UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th September 2013
Reporting Month: August 2013

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Version:	V1
Date:	9th September 2013

Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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**
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**
Total	**3**	**2277**	**1670**	**19**	**0**	**3969**

IS RELATED FAULTS RAISED BY SHIPPERS
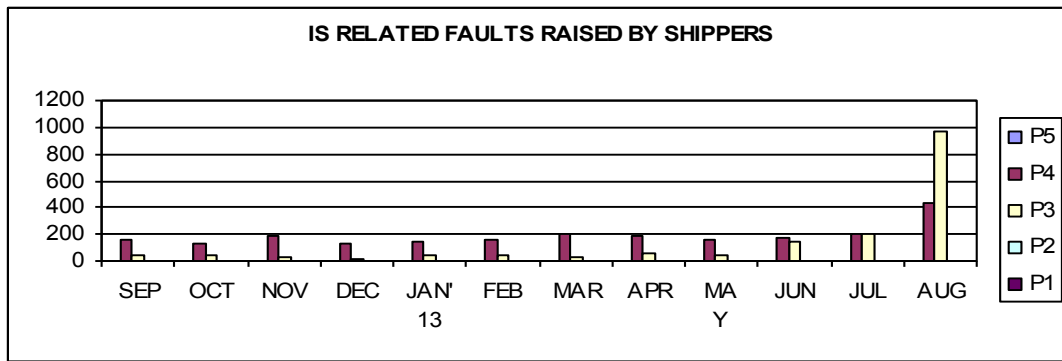
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jun-13	0	11	4	0	0	**15**
Jul-13	0	10	17	0	0	**27**
Aug-13	0	31	11	0	0	**42**
Total (Per P Level)	**0**	**52**	**32**	**0**	**0**	**84**

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
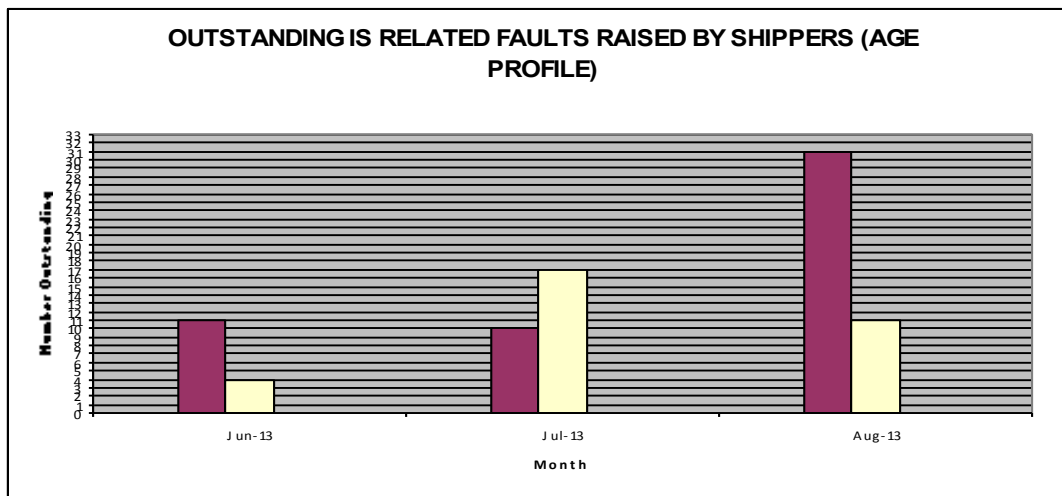
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Jun-13	0	1	0	0	0	1
Jul-13	0	0	2	0	0	2
Aug-13	213	0	0	0	0	213
Total	213	1	2	0	0	216

IS RELATED REQUESTS RAISED BY SHIPPERS
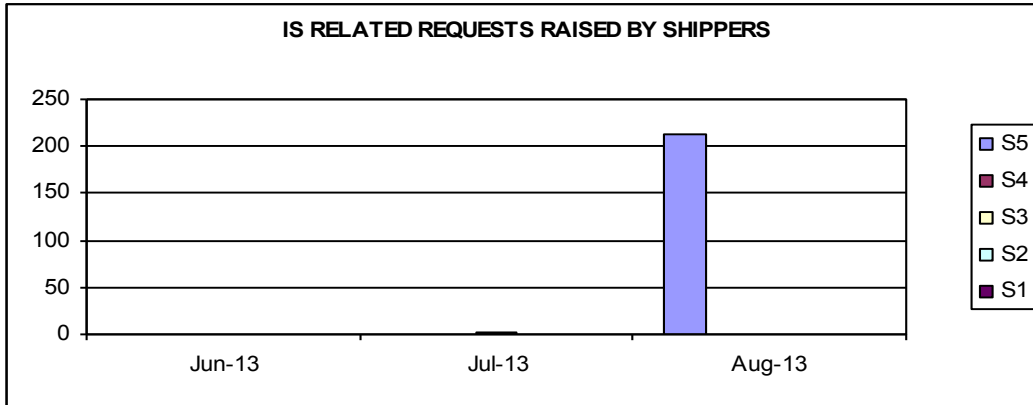
Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-13	0	0	0	0	0	0
Jul-13	2	0	0	0	0	2
Aug-13	2	0	0	0	0	2
Total (Per P Level)	4	0	0	0	0	4

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
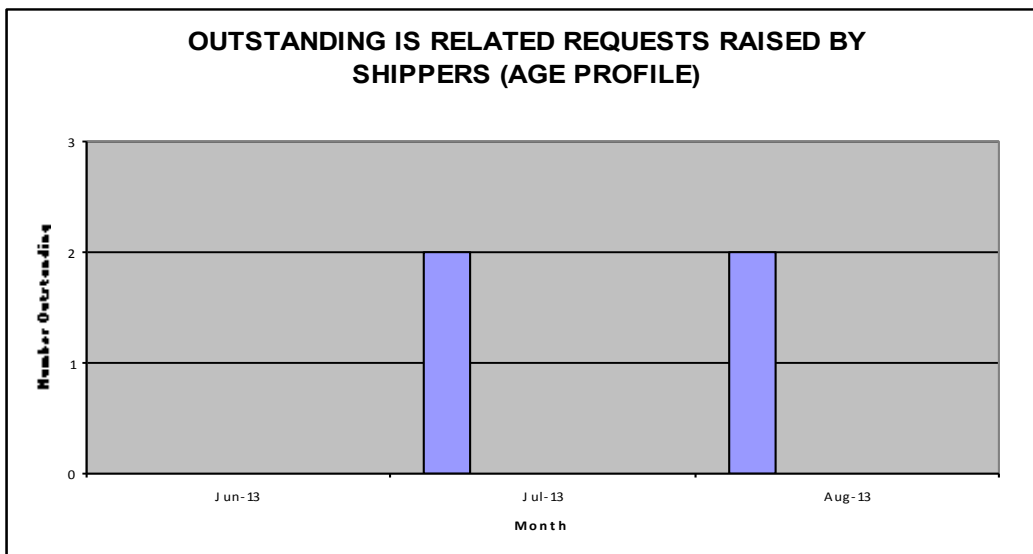
Report B

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 99.87%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
		Reporting Month: Aug 2013			
Performance measures	Target/max	Aug 2013	Jul 2013	Jun 2013	May 2013
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
Gemini Service	99%	99.87%	99.58%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,056	5,034	4,848	4,918
Re-nominations per day	4,200	20,121	20,157	19,986	20,048
% of transactions < 4 sec's	95%	99.90%	99.90%	* 99.90%	99.05%
Transaction response time (in minutes)	n/a	0.36	0.70	* 0.92	0.38
Transactions per day	n/a	897774	1005381	* 388683	742039
% Transaction change	n/a	-10.7%	5.0%	* 5.0%	-3.0%

Note: Due to Precise agent data collection problem Jun'13 statistics was partial

UK Link (Non-Gemini) Availability & Performance					
		Reporting Month: Aug 2013			
Performance measures	Target/max	Aug 2013	Jul 2013	Jun 2013	May 2013
		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 2013			
Code	Problems v Time to resolve	Aug 2013	Jul 2013	Jun 2013	May 2013
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	0	0	0	0
	1-2 hr	4	8	0	0
	2-3 hr	0	0	2	0
	3-4 hr	0	1	1	0
	4-5 hr	1	2	2	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

<u>**TSL10a - File format / UK Link (Consultation period)**</u>

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 **"August" 2013** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = £**0** per Shipper.

<u>**TS10c - Failure to Implement Changes**</u>

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 **"August" 2013** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = £**0** per shipper.

<u>**TSL12a - System Failure 24 Hours +**</u>

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 **"August" 2013** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = £**0** per Shipper.

<u>**TSL12b – System Recovery**</u>

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 **"August" 2013** 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
1241 - JH - DA	Representation Matrixes for July 13 Change Pack	02/08/2013
1242 - JH - IS	1242 - JH - IS - COR2479 '21 Day Switching (UNC PROPOSAL 0403) - For Attention	02/08/2013
1243 - JH - MP	Successful Implementation of COR2563-Implementation of LDZ System Entry Commodity Charge (UNC MOD0391)	09/08/2013
1244 - JH - DA	August Change Pack	09/08/2013
1244.1 - JH -AE	Class 2 Modification, Treat as Class 1 – Removal of the Need for a Gas Trader User to Hold a Shipper License – For Representation	09/08/2013
1244.2 - JH - RM	Class 1 Modification – SUI File Format Amendment- For Representation	09/08/2013
1244.3 - JH -	Smart Metering Smart Switching File Formats - For Information	09/08/2013
1244.4- JH -	Class 2 Modification – COR2831: Smart Metering - DCC Day 1 - For Representation	09/08/2013
1244.5- JH -	Notification of Non Business Days 2014- For Information	09/08/2013
1245 - JH - JB	Successful Implementation of COR2970 New Quantity Holders for RIIO Incentives and COR3041 – Request Capture	12/08/2013
1246 - AT - SS	COR2528 - Changes to Facilitate Smart Metering Implementation.	13/08/2013
1247 - JH- TL	Drop 2 (Part 1) Table partitioning (AI_SP_HISTORY) & Table drop, UK Link Sustaining	14/08/2013
1248 - JH- DA	Successful Implementation of COR2528 Changes to Facilitate Smart Metering and DCC Day 1	19/08/2013
1249 - JH- TL	Successful Implementation of Drop 2 (Part 2) Database Tuning, UK Link Sustaining	19/08/2013
1250 - JH - DA	COR 2650.1 – UK Link Outage in September 2013	29/08/2013
1251 - JH - DA	Representation Matrices' for August Change Pack	30/08/2013
1252 - JH - DA	Class 2 Modification – COR2831: Smart Metering - DCC Day 1 – Representation Responses	03/09/2013

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**		
2650.1	*UKLink/ DNLink*	*07/09/13*	*09:00*	*07/09/13*	*23:00*	*UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule*	*29/08/13**
2874	UKLink/DNL ink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities Transfer of ownership (early morning SPA suite and TRF files)	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities NDM AQ/SOQ data to Gemini (AAQ/MDS)	05/07/13
2874	UKLink	21/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink/DNL ink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	02/10/13	00:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities Transfer of ownership (early morning SPA suite and TRF files)	05/07/13
2874	Data Enquiry	04/10/13	00:00	04/10/13	12:00	Phase 4: AQ Review 2013	05/07/13

2650.1	*UKLink/ DNLink*	*07/12/13*	*09:00*	*07/12/13*	*23:00*	*UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule*	*12/09/13*
2650.1	*UKLink/ DNLink*	*14/12/13*	*09:00*	*14/12/13*	*23:00*	*UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule*	*12/09/13*

Key:
Italic – New outage notification
<u>Underlined – Outage notification information amended</u>
* Exact timings to be defined