

# Data Enquiry Service

Frequently Asked Questions

# All User Groups

## Section 1 – Accessing the Data Enquiry Service

### **Q1 I could previously log in to the Data Enquiry Service but I can't now.**

**A1** You will need to contact your nominated Local Security Officer (LSO) in the first instance. If you are unaware who this is please contact the Xoserve Service Desk on 0845 600 0506.

### **Q2. How do I get access to the Data Enquiry Service?**

**A2.** You can apply for access via your operational line supervisor or your organisation's Local Security Officer. Your Local Security Officer will be able to provide access to the Xoserve Portal and activate the Data Enquiry Service.

### **Q3. I do not know who my LSO is, how can I find out?**

**A3.** Contact the Xoserve Service Desk, by calling 0845 600 0506 or emailing [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com), and they will be able to assist you. Please be aware that details will not be provided over the phone but will be sent to you by email.

### **Q4. I no longer need my account, how do I arrange for it to be terminated?**

**A4.** Your Local Security Officer has the ability to either de-activate your access to the Data Enquiry Service and/or to terminate your Xoserve Portal account.

### **Q5 When I log in, sometimes my User ID and password are automatically populated and at other times I have to enter them in full, why is this?**

**A5.** The "remember me" functionality has not been developed within the Data Enquiry Service, so this is part of your standard internet browser settings, please refer to them for guidance.

### **Q6. The service keeps timing out and forcing me to log in again?**

**A6.** There is a 30 minute limit on inactivity. If you are logged into the service and are inactive for over 30 minutes then you will be automatically logged out, you will then be required to re-enter your User ID and password to use the service. This is a standard security feature and ensures service performance is maintained at the optimum level.

### **Q7. Some passwords that I choose are not accepted, why?**

**A7.** Passwords must include at least one numeric, one upper case character and or a special character such as \*, %, ^, or &. Another reason may be that you are resetting your password for one that has been used within the last 12 months.

### **Q8. Sometimes, when I first access the Data Enquiry Service, I have to Log-In twice in quick succession, why does this happen?**

**A8.** This happens as a consequence of an incorrect Log-Out when the Service was last used. Sometimes this is referred to as an 'unclean log out' or 'dirty log out' and acts in the same way as if the session has not been used for 30 minutes. It may also happen if there is an excessive build up of internet cookies and cache files. To prevent this rapid double entry Log-In from happening, here are some guidelines that will help.

DO use the Log Out link on the top right hand side of the page.  
DO regularly clear the internet cookies and cache files.

## Section 2 – Using the Service

**Q1. On the 'Welcome to Data Enquiry' page the data source states UK Link. What does this mean?**

**A1.** UK Link is part of the Sites & Meters database that Xoserve manages and holds all large Gas Transporter (GT) data and Independent Gas Transporter (iGT) data. This panel indicates when the data was last refreshed.

**Q2. I cannot find the address I am looking for, what can I do?**

**A2.** Try changing your search criteria, there are a number of valid options for searching details as outlined below.

|                   | Building No / Name | Street | Town  | Full Postcode | Outcode | Incode |
|-------------------|--------------------|--------|-------|---------------|---------|--------|
| Building No/ Name |                    |        |       | Valid         | Valid   |        |
| Street            |                    |        | Valid | Valid         | Valid   |        |
| Town              |                    | Valid  |       | Valid         | Valid   | Valid  |
| Full Postcode     | Valid              | Valid  | Valid |               |         |        |
| Outcode           | Valid              | Valid  | Valid |               |         | Valid  |
| Incode            |                    |        | Valid |               | Valid   |        |

**Q3. I have noticed a data error, how do I escalate it?**

**A3.** If an error is highlighted please raise a call immediately with the Xoserve Service Desk on 0845 600 0506 advising of all details and providing examples such as the screen you are viewing, the data item you are referring to, and the error noticed.

**Q4. What is the best method for printing?**

**A4.** This is the suggested best practice for printing. However, please note that each User may find a method they prefer that better suits their printing equipment or browser being used.

- 1) Right mouse click while on the view that you wish to print.
- 2) Select 'Print Preview' from the list given.
- 3) From the options presented at the top of the screen choose 'Landscape' and '70%' view icons.
- 4) When ready, click the 'Print' icon.

NB See the User Guide for illustration [Data Enquiry Guidelines](#)

**Q5. How do I recognise if a Supply Meter Point is I&C or Domestic?**

**A5.** There are two methods for recognising if a site is classed as I&C or Domestic:

1) The Market Sector Code – This field can be viewed by all parties. The field will be populated with a 'D' if the site is Domestic or 'I' if it is Industrial or Commercial.

2) The MPAQ field – This field may be viewed if the site is within your organisation's ownership. If the field is populated by a figure of over 73,200 kWh it is determined to be an Industrial or Commercial site. If the MPAQ is less than 73,200 kWh it is determined to be a Domestic property.

Please note that the Market Sector Code is supplied by the owning Shipper and is not validated by Xoserve against the MPAQ. Therefore, some Supply Meter Points may have an MPAQ above 73,200 kWh but a Market Sector Code of 'D' or vice versa.

**Q6. Why can Extinct Meter Points now be seen when previously they were not?**

**A6.** Following industry consultation, it became apparent that there is a need for some Users to be able to view this information. Therefore, a change was implemented to Data Enquiry in April 2013 that enables this information to be displayed.

**Q7. The order in which the address information is displayed appears to have changed – why is this?**

**A7.** Following industry consultation, it became apparent that the order in which the address information is displayed (for large GT supply points) can impact upon the processes and procedures of some Users. Therefore, the decision was made to change the ordering to reflect how it is displayed within UK Link. The address data is now displayed as follows:

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

The format of the address displayed will be a replication of how the address has been provided by the Shipper and recorded within UK-Link.

**Q8. How is it recognisable if the supply point is a 'Plot' address?**

**A8.** If the iGT populates the 'Plot' field within the file that they provide to Xoserve the data will be displayed within the Data Enquiry Service. Data Enquiry screens reflect exactly what is provided by the iGT – on some occasions the information may be provided as, for example, 'Plot 55' and on others as '55'.

If the word 'Plot' is not used the plot number can be recognised by it being displayed within parentheses e.g. [Plot 55] or [55]. It will always be displayed at the end of the address string.

**Q9. What is the frequency for refreshing the data displayed in the Data Enquiry Service?**

**A9.** The target is for the data to be no older than 24 hours (D-1) for the data sourced from UK-Link. If for any reason the refresh of data is delayed this will be visible in the 'Welcome to Data Enquiry' screen. A communication may also be sent to your organisation's Contract Manager to explain the circumstances.

**Q10. How quickly are new MPRNs uploaded onto UK Link and Data Enquiry?**

**A10.** Once we are provided with the details of a new MPRN, UK-Link is updated within 24 hours. After UK Link has been successfully updated, the new MPRN will be visible in the Data Enquiry Service within 24 hours. This is the maximum time lag. Updates are sometimes processed quicker. The exception to this is during a scheduled outage when updates are frozen.

**Q11. Why can't I search for an MSN on Data Enquiry using a wild card facility? Many old MSN's are recorded inconsistently which makes it difficult to search.**

**A11.** This feature was considered when the Data Enquiry Service was designed and built but it was considered an inefficient search. Due to the number of records and Users currently on the system, the introduction of this facility would have a detrimental impact to the speed of the system.

## Section 3: Major Energy Users

For guidance on how to maintain your portfolio through Data Enquiry, please refer to the User Guide available at [Data Enquiry Guidelines](#)

**Q1. I have an account but no data is displayed when I complete a search, why is this?**

**A1.** Your access restricts you to only see data within your portfolio that you have loaded. Data is loaded using a valid MPRN and the associated live Confirmation Reference number.

**Q2. I was able to see a site yesterday and now it has disappeared without any action from me, why is this?**

**A2.** When a confirmation expires the site will automatically be removed from your portfolio. If the site has changed suppliers resulting in a new confirmation number this will need to be re-loaded using the MEU Portfolio Update function. Once you have successfully re-loaded the site you will once again be able to view related details.

## Contact Us

Should you have any further queries that are not covered within this document, please contact Xoserve;



**65 New Road  
Lansdowne  
Gate  
Solihull  
B91 3DL**



**[www.Xoserve.com](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)