

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th May 2013 Reporting Month: April 2013

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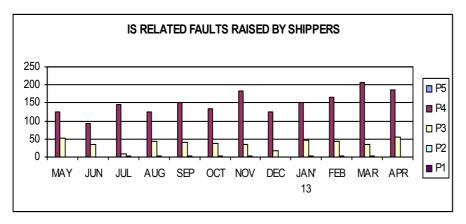
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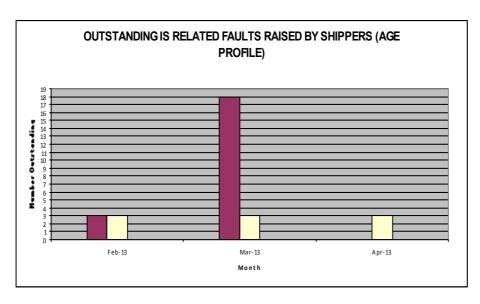
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	0	126	51	1	1	179
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
OCT	0	134	38	3	0	175
NOV	0	182	34	2	0	218
DEC	0	124	17	1	0	142
JAN' 13	0	151	46	2	0	199
FEB	0	165	43	4	0	212
MAR	0	207	35	3	0	245
APR	0	187	54	1	0	242
Total	0	1792	449	23	1	2265



Outstanding Calls	P5	P4	Р3	P2	P1	Total
Feb-13	0	3	3	0	0	6
Mar-13	0	18	3	0	0	21
Apr-13	0	0	3	0	0	3
Total (Per P Level)	0	21	9	0	0	30





Report B

UK LINK Business Support Agreement Report Summary

GEMINI Availability (excluding scheduled outages)

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

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages							
		Reporting Month: Apr 2013					
Performance measures	Target/max	Apr 2013	Mar 2013	Feb 2013	Jan 2013		
		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%		
Shipper Information Service	99%	100%	100%	100%	100%		
Batch Transfer	99%	100%	100%	100%	100%		
Routers	99%	100%	100%	100%	100%		
Nominations per day	8,300	4,869	4,991	5,023	5,026		
Re-nominations per day	4,200	19,996	20,045	19,928	19,567		
% of transactions < 4 sec's	95%	98.63%	98.76%	98.75%	97.8%		
Transaction response time (in minutes)	n/a	0.48	0.46	0.42	0.47		
Transactions per day	n/a	765155	723393	761302	813641		
% Transaction change	n/a	5.7%	- 4.9%	- 6.4%	3.2%		

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours							
In	Impact Codes P1 / P2 Reporting Month: Apr 2013							
Code	Problems v Time to resolve	Apr 2013 01/04 – 30/04	Mar 2013 01/03 – 31/03	Feb 2013 01/02 – 28/02	Jan 2013 01/01 – 31/01			
	<1hr	0	0	0	0			
	1-2 hr	0	0	0	0			
P2	2-3 hr	0	0	0	0			
P2	3-4 hr	0	0	0	0			
	4-5 hr	0	0	0	0			
	>5 hr	0	0	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 "April" 2013 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" 2013 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**" **2013** 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" 2013 there were no occurrences under this category.

The relevant liability is: 0 occurrences $\times £50 = £0$ 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,

Reference (Sent By / Ref No. / Requestor)	Title		
1202 - JH- DA	Representation Matrices' for March Change Pack	09/04/2013	
1203 - JH - AS	Contact Management Service – Phase 2 Go Live	10/04/2013	
1204 - JH - DA	UK Link Change Pack April 2013	12/04/2013	
1204.1 - JH - DA	ECO Warranty Letter for Reps (5day Shortened period)	12/04/2013	
1204.2 - JH - JF	Smart Metering Smart Switching File Formats - For Representation	12/04/2013	
1204.3 - JH - DA	Data Enquiry Changes including Address Structure Changes – For Information.	12/04/2013	
1204.4 - JH - AB	Gemini Re-platforming User Readiness Testing & Cutover – For Information	12/04/2013	
1205 - JH - LCh	Smart Metering Effective Switching – Clarification of Installing Supplier - For Information	15/04/2013	
1206 - JH - MF	EFT Implementation Successfully Completed	23/04/2013	
1207 - AT - DA	ECO Process (formerly known as MOD517)	24/04/2013	
1208 - AT - DA	Successful Implementation of Transporter Invoicing of Disablement of Supply Jobs - Invoice via Email	29/04/2013	
1209 - JH - SS	Decommissioning of Conquest	30/04/2013	



Report E

Forthcoming Outage Notifications

UKL CR No.		Outage Duration				Brief	Committee
	Impacted System	Start Date	Start Time	End Date	End Time	Description	Notified Date
0984	Gemini	09/06/2013	2.00am	09/06/2013	2.00pm (Indicative)	Infrastructure Implementation	12/07/2012
0984	Gemini Exit	08/06/2013	6.00pm	09/06/2013	2.00pm (Indicative)	Infrastructure Implementation	11/04/2013

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