

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th September 2016

Reporting Month: August 2016

| | |
|------------------------------------|----------------------|
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| Version: | V1.0 |
| Date: | 07/09/2016 |

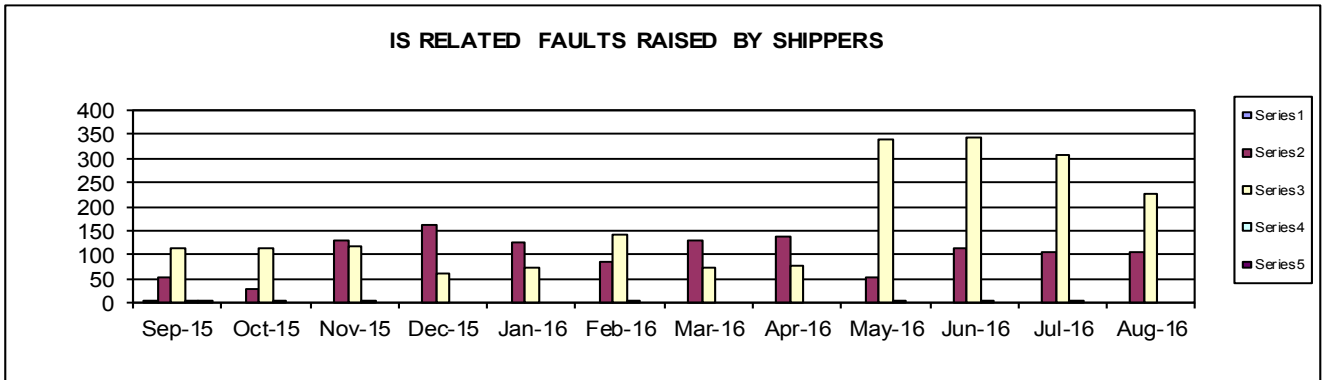
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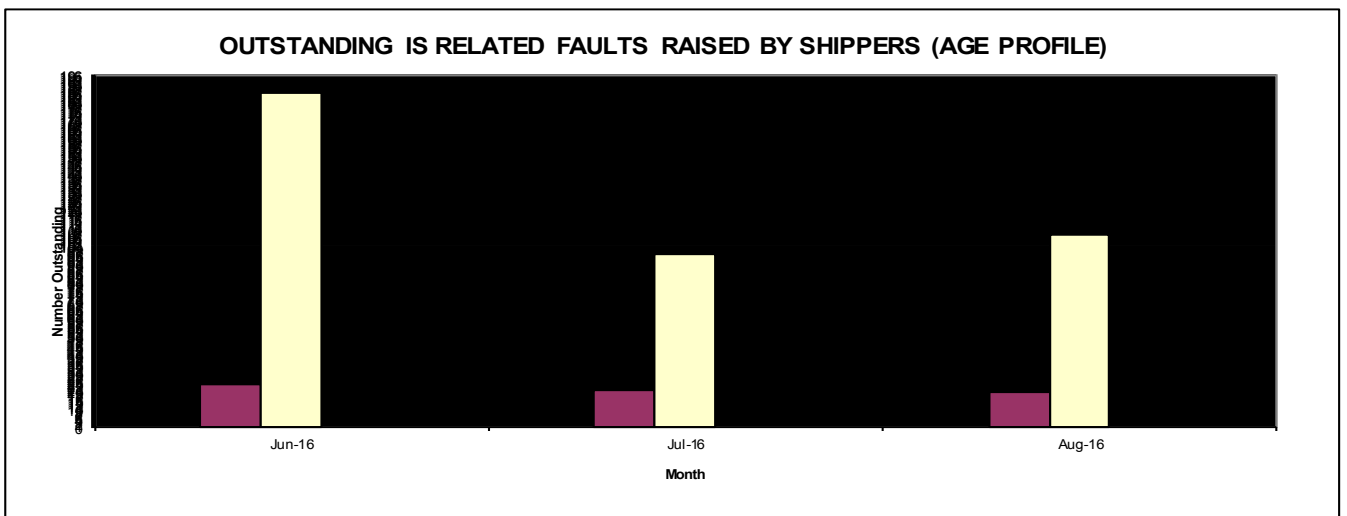
Report A

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 |

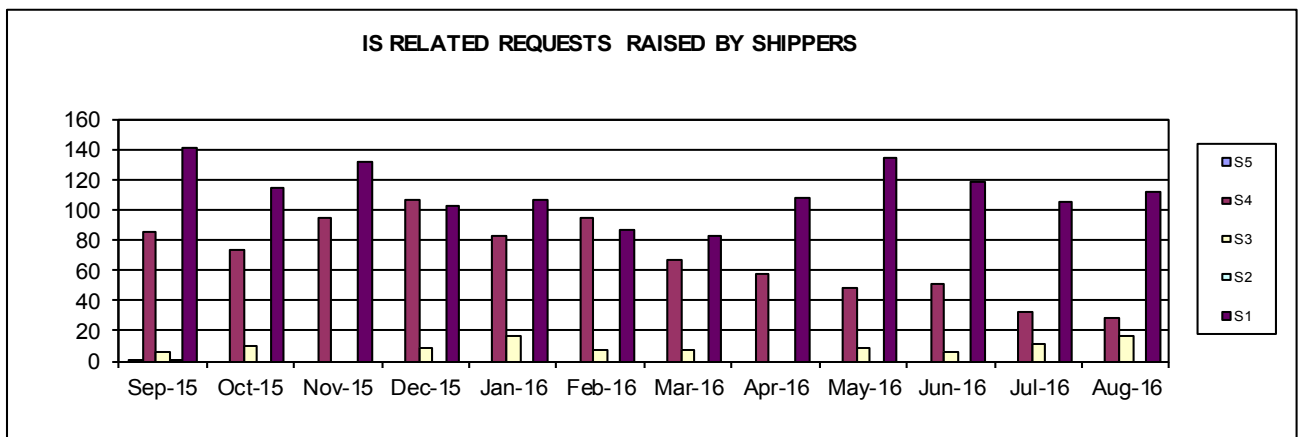


| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|----------------------------|----------|-----------|------------|----------|----------|------------|
| Jun-16 | 0 | 24 | 186 | 0 | 0 | 210 |
| Jul-16 | 0 | 21 | 96 | 0 | 0 | 117 |
| Aug-16 | 0 | 20 | 107 | 0 | 0 | 127 |
| Total (Per P Level) | 0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

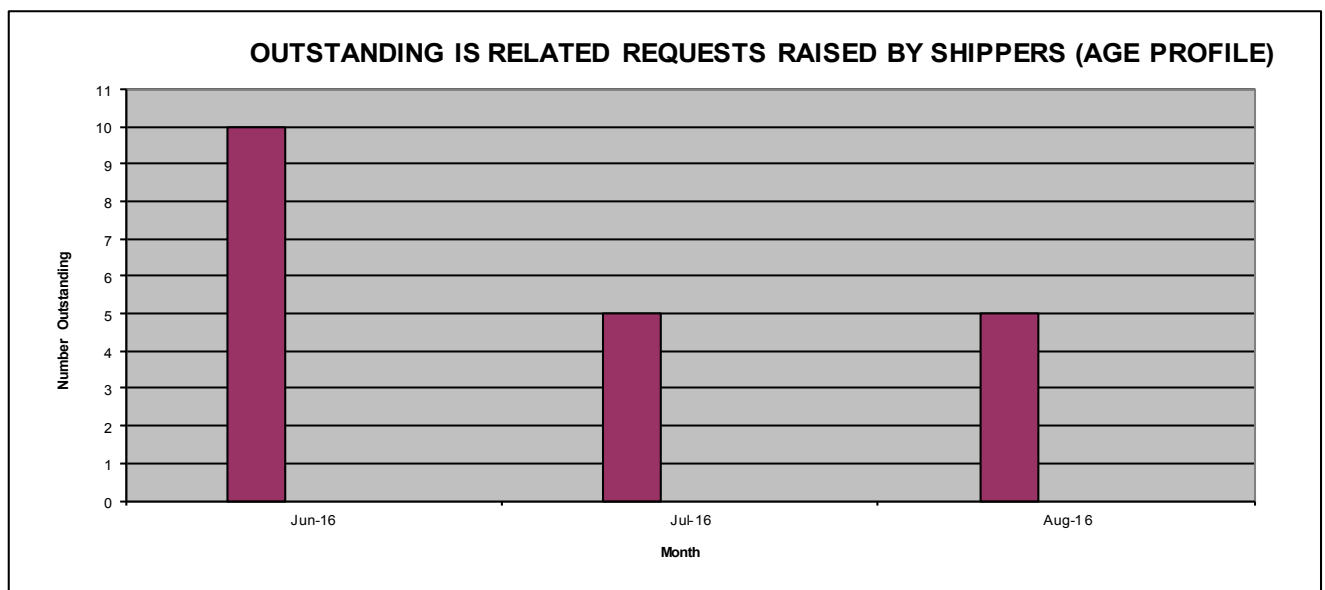


IS Requests Logged by Shippers

| Requests Raised | S5 | 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 | | | | | |
|---|------------|---------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: Aug 2016 | | | |
| | | Aug 2016 | Jul 2016 | Jun 2016 | May 2016 |
| | | 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 | | | | | |
|---|------------|---------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: Aug 2016 | | | |
| | | 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 | | | | | |
|--|----------------------------|---------------------------|---------------|---------------|---------------|
| Impact Codes P1 / P2 | | Reporting Month: Aug 2016 | | | |
| Code | Problems v Time to resolve | Aug 2016 | Jul 2016 | Jun 2016 | May 2016 |
| | | 01/08 – 31/08 | 01/07 – 31/07 | 01/06 – 30/06 | 01/05 – 31/05 |
| P2 | <1hr | 8 | 8 | 0 | 4 |
| | 1-2 hr | 3 | 5 | 1 | 2 |
| | 2-3 hr | 1 | 0 | 1 | 1 |
| | 3-4 hr | 0 | 0 | 0 | 0 |
| | 4-5 hr | 0 | 0 | 0 | 0 |
| | >5 hr | 0 | 2 | 0 | 0 |
| 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 | 0 | 0 | 0 | 0 |

Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

| Comm. Reference (Number/Sender/ Signatory) | Subject | Date of Issue |
|--|--|---------------|
| 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 | 02/09/2016 |
| 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 Number | Impacted System | Outage Duration | | | | Brief Description | Committee Notified Date |
|-----------------------|---|--------------------------|-----------------------------------|--------------------------|---------------------------|---|--------------------------|
| | | Start Date | Start Time | End Date | End Time | | |
| 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 |
| - | <i>CSEPS, CMS, DE, EFT, IP & UK LINK Gemini, Gemini Exit & Gemini EU</i> | <i>30/10/2016</i> | <i>3am BST 2am GMT</i> | <i>30/10/2016</i> | <i>5am GMT</i> | <i>British Summer Time - Clock Change Outage</i> | <i>06/09/2016</i> |

Key:

Italic – New outage notification

Underlined – Outage notification information amended

*** Exact timings to be defined**