From: .Box.UKLINK.Manual
Sent: 03 October 2006 15:30

Subject: Ref: DF/667/GF - UK LINK UPDATE FROM XOSERVE - TUESDAY 3 OCTOBER

Dear All,

As many of you are aware, we are currently experiencing performance issues with the Sites and Meters part of the UK Link system. At this time of year we expect to experience a higher processing load due to the change of AQ data. However, it is processing at a slower rate than we had forecast. We are working flat out to resolve the situation and at the same time trying to minimise the impact on you, our customers.

I would just like to outline what impact the slower processing is having on the services we provide. Although we are experiencing performance issues, please continue to submit your files to us as normal.

Internet Access to Data (IAD)

Whilst this service is available to all users, we have been unable to update the information on this site since the weekend. Our current plan is to update the information on IAD on this Friday 6 October (this is a day later than previously stated).

Supply Point Administration services

UMR files

Delays are being experienced in processing UMR files. This file submits unbundled meter reads to xoserve from shippers. These files have been processed up to 28 September. We plan start processing these files again on
7 October. This delay does impact on other areas of our operations.

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    Must Reads

These are dependent on the loading of UMR files with potential readings which would negate the necessity for a Must Read. Must Reads (Notifications) were due to be sent to Metering for processing on Monday 2 October but will now not be submitted until Tuesday 10 October to allow for the UMRs to load.
Pre-notes will be sent out this week as normal.

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    Opening Read estimates

There will be a delay in the processing of Opening Read estimates. As UMR files may contain actual opening reads we will not issue opening read estimates to the normal schedule until the UMRs have loaded. We will pick up this process to the normal schedule next week.

MBR Files

These contain bundled reads sent by UK Link to Shippers. The file contains Must Reads and Prime and Subs Reads etc. We have currently produced these files up to 26 September. This processing will be caught up in the current plan by 7 October.

Transfer of Ownership Files

The affected file here is that which updates Sites and Meters with Shipper ownership. It also notifies the Shipper of ceased responsibility/retained responsibility to existing Shipper and to the new Shipper effective confirmation or lapsed confirmation. The files have run up to 1 October.
These will recommence on 7 October. This will not impact on the actual date of a site transfer; however, it will reduce the notification period. All energy allocations into Gemini remain unaffected. Confirmations, Nominations, Offers, Withdrawals, Rejections, Objections and the rest of the SPA process remain unaffected.

Impact on Invoices

We believe that the plans we have in place will result in none of our invoices being impacted by this issue. You may notice that because of the delay in processing the unbundled meter reads there will be a delay of about a week in the USRVs (filter failures) reaching ConQuest. However, you will still receive them in plenty of time to do your validation.

I wish to apologise for any inconvenience that this may be causing. If you have any questions, please call your usual operational contact within xoserve.

Please cascade this message as appropriate to ensure that all who need to know are aware.

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Customer Manager
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