters
Stakeholder Short Code (SSC)	Text	3
Originator name	Text	25
Originator email address	Text	25
Originator telephone number	Numeric	15
Meter Point Annual Quantity	Numeric	10
Distribution Network	Drop-Down	N/A
Type of service	Drop-Down	N/A
Building number	Numeric	5
Building name	Text	50
Delivery point alias	Text	50
Sub-Building name	Text	50
Principal street name	Text	50
Dependant street	Text	50
Dependant locality	Text	50
Post town	Text	30
Postcode	Text	8
End-User name	Text	30
End User Telephone	Numeric	15
End User-email address	Text	25
MPRN on the service label of meter?	Drop-Down	N/A
Meter present?	Drop-Down	N/A
Meter serial number (if meter present selected)	Text	20
Meter reading (if meter present selected)	Numeric	10
Meter Location (if present)	Drop-Down	N/A
Service lay additional information	Text	255
Type of property	Drop-Down	N/A
New build	Drop-Down	N/A
Renovation?	Drop-Down	N/A
Age of property	Numeric	4
Number of floors within property	Numeric	4
Number of existing gas meters within property	Numeric	4
Additional information	Text	255

Network Populated Fields:

(These fields will only be seen on the response file received from Xoserve)

Field Name	Format	Characters
Network Decision	Drop-Down	N/A
Resolution Text	Drop-Down	N/A
Additional Response	Text	255
MPRN Created	Numeric	10
Unique Reference	Numeric	8

4. Rejection Reasons

If a request is rejected, Xoserve will provide one of the following reasons:

- Illegal connection identified
- Address amendment required
- Check Meter found
- Dead Supply found
- Duplicate Contact
- MPRN already exists
- Duplicate with new build (FOM)
- Gas cut off, apply for new connection
- No access
- No access with contact details provided
- No supply at property
- iGT supply
- Shipper / End user terminated request

5. Hints and Tips

- Thoroughly interrogate the Data Enquiry Service (DES) to ensure there is not already a live service
- If there is a DEAD MPRN for the same service on UKLink, and it is believed that this service is LIVE, use the Dead to Live (DTL) CMS Contact Code to change the Meter Point Status back to live and confirm
- Ensure all mandatory data fields are populated
- Ensure that the correct naming convention of the file is used
- Retain the file name for each contact when enquiring about an outstanding request
- Ensure any spellings of names and email addresses are accurate
- Check your records to ensure there is not an outstanding request for the creation prior to submission
- Ensure the address is Postal Address Format (PAF) valid and on the Royal Mail website. If this is not the case, please arrange for this to be corrected on Royal Mail before submitting the MNC request. This should take approximately 5 business days according to the Royal mail
- To identify the correct Distribution Network, identify a neighbouring address on the Data Enquiry Service

6. Frequently Asked Questions

Q. Why is this process no longer managed via Contact Management Service?

A. It has been determined that MNCs require a referral to the Network to investigate the validity of the request.

This decision was made following research into CMS that found a high percentage of MNC requests were illegal connections or duplicated with a new build property.

Checking this information is not something that Xoserve is able to carry out directly, hence the need to refer to the Network to interrogate their systems and/or conduct a physical site visit.

Q. Why are the 'End-User name' and 'End-User telephone number' now mandatory data items? As the Shipper, we do not always have this detail.

A. In order to resolve some requests, either with or without a Site Visit, the Network will require contact details. Having this detail will enable the Network to contact the relevant people and make enquiries. This may be just a phone call direct to ask for some detail, or it may be necessary to call to arrange a site visit if other investigations are unable to determine the legitimacy.

It is appreciated that the End-User will not always be known, therefore, the Shipper should supply the details of whomever they have been engaging with that led to the request e.g. an energy broker

Q. What is the route of appeal?

A. There are occasions when the Shipper may not agree with the response and wish to challenge. In the first instance, this challenge should come to Xoserve to see if it can be resolved without referral. This would apply to Contacts deemed Invalid by either Xoserve or the Network

If Xoserve is unable to resolve the challenge, the Network User, that provided the original Network response, will be asked to contact the raising Shipper User.

Q. What if the address isn't on the Royal Mail website but it is definitely the correct address?

A. Xoserve will accept Contacts where the address is not on the Royal Mail website in the following circumstances:

- Proof is provided that the Royal Mail have agreed to update their website with the requested address
- Multi or communal occupancy i.e. where there is one post box that serves multiple premises
- Churches
- Any premise for which it would be reasonable not expect there to be post delivered

Evidence to back up a request can be provided by sending to the MNumber submissions box, ensure it is referred to within the 'Additional information' field on the Contact

Q. If a GT1 check has been carried out, is a MNC contact still required?

A. A GT1 check does not prove the legitimacy, or otherwise, of a Supply Meter Point (SMP). The GT1 check only checks the pressure in an area and is not specific to any one SMP.

Therefore, if GT1 check has taken place, it will not result in the Network creating the SMP on UK Link.

Q. If a Live/Dead check has been carried out, is a MNC contact still required?

A. A Live/Dead check will not prove the legitimacy, or otherwise, of a SMP in all cases. Whether a Network is able to prove the legitimacy of a SMP during the Live/Dead check will depend on different factors. If the check does find that the SMP is legitimate, then the Network may have the SMP created on UK Link. If they haven't been able to determine the legitimacy, and an MPRN hasn't been created on UK Link, then the MNumber creation request is still required from the Shipper.

However, if a Live/Dead check has been completed, there is value in quoting the reference number in the 'Additional information' field of the request as this may assist in the Network's investigations and expedite a response.

In addition, Networks will no longer reject a Contact referral because a Live/Dead check has not been carried out. Regardless of whether there has been a check, the Network will continue to investigate to a full resolution.

Q. Is it possible to expedite a request for high priority customer?

A. Although there is no 'high priority' selection, providing information about the customer and why they may be considered a high priority or vulnerable will see the Networks use the information to prioritise their investigations.

Q. Will this be only for new connections, or would this also be used for 'Found Meters'?

A. This process is to be used when a Live Supply Point has been found but there is no record of it on UK Link. These will be 'un-tagged' services. The Supply Point may or may not have a Meter Asset attached. Any new connections should continue to have the MPRN created via the FOM CMS process as they are currently.

Q. Is there value in adding a further column to the template to contain the MAM ID that is appointed to the supply point?

A. It is expected that Shippers will have undertaken all the prior checks and carried out necessary research before raising an MNC request. One of those checks would be liaising with the appointed MAM (if known).

However, there is the option to include the MAM ID in the 'Additional Information' field and this may add value to the Network's investigation.

Q. Is there an obligation on shippers to register the MPRN once created? Will it be forcibly registered if not?

A. If a newly created Supply Meter Point (SMP) / M Number is not confirmed then it will appear as one of the Unregistered Shipper Activity set and be reported as we do presently. If we detect meter activity on this meter point then it will trigger the MOD410a conditions and proceed accordingly along that process.

Q. Which Network do each of the short codes in the drop down list within the Distribution Network field represent?

A

- GT2 – Scotland Gas Networks
- GT3 – Northern Gas Networks
- GT4 – Southern Gas Networks
- GT5 – Wales and West Utilities
- TGT – Cadent Gas Limited

Q. How quickly, in business days, should I expect a response?

A. The speed of a response will be influenced by the life cycle of the Contact and the time of day that Xoserve receive it. The following times are only indicative and are not subject to Service Level Agreements (SLA). Any Contacts that are rejected following the initial Xoserve validation will most likely be responded to on D or D+1.

For those referred to the Network, a site maybe required. There are no SLA for the Network to carry this out, Therefore a response should not be expected before ten business days.

Q. How may I check on the status of a Contact?

A. Should you wish to check on the progress of your Contact, you may call the CMS Helpline (0121 713 4903) where a Call Handler will be able to provide you with an update or take your details and have someone call you back.

Alternatively, you may email xoserve.mprncreation@xoserve.com and you will receive a response to your enquiry.

Q. What does 'Service lay additional information' represent?

A. This could cover various information such as date/year the service was installed, any quotation reference number that the customer may have, a development project reference or the organisation that installed the service, e.g. the Network, UIP or an iGT.

7. Acronyms

CMS	Contact Management Service
D	Business Day
DES	Data Enquiry Service
FOM	CMS Contact Code for registering new services on UK Link
GT	Gas Transporter
iGT	Independent Gas Transporter
IX	Information Exchange
MAM	Meter Asset Manager
MNC	M Number Creation
MPRN	Meter Point Reference Number
PAF	Postal Address Format
SLA	Service Level Agreement
SMP	Supply Meter Point
SSC	Stakeholder Short Code
UIP	Utility Infrastructure Provider
URN	Unique Reference Number