

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th May 2015 Reporting Month: April 2015

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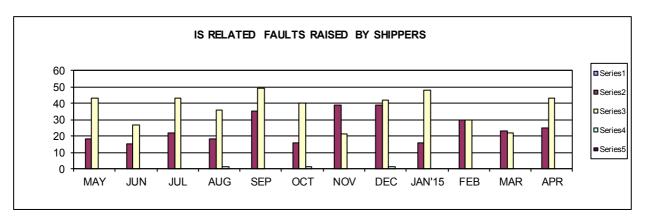
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Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
ОСТ	0	16	40	1	0	57
NOV	0	39	21	0	0	60
DEC	0	39	42	1	0	82
JAN'15	0	16	48	0	0	64
FEB	0	30	30	0	0	60
MAR	0	23	22	0	0	45
APR	0	25	43	0	0	68
Total	0	296	444	3	0	743



Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-15	0	12	6	0	0	18
Mar-15	0	8	7	0	0	15
Apr-15	0	10	5	0	0	15
Total (Per P Level)	0	30	18	0	0	48



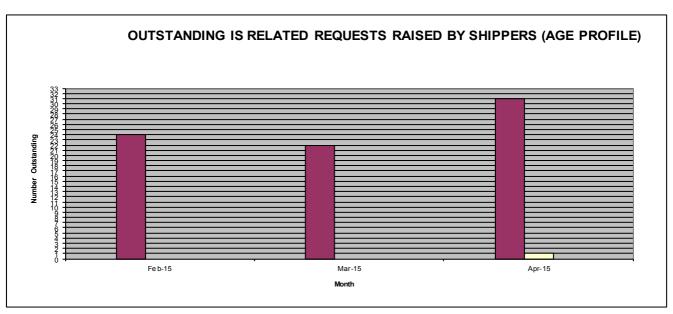


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
MAY	0	86	7	0	99	192
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
SEP	0	66	5	0	134	205
ОСТ	0	67	12	0	124	203
NOV	0	102	4	0	132	238
DEC	0	54	12	0	101	167
JAN'15	0	65	10	0	135	210
FEB	0	80	10	0	108	198
MAR	0	108	15	0	158	281
APR	0	96	7	0	112	215
Total	0	992	104	0	1439	2535



Outstanding Calls	S5	S4	S3	S2	S1	Total
Feb-15	0	24	0	0	0	24
Mar-15	0	22	0	0	0	22
Apr-15	0	31	1	0	0	32
Total (Per P Level)	0	77	1	0	0	78





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: Apr 2015						
Performance measures	Target/max	Apr 2015	Mar 2015	Feb 2015	Jan 2015			
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01			
Gemini Service	99%	100%	100%	100%	100%			
Gemini Access (IX)	99%	100%	100%	100%	100%			
Nominations per day	8,300	4,948	5,135	5,048	4956			
Re-nominations per day	4,200	21,701	21,614	22,042	21813			
% of transactions < 4 sec's	95%	100%	100%	100%	100%			
Transaction response time (in minutes)	n/a	0.25	0.26	0.25	0.25			
Transactions per day	n/a	901294	987224	1005922	995718			
% Transaction change	n/a	-8.7%	- 1.8%	1.0%	5.0%			

UK Link (Non-Gemini) Availability & Performance							
	Target/max	Reporting Month: Apr 2015					
Performance measures		Apr 2015	Mar 2015	Feb 2015	Jan 2015		
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01		
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									
In	npact Codes P1 / P2		Reporting Month: Apr 2015							
Code	Problems v Time to	Apr 2015	Mar 2015	Feb 2015	Jan 2015					
Code	resolve	01/04 - 30/04	01/03 - 31/03	01/02 – 28/02	01/01 – 31/01					
	<1hr	1	1	0	2					
	1-2 hr	0	1	0	1					
D2	2-3 hr	1	0	2	0					
P2	3-4 hr	0	0	0	0					
	4-5 hr	0	0	0	0					
	>5 hr	0	0	0	1					
	<1hr	0	0	0	0					
	1-2 hr	0	0	0	0					
D4	2-3 hr	0	0	0	0					
P1	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 "April" 2015 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 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 "**April**" **2015** 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 "April" 2015 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. Eg: £50, £100, £200, £400, £800

Throughout the period of "April" 2015 there were no occurrences 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 (Number/Sender/	Subject	Date of Issue
Signatory)		
1389 - RH - SN	Representation Matrices for March 2015 Change Pack Part 1	30/03/2015
1390 - RH - SN	UK Link Documentation Extranet moving to Xoserve.com – outage notification	30/03/2015
1391 - RH - SN	COR1154.15 UKLP Including Nexus Requirements - Rejection codes	01/04/2015
1392 - RH - SN	1392 - RH - SN - UK Link Documentation Extranet moving to Xoserve.com	01/04/2015
1393 - RH - SN	SPA Consolidated Rejection Code V25 Live	08/04/2015
1394 - RH - SN	Representation Matrices for 20/03/15 Change Pack	08/04/2015
1395 - LH - SN	UK Link Change Pack April 2015 - Part 1 of 2	10/04/2015
1395.1 - LH - SN	UKLP Data Enquiry Service Consequential Change – Screen Amendments	10/04/2015
1395.2 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – Glossary Document	10/04/2015
1396 - LH - SN	UK Link Change Pack April 2015 - Part 2 of 3	13/04/2015
1396.1 - LH - SN	COR1154.15.8 - UKLP Including Nexus requirements - Market Trials	13/04/2015
1397 - LH - SN	UK Link Change Pack April 2015 - Part 3 of 3	17/04/2015
1397.1 - LH - SN	COR3538 – Upgrade of EFT (Electronic File Transfer)	17/04/2015
1397.2 – LH - SN	COR3312 Security of Supply SCR - GDE Cashout and Compensation Arrangements - Phase 2	17/04/2015
1397.3 – LH - SN	Revised CMS File Formats	17/04/2015
1398 - LH - SN	COR1154.15.8 - UKLP Including Nexus requirements - Market Trials - Revised communication	27/04/2015



Report E **Forthcoming Outage Notifications**

Change	Impacted		Outag	Brief Description	Committee		
Request Number	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	12/01/15
ТВС	UK Link & DN Link	16/05/2015	05:15 UK BST	16/05/2015	05:50 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
ТВС	UK Link & DN Link	17/05/2015	15:20 UK BST	17/05/2015	17:30 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
ТВС	Data Enquiry	16/05/2015	00:00 UK BST	16/05/2015	02:30 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
ТВС	Data Enquiry	17/05/2015	17:55 UK BST	17/05/2015	20:10 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
3187	Gemini and Gemini Exit systems	06/09/2015	4am	06/09/2015	9am (11am contingency)	Principal implementation To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	13/09/2015	4am	13/09/2015	9am (11am contingency)	First contingency To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	20/09/2015	4am	20/09/2015	9am (11am contingency)	Second contingency To comply with the new European Network Codes in October 2015	03/09/14

Key:

Italic – New outage notification
Underlined – Outage notification information amended
* Exact timings to be defined