

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 8<sup>th</sup> May 2014**  
**Reporting Month: April 2014**

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<b>Version:</b>	<b>V1</b>
<b>Date:</b>	<b>7<sup>th</sup> May 2014</b>

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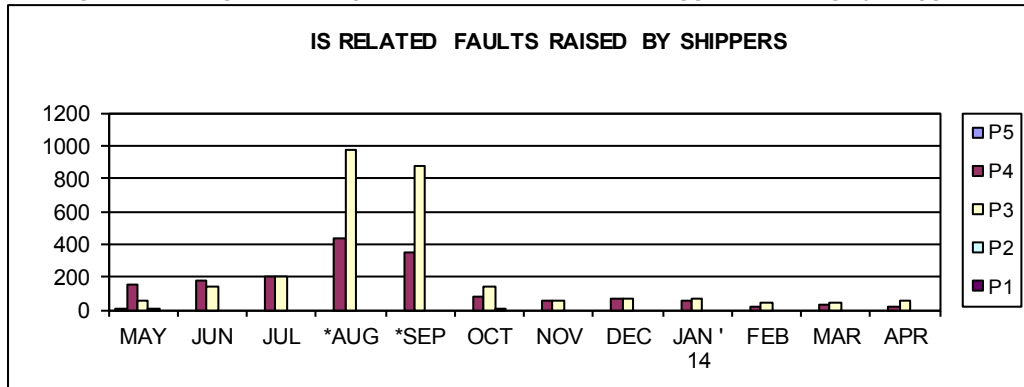
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Report A

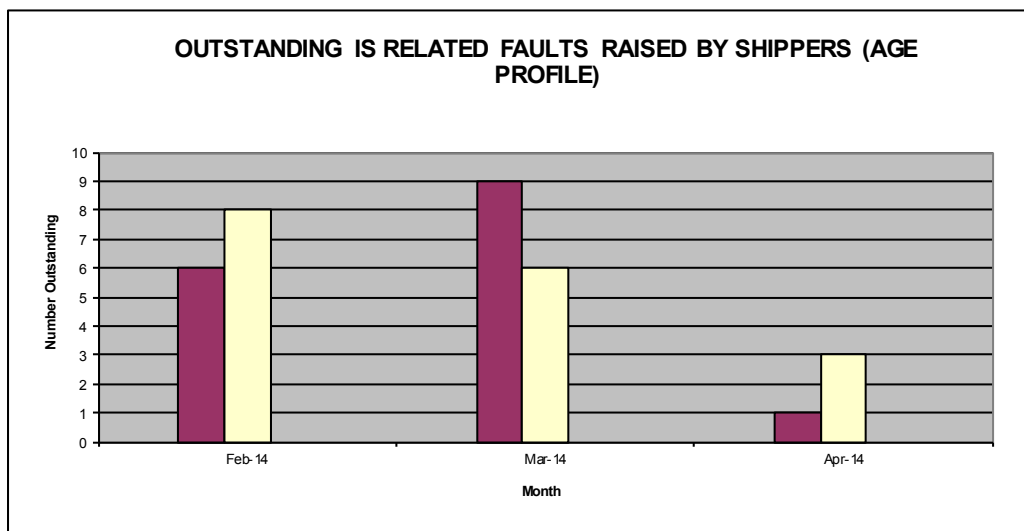
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	3	157	50	1	0	211
JUN	0	172	139	0	0	311
JUL	0	206	204	0	0	410
*AUG	0	440	969	0	0	1409
*SEP	0	343	876	0	0	1219
OCT	0	74	141	4	0	219
NOV	0	59	57	2	0	118
DEC	0	65	72	7	0	144
JAN ' 14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
APR	0	21	58	0	0	79
<b>Total</b>	<b>3</b>	<b>1636</b>	<b>2721</b>	<b>17</b>	<b>0</b>	<b>4377</b>

\*The figures for Aug'13 and Sep'13 contain ALL IS Faults logged including by Shippers.



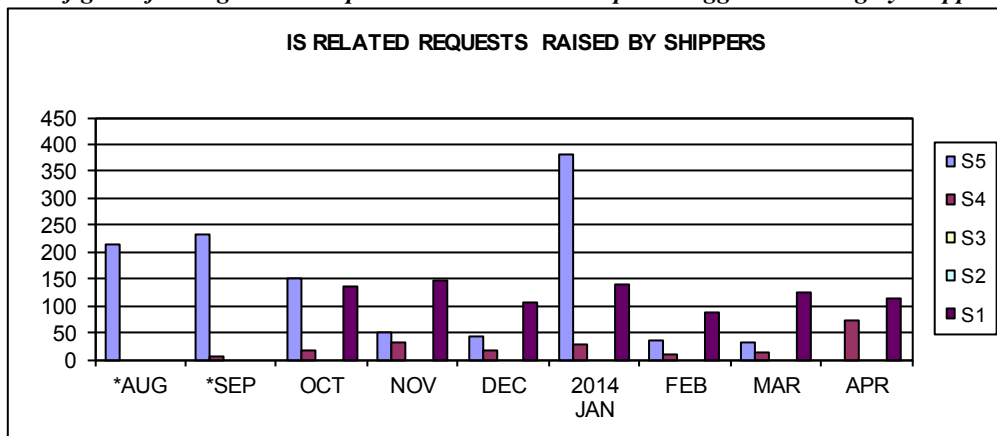
Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-14	0	6	8	0	0	14
Mar-14	0	9	6	0	0	15
Apr-14	0	1	3	0	0	4
<b>Total (Per P Level)</b>	<b>0</b>	<b>16</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>33</b>



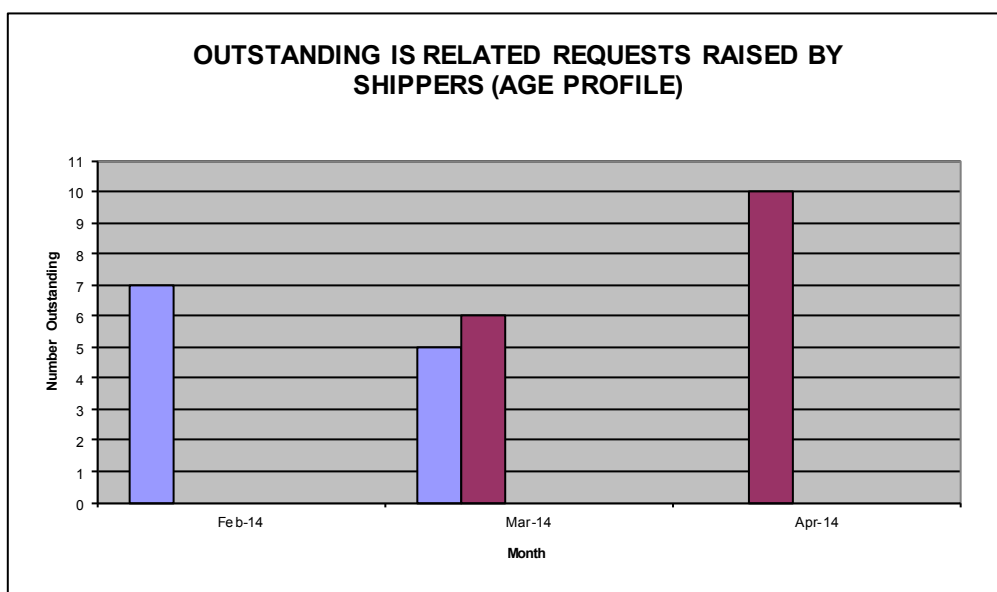
### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
<b>*AUG</b>	213	0	0	0	0	<b>213</b>
<b>*SEP</b>	234	7	0	0	0	<b>241</b>
<b>OCT</b>	152	15	0	0	136	<b>303</b>
<b>NOV</b>	50	31	0	0	148	<b>229</b>
<b>DEC</b>	44	17	0	0	107	<b>168</b>
<b>2014 JAN</b>	382	27	0	0	141	<b>550</b>
<b>FEB</b>	34	10	0	0	88	<b>132</b>
<b>MAR</b>	30	13	4	0	124	<b>171</b>
<b>APR</b>	0	74	15	0	115	<b>204</b>
<b>Total</b>	<b>1139</b>	<b>194</b>	<b>19</b>	<b>0</b>	<b>859</b>	<b>2211</b>

*\*The figures for Aug'13 and Sep'13 contain ALL IS Requests logged including by Shippers.*



Outstanding Calls	S5	S4	S3	S2	S1	Total
<b>Feb-14</b>	7	0	0	0	0	<b>7</b>
<b>Mar-14</b>	5	6	0	0	0	<b>11</b>
<b>Apr-14</b>	0	10	0	0	0	<b>10</b>
<b>Total (Per P Level)</b>	<b>12</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</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: Apr 2014			
		Apr 2014	Mar 2014	Feb 2014	Jan 2014
		01/04 – 30/03	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
Gemini Service	99%	100%	100%	100%	99.84%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,918	5,088	4,994	5,019
Re-nominations per day	4,200	20,990	20,753	20,784	20,833
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.29	0.29	0.38	0.33
Transactions per day	n/a	796317	855274	*331607	795376
% Transaction change	n/a	-6.9%	157.9%	-58.3%	-6.6%

\*Patching activity for Precise Server, web server agents were down in turn impacted loading data.

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Apr 2014			
		Apr 2014	Mar 2014	Feb 2014	Jan 2014
		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					
Impact Codes P1 / P2		Reporting Month: Apr 2014			
Code	Problems v Time to resolve	Apr 2014	Mar 2014	Feb 2014	Jan 2014
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
P2	<1hr	0	2	1	2
	1-2 hr	2	2	0	1
	2-3 hr	3	1	0	1
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>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	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**" **2014** 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**" **2014** 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**" **2014** 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**" **2014** 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	Subject	Date of Issue
1280 - LH - DA	Representation Matrices' for the March Change Pack - Part 2 of 2	09/04/2014
1281 - LH - DA	April 2014 Change Pack Part 1 of 2	11/04/2014
1281.1 - LH - DA	COR2789 'Measures to Address Shipperless and Unregistered Sites - Rejection Codes/Resolution Messages	11/04/2014
1281.2 - LH - DA	Development of Procedures to Cover the Claims Process Introduced by the Implementation of Modification Proposal 429 - Notice of Proposed Implementation Date	11/04/2014
1281.3 - LH - DA	Single Meter Supply Points	11/04/2014
1281.4 - LH - DA	Supply Point Registration - Facilitation of Faster Switching	11/04/2014
1281.5 - LH - DA	Transporter Treatment of Inspection around Connection or Disconnection of a Meter	11/04/2014
1281.6 - LH - DA	COR3288.1 - Modification 431 - Supplier Portfolio - Input File - Confirmation of Approved Implementation Date and Revised Hierarchy	11/04/2014
1281.7 - LH - DA	COR 3288.2 - Modification 431 - Supplier Portfolio - Input File and Hierarchy	11/04/2014
1282 - HC - DA	Submission of Test Files to Xoserve	16/04/2014
1283 - HC - DA	Migration of UK Link Storage - For information (Outage)	17/04/2014

Report E

Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
<u>NONE</u>							

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined