

UK Link Committee Meeting

xoserve Report Pack

April 2011

Contents

Page 2 – Report A – IS Faults logged by Shippers

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

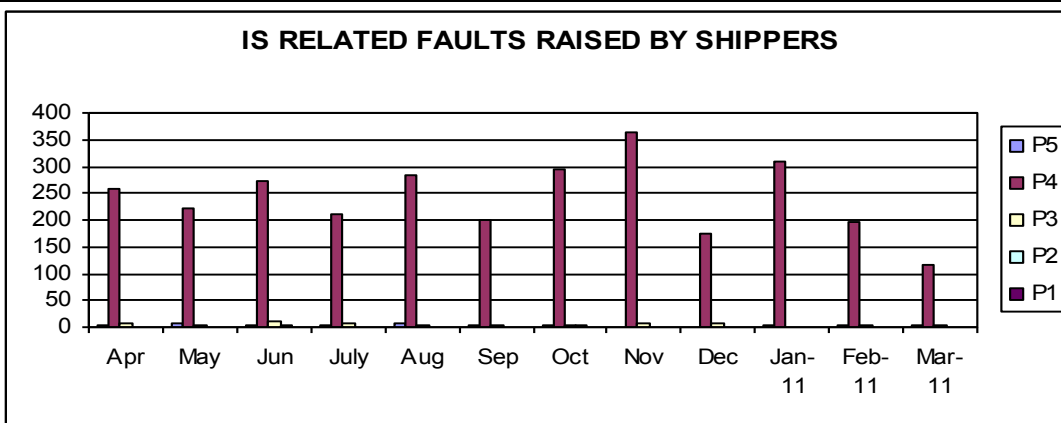
Page 4 – Report C – Mod 565 Monthly Liabilities Report

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

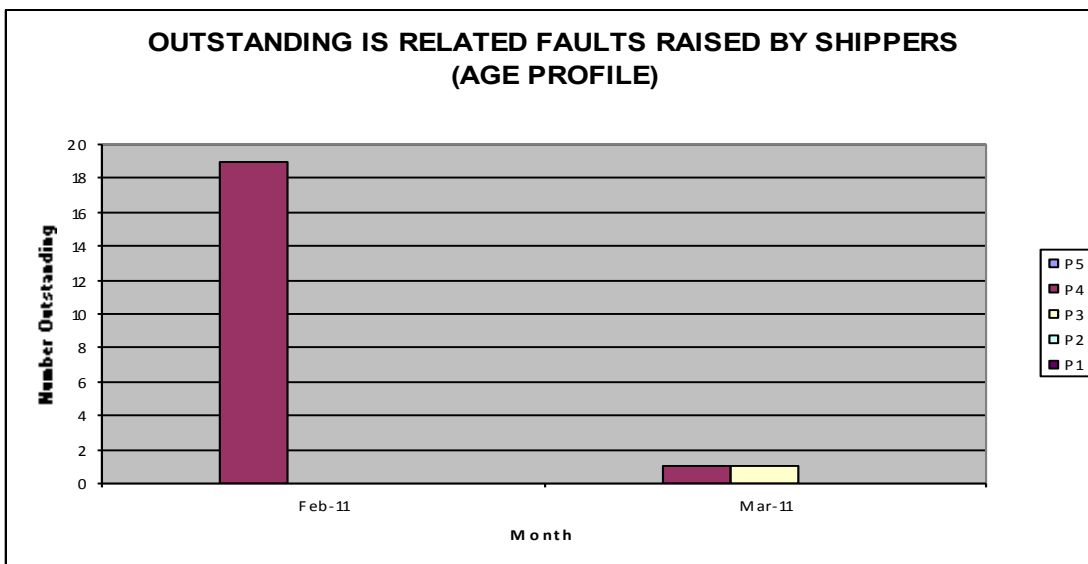
Page 6 – Report E – Forthcoming Outage Notifications

Report A – IS Faults logged by Shippers – March 2011 for April 2011 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
Apr	5	259	6	0	0	270
May	6	222	4	0	0	232
Jun	4	272	10	3	0	289
July	2	210	6	1	0	219
Aug	6	283	3	1	0	293
Sep	4	200	5	1	0	210
Oct	2	293	3	3	0	301
Nov	0	363	6	1	0	370
Dec	0	176	8	0	0	184
Jan-11	2	308	1	0	0	311
Feb-11	2	197	3	1	0	203
Mar-11	2	115	3	0	0	120
Total	35	2898	58	11	0	3002



Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-11	0	19	0	0	0	19
Mar-11	0	1	1	0	0	2
Total (Per P Level)	0	20	1	0	0	21



Report B

UK-LINK Business Support Agreement Report Summary. March 2011 for UKL April 2011 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					
Performance measures	Target/max	Reporting Month: March 2011			
		March 2011	February 2011	January 2011	December 2010
		1/3 – 31/3	1/2 – 28/2	1/1 – 31/1	1/12 – 31/12
Gemini Service	99%	100%	99.70%	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	5719	5674	5700	5648
Renominations per day	4,200	15405	15241	15432	15518
% of transactions < 4 sec's	95%	99.60%	99.37%	98.80%	99.17%
Transaction response time	n/a	0.24	0.28	0.36	0.31
Transactions per day	n/a	796,677	738,282	717,447	694,915
% Transaction change	n/a	8%	-3%	3%	44%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: March 2011			
Code	Problems v Time to resolve	March 2011	Feb 2011	Jan 2011	Dec 2010
		01/3 – 31/3	01/2-28/2	01/1-31/1	01/12-31/12
P2	<1hr	0	0	0	0
	1-2 hr	0	1	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
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

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 **"MARCH" 2011** there were **no** concurrencies 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 **"MARCH" 2011** 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 **"MARCH" 2011** 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 **"MARCH" 2011** 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 10th March 2011

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
LJ/1053/RN	MOD 317UK Link Communication	11/03/2011
LJ/1054/DJ	User Pays Adhoc invoice Type (ADW) Implementation Summary	11/03/2011
MP/1055/D B	2011 Annual Interruption Invitation	30/03/2011
LJ/1056/RN	Representation Matrix for MOD 317UK Link Communication	01/04/2011
LJ/1057/DJ	Class 1 Modification - User Pays Adhoc invoice Type (ADW) Implementation Summary	01/04/2011
LJ/1058/RN	Re: LJ/1056/RN - Representation Matrix for MOD 317 UK Link Communication	04/04/2011
LJ/1059/RN	UKL Committee communication - MOD317 update for April's	07/04/2011
LJ/1060/HR	NTS Exit Reform Phase 2 (COR1630)	07/04/2011
LJ/1061/JS	New Rejection Code for DN Interruption	08/04/2011
LJ/1062/DJ	COR0962.10 - Update - Proposed process change to Theft of Gas (TOG)	08/04/2011

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		
COR1630	Gemini and Gemini NTS Exit Reform	10th April 2011	4am	10th April 2011	9am (Contingency until 11am)	Deployment of NTS Exit Reform Phase 2 functionality into the Gemini NTS Exit Reform system. Extended outage required on Gemini and Gemini NTS Exit Reform systems.	
COR1630	Gemini and Gemini NTS Exit Reform (contingency)	17th April 2011	4am	17th April 2011	9am (Contingency until 11am)	Contingency Implementation date for the deployment on 10th April 2011.	

***Italic and underlined* outages indicate either new and/or changed outages from the last UK Link committee meeting (in this case the dates have been changed from the previous meeting)**