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Subject: LJ/1031/DJ - COR0962 - Must Read Query and (MUR) Process
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Communication Ref : LJ/1031/DJ

Subject : COR0962 – Must Read Query and (MUR) Process

Dear Colleague

The following notification is issued to Users for information purposes only, as part of the ongoing communications for change order COR962 regarding the Query and Workflow Management project.

The Must Read process enables xoserve on behalf of the Gas Transporter[s], to use reasonable endeavours to procure a meter reading on the Users behalf where the User has failed to obtain a valid meter read per their obligation under Uniform Network Code (UNC) Section M 3.4 & 3.5.

On the 1st Business day of the month, xoserve issue a Pre-notification file to Users advising which of their I & C Monthly and Non Monthly Read Meter Point's are at a Must Read status. This file serves as a trigger for Users to obtain and issue a valid read to prevent the Must Read process continuing on the 20th Business day of the month, a Notification report is issued to Users confirming the Must Read process has been triggered and the read requests have been issued to the relevant MRA. Each quarter, xoserve issue a Domestic Pre-notification file to the users advising the MPRN's within their Domestic portfolio that are at Must Read status. Currently these files / reports are issued by xoserve to Users via email.

A Must Read (MUR) contact is raised by xoserve to notify Users of issues requiring action following receipt of information from the MRA whilst undertaking a Must Read. xoserve will raise a MUR contact to notify the respective User where a read cannot be obtained for one of the following reasons:-

- o Health & Safety Issue
- o Insufficient Address
- o Meter Blocked
- o Meter Obstructed
- o Vacant Premises
- o Meter Removed
- o Access Refused
- o Demolished Site

Users have 5 business days from the date that the MUR contact is raised to investigate and respond to xoserve before the contact is closed.

The Must Read Query and MUR process will not materially change upon implementation of the Q system. The Pre-notification files / reports will continue to be issued within the above timings using the existing format via email to Users. The method of processing MUR contacts will be facilitated using the Q system and Users will need to check using the User Interface if a contact has been raised. MUR contacts will be raised by xoserve during the second week of the month prior to the 14th business day, and closed once they reach 5 business days old.

If you need clarification on this process please contact me directly.

Kind regards

Debi Jones

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