

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th September 2016 Reporting Month: August 2016

Authors (for this version):	Amjad Hussain
Version:	V1.0
Date:	07/09/2016



Contents

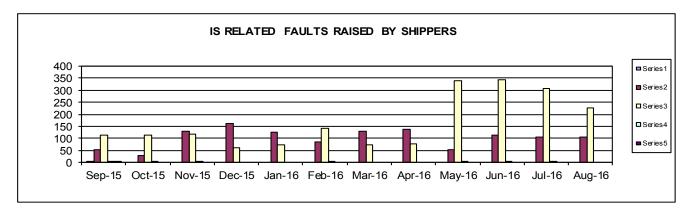
- Page 3 Report A IS Faults and Requests Logged by Shippers
- Page 5 Report B UK-LINK Business Support Agreement Report Summary
- Page 6 Report C Mod 565 Monthly Liabilities Report
- Page 7 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 8 Report E Forthcoming Outage Notifications



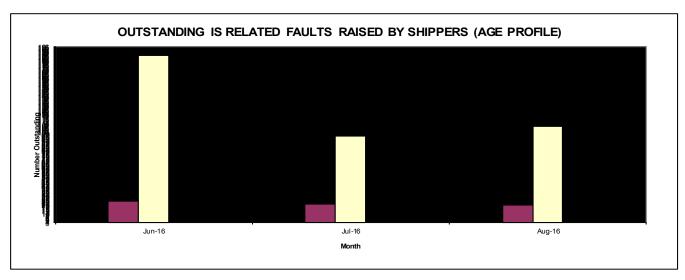
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Sep-15	0	51	112	1	0	164
Oct-15	0	27	112	2	0	141
Nov-15	0	129	116	2	0	247
Dec-15	0	161	59	0	0	220
Jan-16	0	127	74	0	0	201
Feb-16	0	87	140	1	0	228
Mar-16	0	129	74	0	0	203
Apr-16	0	138	76	0	0	214
May-16	0	51	341	1	0	393
Jun-16	0	113	345	1	0	459
Jul-16	0	104	309	1	0	414
Aug-16	0	106	227	0	0	333
Total	0	1223	1985	9	0	3217



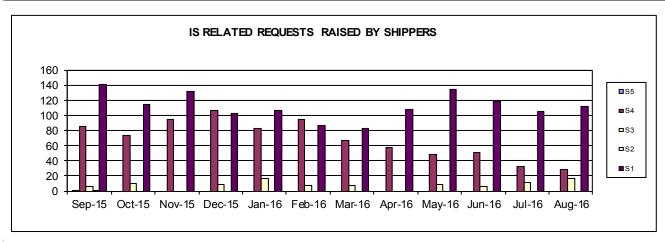
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jun-16	0	24	186	0	0	210
Jul-16	0	21	96	0	0	117
Aug-16	0	20	107	0	0	127
Total (Per P Level)	0	65	389	0	0	454



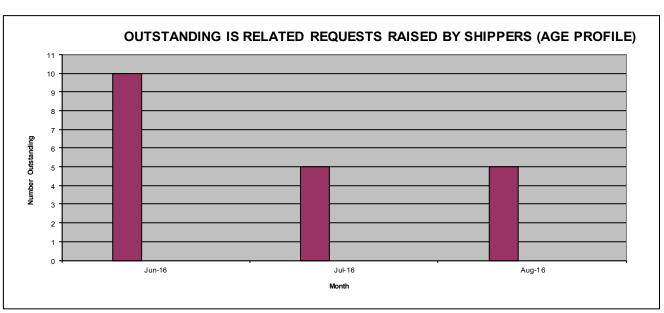


IS Requests Logged by Shippers

Requests Raised	S 5	S4	S3	S2	S1	Total
Sep-15	0	85	6	0	141	232
Oct-15	0	73	10	0	114	197
Nov-15	0	95	0	0	132	227
Dec-15	0	106	9	0	102	217
Jan-16	0	83	17	0	106	206
Feb-16	0	94	7	0	87	188
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
May-16	0	48	8	0	134	190
Jun-16	0	51	6	0	119	176
Jul-16	0	33	11	0	105	149
Aug-16	0	29	17	0	112	158
Total	0	821	98	0	1343	2262



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-16	0	10	0	0	0	10
Jul-16	0	5	0	0	0	5
Aug-16	0	5	0	0	0	5
Total (Per P Level)	0	20	0	0	0	20





Report B

UK LINK Business Support Agreement Report Summary

UK Link Availability (excluding scheduled outages)

- Service is a measure of overall availability to Shippers.
- Access and Batch Transfer, 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 Service was 100%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance								
		Reporting Month: Aug 2016						
Performance measures	Target/max	Aug 2016	Jul 2016	Jun 2016	May 2016			
	J	01/08 – 31/08	01/07 – 31/06	01/06 – 30/06	01/05 – 31/05			
Gemini Service	99%	100%	100%	100%	100%			
Gemini Access (IX)	99%	100%	100%	100%	100%			
Nominations per day	8,300	4,734	4,750	4,590	4,690			
Re-nominations per day	4,200	22,966	23,041	23,312	23,123			
% of transactions < 4 sec's	95%	100%	100%	100%	100%			
Transaction response time (in minutes)	n/a	0.39	0.31	0.32	0.32			
Transactions per day	n/a	810944	943037	968603	1046216			
% Transaction change	n/a	-14.0%	-2.6%	-4.9%	-4.8%			

UK Link (Non-Gemini) Availability & Performance								
	Target/max	Reporting Month: Aug 2016						
Performance measures		Aug 2016	Jul 2016	Jun 2016	May 2016			
		01/08 – 31/08	01/07 – 31/07	01/06 - 30/06	01/05 - 31/05			
Batch Transfer	99%	100%	100%	100%	100%			
Service Desk Availability	99%	100%	100%	100%	100%			

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours								
Ir	Impact Codes P1 / P2 Reporting Month: Aug 2016								
Code	Problems v Time to	Aug 2016	Jul 2016	Jun 2016	May 2016				
Code	resolve	01/08 - 31/08	01/07 - 31/07	01/06 - 30/06	01/05 - 31/05				
	<1hr	8	8	0	4				
	1-2 hr	3	5	1	2				
P2	2-3 hr	1	0	1	1				
F Z	3-4 hr	0	0	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	2	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
PI	3-4 hr	0	0	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	0	0	0				



Report C

Mod 565 Monthly Liabilities Report

TSL10a - File format / UK Link (Consultation period)

If the Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 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 "August" 2016 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 the Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, the Transporters must inform the Shippers of this failure to implement, by the next business day. If the Transporters fail to meet this requirement, we will be liable to pay each Shipper £1000.

Throughout the period of "August" 2016 there were no occurrences under this category. The relevant liability is: 0 occurrences x £1000 = £0 per shipper.

TSL12a - System Failure 24 Hours +

Should UK Link be unavailable to users for a period of more than 24 hours, then a further one-off payment will be made to each registered user. If the system is down for more than 24 hours then the Transporters will pay £1000 per user affected.

Throughout the period of "August" 2016 there were no occurrences under this category. The relevant liability is: 0 occurrences x £1000 = £0 per Shipper.

TSL12b – System Recovery

In the case of repeated UK Link system failure within the business day, the Transporters will endeavour to recover within 5 hours from commencement of the recovery period. If the 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. E.g. £50, £100, £200, £400, £800

Throughout the period of "August" 2016 there was no 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 UK Link Committee Meeting.

Comm. Reference	Subject	Date of Issue
(Number/Sender/		
Signatory)		
1617 - LH - DA	SDG Meeting 15th August 2016	09/08/2016
1618 - LH - DA	Representation Matrices for UK Link Change Pack dated 20/07/2016	09/08/2016
1619 - SM - SN	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V24	10/08/2016
1620 - SM - SN	Gemini Communication on behalf of National Grid	11/08/2016
1621 - LH - DA	Amended Change Summary – Removal of Data Update Code (A0178) Functionality from JOB file	12/08/2016
1622 - SM - DA	Minutes for the SDG meeting held on the 01/08/2016	15/08/2016
1623 - SM - SN	COR3928 - Notification of System Impacts – UK Link and the Data Enquiry System as a Result of AQ Review Activities	17/08/2016
1624 - SM - SN	Change Pack 18th August 2016	17/08/2016
1624.1 - SM - SN	UKLP Including Nexus Requirement – Contact Title Allowable Values	17/08/2016
1624.2 - SM - SN	ERR Hierarchy update	17/08/2016
1624.3 - SM - DA	Treatment of Non Measuring Assets – Confirmation of Treatment when an Asset Status Code is not provided	17/08/2016
1624.4 - SM - SN	CP Rejection Code V2.11	17/08/2016
1624.5 - SM - SN	Transformation Rules (Pack Seven)	17/08/2016
1624.6 - SM - DA	Proposed Transitional Invoicing Changes as a result of Gas Distribution Network Sale	17/08/2016
1625 - SM - SN	Changing treatment of the MAM File / K08 Record – Treatment Document	24/08/2016
1626 - RH - SM	Consolidated Nexus Change Log V4	26/08/2016
1627 - SM - SN	SDG Meeting 5th September 2016	30/08/2016
1628 - SM - SN	Meter Read Types Mapping	31/08/2016
1629 - SM - SN	Gemini Summer Release Post Implementation deployment	01/09/2016
1630 - RH - SN	No Implementation of CR176	01/09/2016
1631 - RH- SN	Market Trials Deployment 31st August	02/09/016
1632 - SM - SN	Consolidated Nexus Change Log V5	02/09/2016
1633 - SM - SN	Revised Change Summary from Revised Change Summary dated 27th July	05/09/2016
1633.1 - SM - SN	Revised Change Summary: Transformation Rules (pack 5)	05/09/2016
1634 - SM - SN	Clock Change Outage	06/09/2016



Report E Forthcoming Outage Notifications

Change Request	Impacted System	Outage Duration				Brief Description	Committee	
Number	impacted System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date	
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/2015	
-	Gemini and Gemini Exit systems	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini Summer 2016 release	11/02/2016	
-	Gemini and Gemini Exit systems	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini Summer 2016 release	11/02/2016	
-	CSEPS, CMS, DE, EFT, IP & UK LINK Gemini, Gemini Exit & Gemini EU	30/10/2016	3am BST 2am GMT	30/10/2016	5am GMT	British Summer Time - Clock Change Outage	06/09/2016	

Key:

Italic – New outage notification
Underlined – Outage notification information amended

^{*} Exact timings to be defined