



## Unidentified Gas (UIG)

Unidentified Gas (UIG) is an unavoidable industry cost which is paid by all gas suppliers due to issues such as unregistered meters, pipe leaks and theft of gas by some end users.

Since the implementation of Project Nexus - a large UK Gas industry project in 2017 - suppliers have seen significantly higher than anticipated levels of UIG across the industry which is resulting in a higher charge that suppliers, and in turn customers, will need to account for.

Essentially, what was previously a minor element of a bill has quickly become a large and considerably disproportionate charge, especially when customers have more than one gas supply to account for.

UIG is also unexpectedly volatile which has further compounded the issue and the cause of this volatility is being investigated, but not yet fully understood.

There is a widespread view within the industry that these increases are too high, and WME are currently active in lobbying for these charges to be reduced in the future.

### Background

Project Nexus was a large UK Gas industry project that was implemented in June 2017. The project replaced the previous central IT system and introduced new read and settlement processes. One of the significant consequential changes was the replacement of the Unallocated Gas (UAG) process with an Unidentified Gas (UIG) process.