



Must Read Process Guide For Shippers

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Must Read Definition

Shippers have an obligation under the Uniform Network Code (UNC) *Section M 5.10 Failure to obtain Meter Readings*.

UNC Section M 5.10 states that:

5.10.1 Subject to paragraphs 5.10.5 and 5.10.6, paragraph 5.10.2 shall apply in relation to a Class 2, 3 or 4 Supply Meter where, at the end of any calendar month, a Valid Meter Reading has not been submitted with a Read Date within:

- (a) except as provided in paragraph (b), the preceding 4 months;
- (b) in the case of a Class 4 Annual Read Supply Meter, the preceding 24 months.

Xoserve operates the Must Read process on behalf of the Gas Transporter.

Must Read Charge

- The registered Shipper at the time the Must Read is generated will be liable for the charge if a read is obtained.
- In the case of a Level 3* visit a charge will be made irrespective of whether a read is obtained or not.
- **Level 3 is where 3 site visits have been undertaken and a letter issued. A warrant is then required to obtain the read.*

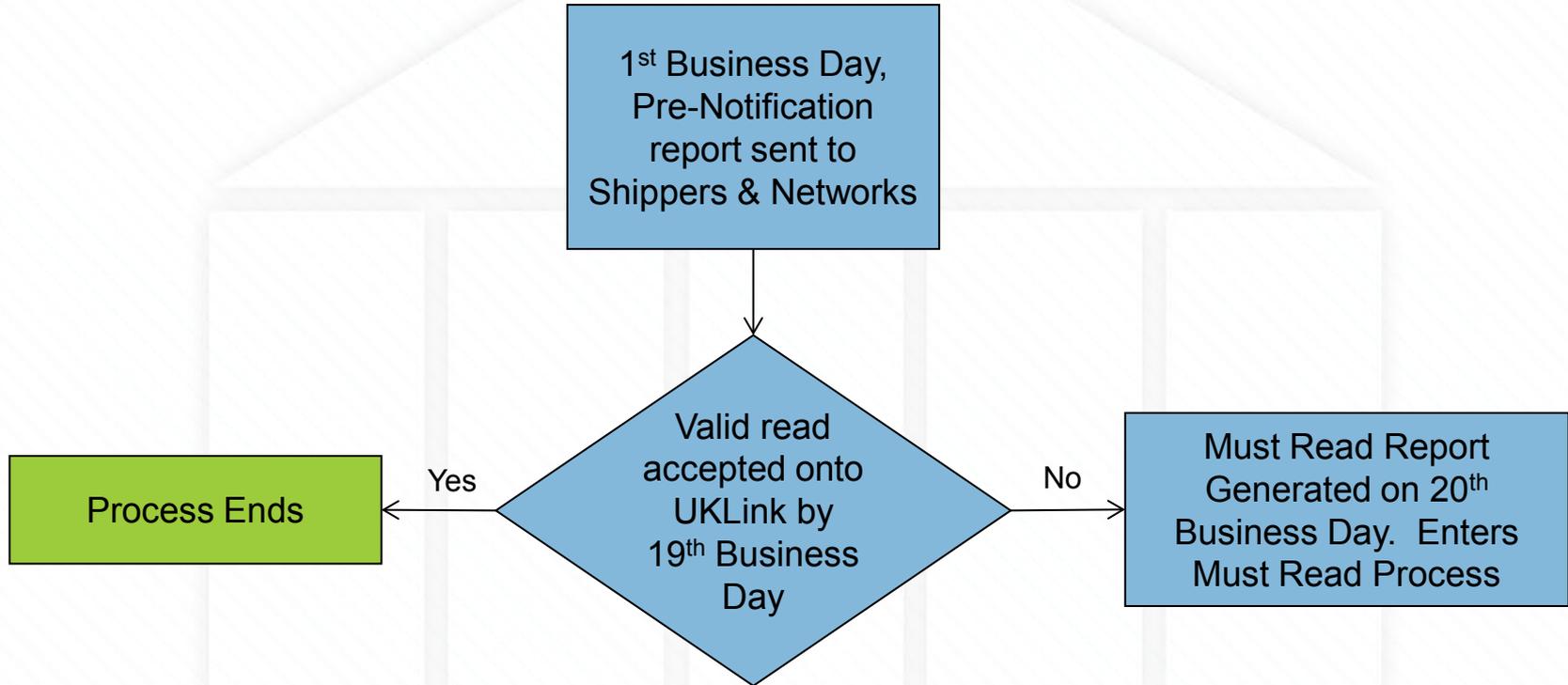
Pre-Notification

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 by providing a window of opportunity to Shipper organisations to load a read to UKLink before the SMP becomes part of the Must Read process.

Pre-Notification Process Map



Notifications

On the 20th 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.

GT SMPs

The Notification report details all GDN LSP Monthly and Non-Monthly read SMPs that have entered the process that month.

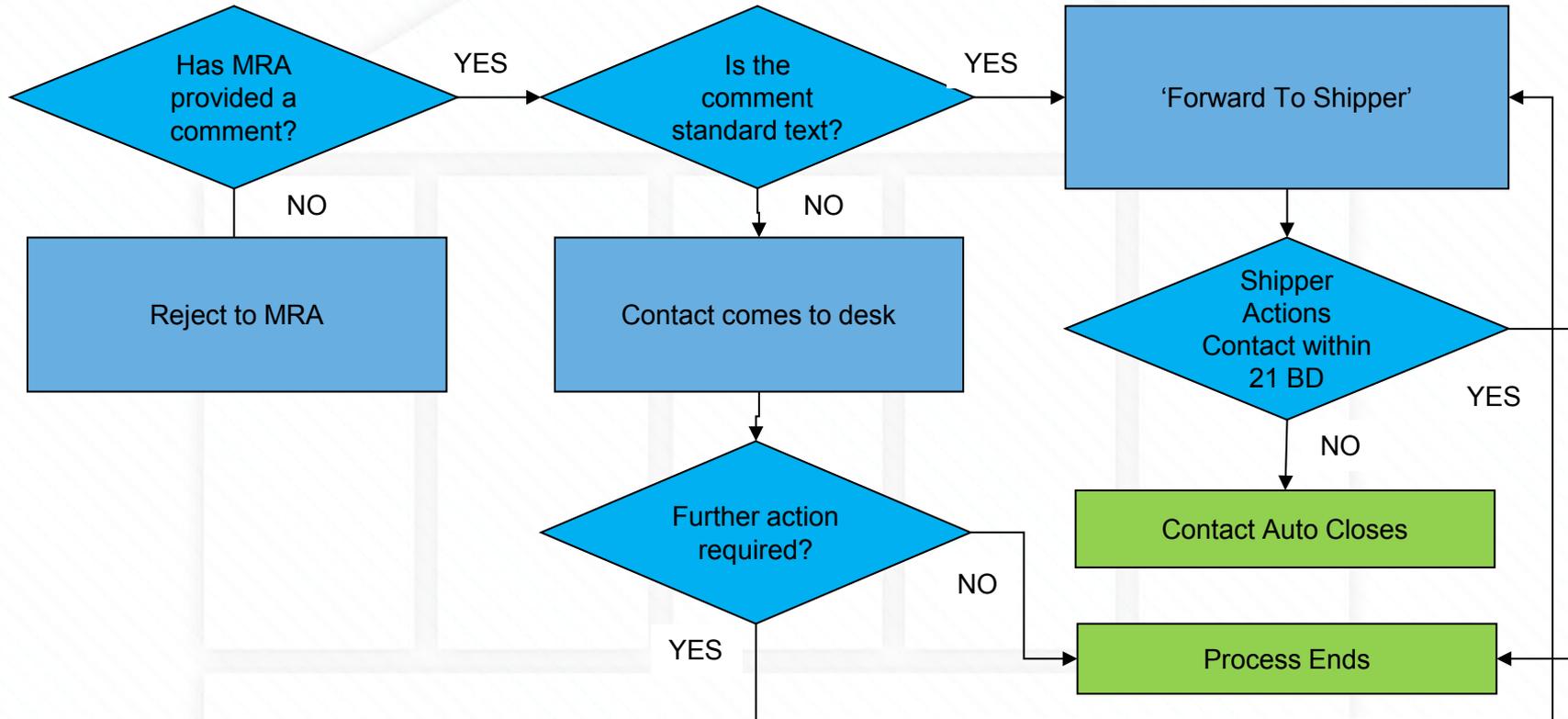
IGT SMPs

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.

All of the above is contained within the one report.

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

Must Read Process Map



Monthly Schedule

This is typical calendar month, and the key dates for the Must Read Process

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Pre-Notifications <i>[1st Business Day]</i>	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 Last day for shippers to provide read <i>[19th Business Day]</i>	26 Notifications Generated <i>[20th Business Day]</i>	27	28
30	31 Last Day To Provide Notifications <i>[Last Business Day]</i>					

** This can change depending on the calendar month. Please also note that should a month not contain 20 business days the notification report will be sent on a the last business day.*

Contact Management Service

As part of Must Read process Xoserve will, on occasion, forward Must Read contacts to shippers via CMS. It's important to review contacts that are forwarded to Shippers in CMS as this will contain valuable information obtained by the MRA, that should be acted upon to enable the loading of reads to UKLink. Contacts may be forwarded to Shippers where reads have or have not been procured.

See below useful links.

- Link to CMS:
- <https://www.xoserveportal.com>
- Link to Shipper User Guide
- <https://www.xoserve.com/wp-content/uploads/CM-Shipper-User-Guide-V3.pdf>
- Link to Contact Explained
- <http://www.xoserve.com/wp-content/uploads/CM-Contacts-Explained.pdf>

Reasons for the forwarding of Contacts to Shipper

When a Contact is forwarded to a Shipper queue, an action is required. Without the action being taken, Xoserve will not be able to load the MRA procured read, if there is one, to UKLink (though the Shipper will be charged for the procurement). Below are the categories, reason, and required actions when a read has been procured by the MRA.

Category	Reasons for referral to Shipper and action required
FWD TO SHIPPER - (METER EXCHANGE)	MRA have suggested a new fix/meter exchange. Read date XXXX , index XXXX , msn XXXX . Please confirm and update accordingly.
FWD TO SHIPPER - (DOMESTIC SITES)	Please check & confirm the AQ as the MRA return suggests this is a domestic site.
FWD TO SHIPPER - <u>Read Only</u> (FAILED VALIDATION)	MRA have returned a read value that has failed the SAP validation, in conjunction with the read history for the meter point. Read date XXXX , index XXXX . Please confirm and update SAP accordingly, as this is a further Must Read request obtained where the data can not validate against the current meter read history.
FWD TO SHIPPER - <u>Read/Corrector/Uncorrected</u> (FAILED VALIDATION)	MRA have returned a read value that has failed the SAP validation, in conjunction with the read history for the meter point. Read date XXXX , index XXXX , Corrector Read XXXX , Uncorrected Read XXXX . Please confirm and update SAP accordingly, as this is a further Must Read request obtained where the data can not validate against the current meter read history.
FWD TO SHIPPER - (DIALS DIFFERENCE)	MRA return indicates the meter dials differ to SAP. Read date XXXX , Index XXXX , Dials ?. SAP shows ? Dials. Please confirm and update accordingly.
FWD TO SHIPPER - (ASSET CHANGE)	MRA return suggests there has been a change to this asset. Please investigate & update accordingly.
FWD TO SHIPPER - (ASSET CHANGE TO METER CLASS)	The MPRN has had a class change from a Class 4, to a Class 3. Our records indicate that a read has been uploaded since the Class amendment.
FWD TO SHIPPER - (FAULTY METER/CORRECTOR)	MRA return suggests meter/corrector is faulty or Non-Consuming. Please investigate & update accordingly.
FWD TO SHIPPER - (NO CORRECTOR ON SAP)	MRA state corrector on site, but there is no corrector on SAP. Please confirm and update accordingly.
FWD TO SHIPPER - (CORRECTOR REMOVED)	MRA state they did not identify the corrector. Has the corrector been removed? Please confirm and update accordingly.
FWD TO SHIPPER - (INACTIVE FAULT PERIOD)	Records indicate that there is a current fault on the Asset. The Active Fault Period means we are unable to enter the read on SAP. Can you please update SAP if there is no longer an active fault and provide an up-to-date read or enter the read information provided by the MRA.

Forwarding to Shipper (FWDS) Read Not Received

Below are the categories, reasons and required actions from the Shipper when the MRA has not been able to procure a read

Category	Reason for referral to Shipper and action required
FWD TO SHIPPER - (DEMOLISHED)	MRA have advised that the site has been demolished. Please investigate and update the asset data on SAP.
FWD TO SHIPPER - (VACANT)	MRA state that they could not get access into the property. Is this site vacant? Please investigate and update SAP as we have not received a valid read.
FWD TO SHIPPER - (REMOVED METER)	MRA have completed a site visit and did not identify the meter on site. Has the meter been removed? Please investigate and update the asset details on SAP.
FWD TO SHIPPER - (INSUFFICIENT ADDRESS)	MRA have been unable to locate this meter due to insufficient address/location details held on SAP. Please investigate and update SAP with correct address details.
FWD TO SHIPPER - (HEALTH & SAFETY)	MRA have advised of a potential health & safety risk at site and were unable to obtain a read. Please investigate and update SAP.
FWD TO SHIPPER - (METER BLOCKED)	MRA have advised that they were unable to obtain a read due to the meter being blocked. Please investigate and update SAP accordingly with a current read.
FWD TO SHIPPER - (METER OBSTRUCTED)	MRA have advised that they were unable to obtain a read due to the meter being obstructed. Please investigate and update SAP accordingly with a current read.
FWD TO SHIPPER - (INCORRECT EXIT ZONE)	Informed by the MRA that the Postcode is not for the exit Zone XXX, as it has been identified as exit zone XXX. Can you please update SAP accordingly and provide a current read.

Invoicing

- Xoserve manage the Must Read invoicing on behalf of GTs but not IGTs.
- 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 adhoc invoicing process to the incumbent Shipper at the time of the Must Read generation.

Contact Us

- There is a dedicated mailbox solely for Must Reads which is monitored daily:
 - **Mustreads.spa@xoserve.com**
- There is also a CMS helpline for all queries related to CMS Contacts:
 - **0121 713 4903**
- 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.