

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**December 2009**

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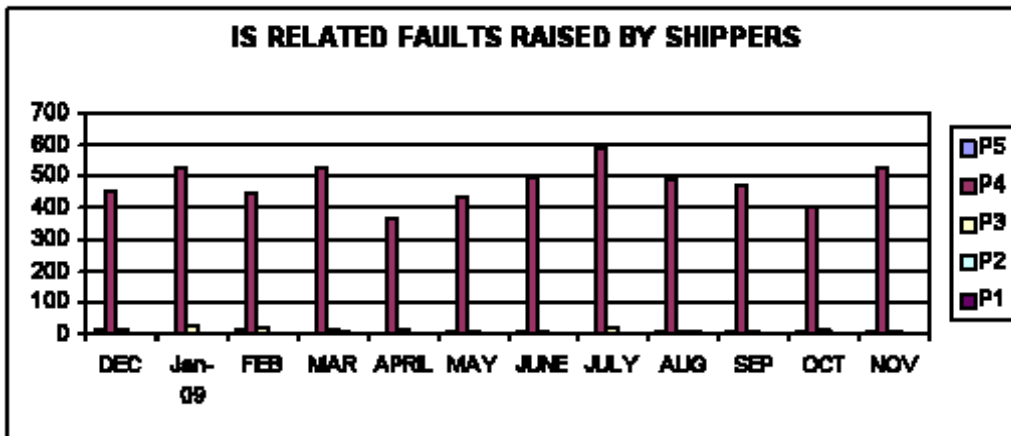
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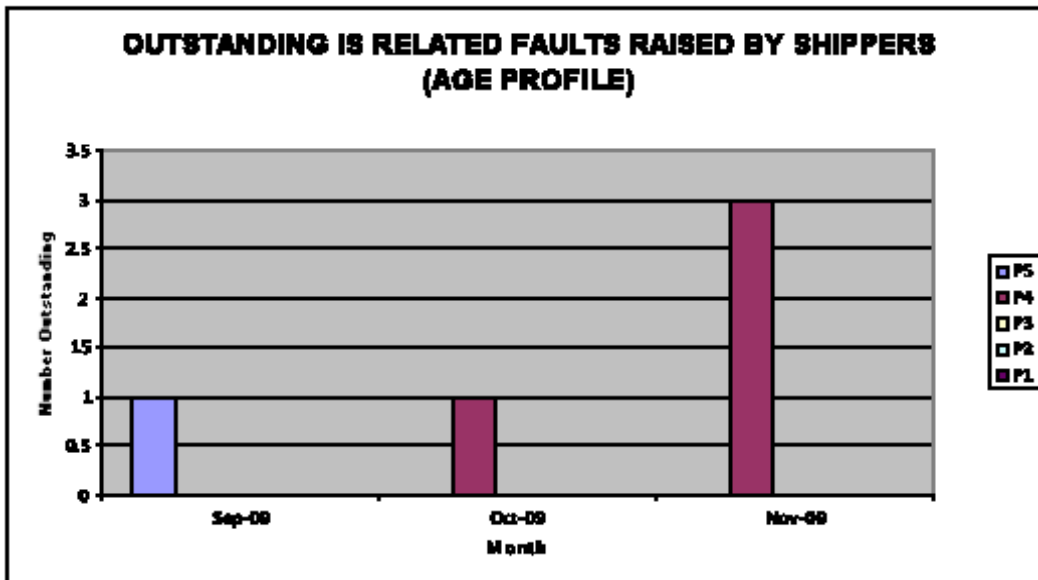
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<b>Faults Raised</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>DEC</b>	14	452	15	2	0	483
<b>Jan-09</b>	1	526	26	2	0	555
<b>FEB</b>	13	446	22	3	0	484
<b>MAR</b>	3	531	13	4	0	551
<b>APRIL</b>	2	371	15	3	0	391
<b>MAY</b>	6	433	5	1	0	445
<b>JUNE</b>	6	498	5	1	0	510
<b>JULY</b>	3	595	17	2	1	618
<b>AUG</b>	6	491	6	4	0	507
<b>SEP</b>	4	471	9	1	0	485
<b>OCT</b>	5	402	15	0	0	422
<b>NOV</b>	8	528	6	0	0	542
<b>Total</b>	<b>71</b>	<b>5744</b>	<b>154</b>	<b>23</b>	<b>1</b>	<b>5993</b>



<b>Outstanding Calls</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>Sep-09</b>	1	0	0	0	0	1
<b>Oct-09</b>	0	1	0	0	0	1
<b>Nov-09</b>	0	3	0	0	0	3
<b>Total (Per P Level)</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. October 2009 for UKL December 2009 meeting**

**GEMINI Availability (excluding scheduled outages)**

GEMINI Service is a measure of overall availability to Shippers. GEMINI Access, Shipper Information Service, Batch Transfer, and Router availability figures relate to outages that affected 3 or more Shippers, and do not show where a service is unavailable to a shipper due to communication or other problems. All planned and agreed outages are excluded from the calculation of the total monthly availability figure. During this reporting month, the overall availability of the GEMINI Service was 100%.

**Average GEMINI Transaction Response Times and Transaction Volumes**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: October 2009			
		Oct 2009	Sep 2009	Aug 2009	Jul 2009
		01/10 – 30/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	99%	100%	99.47%	99.70%	97.15%
Gemini Access (IX)	99%	100%	100%	100%	100%
Shipper Information Service	99%	100%	100%	100%	100%
Batch Transfer	99%	100%	100%	100%	100%
Routers	99%	100%	100%	100%	100%
Nominations per day	8,300	5164	5172	5,164	5,062
Renominations per day	4,200	14780	14687	14,603	14,799
% of transactions < 4 sec's	95%	84.22%	92.24%	99.2%	99.2%
Transaction response time	n/a	1.62	0.99	0.37	0.39
Transactions per day	n/a	579,924	719,494	843,932	711,878
% Transaction change	n/a	-19%	-15%	19%	-16%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: October 2009			
Code	Problems v Time to resolve	Oct 2009	Sep 2009	Aug 2009	Jul 2009
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
P2	<1hr	0	0	0	0
	1-2 hr	0	2	0	0
	2-3 hr	0	0	1	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0
P1	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	1

**\*\*A P2 was raised for the month of July. However, as this was a National Grid fault that prevented Shipper access to the Gemini System, this has not been included in the figures.\*\***

## Report C

### Mod 565 Monthly Liabilities Report – “OCTOBER” 2009 for December 2009 UK Link committee meeting

#### **TSL10a - File format / UKLink (Consultation period)**

If The Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 working days to make representations, we will be liable to pay each Shipper **£500**. The Transporters will be exempt from this liability if the members of the UK Link Committee agree to the implementation without the formal representations period or otherwise if the implementations of the system changes are directly related to a UNC modification.

Throughout the period of “**OCTOBER**” 2009 there were **no** concurrencies under this category.  
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

#### **TS10c - Failure to implement changes**

If The Transporters give Shippers notice that a system change that impacts directly upon Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, The Transporters must inform Shippers of this failure to implement, by the next Business day. If The Transporters fails to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of “**OCTOBER**” 2009 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

#### **TSL12a - System Failure 24 Hours +**

Should UKLink be unavailable to users for a period of not less than 24 hours then a further one-off payment will be made to each registered user. If system is down for not less than 24 Hrs then The Transporters will pay **£1000** per user affected.

Throughout the period of “**OCTOBER**” 2009 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

#### **TSL12b – System Recovery**

Repeated UKLink system failure within the business day, The Transporters will endeavour to recover within 5hrs from commencement of the recovery period. If recovery period exceeds 5 hours, a payment of **£50** per user will be paid. This will be increased by 100% for each subsequent failure within the business day per user affected. **Eg: £50, £100, £200, £400, £800**

Throughout the period of “**OCTOBER**” 2009 there was **0** occurrences under this category.  
The relevant liability is: **0** occurrences x **£50** = **£0** per Shipper  
**0** occurrences x **£100** = **£0** per Shipper  
**Total = £0** per Shipper

## Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 12<sup>th</sup> November 2009 (period dates for report – Wed 4/11 to Tue 1/12 inc)

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
MP/935/SJB	Implementation of MOD0250: Gemini Code Contingency arrangements	03/11/2009
CB/935/KH	Re MP/934/MR : NTS Exit Reform Phase 1 (Mod 0195AV) User Trials Participation	13/11/2009
CB/936/DA	Requirements arising from the Conquest External User Group	13/11/2009

**Report E – Forthcoming Outage Notifications**

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		
N/A	Gemini	May / June 2010	TBC	May / June 2010	TBC	Exit Reform Phase 1	13/08/09

*Italic* and underlined outages indicate either new and/or changed outages from the last UK Link committee meeting