



".Box.UKLINK.Manual"  
<Uklink@corporg.net>  
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Subject: MP/781/NR: Shipper Access to Gemini Systems - Update 25th  
October

## **Joint Statement from National Grid and xoserve**

### **MP/781/NR: Shipper Access to Gemini Systems – Update 25<sup>th</sup> October**

As you will be aware, following the return to service of the Gemini computer system after a software update, an unplanned system failure occurred. This resulted in the removal of shippers' access to the GEMINI system during the course of the afternoon of the 22<sup>nd</sup> October. Whilst the nature and extent of the problem had been identified, work to remedy the situation and enable shipper access to GEMINI uncovered a number of associated issues. As such shipper access to GEMINI is expected to remain removed for today (25<sup>th</sup> October 2007). All efforts are being expended to return shipper access to the Gemini system as soon as possible.

Contingency arrangements will remain in place for shippers to provide National Grid with their nomination details to load onto the GEMINI system until full shipper access to the system is resumed. This enables the traded market to continue, albeit with some time lags due to the need to manually input data, and shippers end of day gas positions to be recorded. As an enhancement to this contingency arrangement, a number of capacity auctions will take place this afternoon with shippers providing National Grid with their bid details directly to load into the GEMINI system. National Grid will also notify the winning bidders via this contingency route.

Further operational details of the contingency arrangements have been published on the National Grid UK website under Gas / Data / News. We will continue to publish further updates to these arrangements as appropriate and notify shippers using the Surefax system.

In line with previous instruction, we would be grateful if any shipper enquiries could be redirected back to their normal 24/7 operational contacts who will liaise directly with the National Grid Incident team.