Gas Enquiry Service

Online Portal User Guide

Version 7.0

Contents

1. Introduction 4
1.1 Switching Programme Changes 5
1.2 Maintenance 5
1.3 About the guide 5
1.4 Browser Compatibility 5
1.5 Access 5
Access Steps – New User/Initial Log In 5
Password reset/Lost Password 8
1.6 Breadcrumbs 8
2. GES Online Portal Home Page 9
3. Search Function 9
3.1 Search Criteria 10
3.2 Search Results 11
3.3 Search Details 11
Supply Meter Point Information Glossary 13
3.4 Meter Asset Data / Meter Read History 15
3.5 Meter Read History 15
3.6 Smart Metering Data 16
Meter Asset Data Glossary 16
3.7 Daily Read Equipment Data 17
Daily Read Equipment Data Glossary 17
3.8 Convertor Asset Data Tab 17
Convertor Asset Data Glossary 18
3.9 Supply Meter Point Quantities 18
SMP Quantities Glossary 18
3.10 Related Meter Points 19
3.11 Supply Meter Point Annual History 19
3.12 Supply Meter Point Monthly History 19

3.13 Emergency Contact 19
Interruption Results Glossary 20
3.15 CSS Switching Data Tab 20
CSS Switching Data Glossary 21
4. Non-Domestic Consumers Update 21
4.1 Add a Supply Meter Point 22
5. Read Details 23
6. Retail Energy Location (REL) Search 23
6.1 Background 23
6.2 REL Search 24
6.3 REL Search Results 24
6.4 REL Search Details 25
6.5 Data Content 26
Read Types Class 3 & 4 26
Active Read Indicator 27
Read Types Class 1 & 2 27
7. Useful Links and information 27
FAQs 27
Help 28
Print 28
Logout 28
Glossary 29
Contact Us 29

1. Introduction

The Gas Enquiry Service (GES) Online Portal (formerly known as DES) is used to examine a range of data relating to Supply Meter Points and allows authorised GES Users to view Supply Meter Point (SMP) data for analysis. The data included within GES is as close to "live" as possible, and is explained further within this document.

GES allows authorised GES Users:

- to access details relating to Supply Meter Points they are permitted to view. GES Users will either view information in portfolio or community view depending on their relationship with the site (e.g. whether they are recorded as appointed at the Supply Meter Point) and the category of GES User that they are accessing the service as.
- who are Non-Domestic Consumers (the GES Online Portal refers to these parties as Industrial and Commercial Consumers (ICC)) to view and maintain their portfolios.
- who are Shippers to search for meter reads that they have provided as well as view the last read prior to their current ownership period which is to be used for read tolerance checks.

This User Guide covers the GES Online Portal.

The GES Online Portal is available to the following GES User Categories:

- Shippers
- Suppliers
- Gas Transporters (Distribution Networks, Independent Gas Transporters and National Transmission System Operators)
- Citizens Advice/ Citizens Advice Scotland, and the Energy Ombudsman – formerly known as 'The parties given the power of investigation and consumer issue resolution' within this guide (as Authorised Agency User (AAU))
- Non-Domestic Consumers (this is displayed in screens as Industrial and Commercial Consumers (ICC) and (formerly known as Major Energy User (MEU)).
- Metering Equipment Managers (MEMs) formerly known as Meter Asset Managers (MAMs).
- Data Communications Company (DCC)
- Organisation or Local Authority providing access to grants and other funding (ECO4)

1.1 Data Latency in the GES Online Portal

Data will be available within the GES Online Portal in line with the timeframes outlined in the GES Service Definition.

1.2 Maintenance

Like all industry systems, there are times when maintenance is required. Scheduled maintenance will not occur between 16:00 and 01:00 on any day.

1.3 About the guide

This User Guide is for the GES Online Portal only. It:

- Gives an overview of search options.
- Shows authorised GES Users how to use the search function to retrieve Supply Meter Point data.
- Describes the Supply Meter Point data available.
- Shows authorised GES Users how to use the REL search function to retrieve REL Address information.

Note. Throughout this document, some data items may be partially blanked out in order to maintain data privacy. These fields will be MPRN, MSN, UPRN, Consumer Address and Postcode.

1.4 Browser Compatibility

The GES Online Portal has been tested and is compatible with the following browsers and versions:

- Microsoft Edge base version 88
- Mozilla Firefox base version 85
- Google Chrome base version 88
- Apple Safari base version 14

1.5 Access

The GES Online Portal is available through the Xoserve Services Portal (https://www.xoserveservices.com/login), and only authorised GES Users can access the service. Access to the system is granted by the Master Administration User (MAU) within an organisation.

Access Steps – New User/Initial Log In

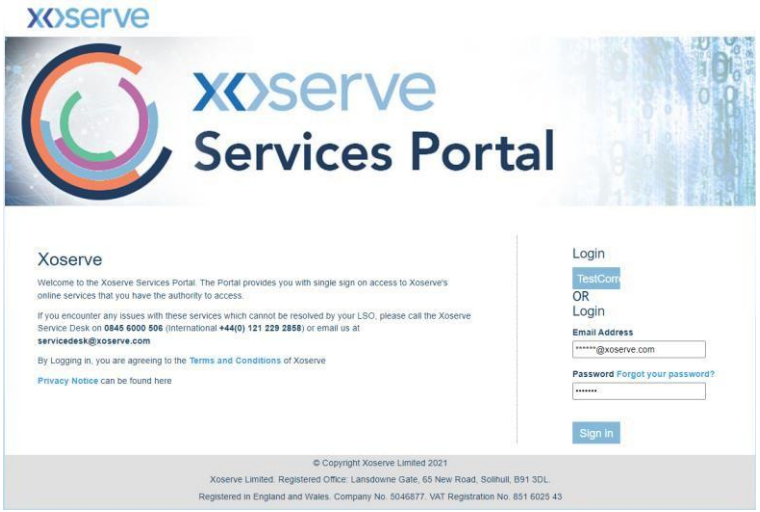
As a 1st time or new user, the user will need to follow the following steps to set their password:

- The user will need to enter the "temporary password" provided via email, into the login screen, (as per the screenshot below), and this will prompt the user to create a new password unique to them.
- New Password should align to the below password policy.

a) Note the Password Policy applies to all account types including privileged users (MAUs).
b) The password must be at least 14 characters long.
c) Password must contain at least one of the 4-character types –

  - numbers – Base 10 digits (0-9),
  - uppercase alphabet characters,
  - lowercase alphabet characters,
  - Non-alphanumeric characters (symbols like £, $, # and etc).

d) Account locks out after 5 failed attempts.

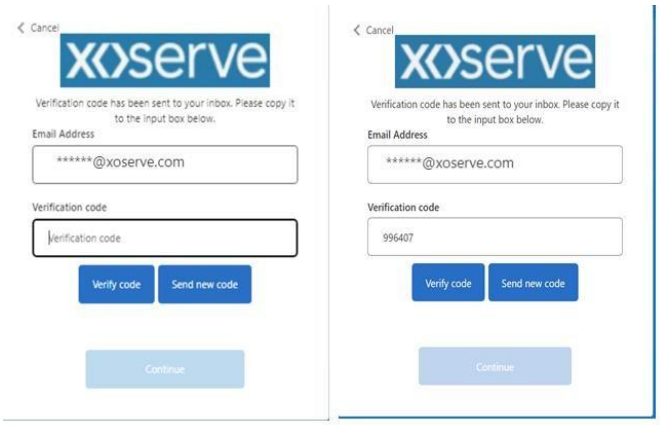


Once the New Password has been created successfully, the user will be prompted for completing their Multi Factor Authentication (MFA), by Email. The user will must confirm this by pressing the 'Send verification code' button.

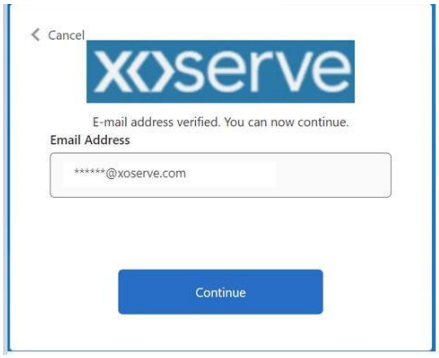


The verification code will be delivered to the email address that was originally entered by the user. The user will receive a confirmation email

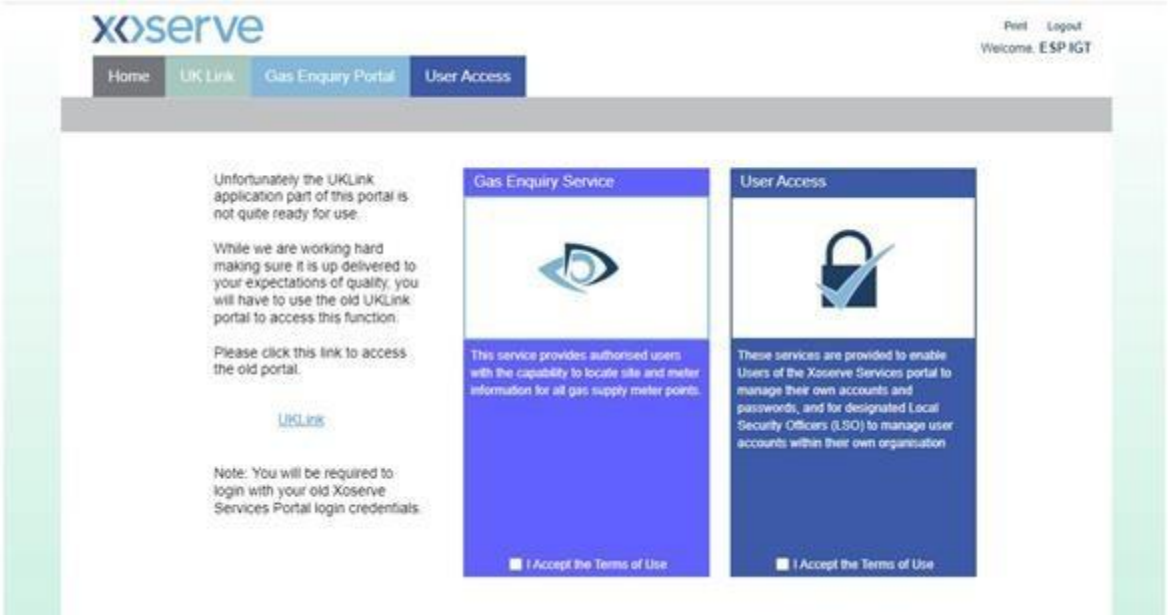
and then enter the code received into the "Verification code" input box as per below.



Once the code has been validated successfully, the user will receive a message confirming that their email address is verified. The user can then press the 'Continue' button.
Note: MFA will be required every time a user logs in to the UKLink Portal application to gain access to GES.



Once access has been verified, the user will be presented the UKLink Portal home page, based on their authorised role.
As a user of the GES Online Service – users will select 'Gas Enquiry Portal'.



Password reset/Lost Password

If the user has lost or forgotten their password, then from the Portal Login page, the user is required to select the "Forgot your password" link, as per the screenshot below, and follow the online instructions.



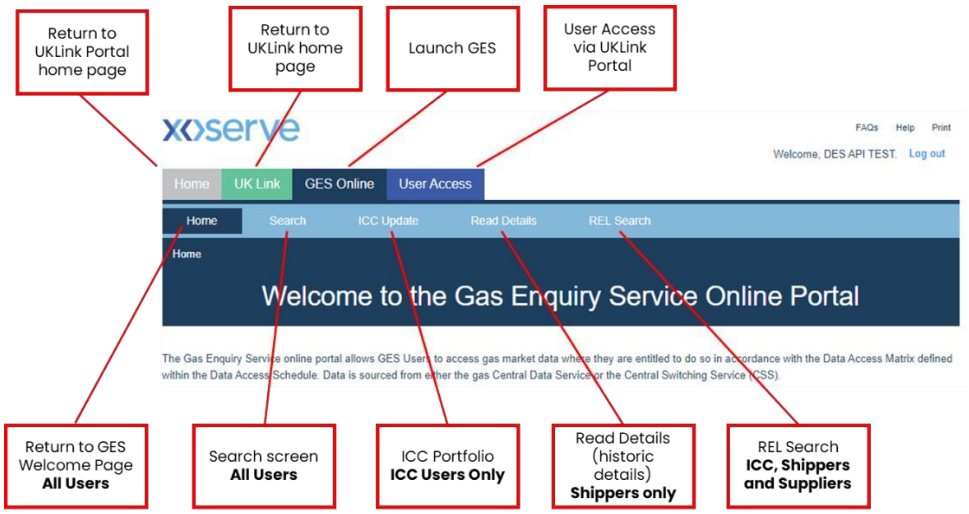
1.6 Breadcrumbs

The Breadcrumbs facility follows the screen progress and provides the opportunity to return to any point within their current search. This can be useful when GES Users wish to return to a partial address selection.
As the search progresses, a new link is added to the listing near the top left-hand corner of the page. Click on the link to navigate directly to that link, for example, to return to the search criteria screen click on the search link.
In addition, throughout this document there will be a red box on the screen detail, to allow you to see what tab, function, breadcrumb is being discussed.



2. GES Online Portal Home Page

A GES User will access the GES Online Portal by signing in through the UK Link Portal. The UK Link Portal provides identity access management for a number of services – as a GES User they will select the GES Online Portal via the 'GES Online' tab. Other services that are available – 'UK Link' and 'User Access' are not relevant to the function of the Gas Enquiry Service Online Portal.

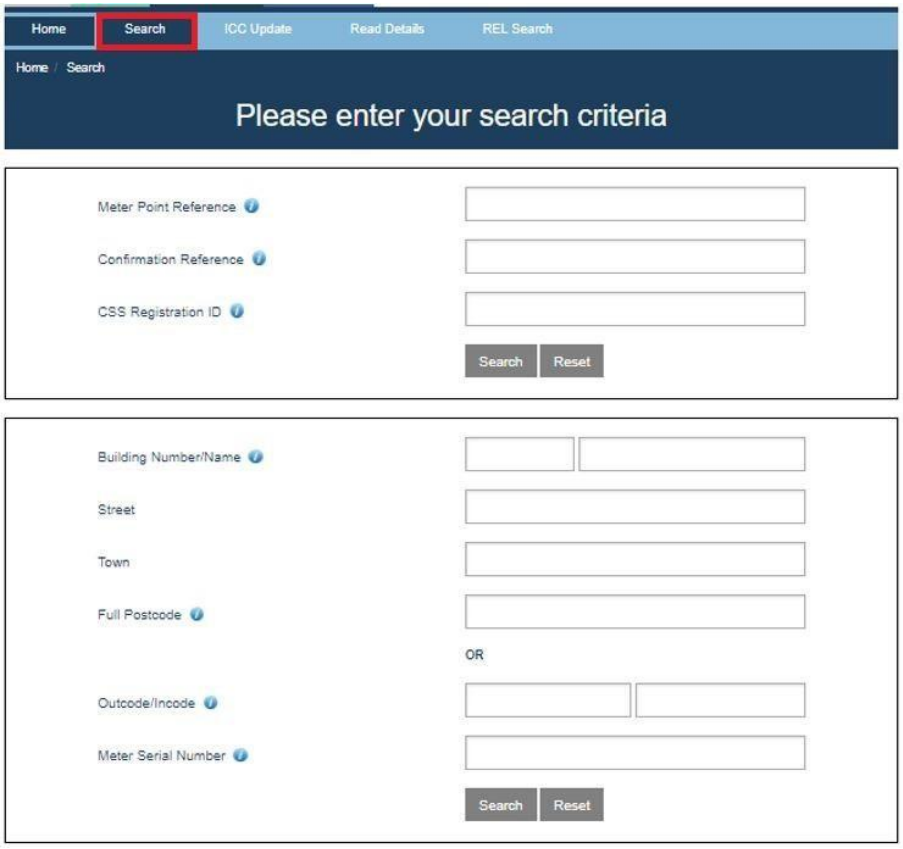


Following selection of the 'GES Online' tab the GES User will land on the GES Online Portal home page. Depending on the type of GES User, they will have a different home page presented to them. The following table describes the functions available that will be available to each organisation:

Organisation/Function	Home	Search	ICC	Read Details	REL Search
Citizens Advice/ Citizens Advice Scotland, and the Energy Ombudsman					
Non-Domestic Consumers (referenced as ICC within screens)					
Gas Transporters					
Meter Equipment Managers (referenced as MAM)					
Shipper					
Supplier					
DCC					
ECO4					

3. Search Function

The search function allows the GES User to search for details of a property. A GES User can narrow down the search by populating as much in information in the search boxes as possible.



3.1 Search Criteria

The GES User has the option of selecting 2 types of search

- By Supply Meter Point information using a combination of one or more of the following:
    - **Meter Point Reference Number** – Unique identifier for the Supply Meter Point
    - **Confirmation Reference** – This is a unique identifier for the Confirmation which is stored in UKLink
    - **CSS Registration ID** - Registration identifier as provided by CSS for the Supplier Registration

- Address information
- - **Meter Point Location Address** – To ensure accuracy, enter as much information as possible
    - **Postcode** – Enter the full postcode as a single string (including a space)
    - **Outcode/Incode** – Enter a full or partial postcode to find related record(s).
      Note: the Outcode must be present

- **Meter Serial Number** – May be alphanumeric and must be an exact match to the serial number recorded in UKLink.

As mentioned above, the GES User can enter various combinations of search criteria to narrow down the results. Once the combinations have been entered, the GES User enters Search and this will retrieve any data that meets the search criteria. To clear the search criteria, the GES User selects Reset which will clear the search criteria entered.

Note, some fields have an icon next to the title. By hovering over this with the cursor, a pop-up box will appear with additional information about the field.

3.2 Search Results

Subject to the details entered into your search criteria, the results will be displayed on the screen for the GES User to choose an address to further drill down.



Search Results for: Address: B T

MPRN	LSP	Address	Postcode	SMP Status	RMP Status	MSN	Network Name	Network Short Code
2 .03	N	176, SOLIHULL, WM	B T	LI	O	G 70601	CADENT GAS LIMITED	TGT
2 04	N	178, SOLIHULL, WM	B T	LI	O	E 81961	CADENT GAS LIMITED	TGT
2 05	N	180, SOLIHULL, WM	B T	LI	O	E 01961	CADENT GAS LIMITED	TGT
2 06	N	182, SOLIHULL, WM	B T	LI	O	G 10614	CADENT GAS LIMITED	TGT
2 07	N	188, SOLIHULL, WM	B T	LI	O	G 30601	CADENT GAS LIMITED	TGT
2 08	N	190, SOLIHULL, WM	B T	LI	O	G 21800	CADENT GAS LIMITED	TGT
2 01	N	192, SOLIHULL, WM	B T	LI	O	G 01600	CADENT GAS LIMITED	TGT
2 02	N	196, SOLIHULL, WM	B T	LI	O	E 21756	CADENT GAS LIMITED	TGT

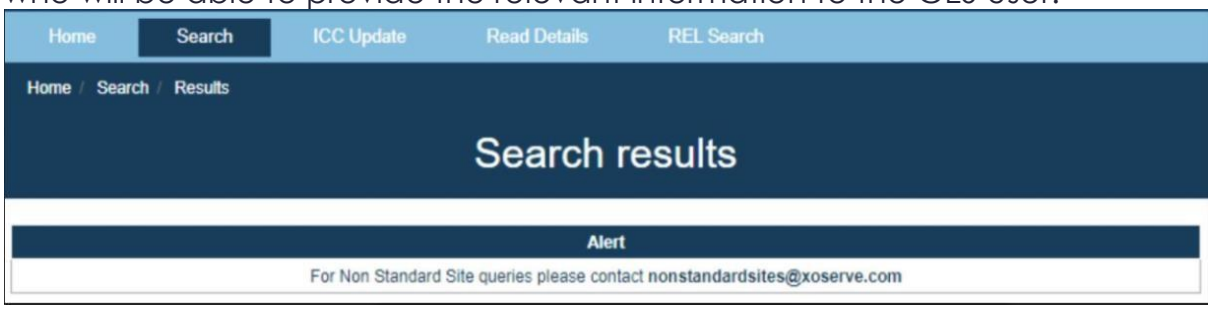
3.3 Search Details

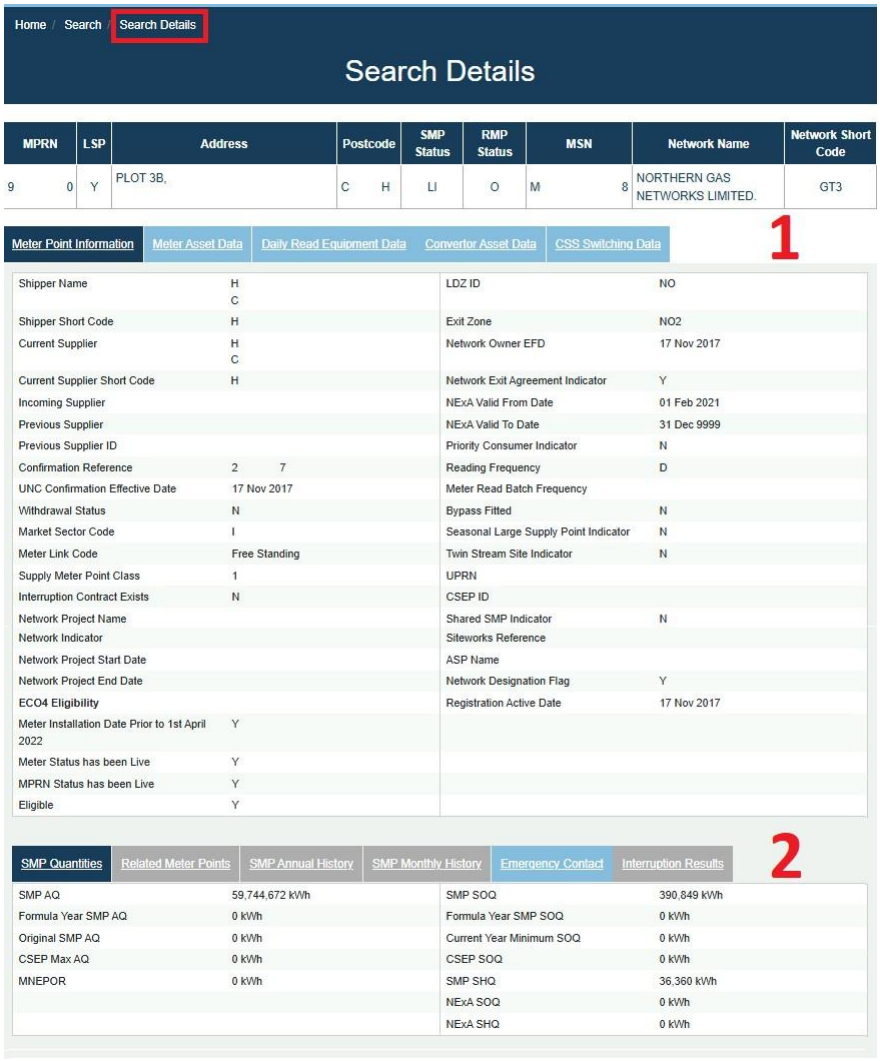
Once the GES User selects the address that they wish to view, they will be presented with a detailed screen showing all known information about that Supply Meter Point which is broken down into 2 sections and accessed using tabs.
Tabs shown below in section **1** are the primary tabs. These display Supply Meter Point information or relate to the equipment held against the

Supply Meter Point. The default view displays Supply Meter Point Information.
Tabs shown below in the section with **2** are the secondary tabs. These will vary depending on the Primary tab selected. The default view shows Supply Meter Point Quantities.
If a tab is greyed-out in either sections **1** or **2**, it means data is not applicable for the selected Supply Meter Point. If there is no tab displayed, the GES User does not have permission granted to view the tab.
After selecting the required record from the search results, the Search Details screen is displayed. Access details relating to Supply Meter Points that the GES User is permitted to view, will be displayed.

Portfolio View will allow a GES User to access data where they are recorded as appointed or registered at the Supply Meter Point (including a Non-Domestic Consumer who creates their portfolio of Supply Meter Points).
Community View is available to GES Users who are not appointed or registered and typically is a more restricted view to protect business sensitive information.
Some GES User Categories (Suppliers; Shippers and Gas Transporters) are able to access data via a Portfolio View or Community View. The view that is provided to such GES Users will be determined by the GES Online Portal based upon whether the GES User is appointed or not at the Supply Meter Point.

A very small number of Supply Meter Points have complex configurations (for example: Twinstream; Shared Supply Meter Points and Interconnector Sites) and are not displayed within the GES Online Portal. In such instances GES Users will be directed to the Gas Enquiry Service Provider who will be able to provide the relevant information to the GES User.





Where the dates held against the Registration Active Date and the UNC Confirmation
Effective date do not align, both data fields will be highlighted in red text.
This indicates that Shipper Confirmation was not processed on the same day the CSS Registration became effective.

Supply Meter Point Information Glossary

Field	Description
Shipper Name	Name of the current Shipper for the Supply Meter Point
Shipper Short Code	A unique three-character code used to identify the current Shipper for the Supply Meter Point
Current Supplier	Name of the current supplier for the Supply Meter Point
Current Supplier Short Code	A unique three-character code used to identify the current Supplier for the Supply Meter Point
Incoming Supplier	Name of the incoming Supplier for the Supply Meter Point
Previous Supplier	Name of the precious Supplier for the supply meter point
Previous Supplier ID	A unique three-character code used to identify the previous Supplier for the supply meter point
Confirmation Reference	Reference Number that is given when site is confirmed
UNC Confirmation Effective Date	The date that the site goes live with the requesting Shipper
Withdrawal Status	Identifies if the site is not registered to a Shipper or the current Shipper has withdrawn. Y = Withdrawn; N = Not Withdrawn

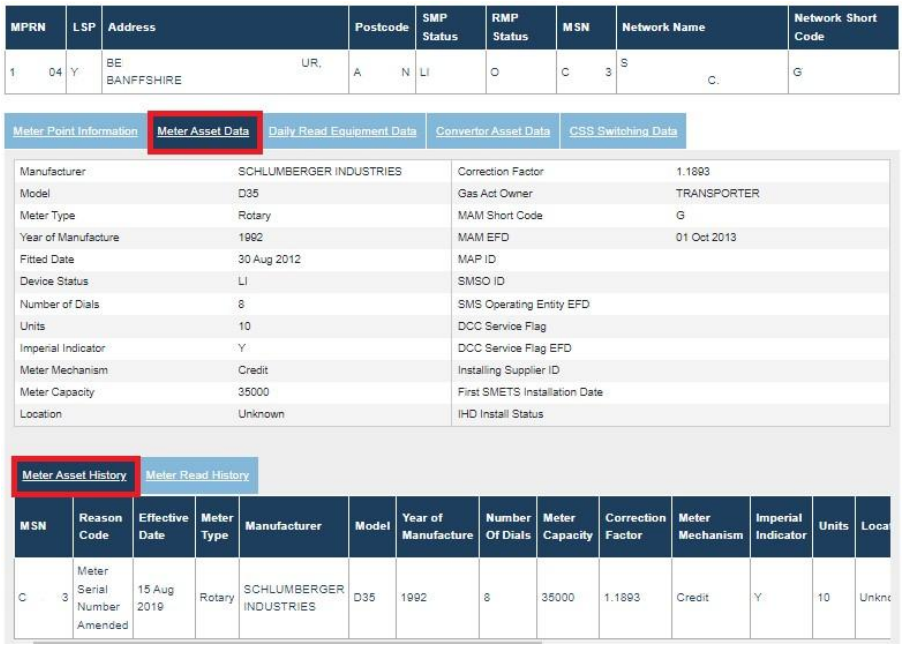
Market Sector Code	A code that specifies that the site is used for domestic or industrial and commercial purposes. VALUES: D = Domestic; I = Industrial Note: for CSS Supply Points[1] this is populated by the Incoming Supplier as the Non-Domestic Indicator – but transformed to meet the MSC Value Set.
Meter Link Code	A code specifying the functional relationship between meters (the way in which they are linked together) at given locations on an End User's site to be described. VALUES: P = Primary Meter, S = Sub-meter, F = Free standing meter
Supply Point Meter Class	Denotes the current class type for the Supply Meter Point. VALUES: 1 = Class 1, 2 = Class 2, 3 = Class 3, 4 = Class 4
Interruption Contract Exists	Indicator to identify whether an Interruption Contract Exists on the supply meter point. VALUES: Y = Yes; N = No
Network Project Name	The name of the most recent field Live Field Trial that the supply meter point has been included in. Field will be blank if the supply meter point has never been involved in any live field trial
Network Indicator	The code of the most recent field Live Field Trial that the supply meter point has been included in. Field will be blank if the supply meter point has never been involved in any live field trial.
Network Project Start Date	The start date of the most recent Live Field Trial the supply meter point has been included in
Network Project Start Date	The end date of the most recent Live Field Trial the supply meter point has been included in
ECO4 Eligibility	This is a heading to indicate that the four data items below are relevant for assessing the property's eligibility for funding through the Energy Company Obligation scheme (ECO4).
Meter Installation Date Prior to 1st April 2022	Indicator to identify if there was a meter asset installed at the Supply Meter Point prior to 1st April 2022. VALUES: Y = Yes, N = No
Meter Status has been Live	Indicator to identify if the Meter Status has ever been live at the Supply Meter Point within the system records. VALUES: Y = Yes, N = No
MPRN Status has been Live	Indicator to identify if the MPRN Status has ever been live at the Supply Meter Point within the system records. VALUES: Y = Yes, N = No
Eligible	Indicator to identify if the property is eligibility for funding through the Energy Company Obligation scheme (ECO4). Values: Y = Yes (this will be displayed where 'Meter Installation Date Prior to 1st April 2022', 'Meter Status has been Live' and 'MPRN Status has been Live' all = Y) N = No (this will be displayed where any one of 'Meter Installation Date Prior to 1st April 2022', 'Meter Status has been Live', 'MPRN Status has been Live' = N)
LDZ ID	Unique reference code for the Local Distribution Zone (LDZ)
Exit Zone	A geographical gas distribution area (wholly contained within a network) which groups together Supply Points which, on a peak day receives gas from the NTS offtake points(s). Supply points in the same Exit Zone attract the same Exit capacity charge rate.
Network Owner EFD	Date the network owner is effective from for a supply meter point
Network Exit Agreement Indicator	Identifies if there is a Network Exit Agreement exists at the supply meter point
NExA Valid From Date	This is the date that the NExA came into effect or, in cases where the NExA has been amended, the date the NExA was updated
NExA Valid To Date	The NExA end date
Priority Consumer Indicator	The category of priority consumer at the Supply Meter Point
	VALUES: A - Category A: Organisations providing a relevant vital social need for example; Institutions providing care for those to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled. C - Category C - Consumers without an alternative fuel source, who if they ceased offtake in the timescales required, would risk damage to essential plant with a replacement value exceeding £50 million
Reading Frequency	The meter read frequency for the supply meter point VALUES: D = Daily, M = Monthly, 6 – Six-Monthly, A = Annually
Meter Read Batch Frequency	The frequency on which reads will be received for class 3 Supply Meter Points. VALUES: W = 7 days, F = 14 days, M = monthly,
Bypass Fitted	Device installed to ensure continued gas flow during meter maintenance or exchange
Seasonal Large Supply Point Indicator	"Y" if the site has an AQ > 5,860,000 KWh and as been accepted as a Seasonal Large Supply Point in accordance with the Uniform Network Code
Twin Stream Indicator	Is there more than one meter at the supply point Y/N?
UPRN	Unique Property Reference Number
CSEP ID	The unique identifier for the Connected System Exit Point (CSEP). Only populated where the Gas Distribution Network is currently an iGT.

[1] Certain Supply Points have their registration managed within the UNC arrangements. These 'Non CSS Supply Points include Supply Meter Points directly connected to the National Transmission System, Shared Supply Meter Points, and Supply Points that are exempt from having a Supplier. Otherwise, registration is managed through CSS for CSS Supply Points.

Shared SMP Indicator	Is the Supply Meter Point shared by more than one Shipper Y/N?
Siteworks Reference	This will display the Siteworks Reference
ASP Name	The Automated Read Equipment Service Provider
Network Designation Flag	Indicates if the supply meter point is Network Designated
Registration Active Date	Supply Start date of the CSS Supplier registration

3.4 Meter Asset Data / Meter Read History

Meter Asset Data and Meter Read History shows detailed information about the meter at a Supply Meter Point, including specific details such as model, manufacturer, fitted date and location.



MPRN	LSP	Address	Postcode	SMP Status	RMP Status	MSN	Network Name	Network Short Code
1 04	Y	BE UR, BANFFSHIRE	A N	LI	O	C 3	S C.	G

Meter Point Information | Meter Asset Data | Daily Read Equipment Data | Convertor Asset Data | CSS Switching Data

Manufacturer	SCHLUMBERGER INDUSTRIES	Correction Factor	1.1893
Model	D35	Gas Act Owner	TRANSPORTER
Meter Type	Rotary	MAM Short Code	G
Year of Manufacture	1992	MAM EFD	01 Oct 2013
Fitted Date	30 Aug 2012	MAP ID	
Device Status	LI	SMSO ID	
Number of Dials	8	SMS Operating Entity EFD	
Units	10	DCC Service Flag	
Imperial Indicator	Y	DCC Service Flag EFD	
Meter Mechanism	Credit	Installing Supplier ID	
Meter Capacity	35000	First SMETS Installation Date	
Location	Unknown	IHD Install Status	

Meter Asset History | Meter Read History

MSN	Reason Code	Effective Date	Meter Type	Manufacturer	Model	Year of Manufacture	Number Of Dials	Meter Capacity	Correction Factor	Meter Mechanism	Imperial Indicator	Units	Loca
C 3	Meter Serial Number Amended	15 Aug 2019	Rotary	SCHLUMBERGER INDUSTRIES	D35	1992	8	35000	1.1893	Credit	Y	10	Unkn

3.5 Meter Read History

Selecting Meter Asset Data reveals the Meter Read History. This displays up to 40 meter reads within a 3-year period (most recent first).

MPRN	LSP	Address	Postcode	SMP Status	RMP Status	MSN	Network Name	Network Short Code
1 04	Y	B UR, BANFFSHIRE	A N	LI	O	C 3	SCOTLAND GAS NETWORKS PLC.	GT2

Meter Point Information | Meter Asset Data | Daily Read Equipment Data | Convertor Asset Data | CSS Switching Data

Manufacturer	SCHLUMBERGER INDUSTRIES	Correction Factor	1.1893
Model	D35	Gas Act Owner	TRANSPORTER
Meter Type	Rotary	MAM Short Code	GTM
Year of Manufacture	1992	MAM EFD	01 Oct 2013
Fitted Date	30 Aug 2012	MAP ID	
Device Status	LI	SMSO ID	
Number of Dials	8	SMS Operating Entity EFD	
Units	10	DCC Service Flag	
Imperial Indicator	Y	DCC Service Flag EFD	
Meter Mechanism	Credit	Installing Supplier ID	
Meter Capacity	35000	First SMETS Installation Date	
Location	Unknown	IHD Install Status	

Meter Asset History | Meter Read History

Meter Read Date	Meter Read Type	Read Reason	Active Read Indicator	Meter Read	Meter Round the Clock	Convertor Read	Converter Round the Clock	Uncorrected Read	Creation Date	Creation Time
21 Feb 2021	A	N		41158890	0	5174170	0		21 Feb 2021	06:58:07
20 Feb 2021	A	N		41158890	0	5174170	0		20 Feb 2021	06:58:48

3.6 Smart Metering Data

Certain data items allow incoming external Users to identify the existence of a Smart Metering System (SMS) at a Supply Meter Point. Note: the installation of a smart meter could be identified by the following information:

- SMSO ID
- SMS Operating Entity EFD
- DCC Service Flag
- DCC Service Flag EFD
- Installing Supplier ID
- First SMETS Installation Date
- IHD Install Status

Meter Point Information | Meter Asset Data | Daily Read Equipment Data | Convertor Asset Data | CSS Switching Data

Manufacturer	PARKINSON COWAN	Correction Factor	1.02264
Model	U6	Gas Act Owner	TRANSPORTER
Meter Type	Synthetic	MAM Short Code	GTM
Year of Manufacture	1986	MAM EFD	04 Apr 2018
Fitted Date	12 Aug 1986	MAP ID	
Device Status	LI	SMSO ID	
Number of Dials	4	SMS Operating Entity EFD	
Units	100	DCC Service Flag	
Imperial Indicator	Y	DCC Service Flag EFD	
Meter Mechanism	Credit	Installing Supplier ID	
Meter Capacity	212	First SMETS Installation Date	
Location	Garage	IHD Install Status	

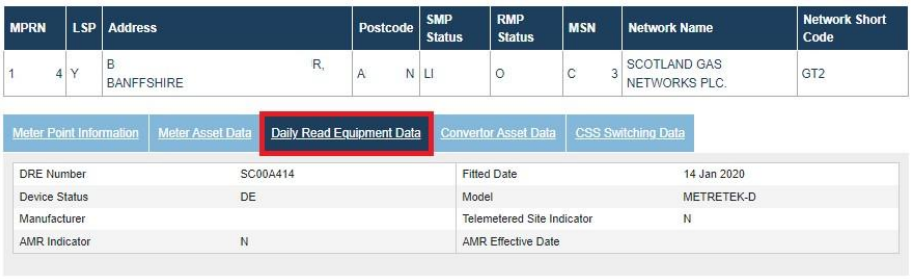
Meter Asset Data Glossary

Field	Description
Manufacturer	The company that made the meter
Model	Model of the meter
Meter Type	The type of meter installed at the Supply Meter Point
Year of Manufacture	The year the meter was made
Fitted Date	Date meter was fitted
Device Status	The status of the meter
Number of dials	The number of meter read digits

Units	Units are read in 1's, 10's, 100's or 1000's, dependent upon whether the meter is imperial or metric
Imperial Indicator	Imperial meter measured in cubic feet, Metric meter in cubic meters
Meter Mechanism	The coded value of the description of the Meter Mechanism
Meter Capacity	The maximum volume of gas that can pass through the meter in 1 hour
Location	The physical location of the meter and access instruction for the meter reader
Correction Factor	This is applied to meter points to compensate for temperature and pressure which has an effect on the volume of gas passing through a meter
Gas Act Owner	Owner of the meter: T (Transporter), S (Supplier), C (Consumer), U (unknown)
MAM Short Code	A unique three-character code used to identify the current Metering Equipment/Asset Manager
MAM EFD	The date of when the Metering Equipment Manager became effective for the Supply Meter Point
MAP ID	The unique identifier for the Meter Asset Provider associated with the meter at the Supply Meter Point
SMSO ID	Smart Metering Service Operator (SMSO) identification
SMS Operating Entity EFD	Smart Metering Service Operator Effective From Date (EFD). This is the date the SMSO take responsibility for the SMART meter
DCC Service Flag	Data Communications Company (DCC) flag – the DCC is the organisation that will take responsibility for SMETS compliant SMART meters post 2014
DCC Service Flag EFD	The date that the DCC takes responsibility for the site
Installing Supplier ID	The Smart Supplier ID`
First SMETS Installation Date	The date that the Smart Meter was Installed
IHD Install Status	In Home Display installation status

3.7 Daily Read Equipment Data

Displays asset information for the Daily Read Equipment. Daily Read Equipment refers to a device that counts pulses from the meter and downloads the information through a telecoms line. If the AMR indicator is set to Y, then the equipment is Automated Meter Reading Equipment and not a Datalogger.



Daily Read Equipment Data Glossary

Field	Description
DRE Number	Daily Read Equipment Serial Number formally AIS Number
Device Status	Daily Read Equipment device status
Manufacturer	Company that made the Daily Read Equipment
AMR Indicator	Is the DRE Automated Meter Read equipment Y/N ? AMR equipment is treated in the same way as DRE
Fitted date	Date equipment was installed
Model	Model of the Daily Read Equipment
Telemetered Site Indicator	Is the site telemetered Y/N ? Energy is provided rather than reads
AMR Effective Date	The date that the AMR equipment was installed

3.8 Convertor Asset Data Tab

Displays information for a Convertor, if this has been fitted.

MPRN	LSP	Address	Postcode	SMP Status	RMP Status	MSN	Network Name	Network Short Code
1 4	Y	B R, BANFFSHIRE	A N	LI	O	C 3	SCOTLAND GAS NETWORKS PLC.	GT2

Meter Point Information | Meter Asset Data | Daily Read Equipment Data | Convertor Asset Data | CSS Switching Data

Correction Factor	1.0	Effective Date	02 Nov 2012
Serial Number	44533	Dials Corrected	7
Manufacturer	DRESSER	Dials Uncorrected	7
Model	I19771	Year of Manufacture	2010
Conversion Basis Code	CPT	Device Status	LI
Imperial Indicator	Y	Units Corrected	100
		Units Uncorrected	100

Convertor Asset Data Glossary

Field	Description
Correction Factor	This is applied to meter points to compensate for temperature and pressure which has an effect on the volume of gas passing through a meter
Serial Number	Serial Number relating to this Convertor
Manufacturer	Company that made the Convertor
Model	Model of Convertor
Conversion Basis Code	This is the conversion basis the converter is set up to convert against VALUES: Can be a combination of; P = Pressure, T = Temperature, C = Compressibility,
Imperial Indicator	Indicator identifying if the meter measures volume of gas consumed in metric or imperial units. VALUES: Y = Imperial meter; N = Metric meter
Effective Date	Date when Converter was fitted
Dials Corrected	The corrected number of dials or digits for the Convertor
Dials Uncorrected	The uncorrected number of dials or digits for the Convertor
Year of Manufacture	The year the Convertor was Made
Device Status	Status of the Convertor device
Units Corrected	The number of units the corrected read is recorded in; 1's, 10's, 100's or 1000's, dependent upon whether the Convertor is imperial or metric
Units Uncorrected	The number of units the uncorrected read is recorded in; 1's, 10's, 100's or 1000's, dependent upon whether the Convertor is imperial or metric

3.9 Supply Meter Point Quantities

This tab displays the current Supply Meter Point Quantities. Values will depend on the site type. A zero value means that the fields are not applicable.

SMP Quantities | Related Meter Points | SMP Annual History | SMP Monthly History | Emergency Contact | Interruption Results

SMP AQ	7,802,066 kWh	SMP SOQ	100,000 kWh
Formula Year SMP AQ	0 kWh	Formula Year SMP SOQ	100,000 kWh
Original SMP AQ	0 kWh	Current Year Minimum SOQ	0 kWh
CSEP Max AQ	0 kWh	CSEP SOQ	0 kWh
MNEPOR	110,000 kWh	SMP SHQ	10,000 kWh
		NExA SOQ	110,000 kWh
		NExA SHQ	12,000 kWh

SMP Quantities Glossary

Field	Description
SMP AQ	Annual Quantity (AQ) is the amount of gas the customer uses per year measured in Kilowatt hours (KWh) for a Supply Meter Point.
Formula Year SMP AQ	For NDM sites only. The AQ and SOQ snapshot used for billing purposes.
Original SMP AQ	The initial estimated Annual Quantity for the Supply Meter Point. This will only be populated for iGT Supply Meter Points
CSEP Max AQ	The total agreed projected maximum annual offtake (AQ) of gas (measured in kWh) at the CSEP connection point. CONTEXT: The maximum AQ from the LDZ exit point to the directly connected CSEP
MNEPOR	Maximum Network Exit Point Offtake Rate
SMP SOQ	The peak daily supply offtake quantity (SOQ) of a Supply Meter Point. CONTEXT: The current maximum rate of gas flow recorded against the Supply Meter Point

Formula Year SMP SOQ	For Non-Daily Metered sites only. The AQ and SOQ Snapshot used for billing purposes.
Current Year Minimum SOQ	Current year minimum replaces the Bottom Stop SOQ. Once energy is closed out (D+5) if the daily consumption is > CYM, CYM is updated but will be capped at the PMSOQ
CSEP SOQ	The peak daily supply offtake quantity (SOQ) at a CSEP connection point
SMP SHQ	The peak hourly supply offtake quantity (SHQ) of the Supply Meter point
NExA SOQ	The SOQ stated in the NExA
NExA SHQ	The SHQ stated in the NExA

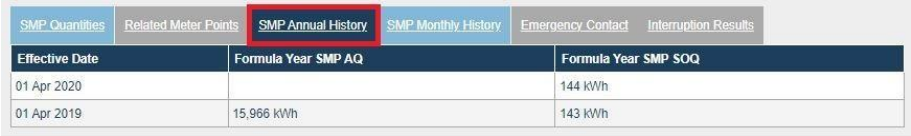
3.10 Related Meter Points

Prime and sub sites are configured so that multiple Supply Meter Points are grouped together. Where a site is part of a Prime and Sub configuration, the Related Meter Points sub tab is enabled.
All Supply Meter Points within the configuration are displayed. Click on the MPRN to view the Supply Meter Point details.



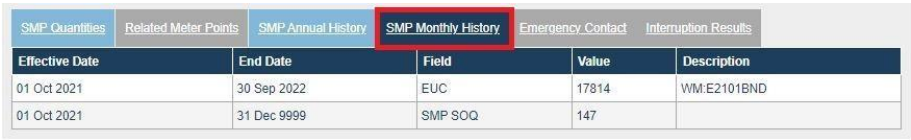
3.11 Supply Meter Point Annual History

Displays the Formula Year History for NDM (Class 3 and 4 sites).



3.12 Supply Meter Point Monthly History

Displays the rolling AQ, SMP SOQ and EUC values for all sites.



3.13 Emergency Contact

Emergency contact information is displayed if these details are held within the UK Link system.
The GES Online Portal will display a single consumer's emergency Contact details to permitted GES Users only if they have been provided by the registered Shipper, regardless of whether multiple emergency contact details are held within UK Link. Under CSS, the emergency contact details may, in certain circumstances, be retained where they have been

provided by the previous Shipper (in accordance with UNC Transportation Principal Document Section G and Q).



3.14 Interruption Results

This tab is enabled if the Supply Meter Point is interruptible. A Supply Meter Point with an Annual Quantity greater than 5.86m KWh, that has a contract with the Network Operator to have its gas supply interrupted during periods of high usage.



Interruption Results Glossary

Field	Description
Bid Number	Unique system generated number for individual bid
Contract Start date	Date Distribution Network Interruption Contract started
Contract End Date	Date Distribution Network Interruption Contract ends
Tranche Number	Up to 9 tranches of interruptible capacity are allowed for one contract
Interruptible Capacity	Interruptible capacity KWh agreed in contract available for interruption. This may have several tranches
Interruptible days	Maximum amount of days that may be interrupted as agreed in the contract
Interruption Option Price	'Option' payments occur as part of the contract for the supply meter point, irrespective of any physical interruption which takes place
Interruption Exercise Price	'Exercise' payments are based on each Gas Fay (5:00am – 4:59am the following day) that the interruption occurs
Shipper Bid Reference	Unique bid number generated by Shippers
Location ID	Specifies location in the network area that the interruption can take place (Network Operator short code followed by 6 digit unique number)

3.15 CSS Switching Data Tab

The CSS Switching Data tab displays Current Registration and Incoming Registration details to authorised GES Users as provided by the CSS Provider.



Where the dates held against the Registration Active Date, the Shipper From Date and the Registration Status From Date do not align, each of

those data fields will be highlighted in red text. This indicates that Shipper Confirmation was not processed on the same day the CSS Registration became effective.

CSS Switching Data Glossary

Field	Description
Current Registration	
CSS Registration ID	The current active registration identifier as provided by CSS for the current active Supplier registration
Registration Status	Provide the Status of the current active CSS Registration VALUE: 'Active' or 'Secured Inactive'
Registration Status From Date	The current Registration Status effective date as provided by CSS for the current CSS Supplier registration
Registration Active Date	Supply Start date of the CSS Supplier registration
Registration Inactive Date	The supply end date of the CSS Registration as provided by CSS
Domestic Premises ID	The current Domestic Premise indicator as provided by CSS VALUES: Domestic = True,
Supplier Market Participant ID	Supplier Short Code for the current active CSS registration
Shipper From Date	The Shipper's effective from date for the current active CSS registration
Shipper Market Participant ID	Shipper Short Code for the current active CSS registration
Incoming Registration	
CSS Registration ID	Provide the incoming registration identifier as provided by CSS for the incoming Supplier registration
Registration Status	Provide the Status of the current incoming CSS registration VALUE: 'Pending' or 'Secured Active' or 'Cancelled'
Registration Status From Date	The current incoming Reg Status effective date as provided by CSS for the incoming CSS Supplier registration
Supply Start Date	Planned start date of the incoming CSS Supplier registration
Registration Inactive Date	This will always be blank as there will be no inactive date for an incoming registration
Domestic Premises ID	The Domestic Premise indicator as provided by CSS for the incoming Supplier registration
Supplier Market Participant ID	Supplier Short Code for the current incoming CSS registration
Shipper From Date	The Shipper's effective from date for the current incoming CSS registration
Shipper Market Participant ID	Shipper Short Code for the current incoming CSS registration

4. Non-Domestic Consumers Update

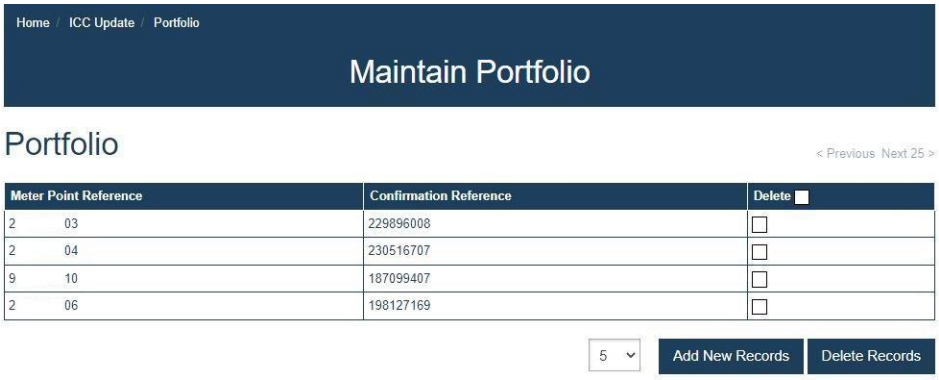
This function enables a Non-Domestic Consumer (they are referred to as an Industrial and Commercial Customer (ICC) User in the GES Online Portal screens) to update their portfolio. It is not available to other GES Online Portal Users, whose portfolio data is determined by what is recorded in the UK Link system.

Note: Supply Meter Point must be added to the GES User's portfolio.

When a Non-Domestic Consumer (ICC) User selects ICC Update, the GES Online Portal will display their current portfolio and provides them the ability to add/remove Supply Meter Points.



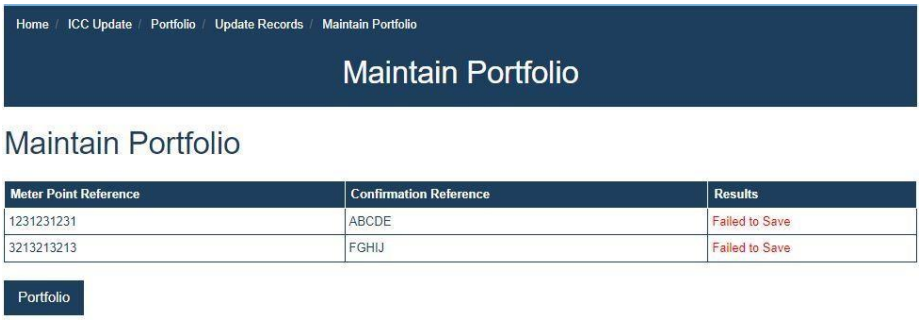
The screen will present portfolio details consisting of MPRN(s) and Confirmation Reference number(s).



The ICC GES User can delete records from their portfolio by selecting a box against a Meter Point Reference Number under the "Delete" column. Once all MPRNs that are to be deleted are selected, the ICC GES User will then be required to select the Delete Records button.

4.1 Add a Supply Meter Point

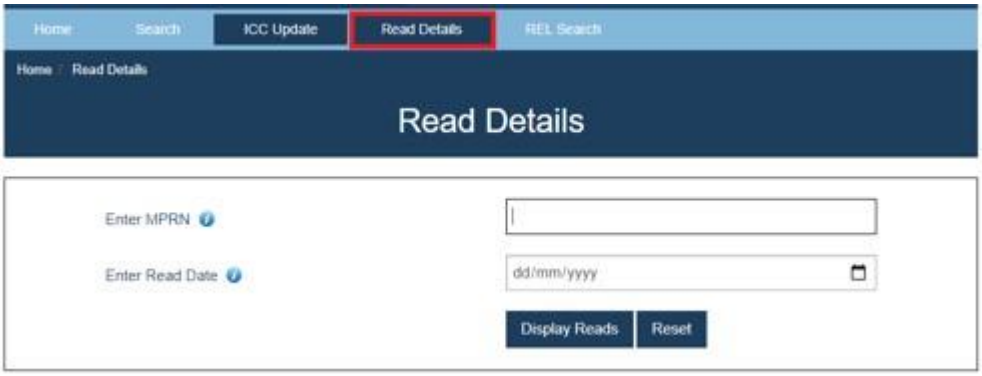
To add a new Supply Meter Point to the portfolio, an ICC GES User must click on the Add New Records button. They will then be required to enter both the **Meter Point Reference** and **Confirmation Reference**. Up to 20 new entries can be added at a time.



Click **Save**. The Confirmation Reference must relate to the current registration at the MPRN provided, otherwise, the system will respond with Failed to Save. If the Meter Point is already in the user's portfolio, then the system will issue an error message Record Already Present.

5. Read Details

Enables a specific search to be made using MPRN and/or Read Date:



Enables a specific search to be made using MPRN and/or Read Date:



6. Retail Energy Location (REL) Search

6.1 Background

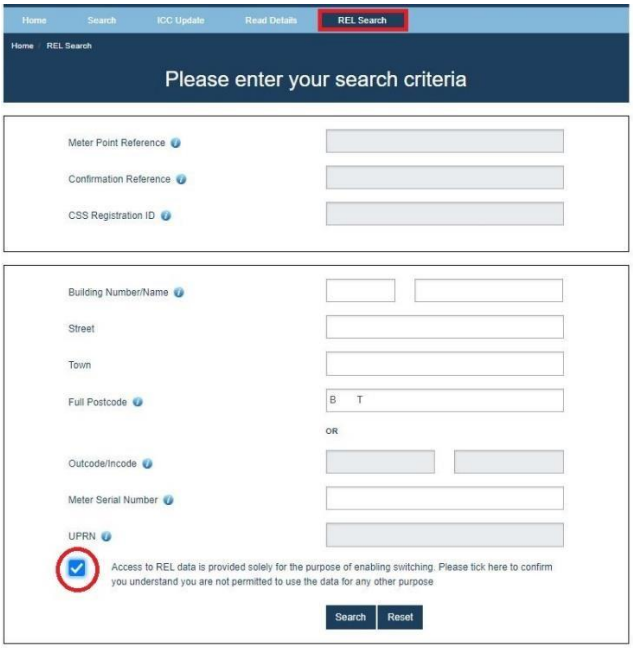
One of the key deliverables from the Switching Programme was to address the main cause of switching errors, which is inaccurate matching of meter point and address data. The Retail Energy Location (REL) Address was conceived to address this.

REL is a composite of (as a minimum) two elements; a Registrable Measurement Point (RMP) (which represents the MPxN) and the address where the energy supply is being measured (the consumer's address or premises served). The REL Address is constructed and maintained by the CSS Provider using an Address Service and data on meter point locations provided by the Gas Transporters (GTs), the electricity Distribution Network Operators (DNOs) and other data sources.

The REL Address may only be used for switching purposes.

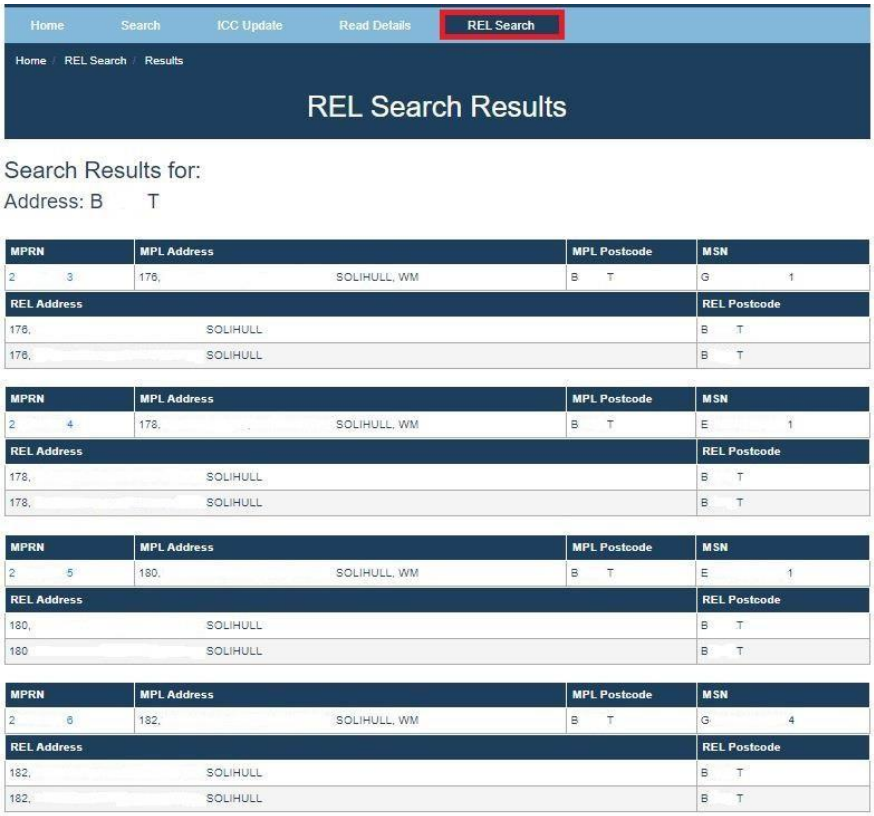
6.2 REL Search

The REL search can be used to search with either the Meter Point Location (MPL) Address or REL Address. The search is not case sensitive, and GES Users must agree that the search they are performing, is only for the purpose of Switching, *see below confirmation tick box*.
The address input fields (Building Number, Building Name, Street and Town) accept Welsh language characters.
The UPRN field refers to CSS supplied UPRN.



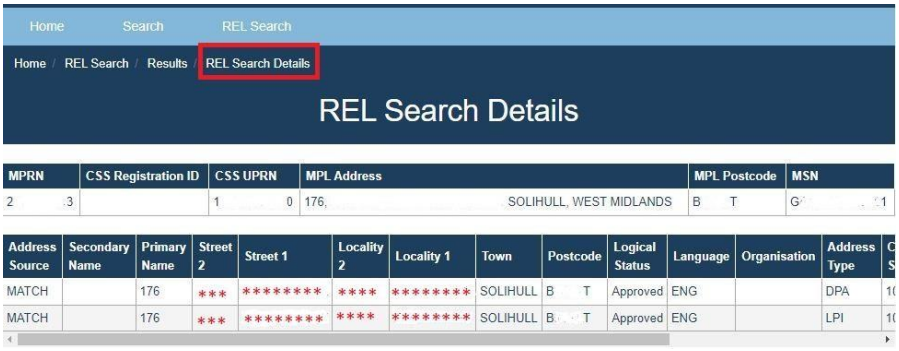
6.3 REL Search Results

A valid REL search, leading to multiple associated MPL and REL Addresses will be displayed within the resultant record set, within the REL Search Results screen.
Selecting a particular MPRN from the displayed result displays the REL Search Details screen, which shows the REL details of the selected MPRN.



6.4 REL Search Details

A valid REL search leading to single MPRN will display the resultant record within the REL Search Results screen.
The REL Addresses are displayed in sort order of its logical status i.e. 1 (Approved), 6 (Provisional), 3 (Alternative), 8 (Historic) and 0 (N/A [for Delivery Point Address which does not have a logical status]).



Field	Description

Address Source	The REL Address Source: MPL = The Meter Point Location (MPL) address was not matched in the addressing service as a standard address, so one was created using the information of the MPL. Manual = Subsequent to the REL address being created, it has been discovered that the address was wrong and has been manually assigned by a human to an address within the addressing service. Match = The address is derived from a direct match with MPL provided to an address in the addressing service
Address Type	The type of address of this entry in the array: LPI = The LPI is basically the address of the BLPU in a standard format that uniquely identifies the BLPU in relation to a street as defined and held in the National Street Gazetteer (NSG). DPA = A Delivery Point Address (DPA) is defined as a property that receives deliveries from Royal Mail.
Primary Name	This is the Primary Addressable Object description. This is normally the name and or number of the property
Secondary Name	This is the Secondary Addressable Object description, e.g. the "Flat 2" in the address "Flat 2, London House, Exeter". This is only relevant for a child property. "London House" in this case will the Primary Name of the parent property
Street 1	LPI - derived from Street DPA - the Thoroughfare
Street 2	LPI – Blank DPA - dependant thoroughfare
Locality 1	LPI – derived from Street – Using locality code lookup DPA – dependant locality
Locality 2	LPI - Blank DPA – double dependant locality
Town	LPI – Derived from Street – Using Town code lookup DPA – Post Town
Postcode	Postcode associated with the address
Logical Status	This is the status of the address: N/A Approved Alternative Provisional Historic
Language	The language of the address (ISO 639-2 Code). For example, in Wales you will usually have an English and Welsh address. It will be cym for welsh.
Organisation	Current organisation name of the property if one exists
Confidence Score	A relative confidence score on the match from MPL to REL
Classification	Classification code of the property as per the AddressBase Premium classification scheme
Latitude	Latitude of the associated property, usually either the centroid of the building polygon or a general internal point within the building polygon
Longitude	Longitude of the associated property, usually either the centroid of the building polygon or a general internal point within the building polygon

6.5 Data Content

Read Types Class 3 & 4

The following table provides details of the meter read type codes and Meter Reading Source for NDM – Class 3 & 4.

Code	Definition
A	Agreed Opening Read
T	Xoserve Estimated Transfer Read
C	Customer Read (Xoserve obtained for a prime or Sub Meter)
F	RGMA Removal Read
G	Gas Card Reading (Opening)
E	Supplied by End User
T/O/F	Depending on Xoserve estimate
M	Cyclic Read (Xoserve obtained for a Prime or Sub Meter
O	RGMA Installation read

P	Point Of Sale read
Q	Shipper Provided Estimated read (Opening Read)
K	RGMA Replacement Read

Active Read Indicator

The Active Read Indicator field is displayed on the Read History tab and the Read Details Search Results screen.
Reads received from an Outgoing Shipper via the UMR File with a date on or between D-5 and D-1 of the transfer of ownership for Class 4 sites are set as 'Inactive' in UK Link. Where a reading has been replaced by a subsequent reading then the original reading which has been replaced will also have an inactive flag set against it.

Read Types Class 1 & 2

The table provides details of the meter read type codes for DM – Class 1 & 2.

Read Type	Reason
A	Actual Read
B	Better Estimate Read
E	Estimate Read
F	Final Read (for an asset update on the system – meter/converter exchange)
O	Opening Read (for an asset update on the system – meter/converter exchange)
P	Prorated Read
R	06:00reading following Resynchronisation
S	Site Visit Reads

7. Useful Links and information

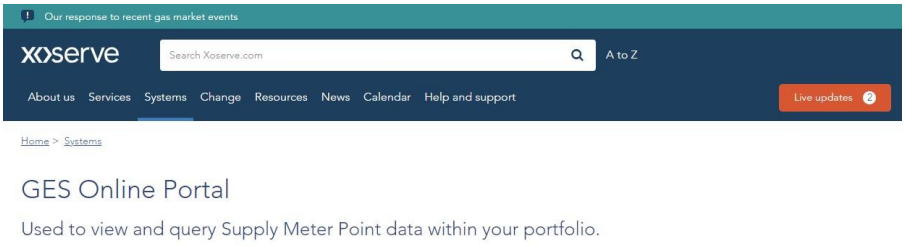
This section provides an overview of how to navigate through the Online Portal application.



FAQs

By selecting FAQs, this option will open a new internet browser page, navigating the GES User to the GES Online Portal home page on the Xoserve.com website. Here the GES User is presented with useful

information on the GES Online Portal as well as FAQs, which will assist GES Users in navigating through the service.



Help

This link provides Users with information on access to this document.

Print

Use this to print the screen content.



Logout

Users may click this link at any point to exit from the GES Online Portal. GES Users will be logged out and re-directed to the Xoserve login screen.

Glossary

The GES Online Portal was originally the Data Enquiry Service (DES). Certain labels against fields and navigational components (such as tabs or breadcrumbs) reflect specific gas terminology and Defined Terms prior to the introduction of the Retail Energy Code with its own Defined Terms.

GES Terminology	REC Defined Term	Meaning
Data Enquiry Service (DES)	Gas Enquiry Service Online Portal (GES Online Portal)	the Service described in this User Guide.
Industrial and Commercial Consumer (ICC) User	Non-Domestic Consumer GES User	means a GES User who is a consumer at which a supply of Energy is (or will be) taken wholly or mainly for nondomestic purposes, which is to be interpreted in accordance with the Energy Supply Licences.
Meter Asset Manager (MAM)	Metering Equipment Manager (MEM)	means for gas, the Meter Asset Manager (as defined in the UNC) Appointed by the Gas Supplier.
Market Sector Code (MSC)	Domestic Premises Indicator	means the indicator used to identify a Domestic Premises. Note the allowable value set is different between the two data items, but in the case of CSS Supply Points will reflect the information provided by the incoming Supplier when the registration becomes effective.
Supply Meter Point (SMP)	Registrable Measurement Point	means a Supply Meter Point identified in the Central Switching Service.

Contact Us

GES Users are advised to contact the GES Provider Service Desk via the details below. The Service Desk will raise a Service Management Ticket to support resolution of the GES User issue or query. Examples of instances to contact the GES Provider Service Desk would be matters related to the availability or function of GES Online Portal or a Security Incident.
In some instances GES Users will need to contact the REC Code Manager or System Operator. The REC Code Manager will publish guidance to users when it is appropriate to direct your contacts to these parties.

For any queries related to the Gas Enquiry Online Portal or Master Admin User (MAU) issues with logging on, please contact Xoserve at:

Xoserve
65 New Road
Solihull
B913DL

servicedesk@xoserve.com

http://www.xoserve.com

Xoserve Help Desk: 0845 600 0506