

UK Link Committee Meeting

xoserve Report Pack

DECEMBER 2007

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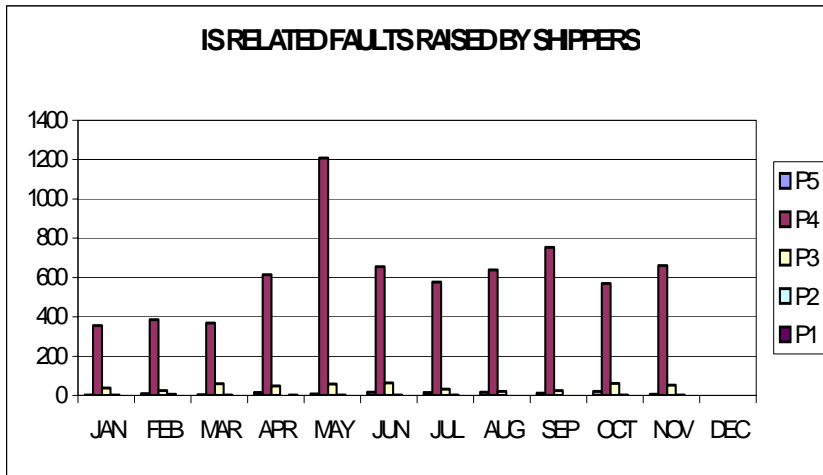
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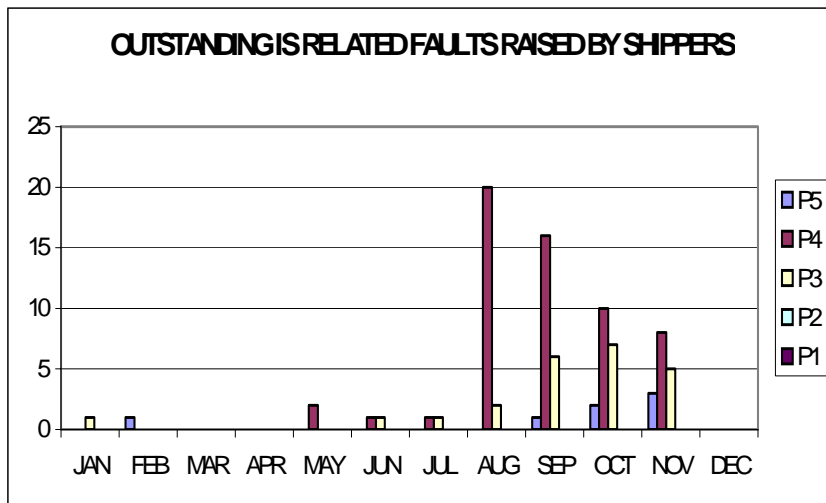
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Report A – IS Faults logged by Shippers – October 2007 for November UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	2	355	38	2	0	397
FEB	9	386	25	5	0	425
MAR	3	368	59	2	0	432
APR	14	615	48	0	1	678
MAY	8	1209	57	2	0	1,276
JUN	17	656	64	1	0	738
JUL	15	578	32	1	0	626
AUG	17	638	20	0	0	675
SEP	11	754	24	0	0	789
OCT	21	569	62	1	0	653
NOV	5	660	52	2	0	719
DEC						0
Total	122	6788	481	16	1	7,408



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	1	0	0	1
FEB	1	0	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	2	0	0	0	2
JUN	0	1	1	0	0	2
JUL	0	1	1	0	0	2
AUG	0	20	2	0	0	22
SEP	1	16	6	0	0	23
OCT	2	10	7	0	0	19
NOV	3	8	5	0	0	16
DEC						0
Total	7	58	23	0	0	88



Report B – UK-LINK Business Support Agreement Report Summary – “OCTOBER” 2007 for UKL November 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: Nov 2007			
		Nov 2007	Oct 2007	Sep 2007	Aug 2007
		01/10 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
Gemini Service	99%	99.56	86.38	99.14	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	5,070	4,428	4,862	4,861
Renominations per day	4,200	12,804	13,141	12,768	12,674
% of transactions < 4 sec's	n/a	see Note 1	91.54	89.8	92.6
Transaction response time	n/a	see Note 1	1.88	1.99	1.64
Transactions per day	n/a	see Note 1	7,852	8,908	7,876
% Transaction change	n/a	see Note 1	-9.00	9	-15

Note 1 – Please note that data for these sections is currently unavailable due to system error. This data will be provided within the report at the next UK Link committee meeting in January 2008

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Nov 2007			
Code	Problems v Time to resolve	Nov 2007	Oct 2007	Sep 2007	Aug 2007
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
P2	<1hr	0	1	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	1	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	1	2	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 – for “DECEMBER” 2007 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 “**OCTOBER**” 2007 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 “**OCTOBER**” 2007 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 “**OCTOBER**” 2007 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 “**OCTOBER**” 2007 there was 1 occurrence under this category.
The relevant liability is: **1** occurrence x **£1000** = **£1,000** 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 “**OCTOBER**” 2007 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 08TH NOVEMBER 2007 (covers period Wednesday 31ST OCTOBER to Tue 04th DECEMBER 2007 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/787/NR	EH/787/NR - Gemini Update – 1 November 2007	01/11/2007
EH/788/NR	EH/788/NR - Gemini Update - 1 November 2007	02/11/2007
EH/789/LC	EH/789/LC - UKL13862– Notification of Implementation of Change – Customer Charge Structure for the 0-73.2Mwh Load Band	05/11/2007
EH/790/GF	EH/790/GF - Gemini Update - 5 November 2007	05/11/2007
EH/791/DA	EH/791/DA - Minor Amendment to CALMS System – Implementation 5th November 2007	06/11/2007
EH/792/GF	EH/792/GF - Gemini Update - 8 November	08/11/2007
EH/793/DA	EH/793/DA - Representation Pack 08/11/07	09/11/2007
EH/794/DA	EH/794/DA - Representation Close Out Reminder for Changes Issued 09/11/07	22/11/2007

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		