Communication Ref   **: LJ/1020/DJ**

Subject   : **COR0962 – Proposed changes to Prime and Sub Deduct (PSA) Contacts**

Dear Colleague

COR0962 – Proposed changes to Prime and Sub Deduct (PSA) Contacts

xoserve has a responsibility to procure prime and sub meter reads and reconcile the prime meter along with any associated sub meter[s] on a periodic basis. Where issues occur a Prime & Sub Deduct Meters (PSA) contact type will be used by xoserve to notify Users that we have been unable to obtain a meter read for a meter in a Prime and Sub configuration. The contact will advise Users the reason why the reading could not be obtained and are raised by xoserve on the last business day of each month.

Upon receipt of a PSA contact Users may need to take various actions including changes to UK Link using the relevant RGMA flows where they deem it appropriate and notify xoserve by contact response that resolution action[s] has been taken.

As part of the ongoing communications for change order COR962 regarding the Query and Workflow Management work project the following change proposal was raised with the ConQuest External User Group in respect of the Prime and Sub Deduct Meters contact. This change proposal has been for a period of consultation with the relevant business contacts. Within this period no negative comments were received that impacted the proposal relating to the file formats issued via the web interface or the existing I'X Link.

Details of those changes proposed are as follows for your consideration:

1. Introduction of four new fields as follows in the PSA contact to provide Users greater visibility and clarity on actions required.

   - **Abortive Read Reason** – this field will display the reason[s] from a predefined list why a reading has not been obtained, details of the reason codes are in the embedded document.

     <<PSA_Abortive_Read_Reasons.pdf>>

   - **MRA Comments** – a free format field that will contain the Meter Reading Agency's articulated reason (which may be in support of the 'Abortive Read Reason') as to why the meter was not read.
   - **Earliest Date Raised** – this is the date that a PSA contact was first raised against the MPRN this may be for the same or a different 'abortive read reason'.
   - **Action Required** – this provides users, guidance on actions to take to resolve the contact and is linked to the 'Abortive Read Reason', examples are:-

     A] "Check with MAM and raise RGMA file with xoserve to update meter asset details"

     B] "Check with MAM and raise RGMA files with xoserve to remove meter if necessary".

     C] "Liaise with customer that access is required to read meter."

2.   Email Reminder Communications raised by xoserve and issued to notify Users that PSA contacts have been raised and require their attention will cease upon implementation of the Q system.

3.   All PSA contacts will remain open and visible to users on the Q system for 20 business days.

4.   Users will need to provide resolution updates to xoserve for raised PSA contacts using the Q system.

Users comments are invited upon this change by Friday 17 December 2010 to uklink@xoserve.com

Regards,

Debi Jones

Projects Officer

xoserve Projects & Change Management

31, Homer Road, Solihull, B91 3LT.

0121 623 2332

Debi.jones@xoserve.com

If you have any comments, concerns or issues with this email, please contact uklink@xoserve.com

P Save Paper – Do you really need to print this email?

Meter Read Abortive Reason Table

Abortive Read Reason	
1.	Access Refused
2.	Check Meter
3.	Corrector Exchange
4.	Corrector Faulty
5.	Corrector Removed
6.	Health & Safety
7.	Insufficient Address
8.	Meter Blocked
9.	Meter Exchange
10.	Meter Faulty
11.	Meter not using Gas
12.	Meter Removed
13.	No Access
14.	Property Demolished
15.	Property Vacant
16.	Other

Meter Read Abortive Reason Table

Abortive Read Reason	
1.	Access Refused
2.	Check Meter
3.	Corrector Exchange
4.	Corrector Faulty
5.	Corrector Removed
6.	Health & Safety
7.	Insufficient Address
8.	Meter Blocked
9.	Meter Exchange
10.	Meter Faulty
11.	Meter not using Gas
12.	Meter Removed
13.	No Access
14.	Property Demolished
15.	Property Vacant
16.	Other