

UK Link Committee Meeting

xoserve Report Pack

MAY 2007

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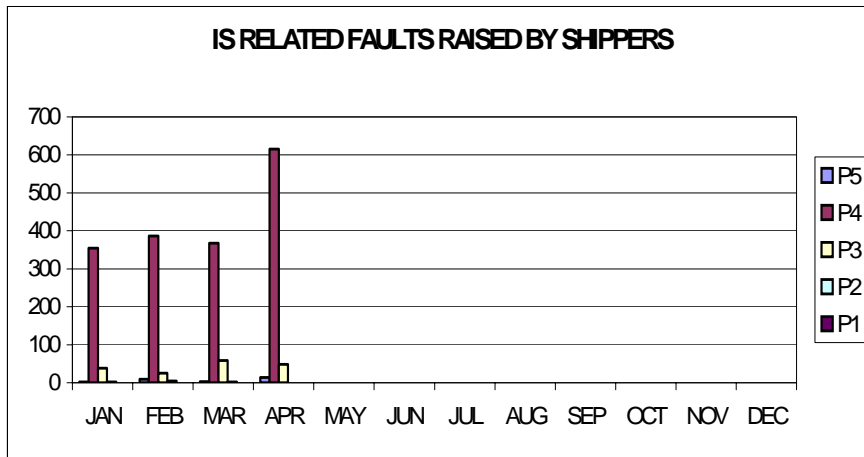
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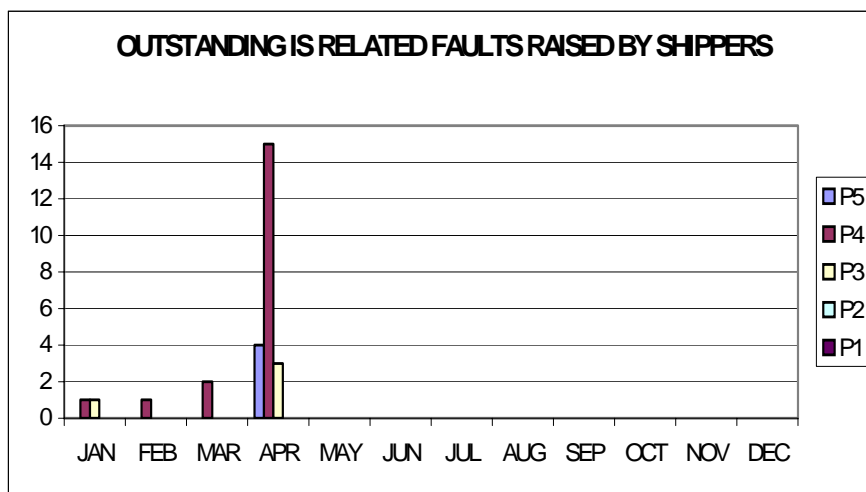
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Report A – IS Faults logged by Shippers – APRIL 2007

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	0	677
MAY						0
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	28	1724	170	9	0	1,931



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	1	1	0	0	2
FEB	0	1	0	0	0	1
MAR	0	2	0	0	0	2
APR	4	15	3	0	0	22
MAY						0
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	4	19	4	0	0	27



Report B – UK-LINK Business Support Agreement Report Summary – “MAY” 2007

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 %** and the overall availability of GEMINI Access was **100%**.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: “APRIL” 2007			
		April 2007	March 2007	February 2007	January 2007
		01/04 - 30/04	01/03 - 31/03	01/02 - 28/02	01/01 - 31/01
Gemini Service	99%	98.75	100	100.00	98.66
Gemini Access (IX)	99%	100.00	100.00	100.00	100.00
Shipper Information Service	99%	100.00	100.00	100.00	100.00
Batch Transfer	99%	100.00	100.00	100.00	100.00
Routers	99%	100.00	100.00	100.00	100.00
Nominations per day	8,300	4,624	4,477	4,390	4,380
Renominations per day	4,200	12,144	12,405	12,333	12,337
% of transactions < 4 sec's	n/a				
Transaction response time	n/a				
Transactions per day	n/a				
% Transaction change	n/a				

P1 / P2 Resolution Time Analysis

During this month no incident(s) were raised with an impact of **P2**. One **P1** incident occurred on 22nd April 2007 which affected all Gemini users. The incident was due to a power outage at Leicester Data Hall which occurred at around 09.25 and service was restored at 18.00 hours.

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: “APRIL” 2007			
Code	Problems v Time to resolve	April 2007	March 2007	February 2007	January 2007
		01/04 - 30/04	01/03 - 31/03	01/02 - 28/02	01/01 - 31/01
P2	<1hr	0	0	0	0
	1-2 hr	0	2	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	1
	>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	1	0	0	0

Report C – Mod 565 Monthly Liabilities Report – for MAY” 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 “**APRIL**” 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 “**APRIL**” 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 “**APRIL**” 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 “**APRIL**” 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 “**APRIL**” 2007 there was **0** occurrence under this category.
The relevant liability is: **1** occurrences x **£50** = **£50** 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 APRIL 2007 (covers period Thur 22nd March 2007 to Wed 18th April 2007 inclusive)

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/721/DA	EH721/DA Representation Close Out Reminder for Changes Issued 09/03/07	22/03/2007
EH/722/DA	EH/722/DA - Comments on change: CR13824	30/03/2007
EH/723/CP	Gemini Warm Standby Disaster Recovery Testing. Outage request 14th/15th April 2007	30/03/2007
EH/724/DD	EH/724/DD Gemini Release 4 project Planned outage on 29-Apr-07	02/04/2007
EH/725/DA	EH725DA - Amendment to the Window for Acceptance of Meter Reads by Transporters - UNC Modification 0124	03/04/2007
EH/726/DA	EH/726/DA - XOSER00000563 – Cancellation of Shipper AQ Amendments	03/04/2007
EH/727/AS	Notice of Non Implementation of NTS Entry Capacity Invoice File	05/04/2007
EH/728/DA	EH/728/DA - UKL13868 SPA File Rejection Reason Codes (class 1) change – Pack 1 of 5	13/04/2007
EH/729/CP	EH/729/CP - Gemini Performance Monitoring - Pack 2 of 5	13/04/2007
EH/730/LC	EH/730/LC - Pricing Consultation DPNC01 – Pack 3 of 5	13/04/2007
EH/731/DA	EH/731/DA – UKL13861 - XOSER00000563 – Cancellation of Shipper AQ Amendments - Pack 4 of 5	13/04/2007
EH/732/DD	EH/732/DD - UKL13820 - Gemini Release 4 Implementation Update - Pack 5 of 5	13/04/2007

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		
13839	Gemini	TBC	12/08/07	TBC	12/08/07	Oracle software upgrade	
13839	Gemini	TBC	19/08/07	TBC	19/08/07	Oracle software upgrade	