A Shipper's Guide to TOG Contacts and the Use of Conquest, Xoserve's Query Management System.

Including Brief Guidelines on Shipper Responsibilities With Regards to Theft of Gas Detection and Prevention.

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- Gas Transporters Licence

- Gas Shippers Licence

- Gas Suppliers Licence

- Uniform Network Code

2   Definitions of Theft of Gas from Gas Act 1986 (as amended by 1995 Gas Act)

- Connection of a supply without consent

- Restoration of supply without consent

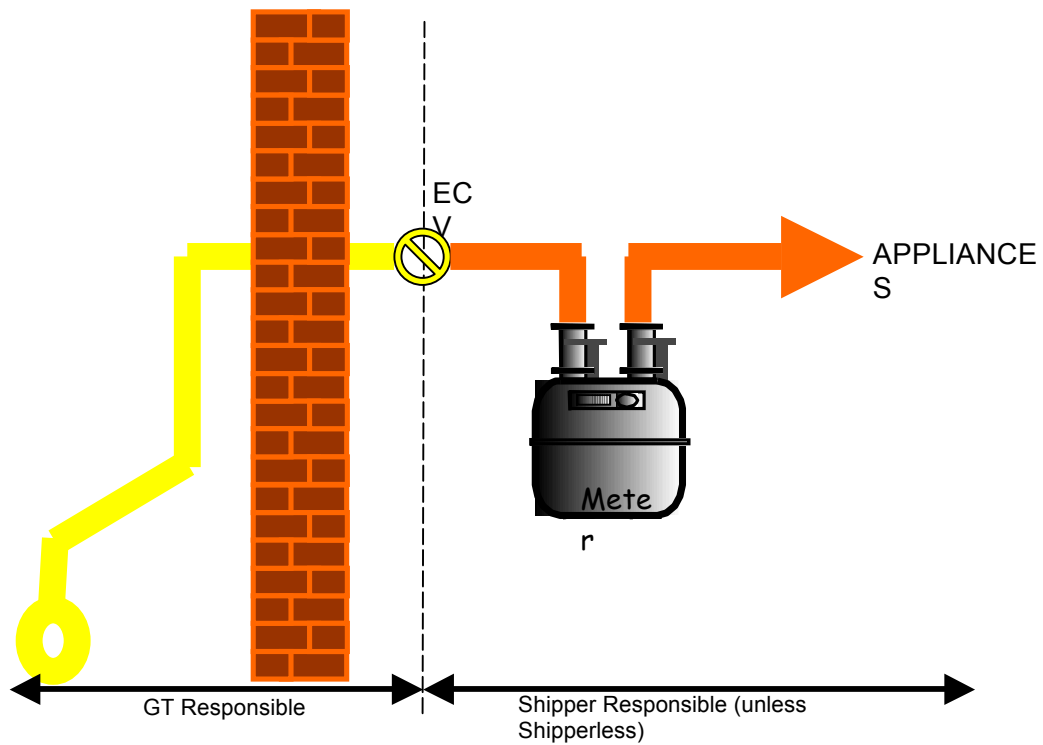- Injury to gas fittings and interference with meters

3   Responsibility to Investigate and Recover Charges

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- Interference before the Emergency Control Valve (ECV)
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3.4 Shippers/Suppliers
- Interference after ECV when there is a contract between gas supplier and end user.

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GT Responsible | Shipper Responsible (unless Shipperless)

4 Supplier/Supplier Responsibilities

▪ Notify the Gas Transporters of any actual or suspected cases of gas illegally taken, and provide kWh for valid cases of theft.
(SLC 9 of the Gas Shipper Licence)

▪ Ensure meters and associated installations are inspected at least every 2 years by a person with appropriate expertise.
(SLC 16 & 17 of the gas Suppliers Licence & Schedule 2B of the Gas Act Section 10 & 11)

5   Xoserve's Query Management System – Conquest

Once a Supplier has completed the investigations into a suspected theft of gas on a supply in their ownership, they should report their findings via Xoserve's query management system – Conquest.

The following gives instruction on logging a TOG (Theft of Gas) Contact onto the system and the associated actions that Suppliers/Shippers need to take to facilitate the progression of the TOG Contact to completion.

5.1 Logging into Conquest

Ensure you have selected the correct IP Address to access the ConQuest
Logon screen – (https://conquest.xoserve.info)
The **ConQuest Logon** screen will be displayed
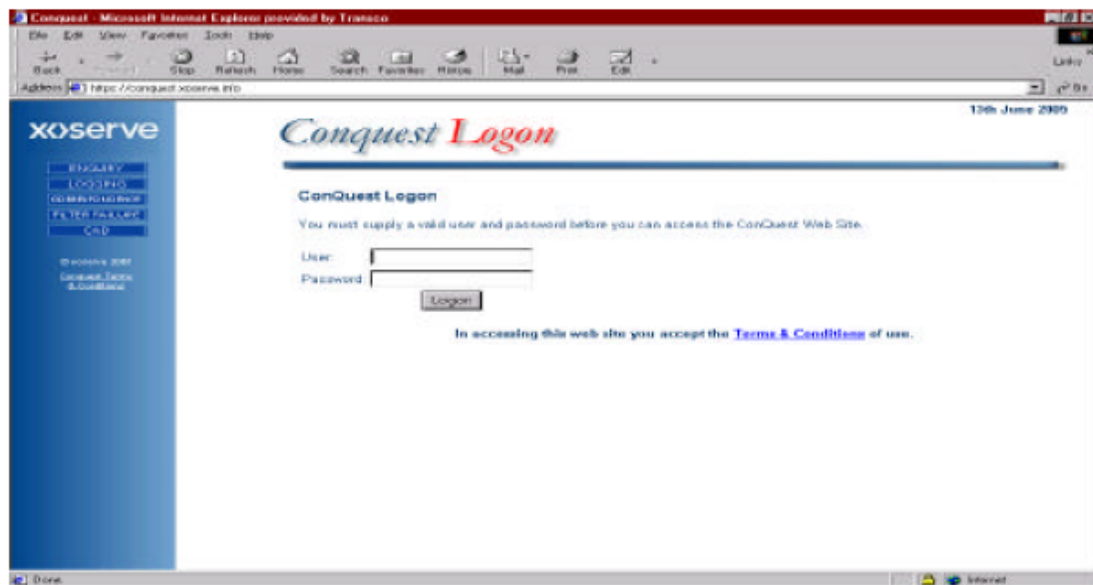
Click in the **User ID** field and enter your User ID

Ensure the cursor is in the **Password** field and enter your password

Click on the **Logon** Button

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SELECTING CONQUEST OPTIONS

The ConQuest Site screen will be displayed
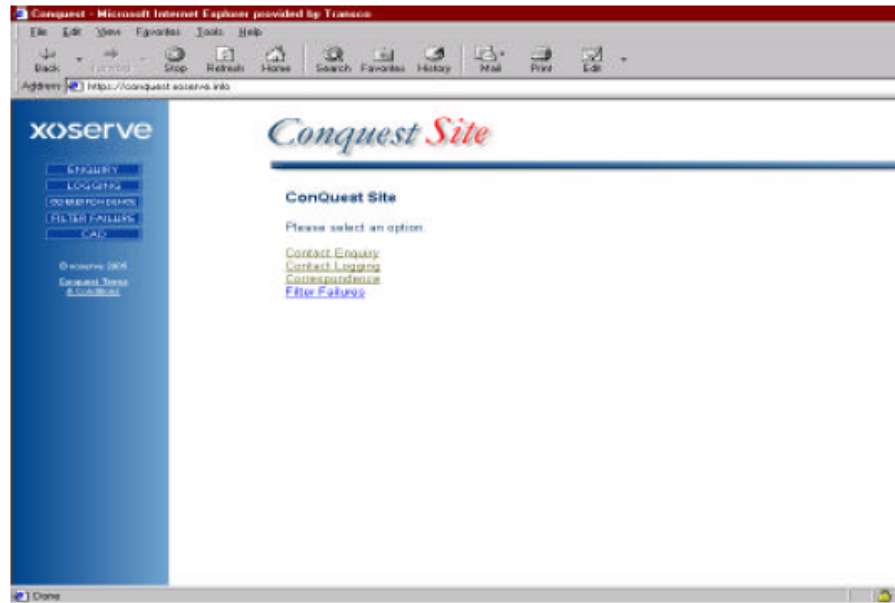
Four options will be available: **Contact Enquiry, Contact Logging, Correspondence** and **Filter Failures**. Click on appropriate one.

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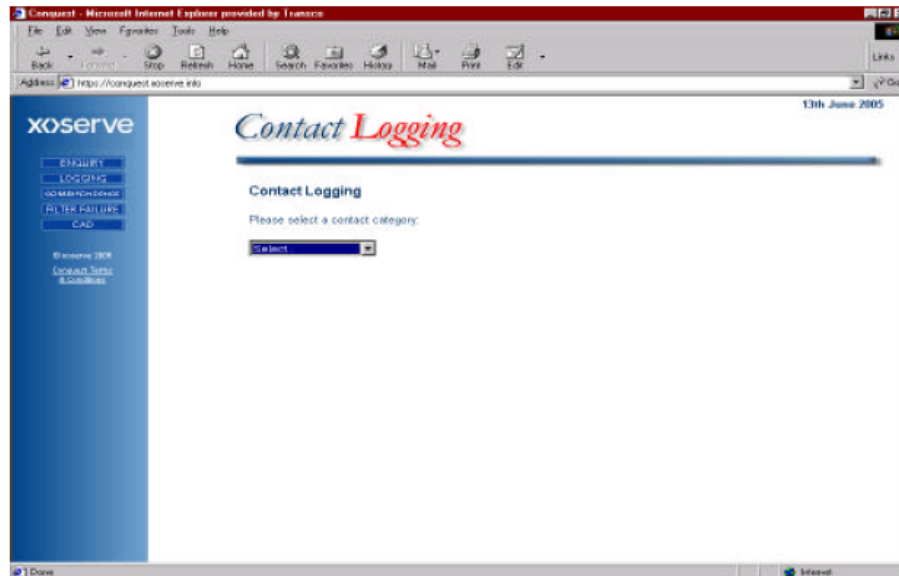Contacts v 1 0.doc

CONTACT LOGGING

Click on the **Contact Logging** option

The **Contact Logging** screen will be displayed

Click on the drop-down menu and select the relevant Contact Category.

The screen displayed next is dependent on the selection made from this drop-down menu.

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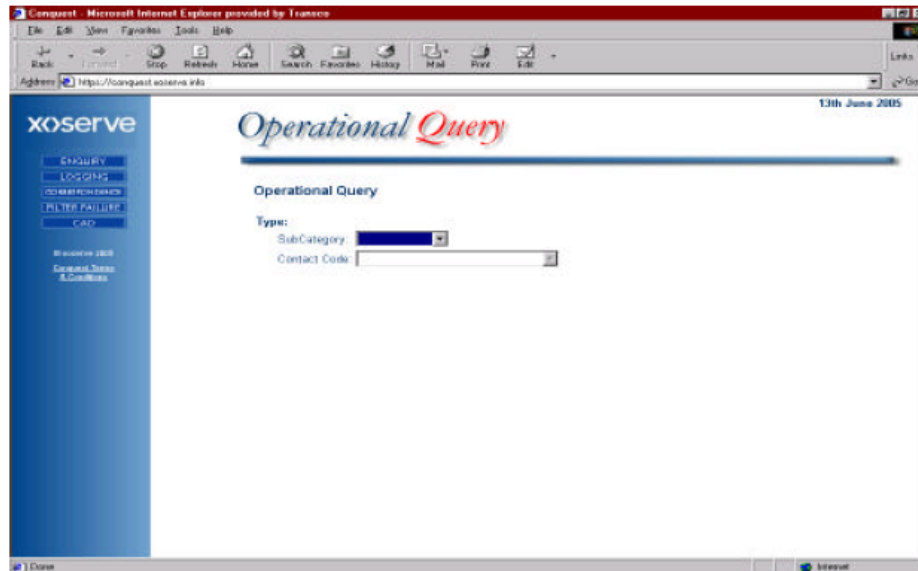Contacts v 1 0.doc

OPERATIONAL QUERIES

Ensure you have selected **Operational Queries** from the drop-down menu on the **Contact Logging** screen.

The **Operational Query** screen will be displayed

Click on the drop-down arrow in the **Sub-Category** field and select the relevant Sub-Category.

Click on the drop-down arrow in the **Contact Code** field and select the relevant Contact Code.

When a Contact Code is selected a second **Operation Query** screen will be displayed.

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All screens, which are prefixed by a red asterisk, indicate that a field is a mandatory entry field. Depending on the type of query, different fields will be mandatory.

The fields should be populated as follows:
Click on the drop-down arrow in the **Title** field and select the by which you are known eg: Mr., Mrs., Miss .

Ensure the cursor is in the **First Name** field and enter your first name.

Ensure the cursor is in the **Surname** field and enter your surname.

Ensure the cursor is in the **E-Mail** field and enter your E-Mail address.

Ensure the cursor is in the **Tel.No**. field and enter your telephone number.

Ensure the cursor is in the **Fax.No**. field and enter your fax number.

Ensure the cursor is in the **Stakeholder Reference** field and enter the reference by which you can identify the contact.

If the contact has been designated as being in the Top 50 priority contacts for this particular month of your organisation, click in the **Top 50** checkbox.

Depending on whether your contact is in relation to a domestic or industrial site click on the relevant radio button.

Ensure the cursor is in the **Contact Explanation** field and enter the details of the contact.

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When all fields are populated click on the **Continue** button.

A further **Operational Query** screen will be displayed.

The screen displayed at this point will depend on the contact code selected on the first of the operational query screens. Each of the screens is dealt with here in turn.

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TOG

TOG Details

👉 Ensure the cursor is in the **Do Allegations require Emergency Job** field and enter either **Y** (yes), or **N** (no).

👉 Ensure the cursor is in the **Type of Theft** field and select relevant Type of Theft.

Current Address

👉 Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).

👉 Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).

👉 Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).

👉 Ensure the cursor is in the **Principal Street** field and enter the first line of the address.

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Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.

Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.

' Ensure the cursor is in the **Post Town** field and enter the town name.

Ensure the cursor is in the **Post Code** field and enter the relevant postcode.

Meter Details

Click in the **Maps/Additional Paper Info**. check box if any additional information is available.

' Ensure the cursor is in the **MPRN (1)** field and enter the relevant MPRN (1).

' Ensure the cursor is in the **MPRN (2)** field and enter the relevant MPRN (2).

' Ensure the cursor is in the **MPRN (3)** field and enter the relevant MPRN (3).

Meter Serial Details

Ensure the cursor is in the **Meter Serial No (1)** field and enter the relevant Meter Serial No (1).

Ensure the cursor is in the **Meter Serial No (2)** field and enter the relevant Meter Serial No (2).

Ensure the cursor is in the **Meter Serial No (3)** field and enter the relevant Meter Serial No (3).

Ensure the cursor is in the **Confirmation** field and enter the relevant Confirmation No.

Ensure the cursor is in the **Estimate of Amnt. of Gas (kWh)** field and enter the relevant Estimate of Amount of Gas (kWh).

Once the relevant screen is completed click on the **Continue** button

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Call Received Details

Ensure the cursor is in the **Name** field and enter the relevant Name.

Ensure the cursor is in the **Location** field and select relevant Location.

Ensure the cursor is in the **Telephone No.** field and enter the relevant Telephone No.

Ensure the cursor is in the **Received Date** field and enter the relevant Received Date.

Ensure the cursor is in the **Received Time** field and enter the relevant Received Time.

Informant Address

Ensure the cursor is in the **Name** field and enter the relevant Name (if applicable).

Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).

Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).

Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).

Ensure the cursor is in the **Principal Street** field and enter the first line of the address.

Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.

Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.

Ensure the cursor is in the **Post Code** field and enter the relevant postcode.

Ensure the cursor is in the **Telephone No.** field and enter the relevant Telephone No.

Once the relevant screen is completed click on the **Continue** button.

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The **Logging Results** screen will be displayed

The **Contact Reference** number will be displayed on this screen

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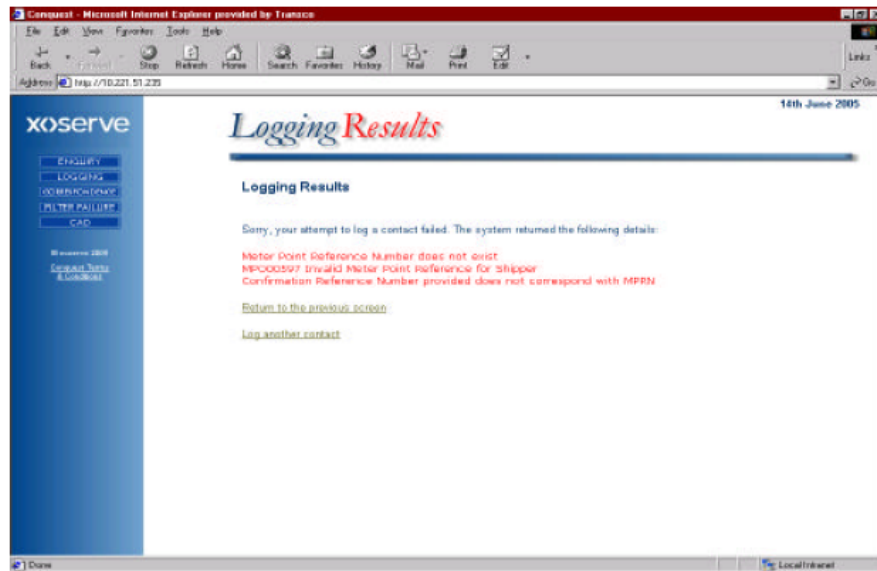Contacts v 1 0.doc

REJECTIONS

There is a possibility that a logged contact will be rejected for a variety of reasons which can be found along with associated codes in a separate document, **Appendix M8**.

A rejection code will be shown on screen in a window as displayed.

CONTACT ENQUIRIES

Click on the **Contact Enquiry** option

The **Contact Enquiry** screen will be displayed

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It is possible to populate all fields or as few as two, however, the more information entered at this point the more specific the search will be. Enter data in the fields as detailed below:

Contact Category: The category under which the contact was logged.

Meter Point Reference Number: The M number for a particular Meter Point. This field can be used for a specific search and in conjunction with another field.

Confirmation Number: A unique number issued to a shipper when an MPRN is confirmed. This field can be used for a specific search.

Contact Code: The code a contact is given when logged.

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Stakeholder Personnel Surname: The person who logged the contact.

Stakeholder Reference Number: Usually a unique number, which a stakeholder attaches to contact. This field can be used for a specific search.

Logical Meter Number: The logical meter number for the meter relevant to the contact.

Case Event Description: This is the status a contact has reached during the investigation process. This field can be used to generate a report of contacts at a particular status and in conjunction with another field. It is also possible to search on 'Open' contacts, irrespective of CED.

Post Code: The postcode for the address concerned for a particular contact. To be used singularly or in conjunction with another field.

Disputed Amount: The invoiced amount being disputed.

Withhold Amount Greater Than: The invoiced amount being withheld.

Invoice Number: One or more contacts may have been raised against an invoice; all of these can be displayed by searching using this field. For a more specific search use in conjunction with another field.

Invoice Type: The type of invoice relevant to the contact.

Charge Type: The type of charge relevant to the invoice type and contact.

Charge Item Reference: The reference of the charge item relevant to the contact.

Entry Zone: The entry zone relevant to the contact.

Exit Zone: The exit zone relevant to the contact.

Payment Request Status: The status a payment has reached.

PSQable: Whether the contact can have a further contact raised against it.

Valid/Invalid: This field identifies the resolved status of a contact.

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_____

Top 50: If a contact has been designated as being of particular importance it will be logged as being in a Shipper's Top 50. This field **must** be used in conjunction with another field.

Logged Dates (From) and **Logged Date (To)**: These fields can be used to search for contacts between two specific dates or in conjunction with other fields to narrow the search down.

Closed Date (From) and **Closed Date (To)**: These fields can be used to search for contacts between two specific dates or in conjunction with other fields to narrow the search down.

SOS Days (From) and **SOS Days (To)**: The SOS Days relates to the number of days a contact has been in xoserve ownership.

It is possible to search on a Contact Reference Number that is issued when a contact is originally logged.

Click on the Contact Reference No. hyperlink.

The **Contact Reference** screen will be displayed.

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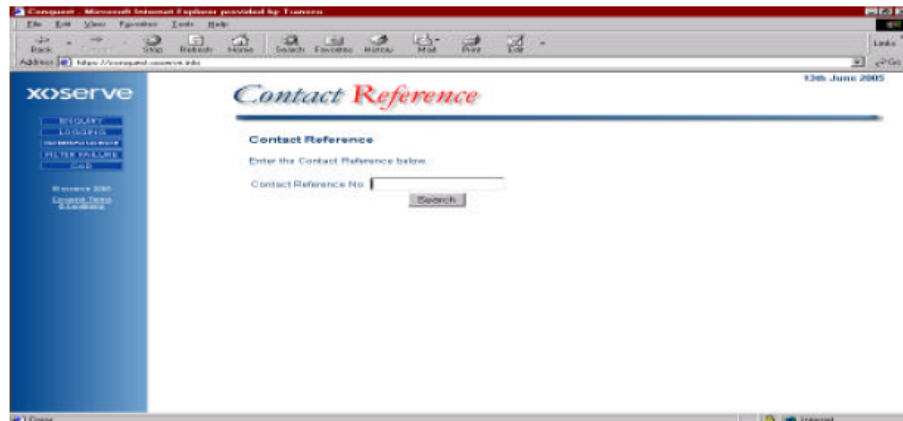
When the preferred criteria have been entered (in either screen) click on the **Search** button

The **Search Results** screen will be displayed

Depending on which way you have searched a slightly different Search Results will be displayed both are shown here.

Click on the relevant **Contact Reference** Number hyperlink.

The **Contact Details** screen will be displayed

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CONFIGURATION CHANGES

Click on the **Configuration Changes** option.

The **Configuration Changes** screen will be displayed listing the contacts that meet the criteria selected in the previous screen. (This screen is shown here in two parts; scroll across to view all data.).
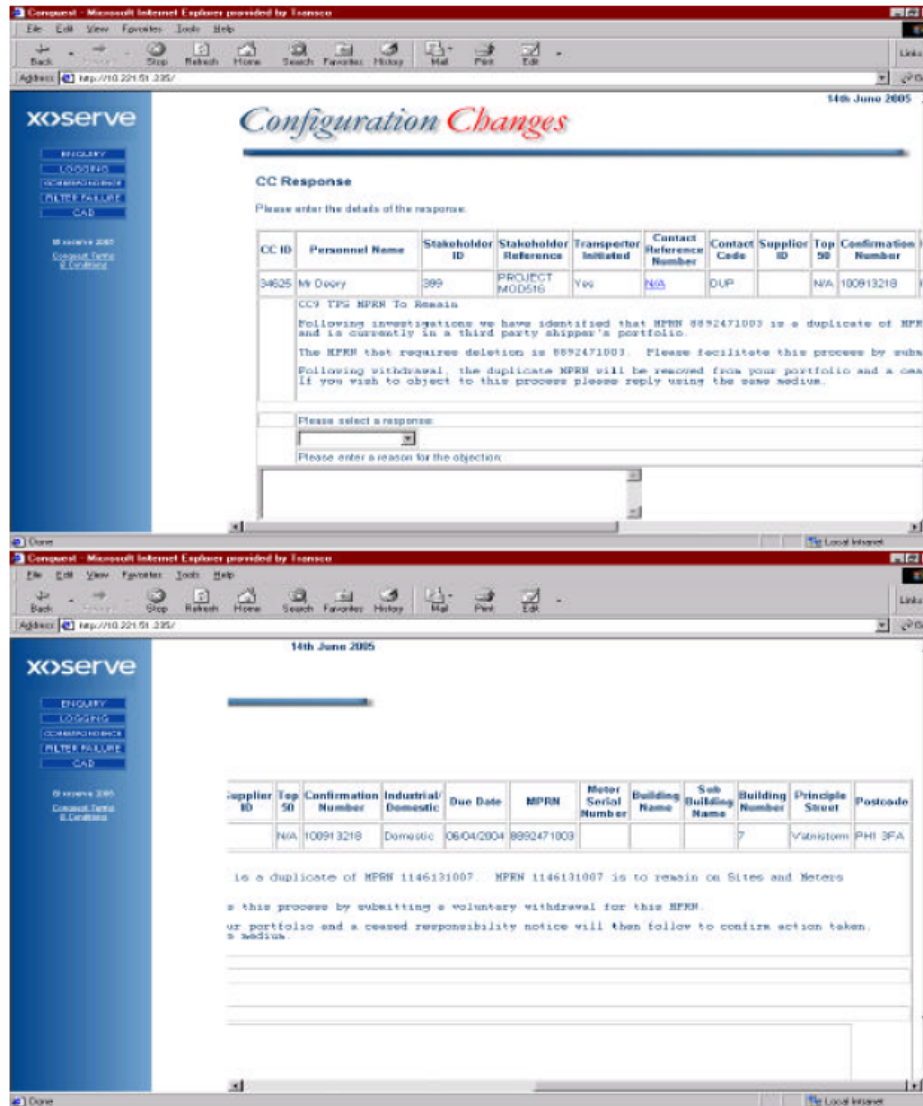

It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).

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Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).

Click **CC ID** hyperlink on the left-hand side of the screen.

The **CC Response** screen will be displayed (This screen is shown in two parts; scroll across to view all data.)

Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).

Click on the drop-down arrow in the field beneath the text 'Please Select A Response' and select either **Action Completed** or **Objection**.

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If you select Objection, ensure the cursor is in the free text field at the bottom of the screen and enter the reason for the objection.

Click on the **Continue** button

An acknowledgement screen will be displayed.

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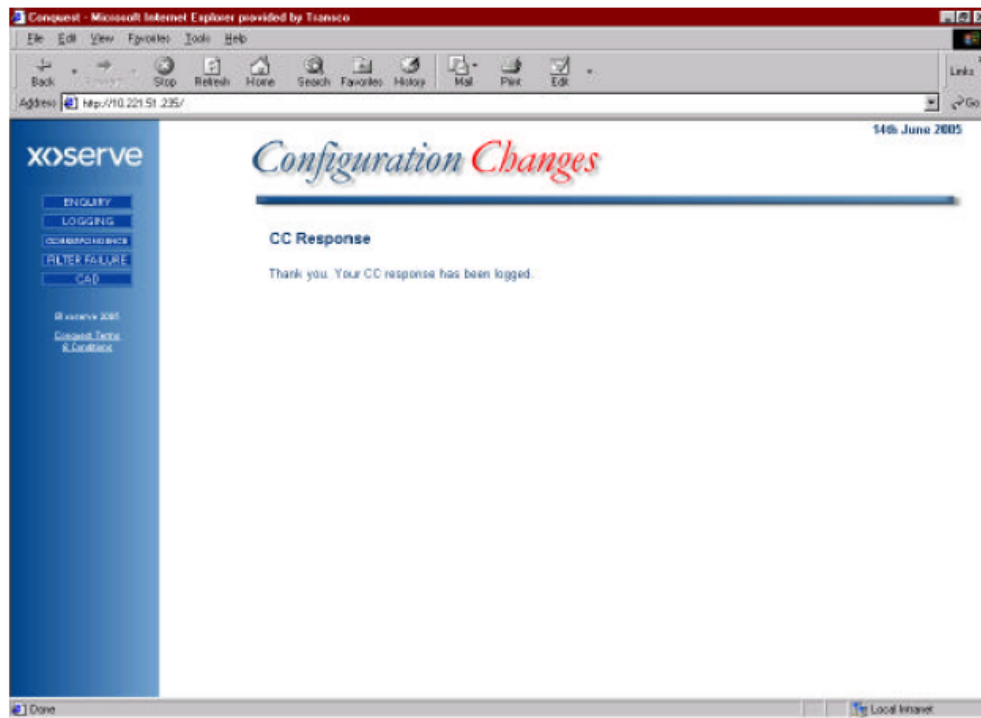
6   Reporting Autoclosures

D42/D56 & D70 DAILY CHASER

We issue daily chaser reports to all Shippers for which a TOG Contact has been outstanding at WPUD for 42, 56 and 70 days

E.g. the query in this report has been outstanding for 70 days

Theft Of Gas 70 Day Queries SSC 12/05/2011

CRN	SSC	I&C Dom	Status	Site Name	Address	Postcode	MPRN	Days Outstanding
1234567	SSC	I	WPUD	SECONDARY SCHOOL	1 SCHOOL LANE, SCHOOLTOWN	AA1 1AA	987654321	70

If no response has been received when the contact has been outstanding for 80 days, the Contact will be closed as invalid with a resolution code of CCAC (Configuration Change Auto Close). 80day closure reports are issued to all shippers and to Ofgem every month.

If you have any further questions regarding the use of Xoserve's query management system in connection with Theft of Gas (TOG) Contacts, please contact Xoserve's Theft of Gas Team on 0500 447667 or **theftofgas.spa@xoserve.com**.

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7 Document Control

7.1 Quality Criteria

- Every management control has been examined
- Details captured in the Lessons Learned Log have been adequately summarised.
- Realistic recommendations have been documented for all negative points
- Any abnormal events that caused deviation from the Project Plan have been captured

7.2 Version History

Version number and date		Status	Author	Summary of Changes
V1	23/06/11	Approved	Kay Fatania	Published

7.3 Reviewers

Name	Role	Organisational Unit	Outcome (1,2 or 3)
Mark E. Smith	Customer Operations Administrator (Theft of Gas, Reads & connections)	SPA Customer Operations	1
Sarah Blewer	Customer Operations Officer (Theft of Gas, Reads & connections)	SPA Customer Operations	1

7.4 Approvers

Name	Role	Organisational Unit	Outcome (1,2 or 3)
Mark E. Smith	Customer Operations Administrator (Theft of Gas, Reads & connections)	SPA Customer Operations	1
Sarah Blewer	Customer Operations Officer (Theft of Gas, Reads & connections)	SPA Customer Operations	1

N.B. For the outcome field please use the following criteria:-
1 = Accept
2 = Accept with minor revisions
3 = Further review required

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