

## UNC Query Management Standards of Service

Query Type	Query Code	Query Description	Standards of Service			
			PL 1 [4days]	PL 2 [10days]	PL 3 [20 days]	PL 4 [40 days]
Address Amendment	ADD	A challenge to the address that is held on the UK-Link system which is considered in line with a PAF valid format and improves the recorded address	80%	95%	98%	100%
Aggregation Response Challenge	AGG	A challenge to a Network response following an initial request to aggregate a group of meters under one supply point	80%	95%	98%	100%
Appeal raised to reflect your bottom stop SOQ	APP	A request for amendment following investigation to the Bottom Stop SOQ currently held on UK Link.	80%	95%	98%	100%
AQ/SOQ Query	AQQ	A challenge to an incorrect AQ that does not match UK Link records.	80%	95%	98%	100%
Consumption Dispute Query	CDQ	A challenge to the consumption, for a large supply point, as a consequence of incorrect reading data (Bundled / Unbundled) being recorded on UK-Link	80%	95%	98%	100%
Duplicate Meter Point	DUP	A challenge that informs Xoserve that a single service pipe has more than one MPRN recorded on UK Link.	SoS do not apply			
File Enquiry	FLE	This Contact type has a dual purpose. 1. An enquiry regarding a rejection response has been received for an SPA File or a Contact Management Service File. 2. Utilised to raise a request to amend meter details held on UK Link for a Prime and Sub Deduct Configuration.	80%	95%	98%	100%
Isolation Request	ISO	A challenge to the status of a Supply Meter Point (Service Pipe).	80%	95%	98%	100%
Meter Point Reference Number Creation - Non Tagged Service	MNC	A request for Xoserve to create an MPRN for a Live Supply Point where UK Link has no live record.	80%	95%	98%	100%
Found Meter - Tagged Service	FOM	A request to create a MPRN for a Live Supply Point (with or without a meter serial number) where UK link has no live record. This applies to tagged services only. FOMs can be generated by Shippers or UIPs.	*95% within D+1		*100% within D+3	

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Must Read Requests	MUR	When a meter reading has not been provided by the registered users, within agreed timeframes, the Gas Transporter will use reasonable endeavours to procure a meter reading. These reads are referred to as Must Reads	*100% by last Business Day of month			
Theft of Gas	TOG	The Theft Of Gas (TOG) process is a mechanism to record and facilitate the investigation of theft allegations and where appropriate recover Transportation Charges	*100% within 2 Business days			
Previously Submitted Contact	PSC	dependent on the contact previously raised	* <1% upheld			
Billing Query Contacts						
Query Type	Query Code	Query Description	PL 1 [4 days]	PL 2 [10days]	PL 3 [20 days]	PL 4 [40 days]
Daily Metered Query	DMQ	A request for the Daily Meter Service Provider to investigate the daily read / consumption information or daily read equipment.	80%	95%	98%	100%
Generic invoice Contact	GIC	A challenge to an adjustment invoice or charge calculation.	80%	95%	98%	100%
Prime and Sub Configuration change	PRS	A challenge to the link code currently held on UK Link for a freestanding meter or a prime and sub meter configuration.	80%	95%	98%	100%
Prime and Sub Invoice	PSI	A challenge to charges received for a prime or sub meter	80%	95%	98%	100%

NB \* FOM/MUR/TOG/PSC not covered by Mod 565 Standards of Service or associated liability regime

Mod 565 Liability Smaller Supply Point	Mod 565 Liability Larger Supply Point
$(((SGT4/100)*A) - B4 - C) * £1) +$ $(((SGT10/100)*A) - B10 - C) * £3) +$ $(((SGT20/100)*A) - B20 - C) * £6) +$ <p>Where;</p> <p>A is number of queries resolved in the calendar month for smaller supply points</p> <p>B is number of queries resolved for Smaller Supply Points, for the performance period (4, 10 or 20 business days) in the calendar month</p> <p>C is number of Excluded queries resolved for the user within the calendar month</p> <p>*SGT40 = pay to the User £20 and the Transporter will further pay an additional £20 for each further period of not less than 20 Query Count Days in which the Query remains unresolved. Such payment to become due upon resolution of such Query.</p>	$(((LGT10/100)*A) - B10 - C) * £5) +$ $(((LGT20/100)*A) - B20 - C) * £30) +$ <p>Where;</p> <p>A is number of queries resolved in the calendar month for larger supply points</p> <p>B is number of queries resolved for Larger Supply Points, for performance period (10 or 20 business days) in the calendar month</p> <p>C is number of Excluded queries resolved for the user within the calendar month</p> <p>*SGT40 = pay to the User £70 and the Transporter will further pay an additional £70 for each further period of not less than 20 Query Count Days in which the Query remains unresolved. Such payment to become due upon resolution of such Query.</p>

## Other Query Types

Contacts without a Standard of Service applicable		
Daily Metered Reconciliation	DMR	A challenge to DM sites following or prior to invoice issue. An invoice number is not required to log this Contact type
Erroneous Confirmation	ECO	A request to isolate and withdraw from a site which has been erroneously confirmed and where applicable a refund of charges levied.
Prime and Sub Reads	PSA	The Gas Transporter will use reasonable endeavours to procure a meter reading where there is a Prime and Sub configuration. When this has not been possible, a notification is issued to Shippers in the form of a Contact.
Request For Adjustment	RFA	A request for adjustment in accordance with late Meter Exchanges / Corrective Exchanges and Incorrect Correction Factors.
Supply Type Change	TYP	A request to change the supply type from Firm to Interruptible or vice versa.
Unconfirmed Address Amendment	UNC	A Contact challenging the address or postcode details of a site held on UK Link that is currently unconfirmed.
Resolve Filter Failure	(U)SRV	Query facilitating a challenge with regards to a meter read which has failed validation for a supply meter point.