

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

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

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



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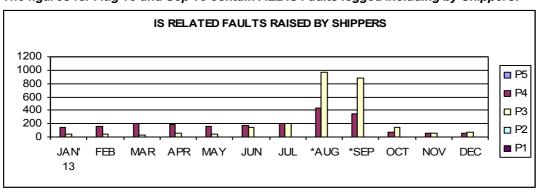


Report A

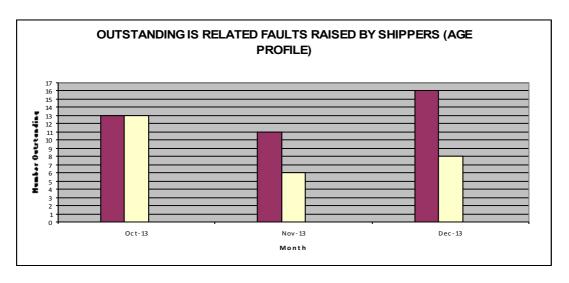
IS Faults Logged by Shippers

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
ОСТ	0	74	141	4	0	219
NOV	0	59	57	2	0	118
DEC	0	65	72	7	0	144
Total	3	2226	2686	24	0	4939

<sup>\*</sup>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
Total (Per P Level)	0	40	27	0	0	67

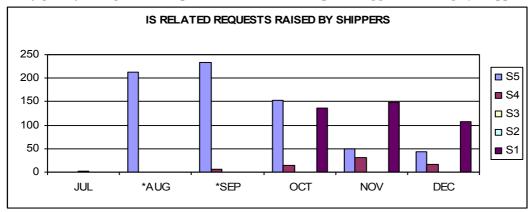




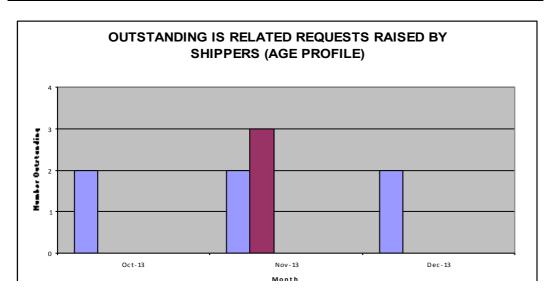
## IS Requests Logged by Shippers

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
Total	693	70	2	0	391	1156

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



Outstanding Calls	S5	S4	S3	S2	<b>S1</b>	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
Total (Per P Level)	6	3	0	0	0	9





#### 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								
		Reporting Month: Dec 2013						
Performance measures	Target/max	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								
	Target/max	Reporting Month: Dec 2013						
Performance measures		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								
Ir	Impact Codes P1 / P2 Reporting Month: Nov 2013								
Code	Problems v Time to	Dec 2013	Nov 2013	Oct 2013	Sep 2013				
Code	resolve	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 - 30/09				
	<1hr	1	2	2	0				
	1-2 hr	0	0	0	0				
P2	2-3 hr	0	1	0	3				
F2	3-4 hr	0	0	0	2				
	4-5 hr	1	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				
FI	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 "December" 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 "December" 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 "**December**" **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 "December" 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
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	Impacted		Outage	Duration		Committee	
No.	System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
	None						

Key:

Italic – New outage notification Underlined – Outage notification information amended

<sup>\*</sup> Exact timings to be defined