

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**July 2011**

### **Contents**

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

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

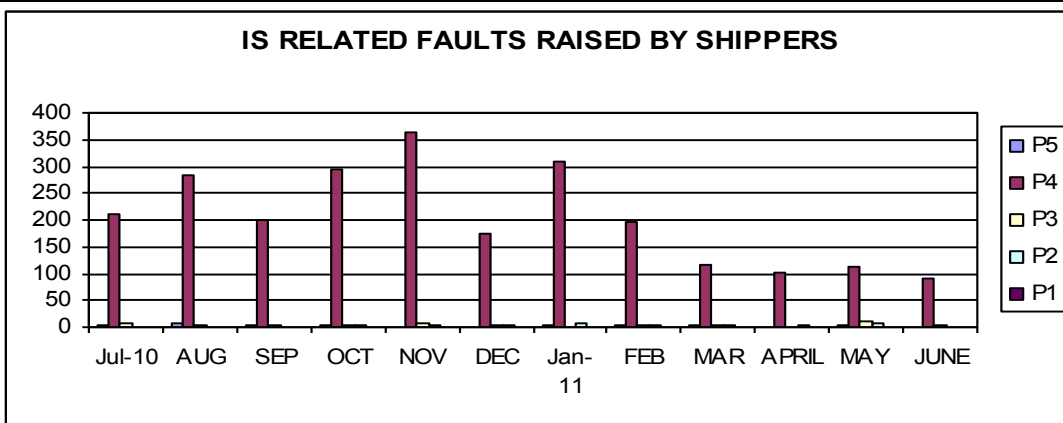
**Page 4 – Report C – Mod 565 Monthly Liabilities Report**

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

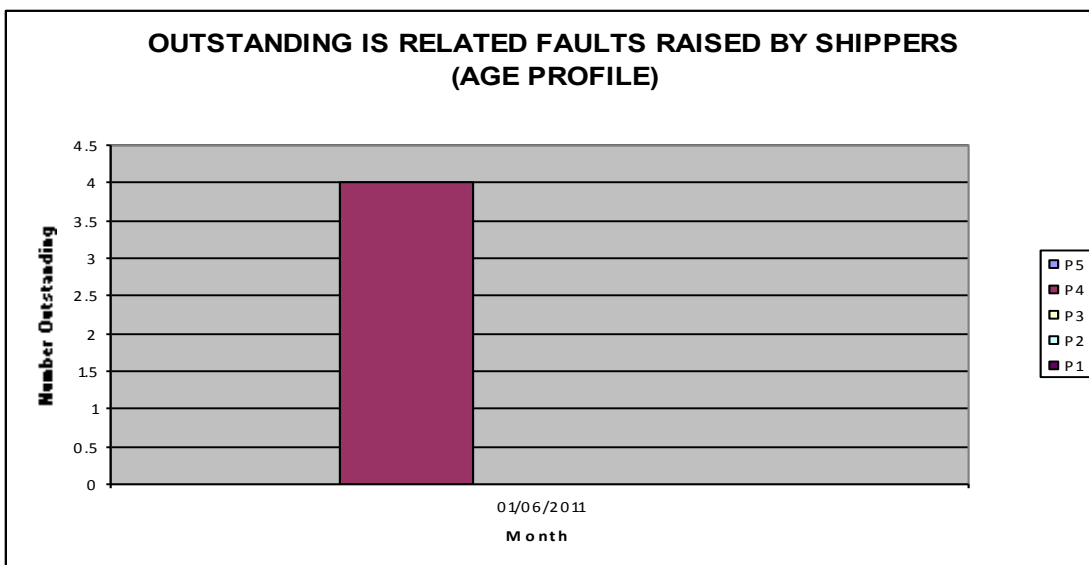
**Page 6 – Report E – Forthcoming Outage Notifications**

Report A – IS Faults logged by Shippers – June 2011 for July 2011 UKL meeting

<b>Faults Raised</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
Jul-10	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	3	0	372
DEC	0	176	4	4	0	184
Jan-11	2	308	1	6	0	317
FEB	2	197	3	3	0	205
MAR	2	115	3	2	0	122
APRIL	0	103	0	4	0	107
MAY	2	111	11	9	0	133
JUNE	0	91	2	1	0	94
<b>Total</b>	<b>22</b>	<b>2450</b>	<b>47</b>	<b>38</b>	<b>0</b>	<b>2557</b>



<b>Outstanding Calls</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
Jun-11	0	4	0	0	0	4
<b>Total (Per P Level)</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. June 2011 for UKL July 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**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: June 2011			
		June 2011	May 2011	April 2011	March 2011
		1/6 – 30/6	1/5 – 31/5	1/4 – 30/4	1/3 – 31/3
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	5442	5531	5527	5719
Renominations per day	4,200	16320	15935	15842	15405
% of transactions < 4 sec's	95%	99.10%	99.10%	99.39%	99.60%
Transaction response time	n/a	0.31	0.31	0.27	0.24
Transactions per day	n/a	818,813	778,155	786,539	796,677
% Transaction change	n/a	5%	-1%	-1%	8%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: June 2011			
Code	Problems v Time to resolve	Jun 2011	May 2011	Apr 2011	Mar 2011
		01/06-30/06	01/05-31/05	01/04-30/04	01/03-31/03
P2	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	1	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 "**JUNE**" **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 "**JUNE**" **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 "**JUNE**" **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 "**JUNE**" **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 9<sup>th</sup> June 2011

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
MP/1074/D A	Face to Face UK Link Committee – July 2011 deferral to September 2011	23/06/2011
LJ/1075/DA	Information in support of July UK Link committee meeting	07/07/2011
LJ/1075.1/ DA	Standardisation of supporting information files	07/07/2011
LJ/1075.2/ RN	Modification 229/317 – Allocation of unidentified Gas costs. Provision of supporting information	07/07/2011
LJ/1075.3/I B	COR2029 – Improving the availability of meter read history and asset information [MOD0279]. Notice of new file format for supporting information	07/07/2011
LJ/1075.4/ MR	Modification 333A – ‘Update to the default system marginal buy price and system marginal sell price’	07/07/2011

**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		

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