

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 10<sup>th</sup> September 2015**  
**Reporting Month: August 2015**

<b>Authors (for this version):</b>	<b>Amjad Hussain</b>
<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>7<sup>th</sup> September 2015</b>

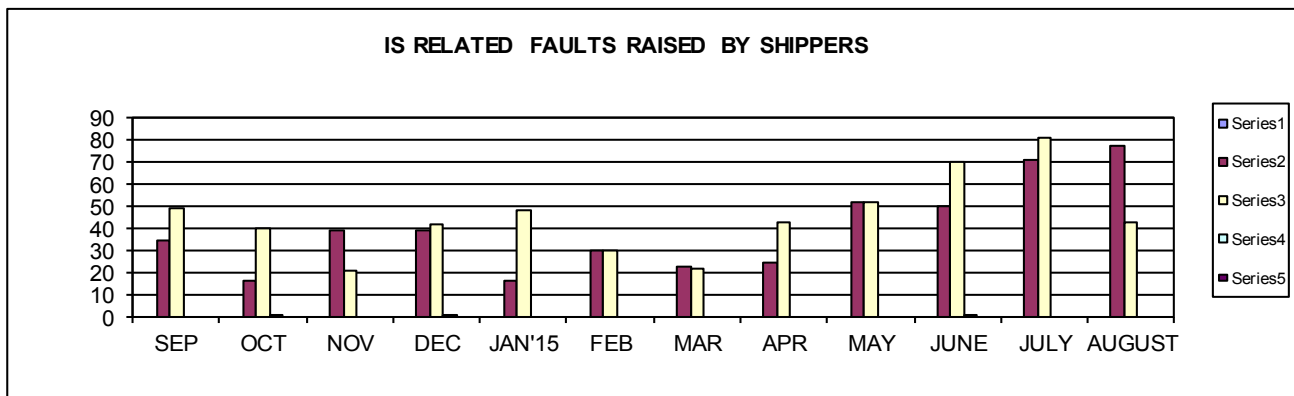
## **Contents**

- 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 9 – Report E – Forthcoming Outage Notifications**

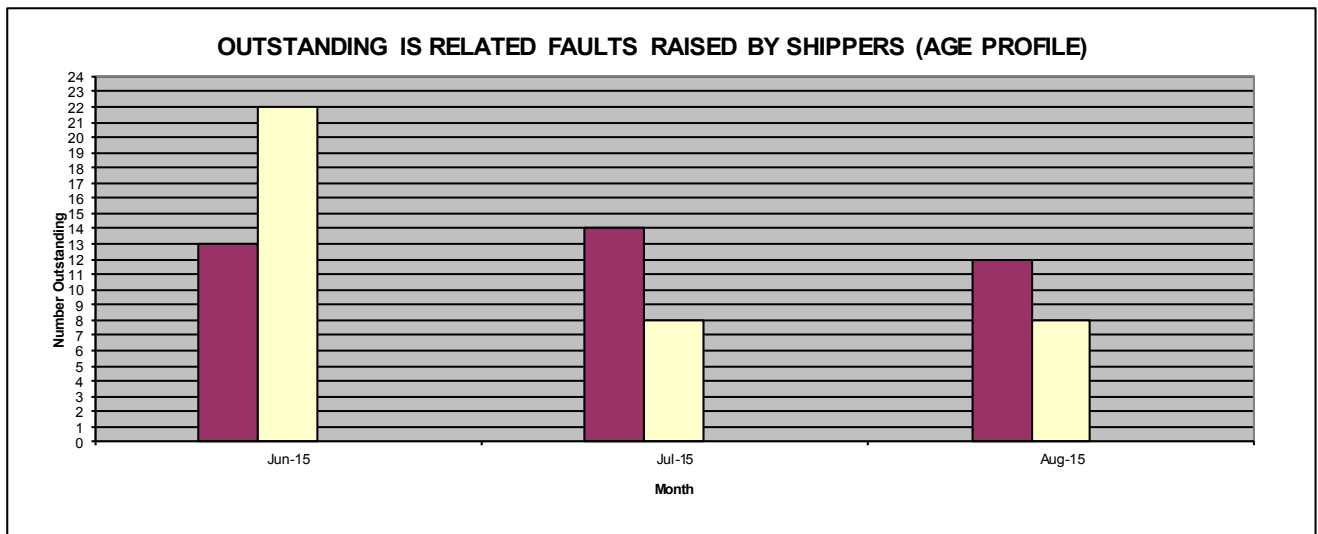
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
SEP	0	35	49	0	0	84
OCT	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
MAY	0	52	52	0	0	104
JUNE	0	50	70	1	0	121
JULY	0	71	81	0	0	152
AUGUST	0	77	43	0	0	120
<b>Total</b>	<b>0</b>	<b>473</b>	<b>541</b>	<b>3</b>	<b>0</b>	<b>1017</b>

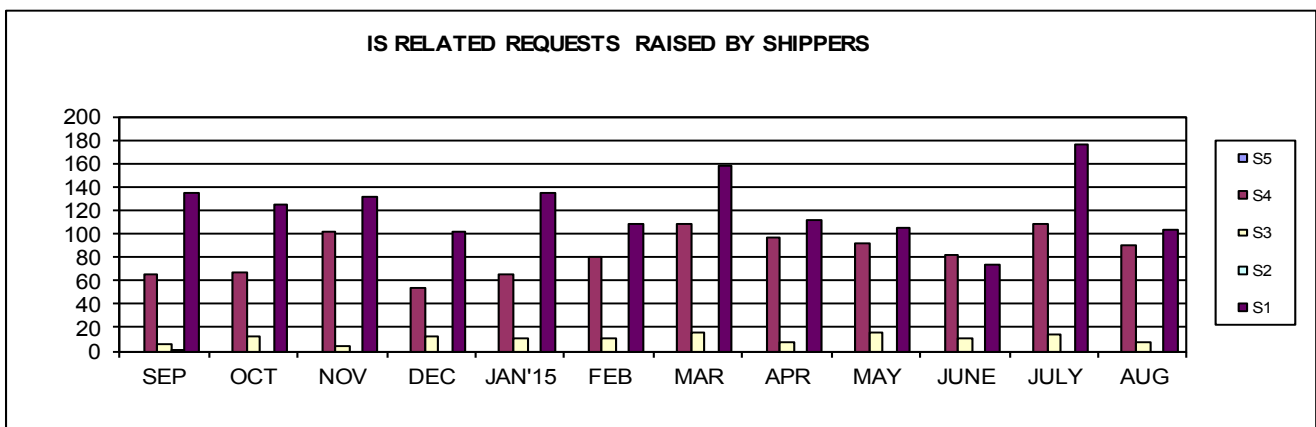


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jun-15	0	13	22	0	0	35
Jul-15	0	14	8	0	0	22
Aug-15	0	12	8	0	0	20
<b>Total (Per P Level)</b>	<b>0</b>	<b>39</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>77</b>

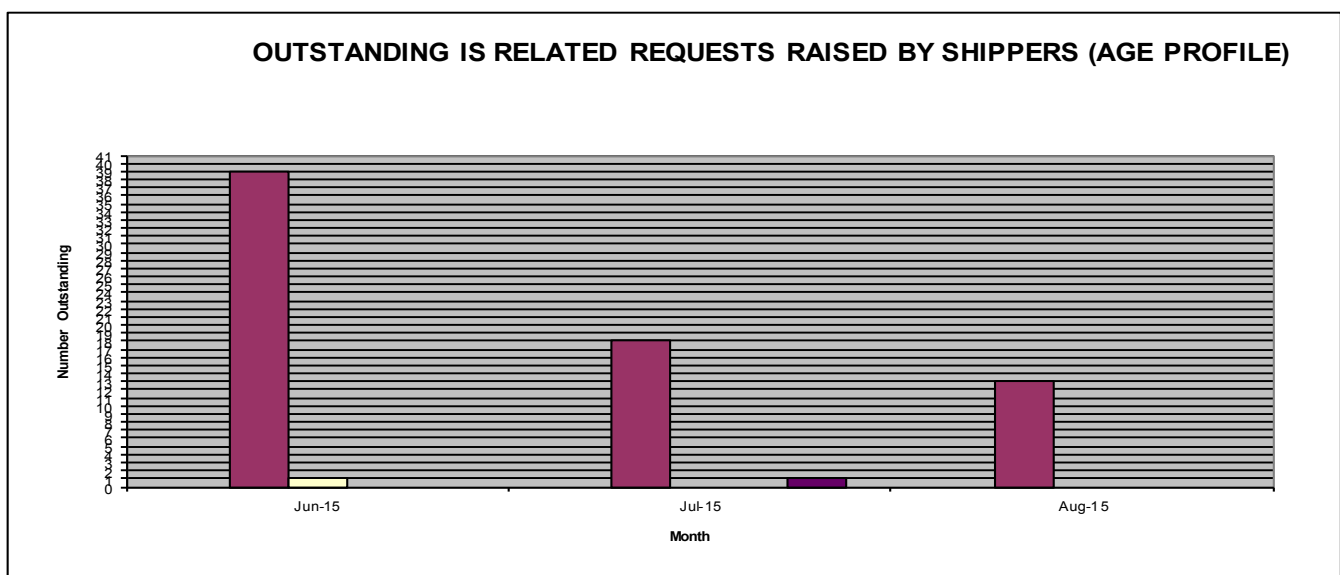


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
SEP	0	66	5	0	134	205
OCT	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
MAY	0	92	15	0	105	212
JUNE	0	81	10	0	73	164
JULY	0	108	14	0	176	298
AUG	0	90	8	0	103	201
<b>Total</b>	<b>0</b>	<b>1009</b>	<b>122</b>	<b>0</b>	<b>1461</b>	<b>2592</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-15	0	39	1	0	0	40
Jul-15	0	18	0	0	1	19
Aug-15	0	13	0	0	0	13
<b>Total (Per P Level)</b>	<b>0</b>	<b>70</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>72</b>



## 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 2015			
		Aug 2015	Jul 2015	Jun 2015	May 2015
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
Gemini Service	99%	100%	100%	99.09%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,920	5,120	4,893	4,955
Re-nominations per day	4,200	21,853	21,893	22,025	21,437
% of transactions < 4 sec's	95%	100	100	100%	100%
Transaction response time (in minutes)	n/a	0.26	0.26	0.25	0.27
Transactions per day	n/a	930313	873962	836308	881553
% Transaction change	n/a	6.4%	4.5%	-5.1%	-2.2%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Aug 2015			
		Aug 2015	Jul 2015	Jun 2015	May 2015
		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 2015			
Code	Problems v Time to resolve	Aug 2015	Jul 2015	Jun 2015	May 2015
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	1	4	2	1
	1-2 hr	0	0	2	3
	2-3 hr	0	1	1	0
	3-4 hr	0	1	0	0
	4-5 hr	0	0	0	1
	>5 hr	0	0	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	1	0

\*For June 2015 there was a P1 due to Data Centre outage.



## 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
1431 - LH - DA	UK Link Programme - including Nexus Requirements – Potential Changes to File Formats for August Change Pack	04/08/2015
1431a - LH - DA	UK Link Programme – Including Nexus Requirements - Potential Amendment to File Level Rejection Treatment	06/08/2015
1432 - LH - SN	COR3541 - AQ Review 2015	07/08/2015
1433 - LH - DA	COR1154.15 - UKLP Including Nexus requirement - .AML, .COI, .CZI, files including amendments, compression and a 'token' file	07/08/2015
1434 - LH - DA	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V11	12/08/2015
1435 - LH - DA	COR1154.15 - UKLP Including Nexus requirement - Representations for Supporting Information Invoicing Files including amendments, compression and the 'token' file'	13/08/2015
1436 - LH - SN	UK Link Change Pack August 2015 Part 1 of 2	14/08/2015
1436.1 - LH - SN	COR3187 EU Code Change Phase 2 Delivery - .NXC File Format and API	14/08/2015
1436.2 - LH - SN	COR1154.15 UKLP Including Nexus Requirements - Amendments to Base-lined Shared Supply Meter Points Templates	14/08/2015
1436.3 - LH - SN	Notification of non-Business Days and non-Supply Point Business Days 2016	14/08/2015
1436.4 - LH - SN	UK Link Programme – Including Nexus Requirements - Potential Amendment to File Level Rejection Treatment	14/08/2015
1436.5 - LH - SN	UK Link Committee Important Dates for 2016 Calendar	14/08/2015
1436.6 - LH - SN	COR3538 –Introduction of .DEL EFT files	14/08/2015
1436.7 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – Amended File Formats August	14/08/2015
1437 - LH - DA	Notification of New User Admissions under the Uniform Network Code	19/08/2015
1438 - LH - DA	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V12 & Hierarchy Check List V1	19/08/2015
1439 - LH - SN	Representation Matrices for August 2015 Change Pack -1433 - LH - SN	21/08/2015
1440 - LH - SN	UK Link Change Pack August 2015 Part 2 of 2	21/08/2015
1440.1 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – RGMA Rejection Codes	21/08/2015
1440.2 - LH - SN	Information regarding extraordinary UKLC	21/08/2015
1440.3 - LH - SN	COR 3312.2 - Security of Supply – GDE Cashout and Compensation Arrangements	21/08/2015
1440.4 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – .INV File Format	21/08/2015
1440.5 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – Negative values	21/08/2015
1441 - RH - SN	COR3541 - AQ Review 2015	26/08/2015
1442 - RH - SN	Representation Matrices for 1431 / 1436.4 Communication	26/08/2015
1443 - RH - SN	iGT Supply Meter Point 'Plot' address data	26/08/2015
1444 - RH - DA	COR1154.15 - UKLP Including Nexus requirement – Update to NTE - Negative values	28/08/2015
1445 - RH - SN	New Xserve website launching this weekend	28/08/2015
1446 - RH - SN	Postponed Implementation: New Xserve Website	01/09/2015
1447 - RH - SN	Representation Matrices for 14/08/15 Change Pack	01/09/2015

**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	12/01/15
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 <b>for Principal implementation</b> 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 <b>for Principal implementation</b> To comply with the new European Network Codes in October 2015	11/06/15
3187	<b>Gemini and Gemini Exit systems</b>	<b>20/09/2015</b>	<b>4am</b>	<b>20/09/2015</b>	<b>6am (8am contingency)</b>	<b>Secondary Implementation</b> <b>To comply with the new European Network Codes in October 2015</b>	<b>5/08/15</b>
3187	Gemini and Gemini Exit systems	04/10/2015	3am (post implementation of gas day changes)  4am (if gas day change implementation is delayed)	04/10/2015	5am (7am contingency) post implementation of gas day changes  6am (8am contingency) if gas day change implementation is delayed)	<b>Contingency for Secondary implementation</b> To comply with the new European Network Codes in October 2015	<b>5/08/15</b>
3572	<i>Gemini and Gemini Exit Systems</i>	<i>10/04/2016</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>Principle Implementation to comply with the new European Network Codes in May 2016.</i>	<i>10/09/2015</i>
3572	<i>Gemini and Gemini Exit Systems</i>	<i>24/04/2016</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>Contingency Implementation to comply with the new European Network Codes in May 2016.</i>	<i>10/09/2015</i>



***NB. Modification 0535 - Non Effective Days is not an outage but will come into effect on the 29<sup>th</sup> and 30<sup>th</sup> Sept 2015***

**Key:**

***Italic – New outage notification***

**Underlined – Outage notification information amended**

**\* Exact timings to be defined**