

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th March 2015
Reporting Month: February 2015

| | |
|------------------------------------|----------------------------------|
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| Version: | V1.0 |
| Date: | 6th March 2015 |

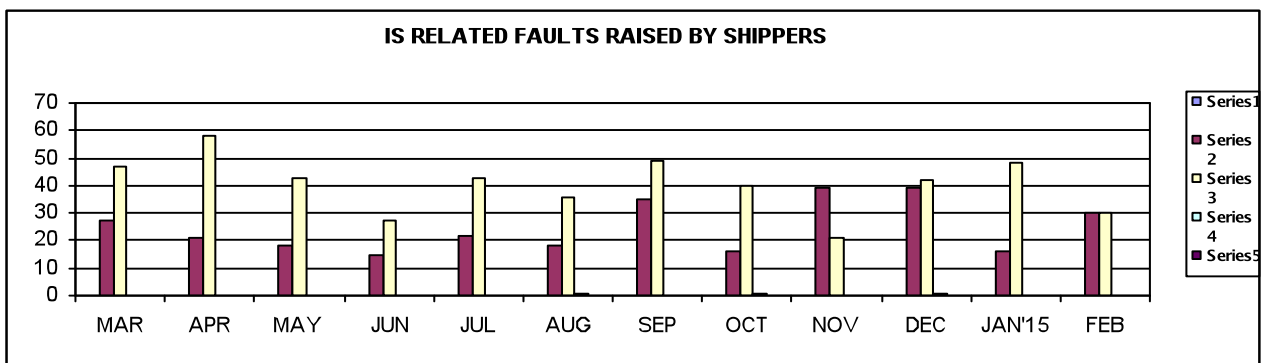
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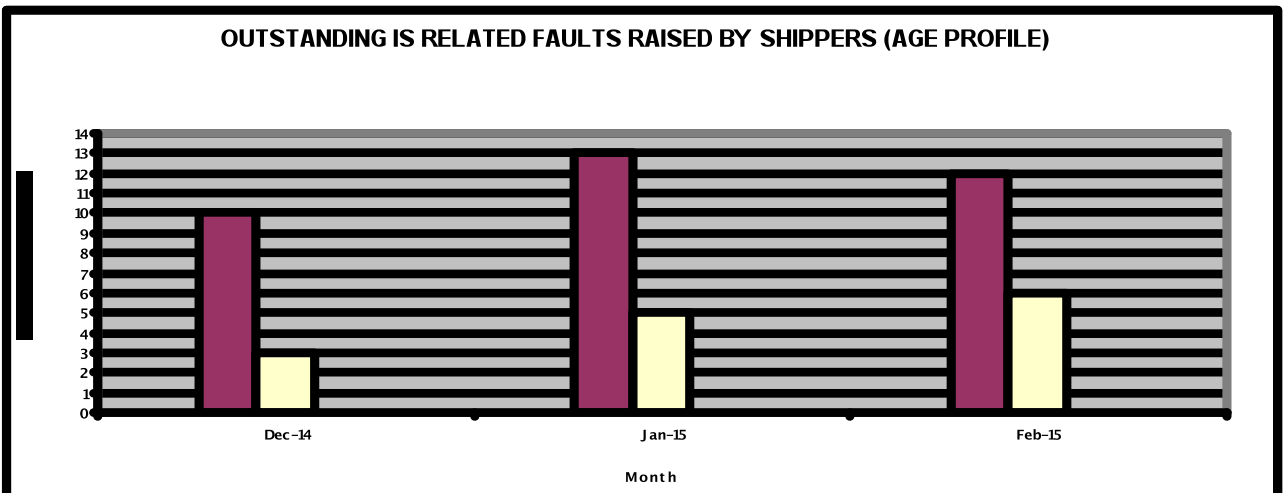
Report A

IS Faults Logged by Shippers

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---------------|----------|------------|------------|----------|----------|------------|
| MAR | 0 | 27 | 47 | 0 | 0 | 74 |
| APR | 0 | 21 | 58 | 0 | 0 | 79 |
| MAY | 0 | 18 | 43 | 0 | 0 | 61 |
| JUN | 0 | 15 | 27 | 0 | 0 | 42 |
| JUL | 0 | 22 | 43 | 0 | 0 | 65 |
| AUG | 0 | 18 | 36 | 1 | 0 | 55 |
| SEP | 0 | 35 | 49 | 0 | 0 | 84 |
| OCT | 0 | 16 | 40 | 1 | 0 | 57 |
| NOV | 0 | 39 | 21 | 0 | 0 | 60 |
| DEC | 0 | 39 | 42 | 1 | 0 | 82 |
| JAN'15 | 0 | 16 | 48 | 0 | 0 | 64 |
| FEB | 0 | 30 | 30 | 0 | 0 | 60 |
| Total | 0 | 296 | 484 | 3 | 0 | 783 |

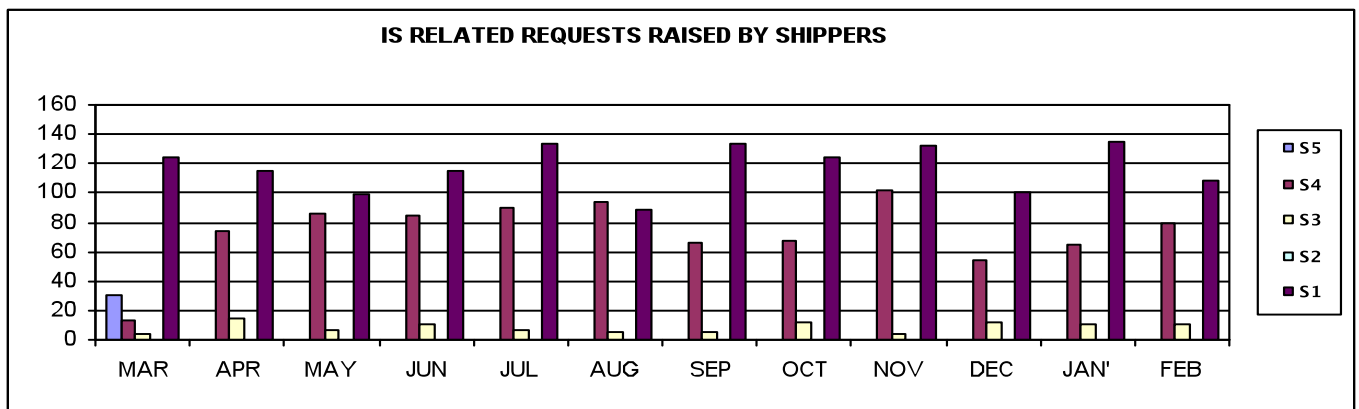


| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|----------------------------|----------|-----------|-----------|----------|----------|-----------|
| Dec-14 | 0 | 10 | 3 | 0 | 0 | 13 |
| Jan-15 | 0 | 13 | 5 | 0 | 0 | 18 |
| Feb-15 | 0 | 12 | 6 | 0 | 0 | 18 |
| Total (Per P Level) | 0 | 35 | 14 | 0 | 0 | 49 |

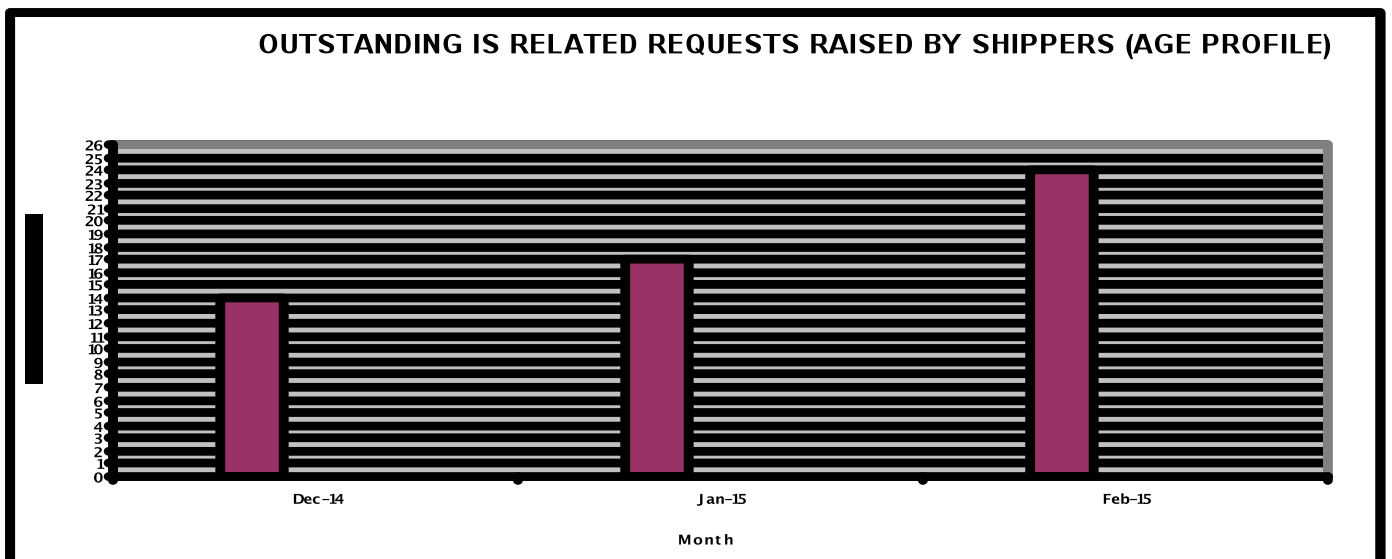


IS Requests Logged by Shippers

| Requests Raised | S5 | S4 | S3 | S2 | S1 | Total |
|-----------------|-----------|------------|------------|----------|-------------|-------------|
| MAR | 30 | 13 | 4 | 0 | 124 | 171 |
| APR | 0 | 74 | 15 | 0 | 115 | 204 |
| MAY | 0 | 86 | 7 | 0 | 99 | 192 |
| JUN | 0 | 84 | 11 | 0 | 115 | 210 |
| JUL | 0 | 90 | 6 | 0 | 133 | 229 |
| AUG | 0 | 94 | 5 | 0 | 88 | 187 |
| SEP | 0 | 66 | 5 | 0 | 134 | 205 |
| OCT | 0 | 67 | 12 | 0 | 124 | 203 |
| NOV | 0 | 102 | 4 | 0 | 132 | 238 |
| DEC | 0 | 54 | 12 | 0 | 101 | 167 |
| JAN'15 | 0 | 65 | 10 | 0 | 135 | 210 |
| FEB | 0 | 80 | 10 | 0 | 108 | 198 |
| Total | 30 | 875 | 101 | 0 | 1408 | 2414 |



| Outstanding Calls | S5 | S4 | S3 | S2 | S1 | Total |
|----------------------------|----------|-----------|----------|----------|----------|-----------|
| Dec-14 | 0 | 14 | 0 | 0 | 0 | 14 |
| Jan-15 | 0 | 17 | 0 | 0 | 0 | 17 |
| Feb-15 | 0 | 24 | 0 | 0 | 0 | 24 |
| Total (Per P Level) | 0 | 55 | 0 | 0 | 0 | 55 |



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: Feb 2015 | | | |
| | | Feb 2015 | Jan 2015 | Dec 2014 | Nov 2014 |
| | | 01/02 – 28/02 | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 |
| Gemini Service | 99% | 100% | 100% | 99.12% | 100% |
| Gemini Access (IX) | 99% | 100% | 100% | 100% | 100% |
| Nominations per day | 8,300 | 5,048 | 4956 | 5,066 | 4,953 |
| Re-nominations per day | 4,200 | 22,042 | 21813 | 21,688 | 21,554 |
| % of transactions < 4 sec's | 95% | 100% | 100% | 100% | 100% |
| Transaction response time (in minutes) | n/a | 0.25 | 0.25 | 0.28 | 0.23 |
| Transactions per day | n/a | 1005922 | 995718 | 948184 | 1366907 |
| % Transaction change | n/a | 1.0% | 5.0% | -30.0% | -2.2% |

| UK Link (Non-Gemini) Availability & Performance | | | | | |
|---|------------|---------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: Feb 2015 | | | |
| | | Feb 2015 | Jan 2015 | Dec 2014 | Nov 2014 |
| | | 01/02 – 28/02 | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 |
| 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: Feb 2015 | | | |
| Code | Problems v Time to resolve | Feb 2015 | Jan 2015 | Dec 2014 | Nov 2014 |
| | | 01/02 – 28/02 | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 |
| P2 | <1hr | 0 | 2 | 0 | 0 |
| | 1-2 hr | 0 | 1 | 1 | 1 |
| | 2-3 hr | 2 | 0 | 2 | 0 |
| | 3-4 hr | 0 | 0 | 1 | 0 |
| | 4-5 hr | 0 | 0 | 4 | 0 |
| | >5 hr | 0 | 1 | 1 | 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.

| Comm. Reference (Number/Sender/ Signatory) | Subject | Date of Issue |
|--|---|---------------|
| 1376 - LH - DA | COR3187 EU Code Change Phase 2 delivery - Notice of changes to the Gemini systems maintenance and housekeeping windows | 05/02/2015 |
| 1377 - LH - DA | UK Link Change Pack February 2015 - Part 1 of 2 | 13/02/2015 |
| 1377.1 - LH - DA | Description of UK Link Fuzzy Logic - Not Formulas part of UK Link Manual | 13/02/2015 |
| 1377.2 - LH - DA | UK Link Security Policy | 13/02/2015 |
| 1377.3 - LH - DA | COR1154.15 - UKLP Including Nexus Requirements - Decommissioned files v1 | 13/02/2015 |
| 1377.4 - LH - DA | COR3413 – Removal of 'Automatic Creation of Meter Models' on Receipt of RGMA Transactions | 13/02/2015 |
| 1377.5 - LH - DA | COR3187.2 EU Code Change Phase 2 Delivery - Screenshots | 13/02/2015 |
| 1377.6 - LH - DA | COR1154.17 UKLP CMS Consequential Change | 13/02/2015 |
| 1377.7 - LH - DA | UK Link File Format – Summary Document | 13/02/2015 |
| 1378 - LH - SN | UK Link Change Pack February 2015 - Part 2 of 2 | 20/02/2015 |
| 1378.1 - LH - SN | Active Notification System (ANS) Supplementary Document – Allow User to Opt out of Comms | 20/02/2015 |
| 1378.2 - LH - SN | COR3457 - Solution To Meet The Obligations Of MOD 425 & 455 | 20/02/2015 |
| 1378.3 - LH - DA | Supplier / Shipper Short Code - Confirmation of Provision of Mapping Information | 20/02/2015 |
| 1379 - LH - HC | COR 3480 - UNC Modification 0487V / SPAA CP 14/283 - Implementation of Advanced Meter Reading Information - Transitional Change | 25/02/2015 |

Report E
Forthcoming Outage Notifications

| Change Request Number | Impacted System | Outage Duration | | | | Brief Description | Committee Notified Date |
|-----------------------|--|--------------------------|---|--------------------------|-----------------------------|---|--------------------------|
| | | Start Date | Start Time | End Date | End Time | | |
| - | <i>Gemini & Gemini Exit Annual Disaster Recovery Test</i> | <i>21/03/2015</i> | <i>04:15</i> | <i>21/03/2015</i> | <i>8:30 (12:30)</i> | <i>Annual test to prove Gemini disaster recovery capabilities and procedures</i> | <i>12/02/2015</i> |
| - | <i>Gemini & Gemini Exit Annual Disaster Recovery Test</i> | <i>22/03/2015</i> | <i>04:00</i> | <i>22/03/2015</i> | <i>08:30 (12:30)</i> | <i>Annual test to prove Gemini disaster recovery capabilities and procedures</i> | <i>12/02/2015</i> |
| - | IX Improvement Activities required | <i>18/02/2015</i> | <i>Organisation to be notified</i> | TBC* | TBC* | As part of planned improvement activities, Xoserve will be conducting remote, minor maintenance on all IX servers | 16/01/15 |
| 1154.15 | UKLP Including Nexus Requirement - Outage | TBC* | TBC* | TBC* | TBC* | Outages required for UK Link Programme | 12/01/15 |
| 3187 | Gemini and Gemini Exit systems | 06/09/2015 | TBC* | 06/09/2015 | TBC* | Principal implementation To comply with the new European Network Codes in October 2015 | 03/09/14 |
| 3187 | Gemini and Gemini Exit systems | 13/09/2015 | TBC* | 13/09/2015 | TBC* | First contingency To comply with the new European Network Codes in October 2015 | 03/09/14 |
| 3187 | Gemini and Gemini Exit systems | 20/09/2015 | TBC* | 20/09/2015 | TBC* | Second contingency To comply with the new European Network Codes in October 2015 | 03/09/14 |

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined