

BK-CSR-IG-0150 On-Line Meter Point Search Facility GTC User Guide

Reviewed October 2020



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1. Introduction

The Gas Transportation Company Limited (GTC) provide a comprehensive on-line search facility to gas shippers and suppliers in order to facilitate the change of supplier process and to enhance query resolution for all supply points connected to GTC gas networks.

This can be accessed via the Energy Suppliers section of its website, which can be found at www.gtc-uk.co.uk

The purpose of this document is to offer a clear and concise overview of the service provided and to assist users in utilising the service most efficiently.

This service is provided **in addition** to the Data Enquiry Service (DES) currently provided on behalf of all Gas Transporters by xoserve. The Data Enquiry service allows users to identify all Meter Point Reference Numbers for all Gas Transporters via an on-line search facility.

As a result of offering this enhanced service to the gas Shipper/Supplier community, all queries made to GTC via telephone/e-mail will now be referred to the GTC website in the first instance.

This document will explain how you can raise an On-Line Query but any questions with regard to the *operation* of the Meter Point Search facility can be made to:

Customer Services The Gas Transportation Company Limited Woolpit Business Park Woolpit Bury St Edmunds Suffolk IP30 9UP

Email: customerservices@gtc-uk.co.uk

This document also includes information on accessing shipper invoices and portfolio extracts, which GTC has made available on its website following the introduction of password protocols implemented in November 2010.



2. User Access

In order to use this facility, the user will be required to input both a User Name and Password as illustrated below.

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Verter 3.0.1FRD (s 2006, GTC, Al Rights Reserved.	INFORMATION Logged in as: Info: Status: EXERCENTY ASSELECTRIC CLICK HERE	

These User Names and Passwords will be provided to relevant contacts within your organisation.

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2.1 Successful Login

Dependant on permissions the user will be shown different menus

Standard User

This allows the user to conduct a basic MPRN search and submit an on-line query.



Portfolio User

This allows the user to view or download the Portfolio Extract.

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Ele Edit View Favorites Iools Help		
😭 🐼 🌈 GTC Shipper Services		Page - 🎯 Tools - "
being will verse verse. TT. Al Rights Reserved.	NEOREATION Logget nas: SCP Logget Info: Status:	
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Invoice User

This allows the user to access and download invoices.



Admin User

This allows the user to carry out certain admin functions.



Users can be set up to belong to any combination of the first three permission groups.

2.2 Failed Login

When the login fails, the user will be notified and invited to retry.

After three failed login attempts (i.e where the username is correct, but the password is invalid), the Shipper account will be blocked.

You should notify the organisation administrator who will be able to unlock your account, reset your password or contact GTC to reactivate the account.



3. Services

3.1 MPRN Search Facility

3.1.1 Search Criteria

From the Shipper Menu, select the "Search MPRN Database" option, to access the following screen:

🖉 MPRN Search Facility - Windows Internet Explorer		
S S + D http://shippers.gtc-uk.co.uk/Report/ShipperSearch.aspx	🖌 🍫 🗙 Live Search	P -
File Edit View Favorites Tools Help		
😭 🕸 🦉 MPRN Search Facility	🙆 • 🖬 · 🖶	• 🔂 Page • 🎯 Tools • 🍟
		<u>^</u>
	Y Y - FIS	
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leading utility networks Shipper Menu		
Home Search MPRN Database Shipper Portfolio		
	INFORMATION	
MPRN Search Facility	Logged in as: SCP Logout	
MI KN Scarch racinty	Info:	
	Status:	
Search Details		
MPR Search		
Network		
Meter Serial Search		
Number		
Post Code		
Create Free Text Query		
	EMERGENCY	
	GAS/ELECTRIC	
Version 3.0.0.1PRD @ 2006. GTC. Al Rights Reserved.	CUCK HERE	

The following options are available:

Option	Description
Search for MPR	Enter a full Meter Point Reference number (MPR) into this box and click
	the "search" button to the right.
Search for	Enter the full GTC network reference number, and click the "search"
Network	button to the right.
	The GTC Reference number is 8 characters long, the first character is the
	letter N or U, followed by 7 numbers – e.g. N0001001.
	You may optionally add the sub-site reference using a hyphen, e.g.
	N0001001-1.
Search for Meter	Enter a full serial number into this box and click the "search" button to
Serial Number	the right.
Search for Post	Enter either a post out code or full post code, and click the "search"
Code	button to the right.
Create Free Text	This should only be used after searching via one or more of the above
	and where no match is found to enable you to raise a query. Click this
	button and add the appropriate information.

IMPORTANT

Please ensure that you click on the "search" button when searching for a meter point, as simply pressing return on the keyboard will not provide any returns.



3.1.2 Search Results

3.1.2.1 Basic MPRN information

The search results for each search are identical, as per the screen illustrated below.

🖉 MPRN Search Facility - Windows Internet Explorer		
COO + @ http://shippers.gtc-uk.co.uk/Report/ShipperSearch.aspx	🖌 🛃 🗶 Live Search	P -
Elle Edit View Favorites Iools Help		
😭 🏘 🎉 MPRN Search Facility	🟠 • 🗟 · 🖶	• $\mathbb{P}_{Page} \bullet \bigcirc T_{Ools} \bullet$
Shipper Menu		<u>~</u>
Home Search MPRN Database Shipper Portfolio		
	INFORMATION	
MPRN Search Facility	Logged in as: SCP Logout	
	Info:	
	Status:	
Search Details		
MPR Search		
Network N0001001-1 Search		
Meter Serial Search		
Post Code Search		
Create Free Text Query		
Search Results MPR details for "Network N0001001-1"		
MPRN Address Serial No. LDZ Gas Act MAM Market Owner ID Desig. Start End		
97, Needham Drive, 7468099310 Granage, CREWE, 5029505 NW GTP GTP D 2 Cheshire, CV4 8FB 2		
52, Needham Drive, <u>7468099400</u> Granage, CREWE, 508937 NW GTP GTP D 2 Cheshre, CV4 87B		
8, Needham Drive, <u>7468099501</u> Granage, CREVVE, 5029836 NW GTP GTP D 2 Cheshire, CV4 8PB		
10, Needham Drive, <u>7468099602</u> Cranage, CREWE, 5030831 NW GTP GTP D 2 Cheshre, CV4 8PB		
3, Needham Drive, 7468099703 Cranade, CREWE, 508930 NW GTP GTP D 2		
Version 3.0.0.1PRD © 2006, GTC, All Rights Reserved.	EMERGENCY INFORMATION GAS/ELECTRIC CLICK HERE	€ 100% ▼ ::

The corresponding address, meter serial number, LDZ, Gas Act Owner, MAM ID and market designation for GTC MPRNs matching the search criteria entered will be listed in the results grid.



3.1.2.2. Enhanced Portfolio information

If you have shipped for the MPRN at any time following 1st May 2006, the start and end date (where applicable) of supply will also be displayed, and the MPRN will appear as a hyperlink (blue and underlined in default browser settings).

Clicking the MPR hyperlink will display complete portfolio data held by GTC for that MPRN, as illustrated below.

🖉 MPRN Details -	Windows Internet Explorer				_ 7 🛛
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File Edit View	Favorites Tools Help				
	V Details			🖄 • 🔊 - 🖶 • 🕞 Page •	• 💮 T <u>o</u> ols • »
			INFORMATION		
	Details for MPRN	7468099310	Logged in as SCP Logout		
	Network Details	2	Status		
	Network Details				
	Network No. N1001				
	Address97, Needham Drive	, Cranage, CREWE, Cheshire, CW48FB			
	Billing Details				
	Billing Type	LDZ NW			
	Exit Zone NW2	EUCE0801B			
	SOQ51 Mater Paint AQ0933	OriginalAQ7273			
	Market Sector CodeDOM	MPRN Status Codel I			
	CSEP NumberB9749/N1001	CSEP AQ5397280			
	Start Date	End Date			
	Meter Details		-		
	Meter BypassN	Meter Installation Date(0/12/1997			
	Meter Serial No5029505	Meter Link Code			
	Meter Location Code32	Meter Type Code5			
	Meter Manufacture#JGI	Manufactured Year			=
	Meter Measurin∳ Capacity	Unit TypeSCMH			
	Meter TypeCR	No. of Dials/Digits5			
	Meter Read FrequencyAnnual	Reading Factor .000			
	Gas Act OwnerGTP	Meter Status Live			
	Date of Last Inspection 27/03/2009	Meter Correction Factor 022640			
	Data Logger Fitted Vo	Corrector Serial No.			
	Corrector No. Of Dials	Meter Read Agent			
	ATC RefAT C0000883	Transportation Charge7.79			
	Free Text Line 1				
	Free Text Line 2				
	Incoming Transfer Data				
	Transferred From Shipper	Read			
	Read Date	Read Source			
	Outgoing Transfer Data				
	Transferred To Shipper	Read			
	Read Date	Read Source			
	Back to Search				~
Done	·			Second Intranet	€ 75% • .;



3.2 Shipper Portfolio Extract

In addition to the on-line search facility, a complete listing of the enhanced portfolio information for MPRNs that you have shipped since 1st May 2006 is available for download in CSV format.

This feature can be accessed, by users set up for Portfolio access, from the Shipper Menu, by clicking the link entitled "Shipper Portfolio."



This will display the Shipper Portfolio Download page as illustrated below.

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File Edit View Favorites Tools Help		
🖈 🕸 🍘 Shipper Portfolio Details	💁 • 📾 - 🖶 • 🕞	Page 🔹 🎯 Tools 👻
oten		
Sleading utility networks Shipper Menu		
Home Search MPRII Database Shipper Portfolio	INFORMATION	
Shipper Portfolio Download	Logged in as: SCP Logout	
	Status:	
Shipper Portfolio Please click the button below to download the most up-to-date shipper portfolio.		
Download		
	EMERGENCY INFORMATION GAS/ELECTRIC	
Version 3.0.0.1PRD @ 2006, GTC, All Rights Reserved.		

Clicking on the "Download" button will commence the download of the CSV file to your machine.

The information contained within the downloadable shipper portfolio is corrected early hours of working day Monday to Friday and available for download.



3.3 Submit a Query to GTC Asset Database

Where a user believes that the asset data held by GTC is erroneous, a facility has been provided in order that a challenge/query may be submitted for asset and invoice queries only

Invoice Queries can also be submitted as shown below

Each MPR featured in the results list features a 2 symbol – clicking on this brings up a screen where you can enter details regarding your query, as illustrated below.

		- 0 ×
Comparison of the second	,D + iii C	田 水 母
File Edit View Favourtes Tools Help	Nome Search MPRI Database Shipper Portfolio Invokes Manage Ideas Asset Query for MPRN 7435920004 Info: Status Satus Satus Sa	
	MPRN Details Locks MPRN 7453920014 Meter Serial Illo. 59022888 Meter Point AQ 416374 Illo. of Dials/Digits 6 Date of Supply Start Unit of Measurement SDH Last Actual Read 514796 Last Actual Read Date 27/06/2016 Meter Location Code 66 Meter Serial Illo. 59022888	
	Plot Details Plot IIo. GCO Sub-Building Building Number 23 Building Nume GTC Dependent Thoroughfare Woolpt Buisness Park Thoroughfare Woolpt Double Dependent Locality Locality Post Town BURY ST EEMUNDS County Suffisk Post Out Code 1930 Post In Code 9UP	
	Request Details ? O Innoice Query ? O Asset Query Suppler Requester Name	
	Requester smal	v
= 🙆 📋 🚺 💿 🚺 🕷		

The screen will be pre-populated with the information currently held by GTC. You will be unable to overwrite the pre-populated data but should add customer details and your query in the boxes provided. Finally click the button labelled "Submit Query".

The Create Free Query tab is for raising a query where the information you have returns no matches and should only be used after attempting to search by MPRN, Network number, Serial number or Post Code. This tab allows you to raise a query to GTC where you would otherwise be unable to do so.





In order for GTC to process your query as efficiently as possible, please provide as much information as you can about both the supply point under query, and details of your query.

Your query will be submitted to GTC and assigned to the relevant department.

You will receive an acknowledgement email immediately after submitting your query, quoting an allocated query reference number, and a further query within two working days informing you of the Query Type allocated to your query.

Please ensure that the email address you give is correct as acknowledgment and resolution emails will be returned to that address.

It may be necessary to request further information from you. If this is the case, an email will be sent to you by our meter query team. If, after five working days, the requested information is not received by GTC the query will be closed and you will be informed accordingly. If this occurs you should endeavour to raise a new query once you have the requested information. By including as much information as possible when submitting a query you could avoid any further requests. Should it be necessary for us to contact a third party or conduct a site visit, you will be advised accordingly as this may delay resolution.

Once your query is resolved, you will receive an email notification.

4. Online Invoices

Users with the invoice permission set will be able to see shipper invoices. Selecting the invoice tab shows a list of the current invoices that have been raised by NetHelp. Clicking 'Open' allows you to open the file or download it to your computer.

The list of invoices can be sorted by name or date by clicking the column heading.

Stlead	• •	NetHe	elp	
ie Search	MPRN Database Shippe	r Portfolio 1	Invoices	Info:
				Status:
Invoice	5		~	Status:
Invoice	5			Status: Logout Change Password
Invoice	5 <u>Name</u>	Date		Status: Logout Change Password
Invoice	S Name	Date 25/10/2010	<u>Open</u>	Status: Logout Change Password
Invoice:	S <u>Name</u> .pdf	Date 25/10/2010 22/10/2010	Open Open	Status: Logout Change Password
Invoice: GPL GPLE	5 <u>Name</u> .pdf Gas.xlsx	Date 25/10/2010 22/10/2010 22/10/2010	Open Open Open	Status: Logout Change Password
Invoice: GPL GPLE GPLI	S Name .pdf Gas.xlsx 412.csv	Date 25/10/2010 22/10/2010 22/10/2010 25/10/2010	Open Open Open Open	Status: Logout Change Password

5. User Administration

See document *BK-CSR-IG-0151 Appendix to Meter Point Search Facility* for directions.