

UK Link Committee Meeting

xoserve Report Pack

JANUARY 2007

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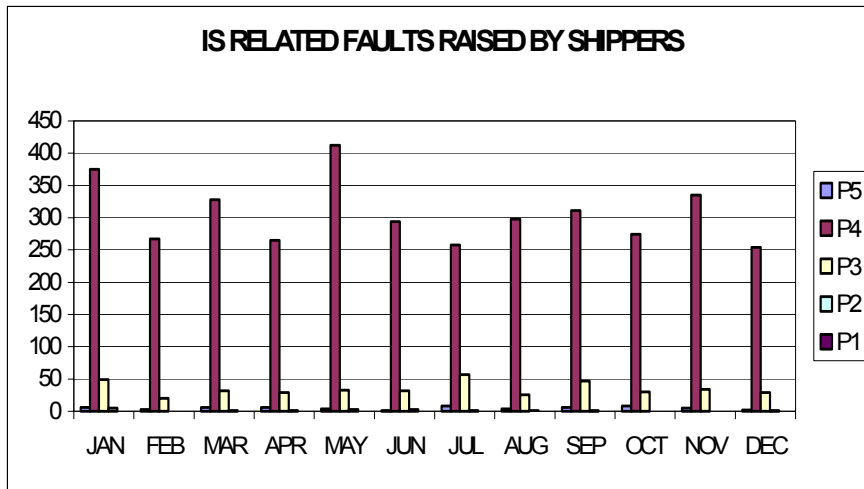
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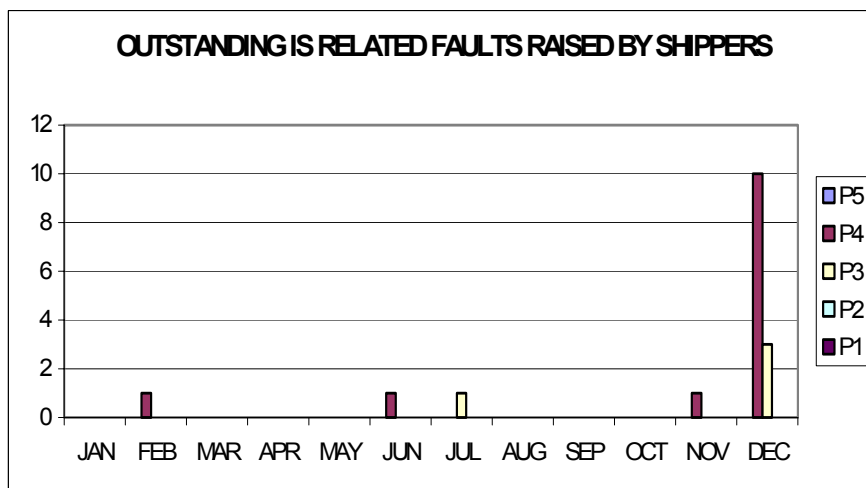
**Please note that the latest version of the UKLink Implementation Plan for (DECEMBER 06)
has been sent but as a separate document.**

Report A – IS Faults logged by Shippers – DECEMBER” 2006

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	6	375	49	5	0	435
FEB	3	267	20	0	0	290
MAR	6	328	32	1	0	367
APR	6	265	29	1	0	301
MAY	4	412	33	3	0	452
JUN	1	294	32	3	0	330
JUL	8	258	57	1	0	324
AUG	4	298	26	1	0	329
SEP	6	311	47	1	0	365
OCT	8	274	30	0	0	312
NOV	5	335	34	0	0	374
DEC	2	254	29	1	0	286
Total	59	3671	418	17	0	4,165



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	0	0	0	0
FEB	0	1	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	0	0	0	0	0
JUN	0	1	0	0	0	1
JUL	0	0	1	0	0	1
AUG	0	0	0	0	0	0
SEP	0	0	0	0	0	0
OCT	0	0	0	0	0	0
NOV	0	1	0	0	0	1
DEC	0	10	3	0	0	13
Total	0	13	4	0	0	17



Report B – UK-LINK Business Support Agreement Report Summary – “DECEMBER” 2006

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 %** and the overall availability of GEMINI Access was **100%**.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: "NOVEMBER" 2006			
		December 2006	November 2006	October 2006	September 2006
		01/12 - 31/12	01/11 - 30/11	01/10 - 31/10	01/09 - 30/09
GEMINI Service	99%	100	100	100	100
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	4,345	4,246	4,187	3,912
Renominations per day	4,200	12,618	12,643	12,656	12,412

P1 / P2 Resolution Time Analysis

During this month no incident(s) were raised with an impact of **P1** or **P2** which affected three or more Shippers.

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: "DECEMBER" 2006			
Code	Problems v Time to resolve	December 2006	November 2006		September 2006
		01/12 - 31/12	01/11 - 30/11		01/09 - 30/09
P2	<1hr	0	0		0
	1-2 hr	0	0		0
	2-3 hr	0	0		0
	3-4 hr	0	0		0
	4-5 hr	1	0		0
	>5 hr	0	0		0
P1	<1hr	0	0		0
	1-2 hr	0	0		0
	2-3 hr	0	0		0
	3-4 hr	0	0		0
	4-5 hr	0	0		0
	>5 hr	0	0		0

Report C – Mod 565 Monthly Liabilities Report –“JANUARY” 2007

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 “**DECEMBER**” 2006 there were **no** concurrencies under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TSL10b - Notice of changes

If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, 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 “**DECEMBER**” 2006 there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TSL10c - 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 “**DECEMBER**” 2006 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 “**DECEMBER**” 2006 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 “**DECEMBER**” 2006 there was **0** occurrence 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 UKLink Committee Meeting on 14th DECEMBER 2006 (covers period THUR 30TH NOVEMBER TO Wed 28th DECEMBER inclusive)

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
NR/692/DA	UKL 13758.2 - Meter Pulse Value Amendment	15/12/2006
NR/693/DA	Previous Read Reference for Replaced Reads	15/12/2006
NR/694/LF	Gemini Release	15/12/2006
NR/695/	Change Request numbers omitted from email pack 1 to 3 issued Friday 15 December 06	19/12/2006
DF/696/IM	SCOGES Service - iGT Portfolio Data Available	22/12/2006
NR/697/	Correction of Allocated UKL Change Numbers	27/12/2006

Urgent Shipper Communication

None this month.

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		
	Gemini	TBC	14/04/07	TBC	14/04/07	Gemini Warm Standby Disaster Recovery Test - failover from production infrastructure to backup (warm standby) infrastructure (times to be confirmed, approx 6 hour outage.	
	Gemini	TBC	15/04/07	TBC	15/04/07	Gemini Warm Standby Disaster Recovery Test - failover from production infrastructure to backup (warm standby) infrastructure (times to be confirmed, approx 6 hour outage.	
	Gemini	0.400	29/04/07	9.00	29/04/07	Gemini release 4 implementation contingency to 11 am.	