Communication Ref   : LJ/1021/DJ

Subject : COR0962 – Proposed process change to Theft of Gas (TOG)

Dear Colleague

A Theft of Gas (TOG) Contact is a record of an alleged or confirmed theft of gas primarily logged by Shippers & Network Operators & then submitted to xoserve. This happens after any suspected gas emergencies have been reported to the National Gas Emergency Call Centre. However, xoserve can also raise TOG contacts on occasion, following internal investigation.

xoserve's role in the TOG Contact process is to determine if further action is required, and to forward the TOG Contact to the relevant User or Network Operator as appropriate. The TOG Contact will be forwarded to the current User if the intelligence received indicates that the method of theft involved a tamper to the supply or meter downstream of the Emergency Control Valve (ECV). If the intelligence indicates that the method of theft involved a tamper to the supply upstream of the ECV, or if the site is currently Shipperless, then the contact would be forwarded to the relevant Network Operator.

Contacts will confirm if the case is a theft or not. Where it is a valid theft, the corresponding dates and lost KWh should be confirmed. Users may receive data clarification requests where xoserve are requesting, or confirming information to help support the investigation into a TOG allegation that has been raised via a Network Operator.

As part of the ongoing communications for change order COR962 regarding the Query and Workflow Management project work the following change proposal was raised with the ConQuest External User Group in respect of the Theft of Gas process. 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. A number of new fields will be introduced to capture information relating to the theft of gas allegation as follows, where a field shown has a Yes/No option available, dependent on your selection, some will be displayed for mandatory population.

·   Current Address Delivery Point Alias

·   TOG Investigation Complete (Yes/No)

·   Outcome Of Investigation (Drop down options to be provided)

·   Type of Theft (Drop down options to be provided)

·   Is Photographic Evidence Available (Yes/No)

·   TOG Start Date

·   TOG End Date

·   Name of Engineer who attended

·   Engineer Mobile Telephone Number

·   Engineers TOG Site Visit Report (Free Text)

·   Meter Index

·   Meter Model

·   Meter Make

·   Year of Manufacturer

·   Have Police been informed (Yes/No)

·   Police Officers Name

·   Police Officers Telephone Number

·   Crime Reference Number

·   Police Station

·   TOG Allegation Description

2. Users will receive notification, via the Q system of any TOG contacts raised for a site within their portfolio.

3. Users will need to provide or confirm information requested by xoserve in a Data Clarification template for raised TOG contacts using the Q system.

4. TOG contacts will be raised via the screen only; this contact code will not have a dedicated file format.

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

Regards,

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