

From: ".Box.UKLINK.Manual" <uklink@xoserve.com>
Subject: **LJ/1044/DJ - Representation matrices for proposed process changes to Theft of Gas (TOG) process and Prime and Sub Deduct (PSA) process issued to the UK-Link Committee meeting in December**
Date: 9 February 2011 14:57:29 GMT
▶ 2 Attachments, 68.0 KB

Communication Ref : LJ/1044/DJ

Subject : Representation matrices for proposed process changes to Theft of Gas (TOG) process and Prime and Sub Deduct (PSA) process issued to the UK-Link Committee meeting in December

Colleague,

Please find attached the representation matrices for the Implementation Summaries issued to the UK-Link Committee meeting in December.

These changes will be discussed at the UK-Link Committee meeting tomorrow, 10th February 2011.

.

<<LJ1020DJ - COR962 Proposed Changes to PSA.doc>> <<LJ1021DJ - COR962 - Proposed process change to TOG.doc>>

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?



[LJ1020DJ –doc \(34.0 KB\)](#) [LJ1021DJ –doc \(34.0 KB\)](#)

LJ/1020/DJ – COR962 – Proposed Changes to Prime and Sub Deduct (PSA)

Shipper	Name	Date	Accept/Reject	Publish	Shipper Comments	xoserve Comments
nPower	Amie Charalambous	17/12/10	Accept		Thank you for the opportunity to respond to the changes proposed below, on behalf of nPower, we would support the change in principle however; we would like to be able to download the queries from the web application in the same manner that the filter failure queries are handled presently.	<p>Thank you for your comments.</p> <p>The Q system will have a search functionality that will allow Users to download contacts in a report format. We expect that there will be a maximum size of this report but this will capacity will be confirmed later through our design phase.</p>

LJ/1021/DJ - COR0962.9 – Proposed process change to Theft of Gas (TOG) Representation

Shipper	Name	Date	Accept/Reject	Publish	Shipper Comments	xoserve Comments
British Gas	Dave Watson / Lynne Fallon	16/12/10			<p>None of this should cause us any issues. The only ones that can't be mandatory for Operational reasons are:-</p> <p>Police Officers Name Police Officers Telephone Number Crime Reference Number Police Station</p> <p>Sometimes where a case is reported to the Police on a centralised phone number you are given a crime reference number but not a Police Officers name or contact number.</p>	<p>Thank you for your comments.</p> <p>We have considered your feedback and will be seeking clarification of the mandatory fields through the CEUG forum.</p>
British Gas	Mark Andrews	16/12/10			<p>I presume that the Police referral is not compulsory. I appreciate that there is a yes/no box but we need to retain discretion for all parties as to whether to prosecute.</p> <p>Often an incident number may be raised rather than a crime reference number. Perhaps the line should state "Crime Reference/Incident Number".</p>	<p>Under the current process the decision to refer the incident to the police is at the discretion of the investigating User as felt appropriate.</p> <p>We will consider your suggested field name change during the detailed design stage of the project.</p>
npower	Amie	17/12/10			<p>Whilst in theory we would support - we would need to know which fields would be mandated</p>	<p>The mandated fields which Users will be required to complete vary dependent upon the responses populated. Per other comment received we will seek clarification of the mandatory fields through the CEUG forum, and provide output of this discussion.</p>