



Shipper switches are the transfer of ownership of a Meter Point Reference Number (MPRN) from one gas Shipper to another.

In September 2023 we processed approximately **1 million** (1,005,460) Shipper transfers.



The Data Search Helpline is a service which enables Shippers to obtain specific asset and site information for Gas Transporters (GT), Independent Gas Transporter (IGT) and Non-Standard sites.

In September 2023 approximately **96%** of 4,412 calls were answered within the SLA. The SLA for the Data Search Helpline is 90% of calls answered within 30 seconds.

The Review of Gas Metering Arrangements (RGMA) process manages all changes relating to meter assets for the gas sector.

This includes changes to Meter Asset Providers and asset updates.

In September 2023 we successfully processed **100%** of 489,534 asset updates recieved.

