

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**November 2009**

### **Contents**

**Page 2 – Report A – IS Faults logged by Shippers**

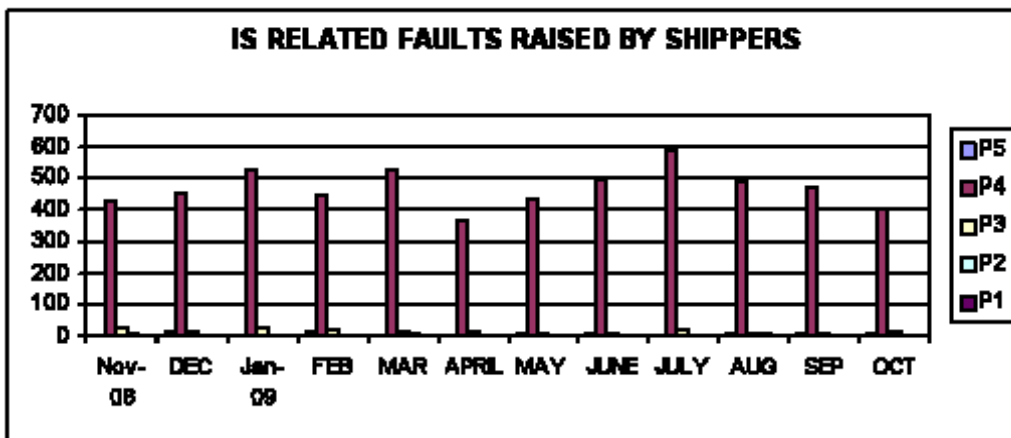
**Page 3 – Report B – UK-LINK Business Support Agreement Report Summary**

**Page 4 – Report C – Mod 565 Monthly Liabilities Report**

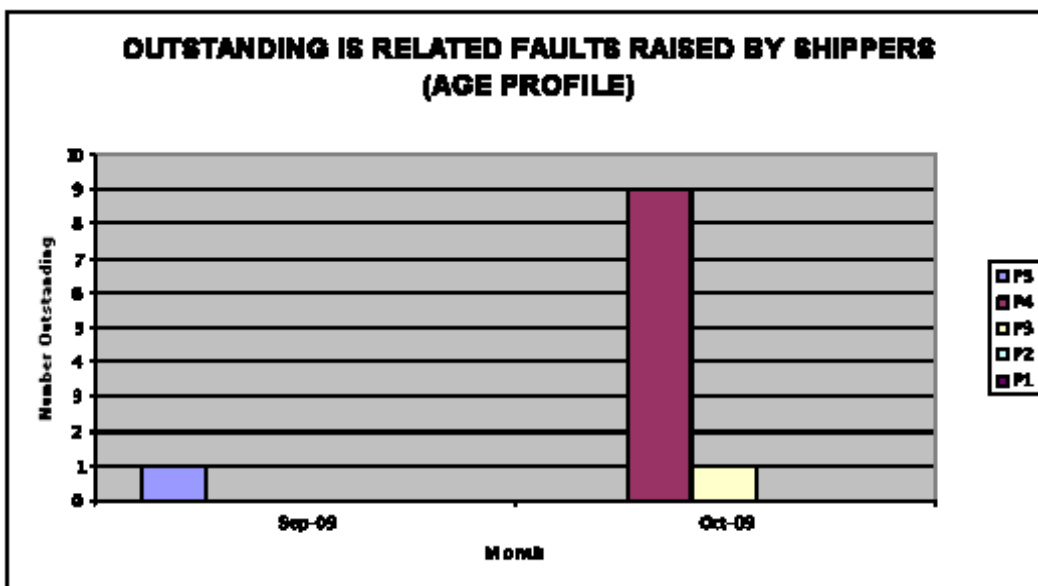
**Page 5 – Report D – List of File Format and Urgent Communications Issued  
since last UKLink Committee Meeting**

**Page 6 – Report E – Forthcoming Outage Notifications**

Faults Raised	P5	P4	P3	P2	P1	Total
Nov-08	3	426	23	4	0	456
DEC	14	452	15	2	0	483
Jan-09	1	526	28	2	0	555
FEB	13	446	22	3	0	484
MAR	3	531	13	4	0	551
APRIL	2	371	15	3	0	391
MAY	6	433	5	1	0	445
JUNE	6	498	5	1	0	510
JULY	3	595	17	2	1	618
AUG	6	491	6	4	0	507
SEP	4	471	9	1	0	485
OCT	5	402	15	0	0	422
<b>Total</b>	<b>66</b>	<b>5642</b>	<b>171</b>	<b>27</b>	<b>1</b>	<b>5907</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
Sep-09	1	0	0	0	0	1
Oct-09	0	9	1	0	0	10
<b>Total (Per P Level)</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>11</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. September 2009 for UKL November 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 99.47%.

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

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: September 2009			
		Sep 2009	Aug 2009	Jul 2009	Jun 2009
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
Gemini Service	99%	99.47%	99.70%	97.15%	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	5164	5,164	5,062	5,062
Renominations per day	4,200	14780	14,603	14,799	14,577
% of transactions < 4 sec's	95%	92.24%	99.2%	99.2%	99.1%
Transaction response time	n/a	0.99	0.37	0.39	0.38
Transactions per day	n/a	719,494	843,932	711,878	851,312
% Transaction change	n/a	-15%	19%	-16%	-3%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: September 2009			
Code	Problems v Time to resolve	Sep 2009	Aug 2009	Jul 2009	Jun 2009
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
P2	<1hr	0	0	0	0
	1-2 hr	2	0	0	0
	2-3 hr	0	1	0	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	1	0

**\*\*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 – “SEPTEMBER” 2009 for November 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 8<sup>th</sup> October 2009 (covers period Wed 30/9 to Tue 3/11 inclusive)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/928/DD	Extended outage and Notification of Implementation for COR1374 (MIPI Phase 2 – Gemini Data Publication)	07/10/2009
CB/929/SK	Gemini Enhanced System Security Project: Implementation Outage	15/10/2009
CB/930/LC	Modification Proposal 0224 – Facilitating the use of AMR in the Daily Metered Elective Regime	22/10/2009
CB/931/SK	Gemini Enhanced System Security Project: Implementation Outage 24 <sup>th</sup> October 14:00 to 18:00	22/10/2009
MP/932/LC	Modification Proposal 0224 – Facilitating the use of AMR in the Daily Metered Elective Regime – UPDATE	23/10/2009
MP/933/JS	DNI Adhoc Invitation	30/10/2009
MP/934/MR	NTS Exit Reform Phase 1 (Mod 0915AV) User Trials Participation	02/11/2009

**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