

UK Link Committee Meeting

xoserve Report Pack

JULY 2009

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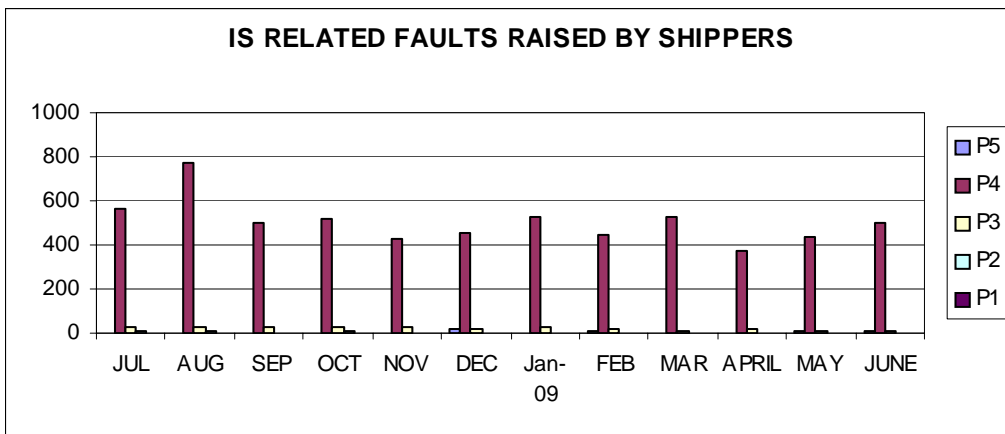
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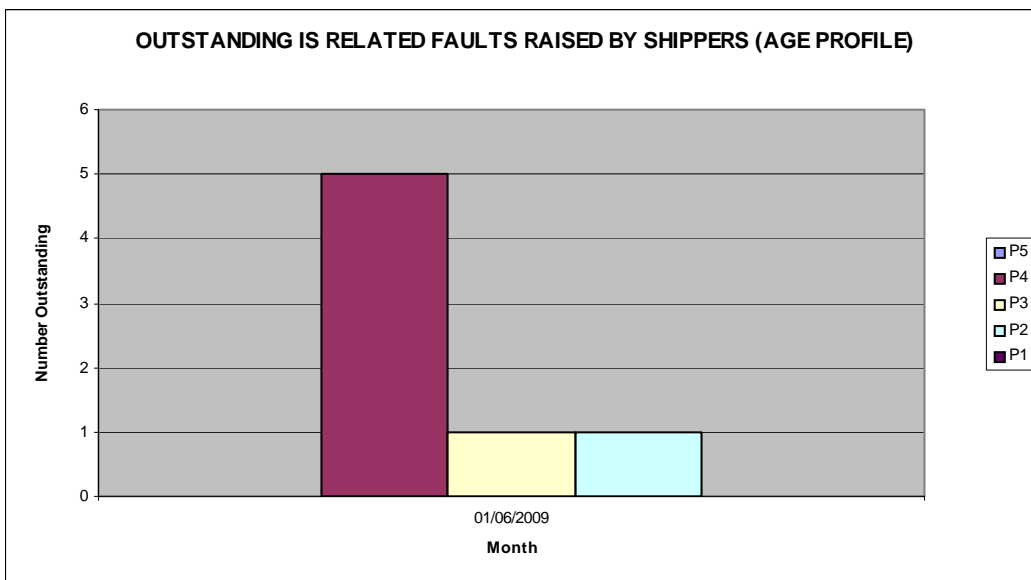
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Report A – IS Faults logged by Shippers –June 2009 for July 2009 UKL meeting

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---------------|-----------|--------------|------------|-----------|----------|--------------|
| JUL | 4 | 564 | 26 | 5 | 0 | 599 |
| AUG | 3 | 770 | 25 | 6 | 0 | 804 |
| SEP | 1 | 497 | 25 | 1 | 0 | 524 |
| OCT | 2 | 522 | 25 | 6 | 1 | 556 |
| NOV | 3 | 426 | 23 | 4 | 0 | 456 |
| DEC | 14 | 452 | 15 | 2 | 0 | 483 |
| Jan-09 | 1 | 526 | 26 | 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 | 2 | 0 | 446 |
| JUNE | 6 | 498 | 5 | 1 | 0 | 510 |
| Total | 58 | 6,036 | 225 | 39 | 1 | 6,359 |



| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|-------------------|----------|----------|----------|----------|----------|----------|
| Jun-09 | 0 | 5 | 1 | 1 | 0 | 7 |
| Total | 0 | 5 | 1 | 1 | 0 | 7 |



Report B

UK-LINK Business Support Agreement Report Summary. May 2009 for UKL July 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 100%.

Average GEMINI Transaction Response Times and Transaction Volumes

| GEMINI Availability & Industry Averages | | | | | |
|--|------------|---------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: May 2009 | | | |
| | | May 2009 | Apr 2009 | Mar 2009 | Feb 2009 |
| | | 01/05 – 31/05 | 01/04 – 30/04 | 01/03 – 31/03 | 01/02 – 28/02 |
| Gemini Service | 99% | 100% | 100% | 100% | 100% |
| Gemini Access (IX) | 99% | 100% | 100% | 99.9% | 100% |
| Shipper Information Service | 99% | 100% | 100% | 100% | 100% |
| XFTM Availability | 99% | 100% | 100% | 100% | 100% |
| Gemini CISCO Routers | 99% | 100% | 100% | 100% | 100% |
| Nominations per day | 8,300 | 5062 | 5,104 | 5,257 | 5,195 |
| Renominations per day | 4,200 | 14577 | 14,512 | 14,470 | 14,703 |
| % of transactions < 4 sec's | 95% | 99.1% | 99.3% | 99.0% | 99.5% |
| Transaction response time | n/a | 0.38 | 0.28 | 0.35 | 0.22 |
| Transactions per day | n/a | 851,312 | 968,959 | 759,050 | 434,820 |
| % Transaction change | n/a | -12.00 | 27% | 75% | 5% |

P1 / P2 Resolution Time Analysis

| Problem Management - BSA Target: Resolved within 5 hours | | | | | |
|---|----------------------------|---------------------------|---------------|---------------|---------------|
| Impact Codes P1 / P2 | | Reporting Month: May 2009 | | | |
| Code | Problems v Time to resolve | May 2009 | Apr 2009 | Mar 2009 | Feb 2009 |
| | | 01/05 – 31/05 | 01/04 – 31/04 | 01/03 – 31/03 | 01/02 – 28/02 |
| P2 | <1hr | 1 | 0 | 1 | 1 |
| | 1-2 hr | 0 | 1 | 0 | 2 |
| | 2-3 hr | 1 | 1 | 1 | 0 |
| | 3-4 hr | 0 | 1 | 0 | 0 |
| | 4-5 hr | 0 | 0 | 0 | 0 |
| | >5 hr | 0 | 0 | 0 | 1 |
| 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 – “MAY” 2009 for JULY 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 “**MAY**” **2009** 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 “**MAY**” **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 “**MAY**” **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 “**MAY**” **2009** there was **0** occurrence under this category.
The relevant liability is: **0** occurrences x **£50** = **£0** per Shipper

Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 11th June 2009 (covers period Wednesday 3rd June to Tuesday 30th June 2009 inclusive)

| Reference (Sent By / Ref No. / Requestor) | Title | Date of Issue |
|--|--|------------------|
| EH/905/DA | UKLink Committee Important Dates for 2009/2010 Calendar | 04/06/2009 |
| EH/906/KH | COR 1360 NTS Exit Reform Requirements of Modification 195AV - Phase 1 | 04/06/2009 |
| EH/907/DA | Important Message Relating to EH/906/KH 04/06/2009 | 04/06/2009 |
| CB/908/RN | Important Message Relating to EH/899/RN - COR1353 New FSI (Supporting Information) File Format | 05/06/2009 |
| EH/909/KH | COR 1360 NTS Exit Reform Requirements of Modification 195AV - Phase 1 Pack 1 of 3 | 12/06/2009 |
| EH/910/DA | Change Order 1353 'DNO Failure to Supply Gas Process' - Pack 2 of 3 | 12/06/2009 |
| EH/911/DA | Amendment to acceptable value in MBR file - Pack 3 of 3 | 12/06/2009 |
| EH/912/KH | COR 1360 NTS Exit Reform Requirements of Modification 195AV - Phase 1 - Pack 1 of 3 - Amendment | 15/06/2009 |

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 | | |
| | Gemini | TBC | September/ October. Actual date TBC | TBC | September/ October. Actual date TBC | Enhanced System Security project – Implementation outage | |

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