

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 9<sup>th</sup> January 2014**  
**Reporting Month: December 2013**

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<b>Version:</b>	<b>V1</b>
<b>Date:</b>	<b>6<sup>th</sup> January 2014</b>

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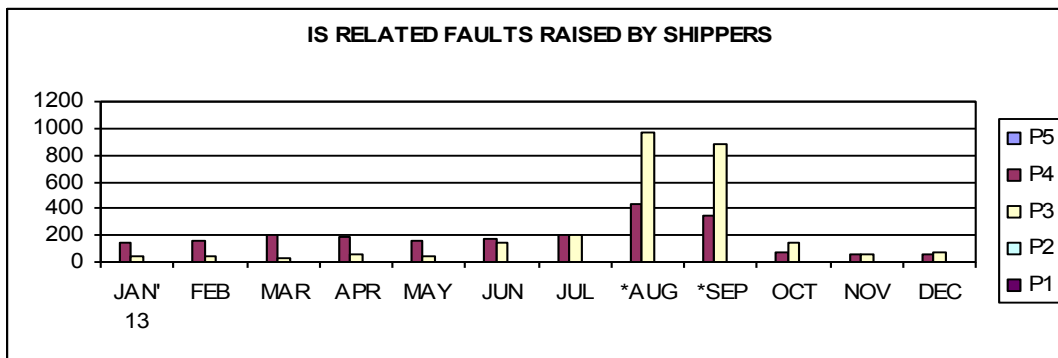
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Report A

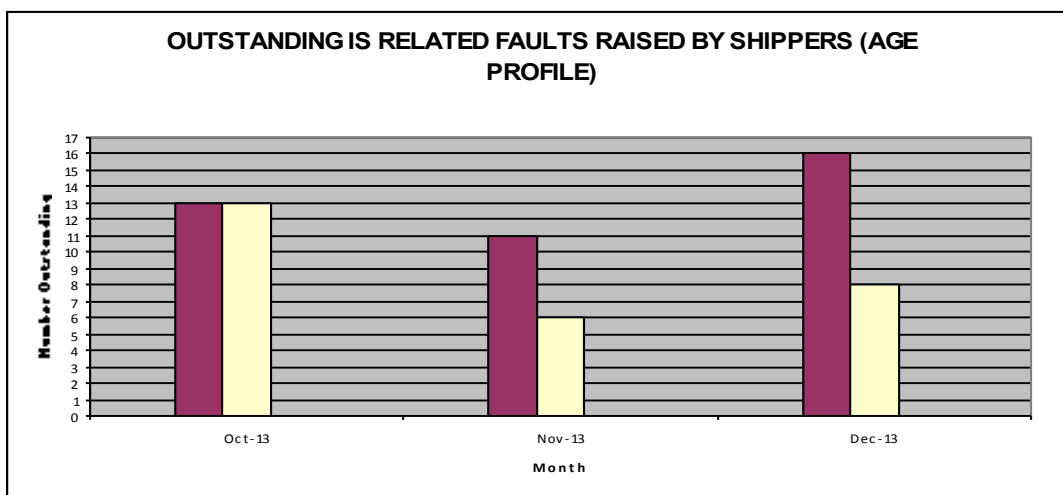
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
*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
<b>Total</b>	<b>3</b>	<b>2226</b>	<b>2686</b>	<b>24</b>	<b>0</b>	<b>4939</b>

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



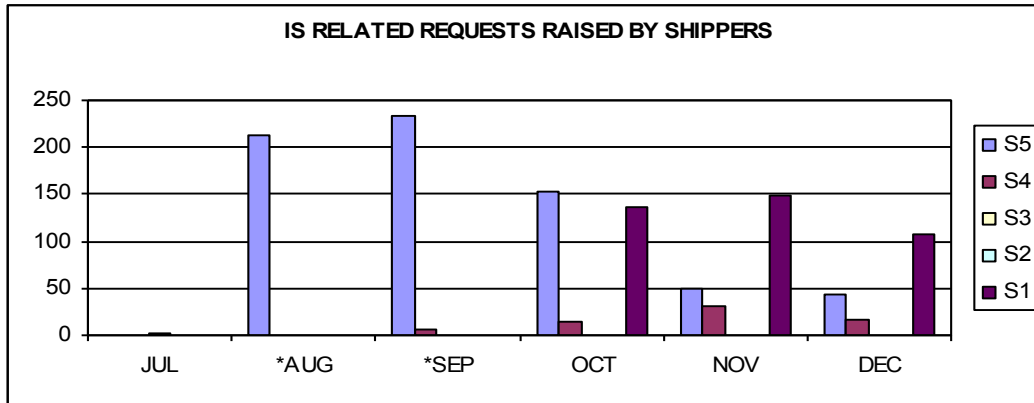
Outstanding Calls	P5	P4	P3	P2	P1	Total
Oct-13	0	13	13	0	0	26
Nov-13	0	11	6	0	0	17
Dec-13	0	16	8	0	0	24
<b>Total (Per P Level)</b>	<b>0</b>	<b>40</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>67</b>



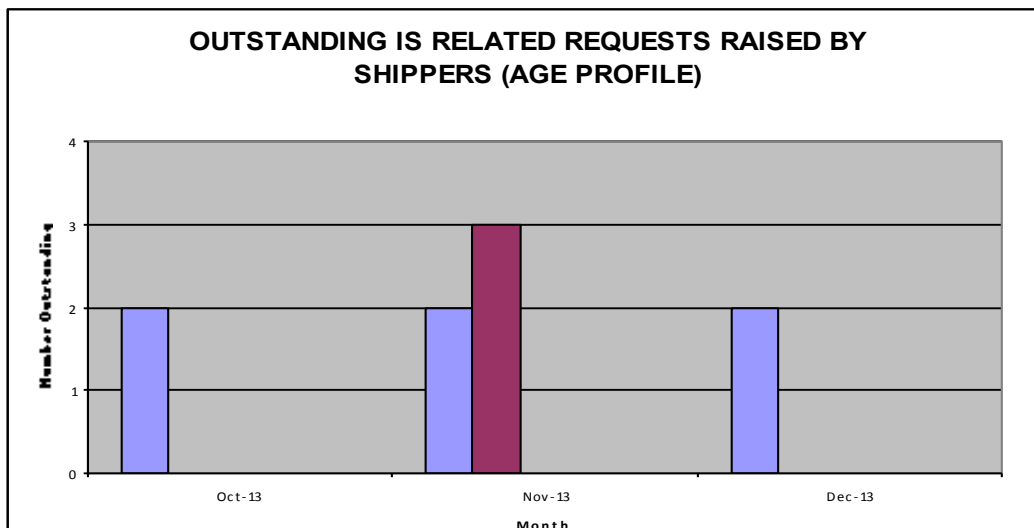
### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
JUL	0	0	2	0	0	2
*AUG	213	0	0	0	0	213
*SEP	234	7	0	0	0	241
OCT	152	15	0	0	136	303
NOV	50	31	0	0	148	229
DEC	44	17	0	0	107	168
<b>Total</b>	<b>693</b>	<b>70</b>	<b>2</b>	<b>0</b>	<b>391</b>	<b>1156</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
Oct-13	2	0	0	0	0	2
Nov-13	2	3	0	0	0	5
Dec-13	2	0	0	0	0	2
<b>Total (Per P Level)</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</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: Dec 2013			
		Dec 2013	Nov 2013	Oct 2013	Sep 2013
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
Gemini Service	99%	100%	99.61%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,066	4,821	4,832	5,101
Re-nominations per day	4,200	20,743	20,970	20,448	20,422
% of transactions < 4 sec's	95%	100%	100%	99.9%	99.9%
Transaction response time (in minutes)	n/a	0.31	0.31	0.36	0.36
Transactions per day	n/a	852234	830249	837193	826067
% Transaction change	n/a	2.6%	-0.82%	1.34%	-7.9%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Dec 2013			
		Dec 2013	Nov 2013	Oct 2013	Sep 2013
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
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: Nov 2013			
Code	Problems v Time to resolve	Dec 2013	Nov 2013	Oct 2013	Sep 2013
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
P2	<1hr	1	2	2	0
	1-2 hr	0	0	0	0
	2-3 hr	0	1	0	3
	3-4 hr	0	0	0	2
	4-5 hr	1	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 D****List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.**

<b>Comm. Reference</b>	<b>Subject</b>	<b>Date of Issue</b>
1264 - JH - DA	UK Link December 14th Implementation Deferred	13/12/2013
1265 - JH -DA	December Change Pack	13/12/2013
1265.1 - JH - DA	Change On Hold – “Remove the UNC Requirement for a 'Gas Trader' User to hold a Gas Shipper Licence	13/12/2013
1265.2 – JH - DA	Class 1 Modification – COR2557: Revision to the Metering Charges Pricing module on Unique Sites	13/12/2013

**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		
None							

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined