

# UK Link Committee Meeting

## xoserve Report Pack

**July 2006 v1**

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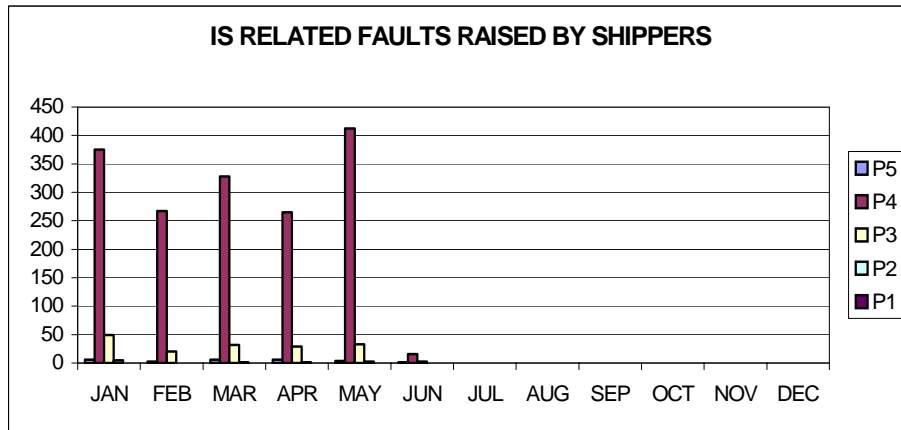
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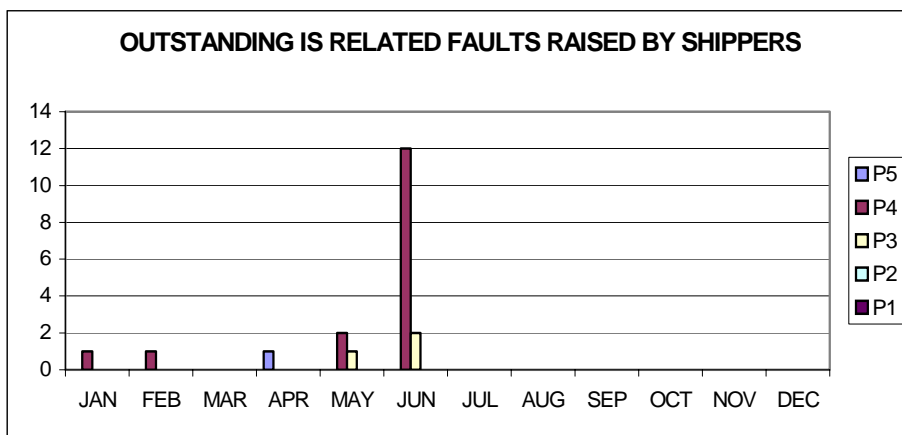
Please note that the latest version of the UKLink Implementation Plan (July 06 v1) is sent with this report but as a separate document.

Report A – IS Faults logged by Shippers – May 2006

| Faults Raised | P5        | P4           | P3         | P2        | P1       | Total        |
|---------------|-----------|--------------|------------|-----------|----------|--------------|
| JAN           | 6         | 375          | 49         | 5         | 0        | 435          |
| FEB           | 3         | 267          | 20         | 0         | 0        | 290          |
| MAR           | 6         | 328          | 32         | 1         | 0        | 367          |
| APR           | 6         | 265          | 29         | 1         | 0        | 301          |
| MAY           | 4         | 412          | 33         | 3         | 0        | 452          |
| JUN           | 1         | 16           | 3          | 0         | 0        | 20           |
| JUL           |           |              |            |           |          | 0            |
| AUG           |           |              |            |           |          | 0            |
| SEP           |           |              |            |           |          | 0            |
| OCT           |           |              |            |           |          | 0            |
| NOV           |           |              |            |           |          | 0            |
| DEC           |           |              |            |           |          | 0            |
| <b>Total</b>  | <b>26</b> | <b>1,663</b> | <b>166</b> | <b>10</b> | <b>0</b> | <b>1,865</b> |



| Faults Outstanding | P5       | P4        | P3       | P2       | P1       | Total     |
|--------------------|----------|-----------|----------|----------|----------|-----------|
| JAN                | 0        | 1         | 0        | 0        | 0        | 1         |
| FEB                | 0        | 1         | 0        | 0        | 0        | 1         |
| MAR                | 0        | 0         | 0        | 0        | 0        | 0         |
| APR                | 1        | 0         | 0        | 0        | 0        | 1         |
| MAY                | 0        | 2         | 1        | 0        | 0        | 3         |
| JUN                | 0        | 12        | 2        | 0        | 0        | 14        |
| JUL                |          |           |          |          |          | 0         |
| AUG                |          |           |          |          |          | 0         |
| SEP                |          |           |          |          |          | 0         |
| OCT                |          |           |          |          |          | 0         |
| NOV                |          |           |          |          |          | 0         |
| DEC                |          |           |          |          |          | 0         |
| <b>Total</b>       | <b>1</b> | <b>16</b> | <b>3</b> | <b>0</b> | <b>0</b> | <b>20</b> |



**Report B – UK-LINK Business Support Agreement Report Summary - June 2006**

**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**

| <b>GEMINI Availability &amp; Industry Averages</b> |              |                            |               |               |               |
|--|--------------|----------------------------|---------------|---------------|---------------|
| Performance measures                               | Target/max   | Reporting Month: June 2006 |               |               |               |
|  |              | June 2006                  | May 2006      | April 2006    | Mar 2006      |
|  |              | 01/06 – 30/06              | 01/05 - 31/05 | 01/04 - 30/04 | 01/03 - 31/03 |
| GEMINI Service                                     | <b>99%</b>   | <b>100.00</b>              | <b>98.9</b>   | 99.61         | 100           |
| GEMINI Access (IX)                                 | <b>99%</b>   | <b>100</b>                 | 100           | 100           | 100           |
| Shipper Information Service                        | <b>99%</b>   | <b>100</b>                 | 100           | 100           | 100           |
| Batch Transfer                                     | <b>99%</b>   | <b>100</b>                 | 100           | 100           | 100           |
| Routers  | <b>99%</b>   | <b>100</b>                 | 100           | 100           | 100           |
| Nominations per day                                | <b>8,300</b> | <b>3,859</b>               | 3,998         | 4,098         | 4,059         |
| Renominations per day                              | <b>4,200</b> | <b>12,070</b>              | 11,911        | 12,061        | 12,357        |
| % of transactions < 4 sec's                        | <b>95%</b>   | 0                          | N/A           | N/A           | N/A           |
| Transaction response time                          | <b>n/a</b>   | 0                          | N/A           | N/A           | N/A           |
| Transactions per day                               | <b>n/a</b>   | 0                          | N/A           | N/A           | N/A           |
| % Transaction change                               | <b>n/a</b>   | 0                          | N/A           | N/A           | N/A           |

**P1 / P2 Resolution Time Analysis**

During this month no incidents were raised with an impact of P1 or P2 that affected three or more Shippers

| <b>Problem Management - BSA Target: Resolved within 5 hours</b> |                            |                            |               |               |               |
|---|----------------------------|----------------------------|---------------|---------------|---------------|
| Impact Codes P1 / P2  |                            | Reporting Month: June 2006 |               |               |               |
| Code  | Problems v Time to resolve | June 2006                  | May 2006      | April 2006    | March 2006    |
|   |                            | 01/06 – 30/06              | 01/05 - 31/05 | 01/04 - 30/04 | 01/03 – 31/03 |
| P2  | <1hr                       | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | 1-2 hr                     | <b>0</b>                   | <b>2</b>      | <b>0</b>      | <b>0</b>      |
|   | 2-3 hr                     | <b>0</b>                   | <b>0</b>      | <b>1</b>      | <b>0</b>      |
|   | 3-4 hr                     | <b>0</b>                   | <b>0</b>      | <b>1</b>      | <b>0</b>      |
|   | 4-5 hr                     | <b>0</b>                   | <b>1</b>      | <b>0</b>      | <b>1</b>      |
|   | >5 hr                      | <b>0</b>                   | <b>0</b>      | <b>2</b>      | <b>0</b>      |
| P1  | <1hr                       | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | 1-2 hr                     | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | 2-3 hr                     | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | 3-4 hr                     | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | 4-5 hr                     | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
|   | >5 hr                      | <b>0</b>                   | <b>0</b>      | <b>0</b>      | <b>0</b>      |

## Report C – Mod 565 Monthly Liabilities Report – May 06 - (June 06 Report Not Yet Available)

### 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 **May 2006** 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 **May 2006** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x £500 = **£0** per Shipper

### TS10c - 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 2006** 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 2006** 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 2006** there was **1** 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 UKLink Committee Meeting on 8<sup>th</sup> June 2006**

File Formats

NR/637/DA Additional Information regarding UKL13758 - Removal of Assets from Dead Meter Points – 1 of 2  
NR/638/DA Register of Contacts to be used when deviating from the UKLink Implementation Plan at Short Notice  
2of 2  
NR/639/NR UKLink Committee Minutes for June 2006  
NR/640/DA Temporary Change to Cyclic Meter Reading Validation Routine  
NR/642/NR UKLink Docs Extranet Update

Urgent Shipper Communications

NR/641/DW MBR File Delivery Issue - 05/06/06 Duplicated with NR/640/DA

## 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             | No dates agreed yet | TBC      | TBC      | Gemini Warm Standby disaster recovery testing - failover from production infrastructure to backup (warm standby) infrastructure. |                         |