

Trigger

Single site I&C (developer)

UIP Process

Customer wants gas connection

Customer wants gas connection (service)

Service

- GT
- 3rd Party UIP
- Gas Supplier

Already have batch of MPRNs provided by xoserve on request

UIP (I&C single site)

Service request (AQ, pressure tier, address and target completion)

GT

Provide quote

Quote issued

Quote acceptance

Job may be cancelled (Customer gets refund)

Domestic / I&C multiple MPRNs – job cancelled not whole project but individual properties

Quote accepted by customer

Conquest file to xoserve

Allocates MPRN and sends request to xoserve (email)

Creation of MPRN on S&M (by xoserve)
Automatic response notice to requestor

Plots v Postal addresses

Creation of MPRN on S&M (by xoserve)

Job planned – customer informed (MPRN already allocated) Becomes available for 'use'

Sometimes UIP does not provided MPRN to the customer

Siteworks completed

Service pipe in place (no meter attached)

Customer / Supplier plan the meter fit

