UK Link Committee Meeting

xoserve Report Pack

October 2010

Contents

**Report A – IS Faults logged by Shippers – September 2010 for October 2010 UKL meeting**

Faults Raised	P5	P4	P3	P2	P1	Total
OCT	5	402	15	0	0	422
NOV	8	528	6	0	0	542
DEC	6	320	2	0	0	328
JAN	5	425	9	0	0	439
FEB	6	346	7	2	0	361
MAR	3	402	5	3	1	414
APRIL	5	259	6	0	0	270
MAY	6	222	4	0	0	232
JUNE	4	272	10	2	0	288
JULY	2	210	6	0	0	218
AUG	6	283	3	1	0	293
SEP	4	200	5	1	0	210
Total	60	3869	78	9	1	4017

IS RELATED FAULTS RAISED BY SHIPPERS
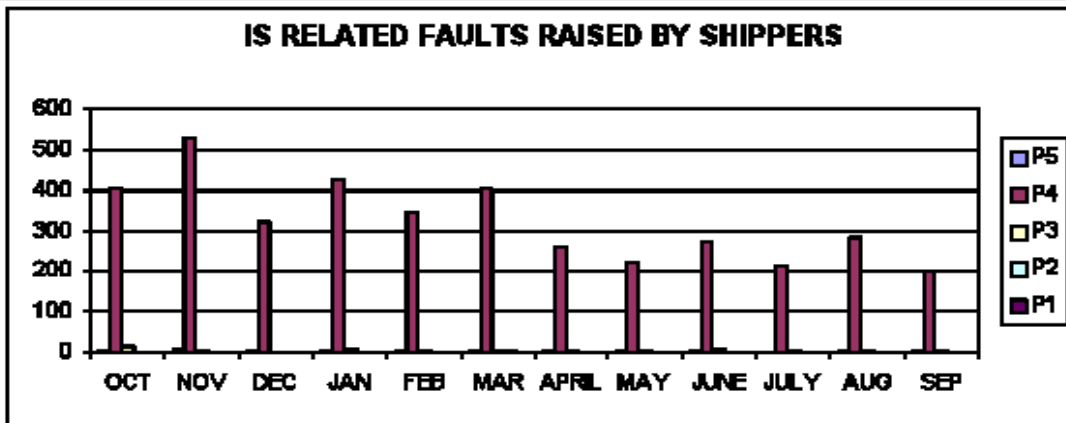
Outstanding Calls	P5	P4	P3	P2	P1	Total
AUG	0	0	0	0	0	0
SEP	1	5	0	0	0	6
Total (Per P Level)	1	5	0	0	0	6

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
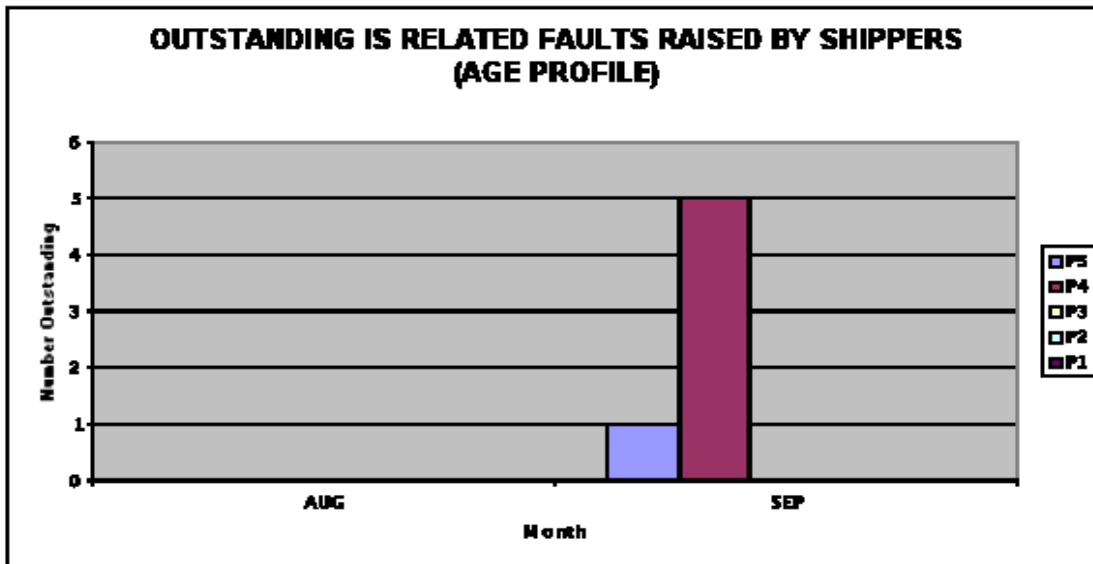
Report B

UK-LINK Business Support Agreement Report Summary. September 2010 for UKL October 2010 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

GEMINI Availability & Industry Averages					
		Reporting Month: September 2010			
Performance measures	Target/max	September 2010	August 2010	July 2010	June 2010
		1/9 – 30/9	1/8 – 31/8	1/7 – 31/7	1/6/ - 30/6
Gemini Service	99%	100%	99.81%	100%	99.02%
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	5490	5548	5522	5465
Renominations per day	4,200	15244	15208	15384	14777
% of transactions < 4 sec's	95%	99.22%	99.24%	99.31%	99.51%
Transaction response time	n/a	0.29	0.29	0.32	0.24
Transactions per day	n/a	733,650	657,754	684,749	802,075
% Transaction change	n/a	10%	-4%	-15%	10%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: August 2010			
Code	Problems v Time to resolve	Sep 10	Aug 2010	Jul 2010	Jun 2010
		1/9 – 30/9	1/8 – 31/08	1/7 – 31/07	01/06 – 30/06
P2	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	1
	3-4 hr	1	1	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	1
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	0

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Report C – Mod 565 Monthly Liabilities Report

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 **"SEPTEMBER" 2010** 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 **"SEPTEMBER" 2010** 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 **"SEPTEMBER" 2010** 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 **"SEPTEMBER" 2010** there were **no** 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 9th September 2010 (period dates for report – Wed 1/9 to Tue 5/10 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/1006/DA	UK Link Committee Important Dates for 2010 / 2011 Calendar	10/09/2010
CB/1007/DA	Q Communication for UK Link Committee	10/09/2010
CB/1008/AS	NTS Exit Reform Phase 2 – CPR1630 – Communication to Shippers	10/09/2010
CB/1009/DA	UK Link Committee Important Dates for 2010 / 2011 Calendar	13/09/2010
CB/1010/DS	AQ Review 2010 Update	13/09/2010
CB/1011/NR	Proposed Changes to Uniform Network Code Operating Reporting Manual	14/09/2010

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Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Date	Start Time	End Date	End Time		

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