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.
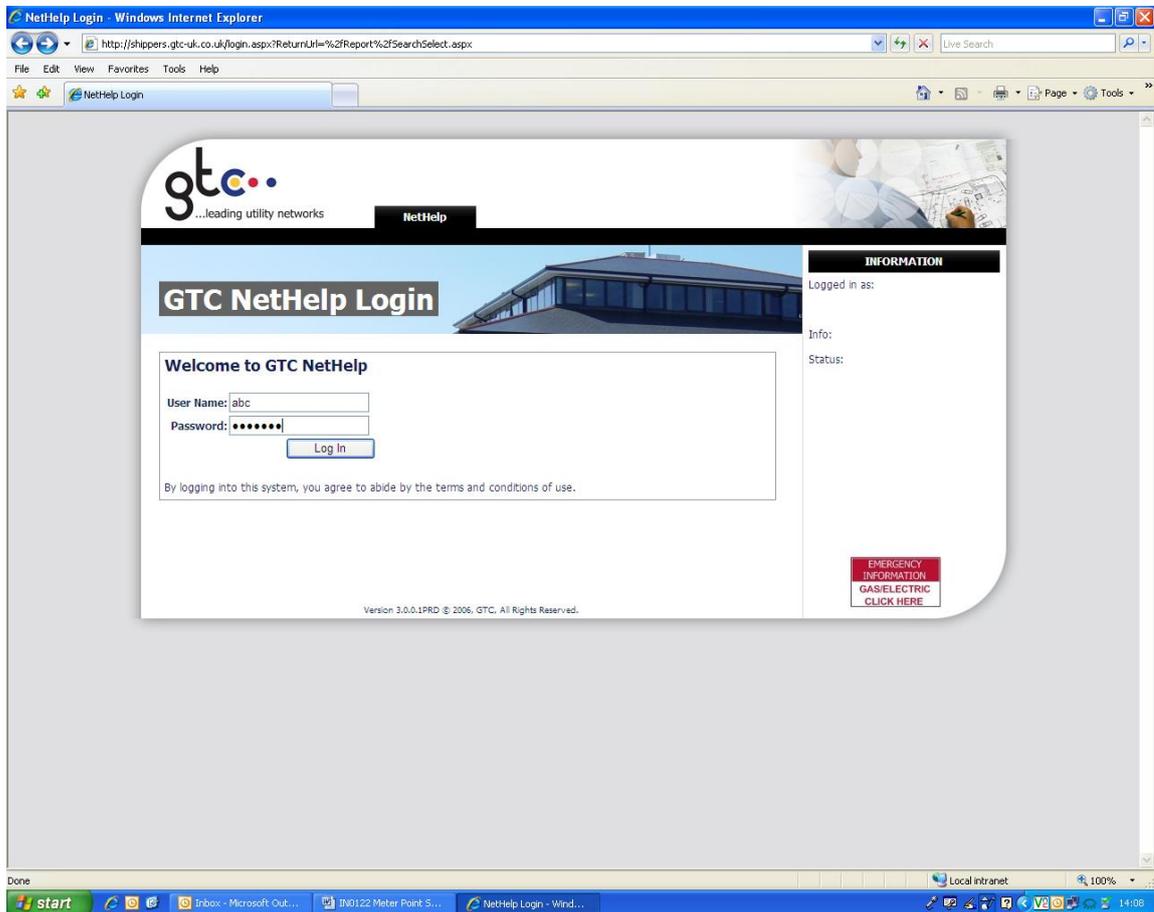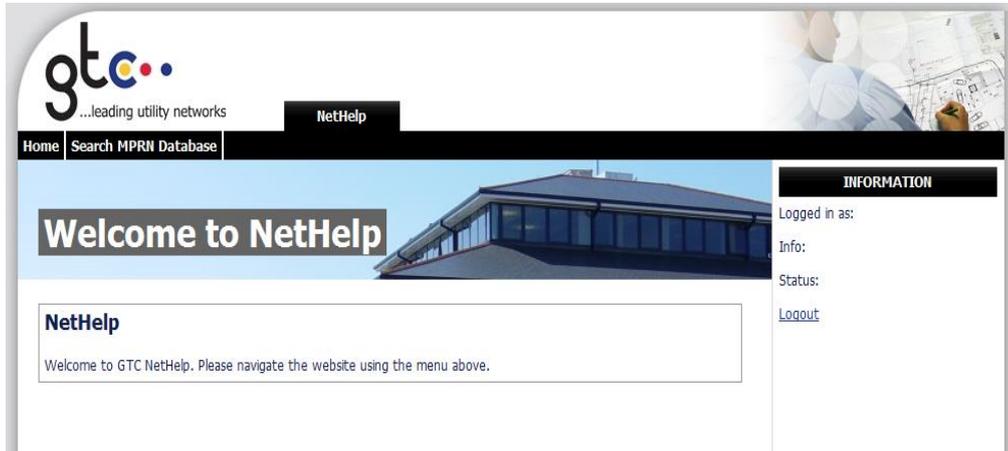

These User Names and Passwords will be provided to relevant contacts within your organisation.

2.1 Successful Login

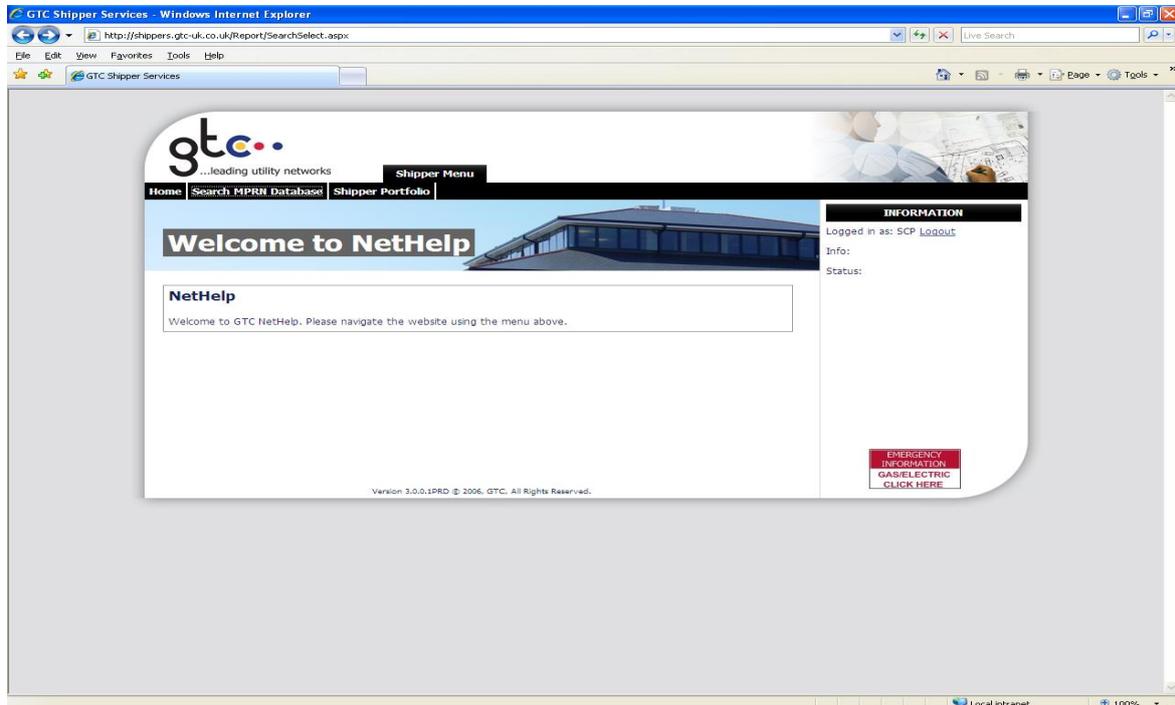Dependant on permissions the user will be shown different menus

Standard User

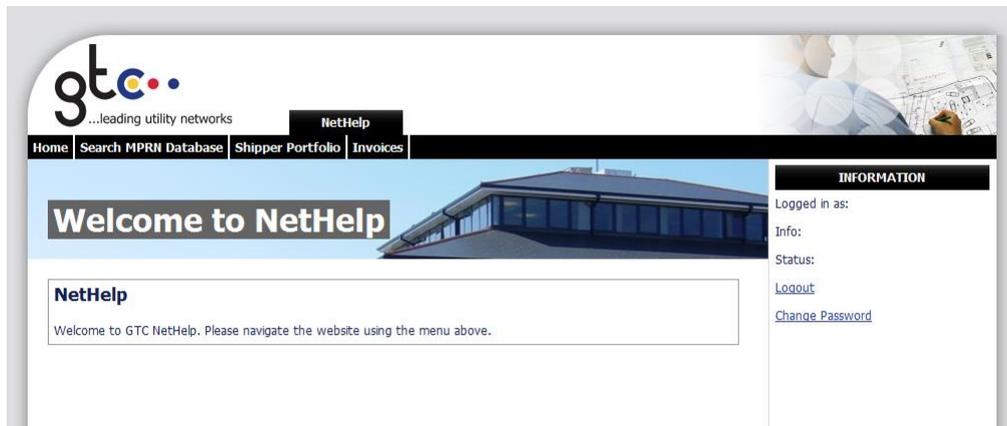This allows the user to conduct a basic MPRN search and submit an on-line query.

Portfolio User

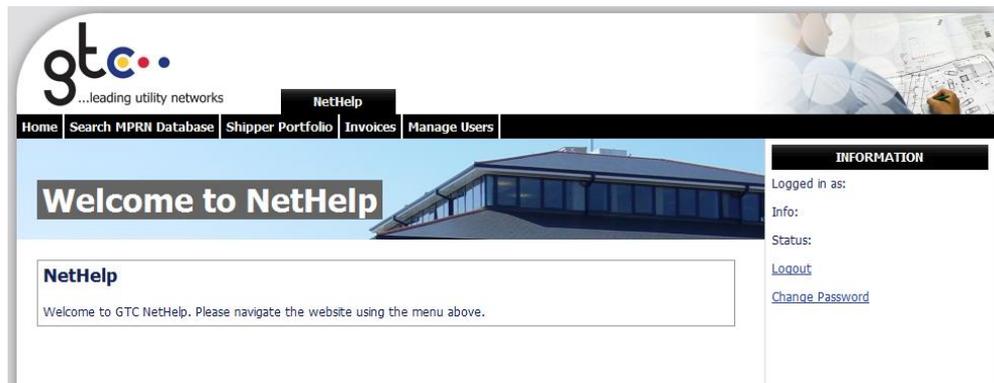This allows the user to view or download the Portfolio Extract.

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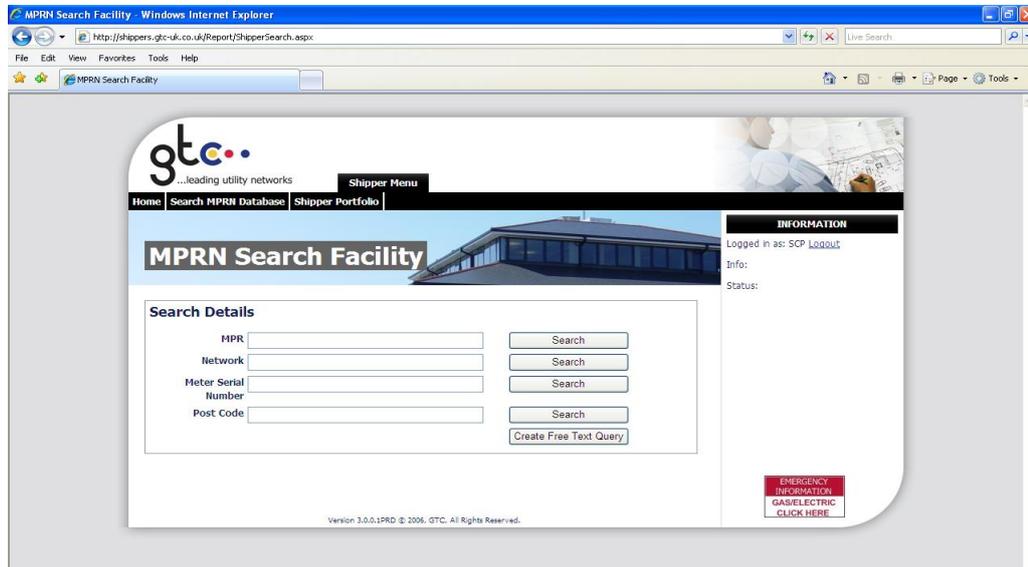
You should notify the organisation administrator who will be able to unlock your account, reset your password or contact GTC to reactivate the account.

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:

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 Network	Enter the full GTC network reference number, and click the "search" 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 Serial Number	Enter a full serial number into this box and click the "search" button to the right.
Search for Post Code	Enter either a post out code or full post code, and click the "search" 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.
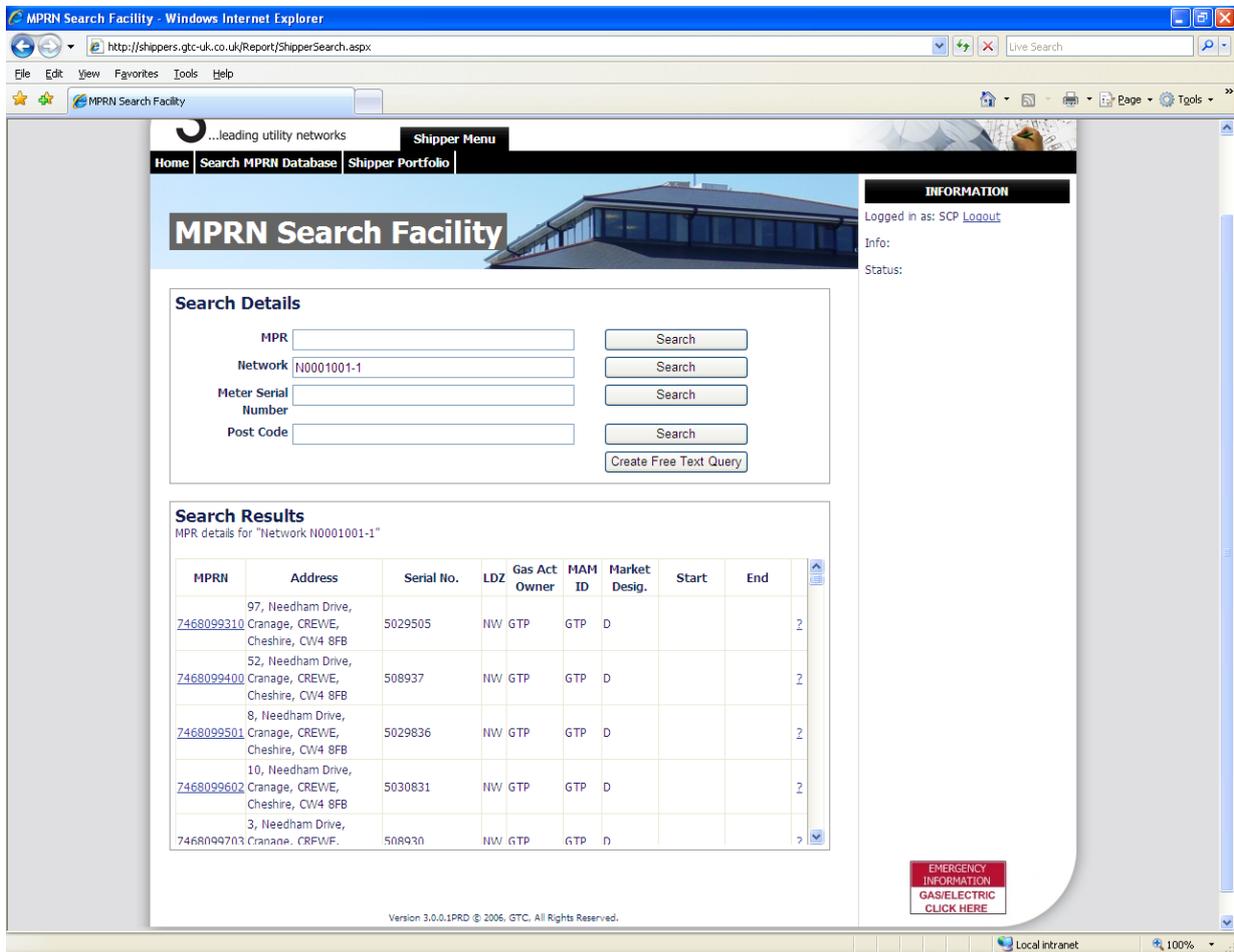

The corresponding address, meter serial number, LDZ, Gas Act Owner, MAM ID and market designation for GTC MPRNs matching the search criteria entered will be listed in the results grid.

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.
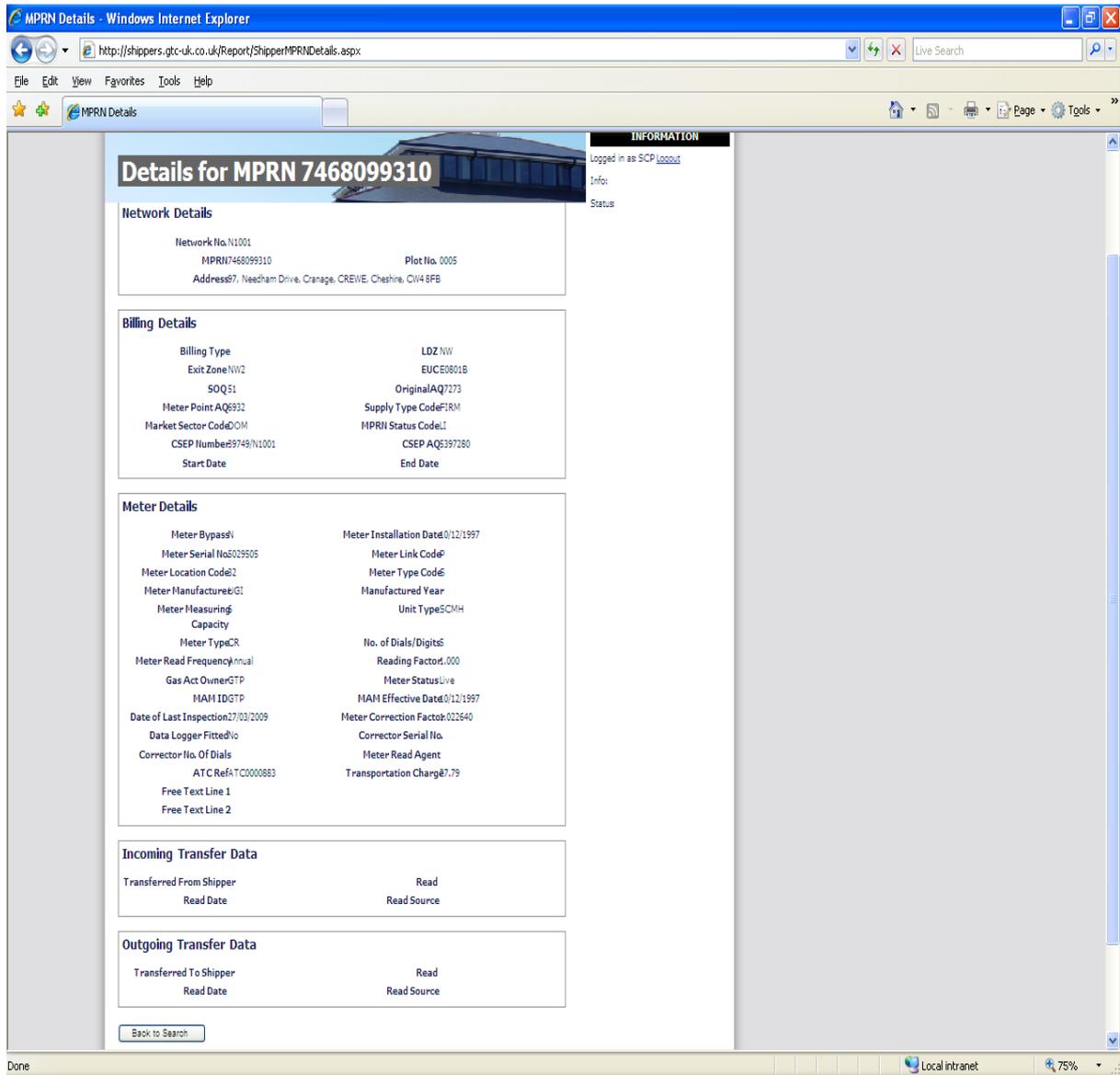
3.2 Shipper Portfolio Extract

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."
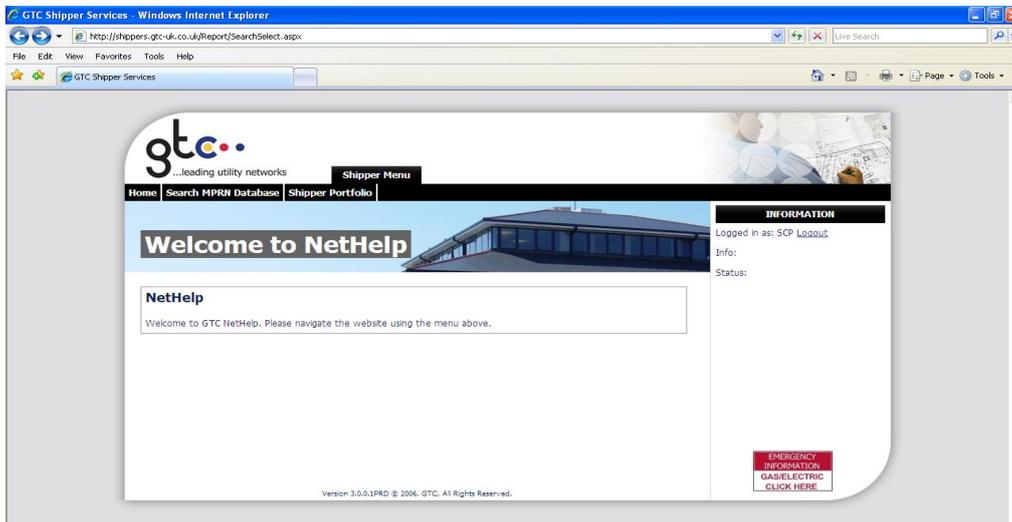
This will display the Shipper Portfolio Download page as illustrated below.
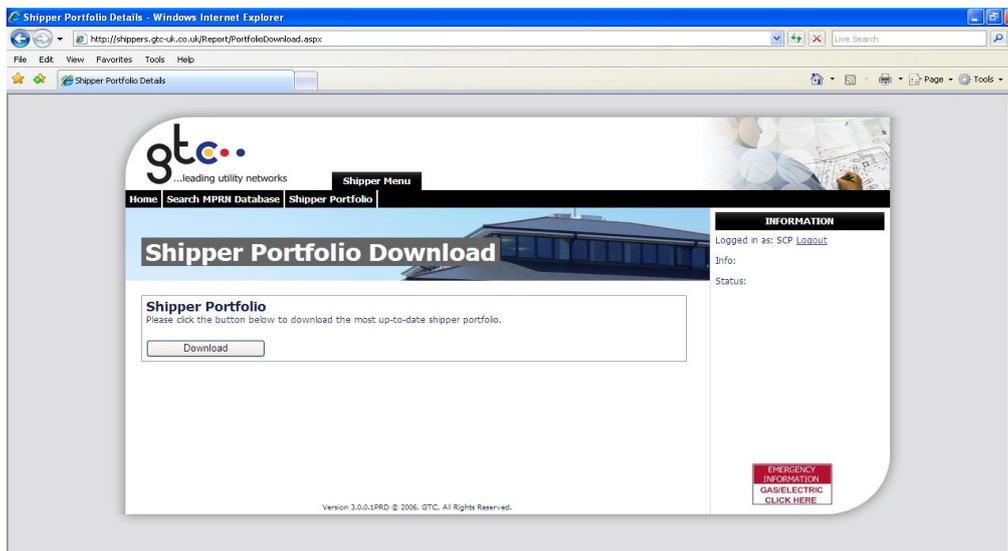
Clicking on the "Download" button will commence the download of the CSV file to your machine.
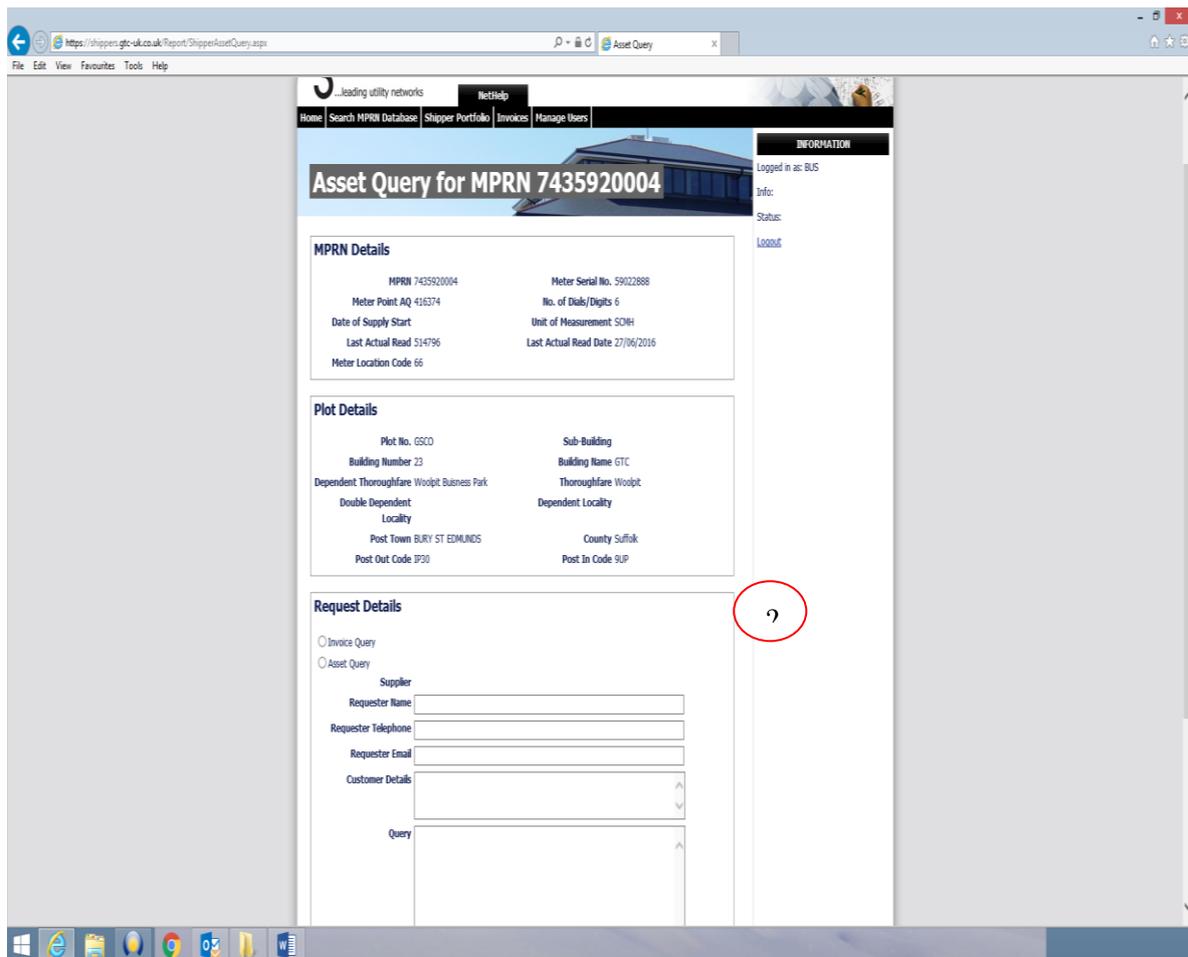
The information contained within the downloadable shipper portfolio is corrected early hours of working day Monday to Friday and available for download.

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 **?** symbol – clicking on this brings up a screen where you can enter details regarding your query, as illustrated below.

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.

Important:

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.
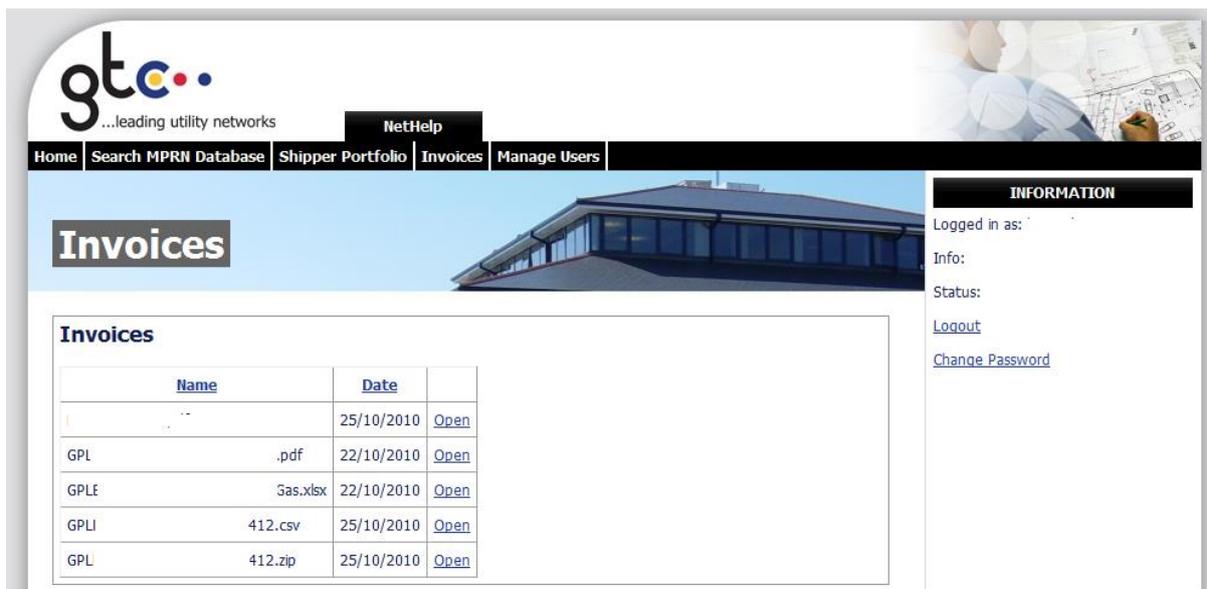
5.   User Administration

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