

UK Link Committee Meeting

xoserve Report Pack

AUGUST 2007

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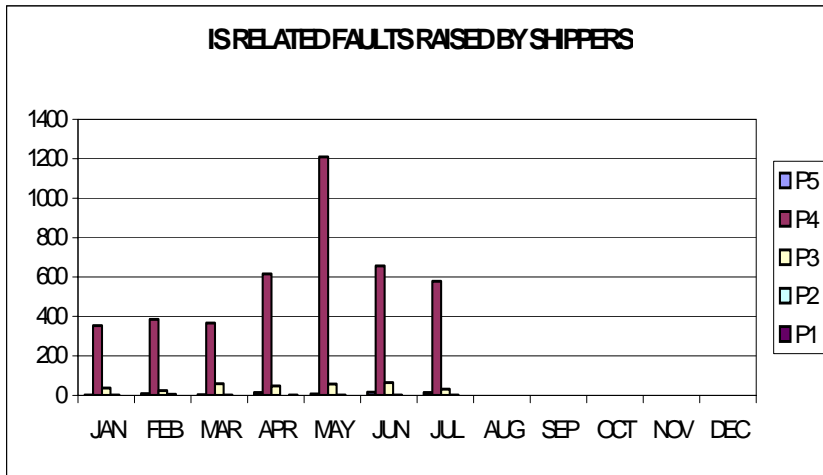
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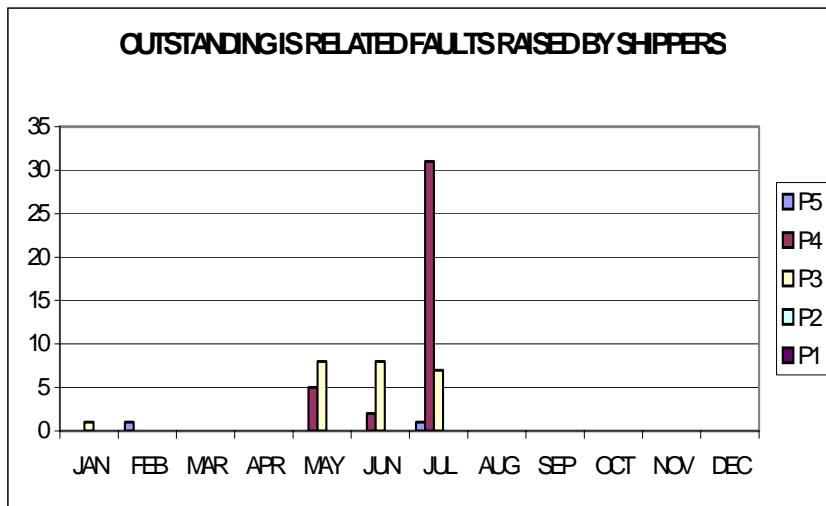
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Report A – IS Faults logged by Shippers – JULY 2007

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						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	68	4167	323	13	1	4,572



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	5	8	0	0	13
JUN	0	2	8	0	0	10
JUL	1	31	7	0	0	39
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	2	38	24	0	0	64



Report B – UK-LINK Business Support Agreement Report Summary – “JULY” 2007 for UKL August 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: "AUGUST" 2007			
		Jul 2007	Jun 2007	May 2007	April 2007
		01/07 – 31/07	01/06 – 0/06	01/05 – 1/05	01/04 – 0/04
Gemini Service	99%	100	100	100	98.83
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	4,641	4,674	4,547	4,624
Renominations per day	4,200	12,654	12,531	12,575	12,144
% of transactions < 4 sec's	95%	93.19	91.85	NA	NA
Transaction response time	n/a	1.44	1.62	NA	NA
Transactions per day	n/a	9,235	7,236	NA	NA
% Transaction change	n/a	58.00	n/a	NA	NA

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: "AUGUST" 2007			
Code	Problems v Time to resolve	Jul 2007	Jun 2007	May 2007	April 2007
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
P2	<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
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	1

Report C – Mod 565 Monthly Liabilities Report – for “AUGUST” 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 15 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 “**JULY**” 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 “**JULY**” 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 “**JULY**” 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 “**JULY**” 2007 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 “**JULY**” 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 12^h JULY 2007 (covers period Thur 14th JUNE to Wed 1ST August 2007 inclusive)

The below is the corrected dates as discussed with Caroline Purcell and David Addison at the August UK Link meeting. These communication notes now bring this part of the report up to date and future reports will now be corrected accordingly [i.e. 2/8 to 5/9 inc.]

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/744/GF	EH/744/GF - Planned UK Link Outages 7 th and 8 th July	22/06/2007
EH/745/AS	EH/745/AS – Recovery of Late Paid Energy Balancing Invoice Interest – Implementation Notice	29/06/2007
EH/746/DA	EH/746/DJ – UKL13824 – Issue of Supporting documentation via IX	29/06/2007
EH/747/DA	Cancelled – UK Link Outages weekend of 7 th and 8 th July	05/07/2007
EH/748/DA	Planned UK Link Outages weekend of 21 st and 22 nd July	11/07/2007
MF/749/AE	UKL 13829 – DN Interruption Reform. File formats for representation	13/07/2007
MF/750/DJ	UKL 13885 – Application of interruptable capacity discount [change order 734]	13/07/2007
EH/751/DJ	Change UKL 13885 - Application of interruptable capacity discount	20/07/2007
EH/752/EH	New xoserve UK Link contact details	20/07/2007
EH/753/DA	Representation close out reminder for changes issued 13/07/07	26/07/2007
EH/754/GF	Planned UK Link and Gemini Outages during weekend of 11 th and 12 th August	01/08/2007

Urgent Shipper Communication

None this month.

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		
EH/754/GF	UK Link	18:00	11/8/07	12:00	12/8/07	Gemini & Conquest will also be unavailable	
13839	Gemini	4.00 am	12/8/07	12.00 am	12/8/07	Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window	
13839	Gemini	4.00 am	19/8/07	12.00 am	19/8/07	Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window	