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# Non-Standard Sites Administration Processes DN & NG TransmissionReference Guide

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# **Chapter 1: Introduction**

## **1 Non Standard Sites Introduction**

Unique sites which were maintained offline pre Nexus are all now managed within UKLink and are now referred to as non-standard sites. This document identifies the standard processes, outlines the changes, confirms who is impacted and provides an overview of the changes with supporting documentation for the specific customers.

The standard administration processes can be divided as follows;



 This document covers the Meter Point Reference Number (MPRN) Creation, SPA and RGMA processes. The Read Entry and Invoicing processes will be available in separate documents.

# 1 Non-Standard Sites Types



Due to combinations of site set up we now have 18 site types however due to the alignment of processes these can be grouped into:

- Shared Supply\*,
- Telemetered Site
- Optional Tariff
- Interconnectors\*
- Twin Stream\* (Aggregated)
- Connected System Operator (CSO)

\* In DES these sites are not present and you will need to the call the contact centre with queries on 0121 713 4901

# **1** Introduction

• To understand the Shipper involvement with Non Standard Site Processes and to view the relevant templates please follow the below link:

https://www.xoserve.com/resources/?customers=&category=&resources=Documen t;ExternalLink;&topic=Non-Standard%20Sites&search= **X** Serve

# **Chapter 2: Create CSEP for CSO site**

# 2.CSO New Site Set Up Process Overview





### 2 CSEPs 2.1 CSEP Creation MAP OUT



- An individual iGT or CSO network is connected to the DNO's network Connected System Exit Point (CSEP)
- Each CSEP has a unique CSEP ID and will have a downstream connection to one or more SMPs.
- Exit point is based on the Master CSEP not the SMP postcode
- CSEP creation is fully automated within the system
- The CSEP must be created before the meter point is created.

### 2. CSEPs 2.1 CSO extra steps

Where a new site is a Connected System Operator (CSO) the following activities will need to be followed:

- CSO Organisation Required to submit request to Customer Lifecycle team to register as a stakeholder on our system. See Appendix 2
- Network submit Connected System CSEP creation template (.CIC) to <u>nonstandardsites@xoserve.com</u>. Xoserve will validate and acknowledge the request copying in the Contract Manager for the relevant Network as agreed delegated authority. Xoserve will then load the file into AMT and monitor the process.



**CIC** template

If the site is not a CSEP the above is not required and you just need to submit the MPRN creation template. Chapter 3

### 2. CSEPs 2.1.2 CSO New Site Set Up Process Overview

Where the new site is a Connected System Operator site.

Within the .CIC template there are 4 different Record Types that may need to be completed.

#### Contains 4 different Record Types

Level	Record Name	Occurrence	Optionally
1	HD_A00_STANDARD_HEADER	1	М
1	RT_C60_CSEP_CREATION_REQUEST	Up to 1000	М
2	RT_C80_CSEP_EUC_DETAILS	Up to 100	0
1	TR_Z99_STANDARD_TRAILER	1	М

The HD\_A00\_STANDARD\_HEADER, RT\_C60\_CSEP\_CREATION\_REQUEST, TR\_Z99\_STANDARD\_TRAILER are mandatory and must be supplied in all cases. The RT\_C80\_CSEP\_EUC\_DETAILS is optional depending if the CSEP also contains any other sites that are not DM.

### 2. CSEPs 2.1.3 CSO New Site Set Up Process Overview

### The details to be completed for each field.

HD\_A00\_STANDARD\_HEADER Example

TRANSACTION_TYPE	ORGANISATION_ID FILE_TYPE	CREATION_DATE	CREATION_TIME	GENERATION_NUMBER
A00	800 CIC	20171110	104700	

### 2. CSEPs 2.1.4 CSO New Site Set Up Process Overview

#### The details to be completed for each field.

RT\_C60\_CSEP\_CREATION\_REQUEST Example:

TRANSACTION _TYPE	IGT_PROJECT _REFERENCE	GT_REFEREI E_NUMBER	NC CSEP_SI NAME	ITE_CSEP	_PRINCIPAL EET	CSE ENT	EP_DEPEND	CSEF _TOW	P_POST	CSEP ODE_ DE	_POSTC OUTCO	CSEP TCOD CODE	P_POS DE_IN	CSEP_ CATIOI EASTIN	LO ( N_ A IG F	CSEP_LOC ATION_NO RTHING
C60	Site name	Site name	Site name	e Homei	Road	Solil	hull	West Midlaı	nds	B91		3DL		999	999	999999
NUMBER_O F_ISEPS LD	CZ_IDENTIFIER	CSEP_EXIT CS ZONE_IDE EC	EP_CONN C TION_MAX N Q M	SEP_CON IECTION_ IAX_SHQ	IGT_SYSTEN MAX_AQ	M	CSEP_CONN ION_DATE	C ECT G F	CSEP_EI GENCY_ RT_DATE	MER STA I	MRA_SH T_CODE	OR C 6_	ONDIT _MAX_	ION_1 AQ	CSEI FED_ AQ	P_PROJEC _MAX_DM_
1 AB	CD A	ABC	58600001	58600	58600	001	2017	1110	2017	711100	GTM		586	600001		58600001
CSEP_PROJEC AX_DM_SOQ	TED_M CSEP_ AX_DM 586000	PROJECTED_ I_SHQ 586	M SUPPLY_N 00	METER_PO	INT_COUNT		NESTED_C NDICATOR 1N	SEP_I	PAREN	IT_CS	P/ EP_ID N	AREN <sup>-</sup> UMBE	T_CSE R	P_GT_F	REFE	ERENCE_

#### NB:

Please note when submitting the template the information for each Transaction Type including C60 needs to be on 1 line and not split as we have shown here.

### 2. CSEPs 2.1.5 CSO New Site Set Up Process Overview

Connected CSEP Response file to CIC RT\_C80\_CSEP\_EUC\_DETAILS Example

TRANSACTION\_TYPE IGT\_PROJECT\_REFERENCE EUC\_DESCRIPTION EUC\_MAX\_AQ EUC\_MAX\_SHQ

This should only be populated if there are other sites within the CSEP that are not DM.

TR\_Z99\_STANDARD\_TRAILER Example: Z99

TRANSACTION\_TYPE RECORD\_COUNT

3

The Lead time to create the CSEP ID is 5 business days from receipt.

### 2. CSEPs 2.1.6 CSO New Site Set Up Process Overview

• Once the template details are completed you will need to convert the template into .CSV Format.

#### • Remove all the header rows from the files

A00	800	CIC	20171110	104700	1					
C60	Site name	Site name	Site name	Homer Road	Solihull	West Midlands	B91	3DL	999999	999999
1	ABCD	ABC	58600001	58600	58600001	20171110	20171110	GTM	58600001	58600001
586000	58600	1	N							
Z99	3									

#### NB:

Please note when submitting the template the information for each Transaction Type including C60 needs to be on 1 line and not split as we have shown here.

### 2. CSEPs 2.1.7 CSO New Site Set Up Process Overview

 Under File. Click 'Save As', then select 'CSV (Comma Delimited) (\*.csv) under Save as Type.



### 2. CSEPs 2.1.8 CSO New Site Set Up Process Overview

- The completed template must be saved in a 5.8.3 format e.g. XXX01.PN000001.YYY
- XXX being the Shipper/Network Short Code and PN000001 incrementing with each submission and .YYY will be the appropriate Template Shortcode.

	m	I
File name:	XXX01.PN000001.CIC.csv 🗸	l
Save as type:	CSV (Comma delimited) (*.csv)	

 The file will then need to be attached to an email and sent to <u>nonstandardsites@xoserve.com</u>. All email submissions will receive an acknowledgement.

### 2. CSEPs 2.1.9 CSO New Site Set Up Process Overview

Once the CSEP creation has been processed a response file will be sent to the Originator.

CSO\_CSEP\_CREATION\_RESPONSE (.CIR). This file will be received in .CSV Format

Recor	d Types		
_evel	Record Name	Occurrence	Optionally
1	A00_STANDARD_HEADER	1	М
1	RT_C61_CSEP_CREATION_RESPONSE	Up To 10000	М
2	RT_S72_REJECTION_DETAIL	Up to 15	0
2	RT_C80_CSEP_EUC_DETAILS	Up To 100	0
3	RT_S72_REJECTION_DETAIL	Up to 15	0
1	Z99_STANDARD_TRAILER	1	М

The HD\_A00\_STANDARD\_HEADER, RT\_C61\_CSEP\_CREATION\_RESPONSE, TR\_Z99\_STANDARD\_TRAILER are mandatory and must be supplied in all cases.

The RT\_C80\_CSEP\_EUC\_DETAILS will be provided if you submitted one in your input template.

The RT\_S72\_REJECTION\_DETAIL will only be populated if the file is rejected and will provide the rejection reason.

### 2. CSEPs 2.1.10 CSO New Site Set Up Process Overview

The details will be sent as below: HD\_A00\_STANDARD\_HEADER Example:

TRANSACTION\_TYPEORGANISATION\_IDFILE\_TYPECREATION\_DATECREATION\_TIMEGENERATION\_NUMBERA00800 CIR20171112104700

N.B As this file will be received in .CSV format, the header rows will not be present. These have been included for demonstration purposes only.

#### 2. CSEPs

### 2.1.11 CSO New Site Set Up Process Overview

#### The details for each field.

#### RT\_C61\_CSEP\_CREATION\_RESPONSE Example:

The record will reflect the details you submitted on the input file with the addition of the record containing the Outcome code and CSEP\_ID

TRANSAC TION_TYP E	OUTCOME _CODE	CSEP_ID	IGT_PRO. T_REFER CE	JEC EN GT_REF CE_NUM	EREN CS /IBER E_I	EP_SIT NAME	CSEP_PRINC AL_STREET	CSEP_DEP IP NDENT_LO ALITY	E CCSEP_PO ST_TOWN	CSEP_POS TCODE_OU TCODE	CSEP_PO STCODE_I NCODE	CSEP_LC CATION_I ASTING	CSEP_LO CATION_N ORTHING
C61	AC	C0002305	Site name	site nam	e Site	e name	Homer Road	Solihull	West Midlands	B91	3DL	99999	9 999999
NUMBER_( F_ISEPS	O LDZ_IDE	C T E NTIFIER F	CSEP_EXI T_ZONE_IC DENTIFIE E R _/	SEP_CONN CTION_MAX	CSEP_CON NECTION	CSEF ON NNEC I_ N_MA Q OQ	P_CO CTIO IGT_SY: AX_S TEM_M/ X_AQ	SCSEP_CON NECTION_D ATE	CSEP_EME GENCY_ST T_DATE	R AR MRA_SHC T_CODE	R CONDIT	C: ION_16 C <sup>-</sup> Q M	SEP_PROJE FED_MAX_D _AQ
	1 ABCD	A	ABC	58600001	- 586	600 58	201711 36000	1 D 20171110	GTM	586000	 )01 58	3600001	58600001
CSEP_PRO MAX_DM_S	DJECTED_ SOQ	CSEP_PR MAX_DM	OJECTED_ _SHQ	_ SUPPLY_M NT_COUN	IETER_PC	)I NESTE CATOI	ED_CSEP_INE R	PARENT_C	P/ R SEP_ID N	ARENT_CSE EFERENCE_ UMBER	P_GT_ CS	EP_STATU	JS
	586000	)	5860	00		1 N					RQ		

#### NB:

Please note when submitting the template the information for each Transaction Type including C60 needs to be on 1 line and not split as we have shown here.

### 2. CSEPs 2.1.12 CSO New Site Set Up Process Overview

#### The details for each field.

RT\_S72\_REACTION\_DETAILS Example:

The record will detail the Rejection Reason.

TRANSACTION	TYPE RE	JECTION_	REASON
-------------	---------	----------	--------

S72 CNF00016

#### RT\_C80\_CSEP\_EUC\_DETAILS Example:

	IGT_PROJE				
TRANSACTIO	CT_REFER	EUC_DESCR			
N_TYPE	ENCE	IPTION	EUC_MAX_AQ	EUC_MAX_SHQ	
C80	C1000202	EUC01B	3995670	456	

NB- The details in the C80 record are used in the CAI file

### 2. CSEPs 2.1.13 CSO New Site Set Up Process Overview

#### The details for each field. TR\_Z99\_STANDARD\_TRAILER Example:

TRANSACTION_TYPE	RECORD_COUNT	
Z99		3

Next step:

Where you have received the accepted CIR response file providing the CSEP\_ID for a new CSO CSEP site.

#### Or

Require a MPRN for a NTS Direct Connect site. See section 3

(Where the new site is not a CSEP you can submit the MPRN creation template)

You will need to submit the network MPRN creation template via email.

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# **CSEP** amendment

### 2. CSEPs 2.2.1 CSEP Amendment

Once the CSEP has been created there will be scenarios where the details would require updates. The most common of these is MAX CSEP AQ/SOQ amendment.

Yesterday Site A - 150,000kwh Site B - 150,000kwh Site C - 175,000kwh Tomorrow Site A - 200,000kwh Site B - 150,000kwh Site C - 175,000kwh

Max CSEP AQ - 500,000 kwh

Max CSEP AQ - 500,000 kwh

In the yesterday scenario, the total of the AQ for the sites is less than the Max AQ value. For tomorrow Site A has increased AQ to 200,000kwh. The site referred and the MAX AQ value is breached. The following process should be followed to resolve this.

### 2.2 CSEPs 2.2.2 CSEPs

#### Process flow for CSEP amendment using the CAI file



### 2.3 CSEPs 2.3.1 Change in CSO Organisation Details



### 2.3 CSEPs 2.3.2 Change in CSO Organisation Details

Where there is a change in the Connected System Operator (CSO) details the following activities will need to be followed:

- Network Organisation Required to submit the Site Transfer proforma CSO via email to nonstandardsites@xoserve.com
- Xoserve will validate the request update the system and advise via email notification that the amendment has been completed.



CSO - Site Transfer Proforma **X** Serve

# **Chapter 3: MPRN Creation**

# **3.1 MPRN Request Process**

- The creation of a standard SMP is an automated process, triggered by a file flow or CMS.
- Before the introduction of Project Nexus, a UKLink MPRN was not required for NTS sites or DN CSO sites. Instead, a dummy MPRN was created by Xoserve and stored within Xoserve's Unique Sites offline system.
- <u>All sites are now stored in UKLink and requires a MPRN to support all downstream</u> processes. This allows the Users to submit the relevant SPA Registration, Nomination and Confirmation and RGMA processes. As such, the Network MPRN creation process has been introduced.
- For CSO sites, the CSEP Project must be created before the MPRN creation request is made.

# **3.2 MPRN Request Process**



# **3.3 MPRN Request Process**

The MPRN creation request is made using an Excel template.



Example MPRN Template

- The template is then submitted to <u>nonstandardsites@xoserve.com</u> for processing.
- The following slides details the required information.



#### **Network Operator Meter Point Creation Template**

																-		
									Addres	s Details								
Field name:	Gemini Site ID	NTS Exit Point	Site Name	Building Number	Delivery Point Alias	Sub Building name	Principle Street Name	Dependant Street	Dependent Locality	Post Town	Postcode	Location Description	Location Code	LDZ	Exit Zone	Meter Point AQ	MNEPOR value (If NTS site)	
Mandatory(M)/ Optional(O)/Spe cial Mandatory(SM)	S/M	S/M	м	м	o	o	м	м	м	м	м	o	o	м	м	м	SM	
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
13																		
14																		
15																		

\*Completed template to be sent to nonstandardsites@xoserve.com

# 3.3 New MPRN Request Template 3.3.1 Site Name & Address

Field	M/O/SM*	Example	Comments	*M/O/SM
Gemini Site ID	SM	ABCD	This value is the unique 4 letter character to assign in Gemini for this site.	O-Optional SM-Special Mandatory
NTS Exit Point	SM		<b>NTS Sites:</b> This is the unique value you assign to an NTS site in the contract to allow capacity to be booked.	
Site Name	М	Lansdowne Gate	This is the name that you wish for the site to be recorded as.	
Building Number	М	65	Number of the property where applicable	
Delivery Point Alias	0		Optional field: Address of site	
Sub Building name	0		Optional Field: Sub Building Name	
Principle Street Name	М	New Road	Address of Site	
Dependant Street	М	New Road	Same value in Principle street field	
Dependent Locality	М	Solihull	Town in which the site is located	
Post Town M		West Midlands	Town in which the site is located	
Postcode	М	B91 3DL	Full post code required	
Location Description	0		Location of the emergency control valve	
Location Code	0		Location of the emergency control valve	

### 3.3 New MPRN Request Template 3.3.2 LDZ & Exit Zone

Field	M/O/SM*	Example	Comments
LDZ	М		NTS sites Notional 4 character LDZ
Exit Zone	М		NTS sites notional 3 character Exit

#### NTS Sites

LDZ = Notional 4 character alpha unique reference LDZ Exit Zone = 3 character alpha unique reference for the exit zone

#### LDZ Sites

LDZ = Standard LDZ unique reference Exit Zone = Standard exit zone unique reference

\*M/O/SM M-Mandatory O-Optional SM-Special Mandatory

# 3.3 New MPRN Request Template 3.3.3 Meter Point Reference Section

Field	M/O/SM*	Example	Comments
Meter Point AQ	М	1,533,000,000 kwh	
MNEPOR value	SM	4,933,000 kWh/d	NTS Sites Only
Shipper Short Code	М	ABC	
Meter Point Creation Reason	Μ	New NTS connection	
Network Operator Short Code	Μ	NTS – Transmission	TGT-Cadent NTS-Transmission GT2 GT3 GT4 GT5

\*M/O/SM M-Mandatory O-Optional SM-Special Mandatory

# 3.3 New MPRN Request Template 3.3.4 NEXA Agreement

Field	M/O/SM*	Example	Comments
Type of NeXa agreement	М	Shipper Ancillary signatory required	Network Site Operator CSEP Shipper Ancillary signatory required

Type of NEXA will depend on whether a site is referred to the Network during any SPA registration/Amendment processes.

**Network Site Operator** – This is a contract between the Site Operator and the Network. A User is not required to sign onto this type of NEXA, therefore as part of the Nomination process it will not refer to the network.

**CSEP** – All sites will always refer if there is a CSEP NeXa as per Network agreements.

**Shipper Ancillary signatory required** – Where a Shipper is required to sign onto any NEXA agreements then this is the type of NEXA you need to advise. This will then ensure that any movement on the MPRN will trigger a referral to the Network.

\*M/O/SM M-Mandatory O-Optional SM-Special Mandatory
# 3.3 New MPRN Request Template 3.3.5 Twin Stream/Special Metering

Field	M/O/SM*	Example	Comments
Twin Stream	М	Y	Is new site Twin Stream Y or N?
Special Metering Flag	М	Ν	Are there special metering arrangements Y or N?

If the Network own the Assets and wish Xoserve to invoice the Asset Rental charges applicable and not the MAM then the Special Metering Flag is set to Y.

#### 3.3 New MPRN Request Template 3.3.6 Asset Charges

For Special Metering (where Xoserve invoices for the assets), the Network will need to provide the charges applicable for the chargeable assets.

Field	M/O/SM*	Example	Comments
Asset charge Provision	SM	24.00	Value or N/A
Asset charge Maintenance	SM	32.50	Value or N/A
Asset charge Installation	SM	55.90	Value or N/A
Corrector charge Provision	SM	N/A	Value or N/A
Corrector charge Maintenance	SM	N/A	Value or N/A
Corrector charge Installation	SM	N/A	Value or N/A
Datalogger charge Provision	SM	N/A	Value or N/A
Datalogger charge Maintenance	SM	N/A	Value or N/A
Datalogger charge Installation	SM	N/A	Value or N/A

Details for each asset; Assets, Corrector & Datalogger can be provided in the template.

Provide either the Charge Value or enter 'N/A' if no special charges are applicable.

Xoserve will setup the charge arrangements when setting up the MPRN.

#### 3.3 New MPRN Request Template 3.3.7 Telemetry Equipment

For the section on Telemetry equipment fitted for billing purposes and any Specific Charges requirements, you will need to complete the fields below:

Field	M/O/SM*	Example	Comments
Telemetry Equipment to be fitted for Billing Purposes	Μ	Y	
Specific Charges requirement	Μ	Ν	If set to Y, the agreed Specific Charges will be applied. If set to N, the Specific Charges are not applied.

#### **Specific Charges**

Charges will have been previously agreed for a site. To allow these charges to be applied, the Specific Charges flag should be set to 'Y' and the specific charges included.

#### 3.3New MPRN Request Template 3.3.8 CSO Sites Only

For Connected System Operator sites, the following section must be completed. The original CSEP creation response will provide the relevant information for the following fields:

Field	M/O/SM*	Example	Comments
CSEP ID	SM	C0002000	Only applicable if a CSEP
Connected System Operator (CSO) Short Code	SM	ABC	3 character short code
Connected System Operator (CSO) Organisation ID	SM	11000000	

The CSO Short Code and CSO Organisation ID is created as part of CSO Stakeholder creation. The CSO will provide these details once they have completed their stakeholder set up with Xoserve.

#### 3.3 New MPRN Request Template 3.3.9 Originator Contact Details

Field	M/O/SM*	Example	Comments
Contact Name	SM		
Contact Tel Number	SM		

The Originator contact details are provided in the template. This will enable Xoserve to contact you should any queries arise whilst processing the request.

#### 3.3 New MPRN Request Template 3.3.10 Xoserve Response

Field	M/O/SM*	Example	Comments
Meter Point Reference Number	0	1234567890	MPRN
Date Responded	0	22/11/2017	
Additional Comments	Ο	Meters are third party owned so no asset charges are applicable as confirmed by the Network.	Feedback from Xoserve including rejection where applicable

Once the template has been submitted to Xoserve, Xoserve will process the request. Once Xoserve has completed the new MPRN process, Xoserve will complete this section of the template. The new MPRN populated in the template together with any feedback. Xoserve will email the completed template to the originator.

Once the MPRN IS created and the Network is notified, the Network can provide this information to the Shipper. The SPA Registration Process can then be triggered by the Shipper.

### **Chapter 4: MNEPOR Amendment**

#### 4. MNEPOR Amendment 4.1 Introduction to MPRN Request Process

The MNEPOR value (Maximum Network Exit Point Offtake Rate) is used for NTS sites as there is no nominated SOQ value on these sites

#### 4. MNEPOR Amendment 4.2 MNEPOR update process



\*If the validations fail then you will receive and email from nonstandardsites@xoserve.com advising why the request has been rejected. NTS should make the necessary amendments and then resubmit the request. When MNEPOR amendment is needed, an Excel request template detailing the Site name, MPRN, MNEPOR Value and date is sent to <u>nonstandardsites@xoserve.com</u>

Xoserve will undertake validations and all email submissions to Xoserve will be acknowledged, including copying in the Contract managers on the distribution lists. If validations are passed, Xoserve will update the

information into UKLink and will also advise the Invoicing Team of these changes to enable the team to track movement of invoice charges.



You will then receive an email from **<u>nonstandardsites@xoserve.com</u>** advising that the amendments have been actioned.

Gemini will also be required to be updated - details later in pack

# Chapter 5: Supply Point Administration (SPA) Process

### **5 Standard SPA Process**

Supply Point Administration (or SPA) is a term used for the administration of any contract changes. As all sites are now maintained on UKLink we will look at the standard SPA process we employ for the majority of sites and then highlight the differences for each site type.

The non standard sites now follow the same process as Standard sites with the differences being:-

- The templates or flows used
- The method in which templates are sent
- Validations performed by Xoserve
- Network/Transmission referrals required
- Manual intervention within Xoserve
- Agent involvement

### **5.1 Overview of Nom & Conf Process**



#### 5.2 SPA 5.2.1 Process

1 Shipper send NOM file to initiate the process. As with most Standard Sites processes this is automatically flowed into UKLink,

- 2 On receipt of a file of any format, Xoserve will undertake validations with all details to ensure that the request is valid all fields have been completed correctly.
- Once the validations are complete a response will be sent via a file to confirm whether the request has been successful, rejected (with reasons) or has been referred.
- If the file contains rejections then the reason for the rejection needs to be checked, revised and then the file can be resent.

#### 5.2 SPA 5.2.2 Process

There are various circumstances where the permission needs to be granted by the Networks, termed a referral. When UKLink encounters one of these reasons, a referral is automatically generated by the system.

3

- The referral is accepted, rejected or amended in the Xoserve Services Portal by the Network as shown in Appendix 1
- Responses are automatically issued to the relevant parties by the system.
- Shippers are responsible to resolve rejections and resubmit their requests.

Referrals occur for:

- Capacity (increase to SOQ SHQ)
- Contractual Obligation for new Shippers (NeXa)
- Seasonably Large Sites
- LDZ Optional Tariff

1261	ve							FAQs   Help   Welcor	Print   I me User
ome UK L		ry User A	Access					Treit of	10, 030
			Select N	ominatio	n Referrals				
LDZ Referral Type	Capacity [	EA V Seasonal (S	LSP) 🗹 Distance	Site	Type Contractual 🗌 Al		All	Search Q	•
Nomination F	Referrals								
Nomination F	Referrals t Code	EOE							
Nomination F Network Short Referral Date	t Code Transporter Nom. Ref.	EOE	Site Type	Postcode	Shipper Short Code	CSEP ID	Referral Type	Referral Status	^
Nomination F Network Short Referral Date 04/04/2015	Referrals t Code Transporter Nom. Ref. 1234567777	EOE MPRN 222222222	Site Type LDZ Direct Connect	Postcode B91 3LT	Shipper Short Code XOS	CSEP ID -	Referral Type Seasonal (SLSP)	Referral Status New	<b>^</b>
Nomination F Network Short Referral Date 04/04/2015	Referrals t Code Transporter Nom. Ref. 1234567777	EOE MPRN 22222222	Site Type LDZ Direct Connect	Postcode B91 3LT	Shipper Short Code XOS	CSEP ID 	Referral Type Seasonal (SLSP)	Referral Status New	< >
Nomination F Network Short Referral Date 04/04/2015 Ok B	Referrals Transporter Nom. Ref. 1234567777 ack	EOE MPRN 22222222	Site Type LDZ Direct Connect	Postcode B91 3LT	Shipper Short Code XOS	CSEP ID 	Referral Type Seasonal (SLSP)	Referral Status New	<b>^ &gt;</b>

#### 5.2 SPA 5.2.3 Process

If there is no referral or this has been accepted, in response to the nomination received, UKLink calculates the relevant transportation charges and provides an offer automatically

5 In this phase, the Shipper will send in Confirmation requests to accept the terms quoted in the offer. For a small supply point (SSP with AQ equal or less than 73,200kwh) this is where the process Starts.

#### 5.2 SPA 5.2.4 Process

- 6 On receipt of any file, UKLink undertakes validations to ensure the request is valid and all fields have been supplied correctly.
- If the file contains rejections then the reason for the rejection needs to be checked, revised and then the file can be resent.
- For the confirmation an additional validation checks the Confirmation effective date is >= 14 calendar days from receipt of confirmation request and < 30 Business days from receipt of confirmation request. For a greenfield site or a reconfirmation this can be as little as 5 Business Days.
- UKLink will automatically send flows to all relevant customers and the Objection window will open. The Objection window will close on the confirmation date -2 or the file submission date +7 (which ever comes first).
- Assuming no objection is met the site will await D-2 date.

#### **5.2 SPA** 5.2.5 Process

On D-2 Gemini is automatically updated & files to confirm transfer of ownership are sent to all relevant stakeholders.

- A Gemini Work Item (holds details pertaining to the site i.e. the type of confirmation, AQ/SOQ/MNEPOR details, charges etc.) is generated at D-2 for all Confirmations/ Contract Changes
- NTS Sites will be updated by NTS and LDZ Sites will be updated by Xoserve.
- An example of the Item sent both internally within Xoserve and externally to NTS is shown here. A copy of the work item its sent to networks.



Example of emini work item se

8

The site is live in UKLink on the Confirmation Effective Date (D).

### **Timescales - Nomination Process**



### **Timescales - Confirmation Process**



## **Chapter 6: Shared Supply SSMP**



### **Chapter 7: Telemetered Sites**

#### 7. Telemetered 7.1 Telemetered Introduction

- Telemetry equipment (Telemeter) is used to remotely measure any quantity. It consists of a sensor, a transmission path, a display, recording, or control device.
- Most offtakes from the NTS are telemetered whilst only some offtakes from the LDZ are telemetered.
- Before Nexus Legacy UKLink could not invoice these sites due to their charging complexity, however all sites are now held within and invoiced through UKLink.
- These sites now follow the standard processes. The only difference being on D a manual change is required in UKLink.

### **Chapter 8: LDZ Optional Tariff**

### 8.1a Optional Tariff (Shorthaul) Introduction

- Tobe eligible for Optional Tariffs:
  - LDZ (Local Distribution Zone) sites must be located close to the NTS pipeline.
- A Site can then choose to take specific rates/charges

   Only LDZ Sites can have LDZ Optional Tariff
   Charges are calculated by applying the distance
   from the Notional Terminal Entry Point.
- To request or remove an LDZ Optional Tariff the standard SPA flow is followed



#### 8.2a SPA Process for LDZ Optional Tariff



### **Chapter 9: Interconnector Site**

#### 9 Interconnector 9.1 Overview of Interconnector Process

- Site set up of an Interconnector is similar to SSMP sites, with the main difference being that each Shipper works independently of each other. The Shipper books their usage via the Interconnector Agent rather than share the usage between all the Shippers.
- There are 3 Interconnectors:
  - Bacton Ships gas to and from Belgium
  - Moffatt (IUK) Ships gas to Ireland and ships gas from Norway
  - BBL Ships gas to and from the Netherlands
- All Interconnector sites are classed as Telemetered in UKLink.
- Registration to an Interconnector does not require a Nomination, it is a Confirmation only process and there is also no objection window.



## Chapter 10: RGMA (Asset/Device Updates)

### **10.1 Overview of Standard RGMA Process**

- An ONJOB is a notification or prenotification of any asset installation, removal and exchange.
- An ONUPD is a notification to update current incorrect asset details. It may also be used to update meter exchanges which have not previously been updated.



For Standard sites the same files are used by the Shipper for all RGMA activity and are flowed to and from Xoserve the same way

The same validations shown before are used i.e. mandatory fields filled in, correct data used and rejects sent accordingly

3 Th

2

The details are updated and the files flowed back to the Shipper

### **10.2 Special Metering Overview**

#### UNIFORM NETWORK CODE – TRANSPORTATION PRINCIPAL DOCUMENT

7.1 General SECTION G – SUPPLY POINTS

- 7.1.1 For the purposes of the Code:
- (d) "Special Metering Supply Point" is any Supply Point:
  - comprising a Supply Meter Point in respect of which a Supply Meter Installation is provided and installed by the Transporter; and
  - (ii) such Supply Meter Point:
    - (1) is a Shared Supply Meter Point; or
    - (2) is comprised within a System Exit Point which is subject to a Special Offtake Arrangement; or
    - (3) which is comprised in an LDZ Specified Exit Point identified within a Supply Point Nomination in respect of which a Supply Point Registration has occurred; or
    - (4) which is comprised in a Notional NTS Connection Point identified within a Supply Point Offer in respect of which a Supply Point Registration has occurred; or
  - (iii) such Supply Meter Installation comprises a Supply Meter to which telemetered equipment has been installed in accordance with Section M6.7.1; or
  - (iv) which the Transporter and the User at such Supply Point have agreed shall be a Special Metering Supply Point.

For some Non-Standard additional support is required to complete the steps and these are carried out manually in UKLink. One of these is Special Metering. This UNC Guidance outlines Special Metering as follows

### **10.3 Twin Stream Overview**

There are multiple meters which can be attached to one installation. Gas flows to both meters but Shippers are only invoiced for the site. Convertors and/or daily read equipment may also be present for each meter.

- Twin stream configuration/Asset changes may be initiated via;
  - CMS Contact AGG Twin Stream Challenge for new sites (already existing)
  - Via RGMA flows from an ONUPD/ONJOB.
- Twin stream can also be part of a shared supply scenario, telemetered and Optional Tariff.
- Reads are received and stored against each device as normal. The volume and energy is aggregated for each device and stored against a logical 'Aggregate' device.

### **10.4 Overview of Non-Standard RGMA Process**

2

3

This additional manual activity is performed for special metering and twin stream sites. A rejection is sent Via UK for Special Metering however the changes are still made.



For Non-Standard sites the same files are used by the Shipper for all RGMA activity and are flowed to and from Xoserve the same way

The same validations shown before are used. However, if the site has a special metering arrangement it is worked manually

The details are updated by D+2 after the file is sent and the files flowed back to the Shipper

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### **Chapter 11: End to End Processes**

### **11. Asset Notification Process for New Sites**

For the end to end process to create a new site we have to piece together the chapters already reviewed.

- The processes must follow a specific order
  - 1. CSEP creation (only for CSO sites)
  - 2. MPRN creation
  - 3. Confirmation
  - 4. Gemini updates
  - 5. Asset updates


# 11.2 Asset Notification Process for Telemetered to data logged site

For the end to end process to change a site from telemetered to data logged we have to piece together the chapters already reviewed.

- As we effectively close down one site and create another in the UKLink System, the processes must follow a specific order
  - 1. CSEP creation (only for CSO sites)
  - 2. MPRN Creation
  - 3. Confirmation for new site and withdrawal from old site
  - 4. Gemini Updates
  - 5. Asset updates
- If the site changes from data logged to telemetered, we follow the same steps

### **11.2 Asset Notification Process for Telemetered to Data logged site**



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## Appendix 1 Xoserve Services Portal Nomination Referral Process Overview

## **Introduction to the Xoserve Services Portal**

Supply Point Administration processes are fully automated for the majority of meter points. There are circumstances where intervention is required for a number of reasons. When UKLink encounters a transaction for one of these reasons, a referral is automatically generated by the system.

The referral is either accepted, rejected or amended in the Xoserve Services Portal by the Network.

Responses are automatically issued to the relevant parties by the system.

oser	ve							FAQs   Help   F Welcom	Print   L e, <b>Userr</b>
lome UK L	ink Data Enqui	ry User A	lccess						
			Select N	ominatio	n Referral	s			
LDZ		EA 🗸		Site	Туре		All	~	
Referral Type	Capacity [	Seasonal (S	LSP) 🗹 Distance	e 🗌 Grid Ref 🗌	Contractual 🗌 Al	II 🗆		Search Q	8
Nomination F	Referrals								
Network Short	t Code	EOE							
Referral Date	Transporter Nom. Ref.	MPRN	Site Type	Postcode	Shipper Short Code	CSEP ID	Referral Type	Referral Status	^
04/04/2015	1234567777	22222222	LDZ Direct Connect	B91 3LT	XOS		Seasonal (SLSP)	New	~
Ok B	ack								

## **Unique Sites SPA Introduction**

Before the introduction of Project Nexus, amendments to Unique Sites were managed manually via emails and templates.

With the introduction of new UK Link, all unique sites are now managed online using a uniform method of administration. As such, the referral process for unique sites is now also online and managed via the Xoserve Services Portal. Notifications are automatically generated by the system.

Unique Sites Types:

- NTS Direct Connect
- NTS Connected System Operator (CSO)
- NTS Shared Supply

Due to their complex nature, changes to new site setup, CSO or NTS Shared Supply sites are managed through separate processes which will be covered in a separate session. Referral to Network occurs when:

- New greenfield site
- SPA registration process
  - Change of Shipper or current Shipper
- LDZ Shorthaul
  - Distance
  - Terminal Switch

Following implementation of MOD0678 NTS sites no longer refer for Distance and Grid Ref.

## **Referral Process Overview**

Non Standard sites are managed online using a uniform method of administration. As such, the referral process for unique sites is now also online and managed via the Xoserve Services Portal. Notifications are automatically generated by the system.



\*For Interconnectors only this will be sent via email.

## **Xoserve Services Portal Menu**



The user is automatically logged out if idle for 20 minutes. Use the **Logout** option to close the session. Closing the window will not log out of the system and therefore the system will believe the user is already logged in and cannot log in again. The Xoserve Services Portal landing page. Select either:

- UKLink application
- User Access (to change password and setup security questions).

<b>X{</b> >serve		FAQs   Print   Close	
Home UK Link User Acces	s	record, saturator	
UK Link			
Amendment Referrals	UK Link		
Nomination Referrals	The Portal Service enables Xoserve to provide its co permission to do so.	ustomers with the ability to carry out transactions where the organisation has	
DNI Contracts			
Record No Access Notes			
Meter Asset		The menu options are	
Shipper Payment Report		dependent upon the us	ser's
GSR Data Extract		security permissions.	
	@ Convicibly V	2017	
	© Copyright Xoserve Limited Xoserve Limited Registered Office: Lansdowne Gate	65 New Road, Solibuli, B91 3DL	

## **Select Nomination**



## **Nomination Referral Details**



## **Unique Site Referral Details**

NTS Distance Referral		
Grid Ref Entry Point	Grid Ref Exit Point	
NTS Distance	Accept Amend Reject Rejection Code V	Depending on the referral type,
LDZ Distance Referral		• there are sections to enter the
Grid Ref Entry Point	Grid Ref Exit Point	relevant data and accept or reject
LDZ Distance	Accept Amend Reject Rejection Code V	the request.
Signatory Referral		are selected from dropdown list.
Contractual Arrangement Agreed Yes V	Accept Reject Rejection Code V	
SLSP Referral Request		
Seasonal LSP Start Month 04	Seasonal LSP End Month 09	Select In Progress if the referral
	OAccept OReject Rejection Code V	not vet complete
Referral Comments		
In Progress		<b>Referral Progress</b> comments are
Referral Progress	•	internal only
		-
Referral Response Comments		
Referral Response Comments	•	Referral Response Comments
Referral Response Comments	•	• Referral Response Comments are shared with the Shipper
Referral Response Comments		Referral Response Comments are shared with the Shipper
Ok     Back       Press OK to     Press Back		Referral Response Comments are shared with the Shipper
Ok       Back         Press OK to save the       Press Back to return to	• Following i	Referral Response Comments are shared with the Shipper

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## **Select Amendment Referral**

x()ser	ve						FAQs   Help   P	rint   Logout	
Home UK Li	ink Data Enquiry	User Access					vveicom	e, Username	
UK Link / Select Am	nendment Referrals	Colort A		Deferre	le.				
LDZ Referral Type	EA Capacity 🗹 P	riority 🗹 Distance	Grid Ref	Site Type		All	✓ Search Q	•	<ul> <li>Filter Criteria</li> <li>Press Search to display matching records</li> </ul>
Amendment R	Referrals								
Network Short Referral Date 07/04/2015 07/04/2015	Code         ABC           Conf Ref         MPRN           123456789         11111111           123456799         22222222	Site Type LDZ Direct Connect LDZ Direct Connect	Postcode B91 3LT B91 3LT	Shipper Short Code XOS XOS	CSEP ID  	Referral Type Capacity Priority	Referral Status New New	< >>	<ul> <li>Outstanding Referrals</li> <li>Referrals matching the selection</li> <li>criteria are displayed.</li> <li>Highlight the record and press</li> <li>OK to open the referral</li> </ul>
Ok Ba		Copyright Xose	erve Limited 20	115 - All Rights Reserve	ed				
Press <b>OK</b> to open the referral.	Press <b>Back</b> to return to the Menu.								0

## **Amendment Referral Details**



## **Unique Site Referral Details**

Capacity Referral			
Requested DM SOQ Offered SOQ Requested Effective Date Referral Response Comments	800000  05/05/2015 s	Requested DM SHQ Offered SHQ OAccept OAmend OReject	34665 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
Grid Ref Entry Point		Grid Ref Exit Point	
NTS Distance Referral Response Comments	s	Accept Amend Reject	Rejection Code
Priority Referral			
New Priority SMP Type Referral Response Comments	 S	Accept Reject	Rejection Code  Select In Progress if the referral
Rei <mark>x</mark> rral Comments			
In Progress Referral Progress			Referral Progress comments are     internal only
Ok Back			
Press <b>OK</b> to save the changes.	Press <b>Back</b> to return to the Menu.		Following implementation of MOD0678 NTS sites no longorefer for Distance and Grid Ref.

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## **Appendix 2 Email Validation**

## **CSO Registration Email Authorisation**

To authorise an email address for CSO file submission: <u>https://www.xoserve.com/resources/?customers=Consum</u> <u>er;&category=&resources=Document;ExternalLink;&topic</u> <u>=&search=</u>

Select the relevant form, complete the details and send.

xoserve	About Us	Services Systems Change Resources	Communications	Contact Us Search	Q
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MAM (391)		Connected System	Not	ification of Ships	ber
MAP (390)		Operator Changes – Inbound and	Acc Net	ession to iGT ''	<
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NGT (390)		Please use the following form.			- 1
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PCW / TPI (390)					
Shipper (402)		18 <sup>th</sup> JAN 2019	18 <sup>th</sup> J	AN 2019	L.
		Gas Demand Research		-1726 <u>-</u> Δηριτεί	

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0 ∨					
<u>Home</u> > Connected Sy	stem Operator Cl	nanges – In	bound and	d Outbour	nd Fil
Please ensure you fi	ill out the required	l fields mar	ked with a	n asterisk	(*)
Your Name *					
Your Email *					
Telephone Numbe	r*				
Organisation Name	e *				

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## Appendix 3 Non-Standard Sites Associated Invoice & Charge Types

## **Non-Standard Sites Associated Invoice Charge Types**

INV Туре	Charge Type	Date of Issue	Inv Short Code	SI Short Code	
	DXS & DCS -		INV		
BAL	Scheduling DCs & DCT –	M+23 business day		IDB	
	Shipper Level				
CAZ – LDZ Shorthaul	881 – LDZ	M+4 business day	INV	ZCS	
СОМ	877 – Non Shorthaul	M+8 business day	INV	СОМ	

For more details please refer to the charge type mapping document on our website: https://www.xoserve.com/media/39922/comprehensive-invoices-charge-types\_v5.xlsx **X** Serve

## **Billing Changes**

## **Billing Changes following MOD0678 Implementation**

- All NTS Commodity Charges will be non-Transmission Charges from 01/10/2020 and will be managed via the normal pricing review process and publication of the NTS Transportation Charges Statements.
- The NTS optional Commodity rate Charge Type: 880 is no longer present on the Commodity Invoice. All sites will incur Standard Commodity charges: NCO/877/892

Charge Code	Charge Type	Cha	arge Description	Price Change Effective Date YYYYMMDD	Pence per Unit	
-						C3
NCO		NTS Exit Commodity				

## **Billing Changes following MOD0678 Implementation**

NGT will combine the rates which will now only be the SO rate.

The below snapshot shows the new charges under Charge Code: NCO

Invoice	Charge Code		
COM	NCO		

	Pence per kWh
Non-Transmission Services Exit	0.0128

### **Billing Changes following MOD0678 Implementation**

NGT have also combined the rates for the Entry Commodity which will now only be the SO rate.

The below snapshot shows the new charges under Charge Code: ECS

#### Table 23 General Non-Transmission Services Charges

Invoice	Charge Code
ECO	ECS

		Pence per kWh
Non-Transm Services En	iission try	0.0128

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## Appendix 4 Network Monthly Reports

## **List of Reports**

- SCH606 Network Report
- XO6 CSEPs Premise Report
- NDM CSEP Report
- Network AQ Monitoring Report
- CSEP Hierarchy Report
- DM CSEP Portfolio Report
- Emergency Contacts Report
- Genif Report

The following Report is issued to iGT's

iGT AQ Monitoring Report

#### Reports sent directly to NG:

- NTS Emergency Contacts Report: This report lists the emergency contacts for the NTS Sites
- NTS Genif Report: This report contains the portfolio data for the NTS sites.
- **NTS OFGEM Report** –New reports following implementation of MOD678.

## **NG - NTS Emergency Contacts Report**

 No of fields - 14
 Image: Constraint of the second seco

AOQ (KWH) SOQ (KWH) SHQ (KWH) LDZ Emergency Contact Details

## **NG-**NTS Genif Report

No of fields - 20	)								
OFFTAKE	SITE_ID	SITE_NAME	SITE_TYPE_ID	TYPE_ID_DATE_ON	TYPE_ID_DATE_OFF	LOGICAL_METER_NUMBER	SHIPPER_SHORTCODE	SHIPPER_NAME	DATE_ON



### **SCH606 Network Report**

#### Details number of Supply Points per CSEP.

NETWORK REPORT	SCH606		1	No Of Fields:	29					
Network	CSEP	Name CS /	ADDR1	CS ADDR	2 CS AD	DR3	С	S ADDR4	CS POSTCODE	
CS LDZ	CS PARENT	CS EXIT	CSE	P First Active	Max CS AQ CSEF	DIST CO	ODE PO	GT FULL NAME	PGT ID	
MTR LOGMET	MTR START DATE	MTR END DATE	N	OM AQ	NOM S	DQ	NOM STA	RT No of ISEPS	S No of Supply	Points
Emergency Cover	Gas Fl	owing NO	M EUC	SHIPPERS	Full NAME	CS	DNO RE	F CS NES	STED CSEP	



## **1292 CSEP Hierarchy Nested CSEPs**

#### Details relating to your Nested CSEPs

Rp1ID 1292 CSEP HERARCHY FOR NEST	TED CSEPS GT2	No Of Fields: 15												
PRODUCTION_DATE	HERARCHY_LEVE	Level	CSEP_ID	IGT_SHORT_CODE	IGT_PROJECT_REFERENCE	GT_REFERENCE_NUMBER	PARENT_CSEP_ID	CSEP_SITE_NAME	CSEP_POST_TOWN	CSEP_POSTCODE_OU TCCDE	LDZ_DENTIFIER	CSEP_EXIT_Z ONE	CSEP_CONNECTION_MAX _AQ	TOTAL_SMP_AQ_FOR_CSEP_ CONNECTION

## **Unique Sites Genif Report**

This provides portfolio data for sites which are classified as Non Standard

UNIQUE SITES GENINF REPORT		No Of Fields: 20								
OFFTAKE	STE_D	SITE_NAME	SITE_TYPE_D	TYPE_ID_DATE_ON	TYPE_ID_DATE_OFF	LOGICAL_METER_NUMBER	SHIPPER_SHORTCODE	SHPPER_NAME	DATE_ON	DATE_OFF

DATE_OFF	LOAD_TYPE	LMN_AQ	LASTOFLMN_SHQ	LASTOFLMN_SOQ	LDZ	NWO_SHORT_CODE	DN	AGENT/NG	METERED_TELEMETERED

## **SCH608 AQ Monitoring Report**

Report highlights AQ movement for iGT Sites

ADL SCHEDS IGT AQ MONITORING REPORT	स	No Of Fields: 10							
NWD	PGT Full Name	LDZ	Site Name	Max AQ	Total Nom AQ	% of Max AQ	Status	DNO Reference	Nested CSEP Indicator

### **Network AQ Monitoring Report**

#### Report highlights AQ movement for iGT Sites

NETWORK AQ MONITORING REPORT		No Of Fields: 10							
NWO	PGT Full Name	LDZ	Site Name	Max AQ	Total Nom AQ	% of Max AQ	Status	DNO Reference	Nested CSEP Indicator
BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES	BOTH TABLES

### **Unique Sites DM CSEP Portfolio Report**

This provides portfolio details for your DM CSEP Sites

UNIQUE SITES DM CSEP PORTFOLIO REF	PORT GT2	No Of Fields: 19							
NTS/RTS/INTERCONNECTOR/	Site ID	Site Name	MPR	Postcode	CSEP(Y/N)	Logical Meter Number (LMN)	NTS Shorthaul	RTS Shorthaul	SSC

Shoper Marrie	and Turne ACC (KWH)	500/0044	540.0014	107	Evil Zopa	MMO	Anart/Transporter Service

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## **SPA09 NDM CSEP Report**

#### Site information relating to your NDM CSEP Sites

PGT ID

PA09 NDM CSEP REPORT TOT		No Of Fields: 26						
CSEP Name	CS_ADDR1	CS_ADDR2	CS_ADDR3	CS_ADDR4	CS_POSTCODE	CS_LDZ	CS_PARENT	CS_EXT

NOM AQ

NOM SOQ

NOM START

No of ISEPS

MTR LOGMET

NOM_EUC	SHPPERS_NAME	CS_DNO_REF	CS_NEST ED_CSEP

CSEP First Active

Max CS\_AQ DIST\_CODE PGT\_FULL\_N

Emergency

Gas Flowing

No of Supply Points

## **Unique Sites Emergency Contacts Report**

Report provides Emergency Contact Details that we hold for Non Standard Sites

UNIQUE SITES NTS EMERGENCY CONT	ACTS REPORT	No OFFields: 14											
NTS/RTS/INTERCONNECTOR/	Sile D	Site Name	Postcode	CSEP(VN)	Logical Meter, Number (LMN)	85C	Shipper Name	Load Type	ACC (KWH)	SCO (KWH)	SHO (KWH)	LDZ	Ememency Contact Details
HTOP TOTTER GOTTE GTOP	0.00	on rearing	P CARLONN	Call ( Int)	cogramming reaction (const)	000	arapper rearra	Long_Type	Plane (remm)	acos (rom)	urva (rurri)	1.172	Energiency contact country

**X** Serve

## Appendix 5 Update - Potential Change Requests

## **Update on Change requests**

• Alert NTS Network that an action is pending in Portal – You should now receive an email to advise that a referral has been placed in the Portal that requires attention.

This mail has been sent from an external source. Treat hyperlinks and attachments in this email with caution\*\*

Dear Sir/Madam,

A referral has been triggered for the below data. Kindly action the referral at the earliest.

MPRN: 123456789

Site Name: Lansdown Gate

This is an automated email account, please do not respond as it is not being monitored.

Regards, Xoserve UK Link.
## **Potential Change requests**

• Work Items to be auto sent to Networks Portal, rather than come to desk to be emailed. – Change request raised.

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