

## **Theft of Gas Workshop 28<sup>th</sup> September 2009**

Please find details of the more salient points raised about the end to end Theft of Gas process discussed at the workshop held on the 28<sup>th</sup> September 2009.

### **Emergency Call Centre**

Following a TOG report taken at Hinckley call centre a determination is made on the safety of the Theft of Gas.

**Action:** To provide the details behind the determination of safety

Emergency:-                    Illegal connection  
                                      Meter Tilted  
                                      Meter By-passed  
                                      Meter Reversed  
                                      Governor on wrong side  
                                      Substitute meter  
                                      Supply bridged (no meter)  
                                      Other

Non Emergency:-            Tampered meter index  
                                      Damage to coin/token/ETM  
                                      Meter passing unregistered gas  
                                      Scratched or scored unions  
                                      Damage to meter seals  
                                      Damage to governor seals  
                                      Other

The above information was presented at the MOD245 group on 1<sup>st</sup> June 2009 (action 19&21) concerning details on queries raised on conquest.

Safety matters override all going concerns.

If the job is raised on the emergency system the relevant network will be responsible for the planning of visit and subsequent raising of a conquest query with all information provided. (National Grid will raise this query on conquest and follow through the results of site visit with engineer and update conquest accordingly).

If the TOG report is raised as a non emergency job, the details are provided to the relevant network who will then have the responsibility of raising the details onto conquest.

There may be occasions where a Theft of Gas job is already raised on conquest and a further engineer visit has taken place, in this instance Hinckley will provide this information via e-mail to xoserve with details of the visit.

As mentioned in the workshop, I can confirm that following all network approval, information will now be provided by Hinckley to xoserve to ensure that all appropriate allegations initially taken through the call centre are resulting in a conquest query being raised to xoserve.

I have two actions recorded against the Networks which are currently out for comment- Updates will be provided once details obtained.

1. What is actually left for customers when engineer visits on N/A or what is told to customers following a TOG visit when someone is in?
2. What do networks do with the meter if disconnection is carried out?

Networks Response:

### **Question 1**

**If no customer is at the address** - A 'No access card' is left at the customer's premises detailing why the engineer called at the property and relevant contact information which the occupier is asked to contact upon their return. If the external checks by the engineer on the property warrant a cause of concern such as a high meter reading of gas coming from the letterbox, the engineer has the right to enter the property through force.

**If a customer is at the address** - A standard PDI (Potentially Dangerous Installation) form is issued to the customer. This form merely states that the connection is potentially unsafe consequently leading to a disconnection of the gas supply. However an engineer will not confirm the original purpose of their visit to the occupier.

### **Question 2**

Usually the meter is left in situ – it will only be removed and taken away if the meter is an 'unfixed meter'

### **xoserve – Theft of Gas Team**

**Shipper responsible Theft:** Theft reported on site with a registered system user and downstream of the Emergency Control Value (ECV)

It was confirmed that all allegations of theft reported via conquest by the networks/call centre which are with registered system users are sent to the registered user via the Configuration change request template in conquest. All information provided by networks/call centre is provided in this Configuration template.

It was confirmed that any additional information, be that subsequent visits with more information or photographic evidence, that is provided to xoserve is sent to the relevant registered system user via an e-mail or post (for hard copies).

The standards of service for this information being provided to the registered user is 2 business days, the performance over the last 12 months has been 100% within this time frame.

There was concern raised that generally these queries should not be taking longer than 1 day to reach registered users.

I can confirm that having looked over the last 12 months performance we are currently operating at 99.87% within D to D+1

There are occasions that due to contacting third parties i.e. network engineers, meter readers to establish more concise information that a small number may go into D+2.

The window for response back from shippers is 80 Business days, with reminder reports being issued at day D+42, D+56 and D+70.

It was mentioned that if any shipper would like additional people to be included in these reports they could provide the details to [mark.e.smith@xoserve.com](mailto:mark.e.smith@xoserve.com)

**Network Responsible theft:** Theft reported on a site upstream of the ECV or downstream where no registered system user is recorded.

For those sites where an actual theft of gas exists, xoserve will provide a cost associated with this theft and provide all the details to the relevant network.

We provide an industry set of Theft of Gas information every month and as above if anyone would like additional people to be included please inform the above e-mail

We also manage the Reasonable Endeavours scheme. There was some feedback that someone would have liked more discussion on this item in the workshop. I would therefore like to ask that if anyone wants to know more details about this scheme or has any questions about it could they

please contact Mark Smith on 0121 623 2575 so this can be dealt with over the phone or through a personal visit.

We also provided details concerning the valid/invalid report that had been previously provided to the MOD245 Review Group. Please find attached.

**IGT – Theft of Gas cases:** Theft of Gas cases where the site is on an Independent Gas Transporters network.

Where xoserve have been informed that a theft of gas has taken place on an IGT network, the Theft of gas team will notify the responsible IGT with all the details that have been provided. If the theft of gas was raised on conquest, in the first instance against the shipper responsible for the site, the query is closed with the appropriate text that the theft is on an IGT network and the shipper will be notified through conquest.

Concern was raised over the determination of sites for valid and invalid. Please find some details of how these are determined:

<b>Shipper responsible theft responses in the configuration change request template</b>	<b>Valid/Invalid</b>
No response made to the Configuration template in conquest	No Response
Not Theft - If the engineer report suggests that it was a theft we will talk to shipper first, however if shipper insists not theft	Invalid
Not Theft - Engineers report supports this determination	Invalid
It is theft - We will be provided with KWH's and periods of the theft	Valid
It is a theft but not pursuing - This could be for a variety of reasons	Valid
We are still investigating and need more time - Told to raise as a TOG5 when results known	Invalid

Moving forward all Theft of gas cases will be statically recorded in 3 categories:

Valid

Invalid

No Response

I would like to add that all the above response information is provided through the configuration template in conquest and is contained within the free format text.

TOG5 Contacts are allegations reported directly by the shipper. Shippers can utilize a TOG5 to report findings of a previously logged allegation which has auto-closed on Conquest. The original Contact may have closed due to inactivity by the shipper; or because the shipper requires more time to complete their investigations.

Only 1.8% of auto-closed contacts subsequently have a TOG5 raised for them. A common reason for raising a TOG5 on a previously auto-closed contact is to make possible the use of the Reasonable Endeavours Scheme.

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