

UK Link Committee Meeting

Xoserve Report Pack

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

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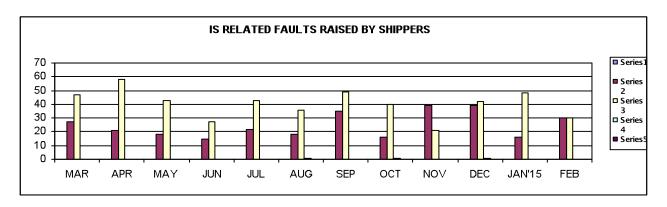
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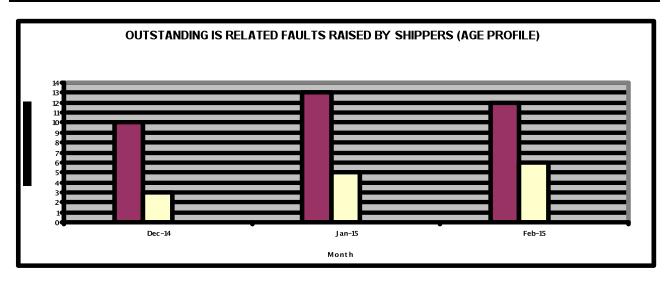
Report A

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
ОСТ	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



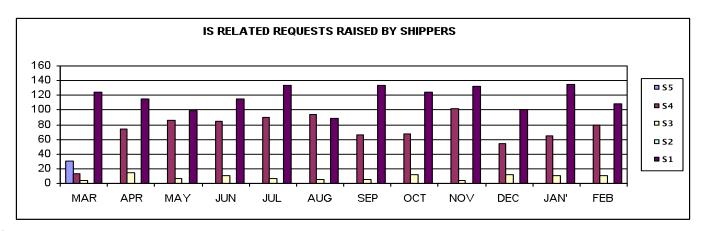
Outstanding Calls	P5	P4	P3	P2	P1	Total
Dec-14	0	10	3	0	0	13
Jan-15	0	13	5	0	0	18
Feb ₋ 15	0	12	6	0	0	18
Total (Per P Level)	0	35	14	0	0	49



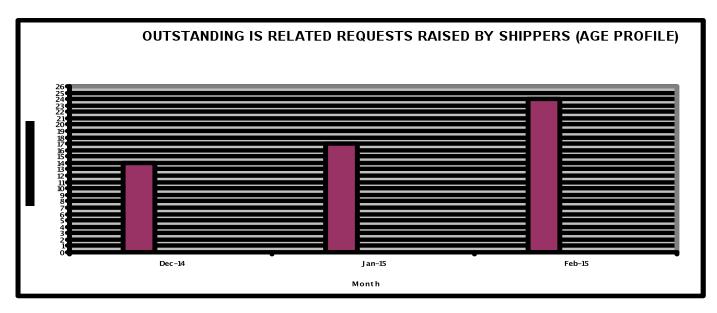


IS Requests Logged by Shippers

Requests Raised	S 5	S4	S 3	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
ОСТ	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	S 5	S4	S 3	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								
		Reporting Month: Feb 2015						
Performance measures	Target/max	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								
		Reporting Month: Feb 2015						
Performance measures	Target/max	Feb 2015	Feb 2015 Jan 2015		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								
Ir	npact Codes P1 / P2	Reporting Month: Feb 2015							
Code	Problems v Time to	Feb 2015	Jan 2015	Dec 2014	Nov 2014				
Code	resolve	01/02 - 28/02	01/01 - 31/01	01/12 - 31/12	01/11 - 30/11				
	<1hr	0	2	0	0				
	1-2 hr	0	1	1	1				
P2	2-3 hr	2	0	2	0				
FZ	3-4 hr	0	0	1	0				
	4-5 hr	0	0	4	0				
	>5 hr	0	1	1	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	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 "**February**" **2015** 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 "February" 2015 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 "February" 2015 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 "February" 2015 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.

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.							
Comm. Reference (Number/Sender/	Subject	Date of Issue					
Signatory)							
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			Outage Dur	ation			Committee
Request Number	Impacted System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
-	Gemini & Gemini Exit Annual Disaster Recovery Test	21/03/2015	04:15	21/03/2015	8:30 (12:30)	Annual test to prove Gemini disaster recovery capabilities and procedures	12/02/2015
-	Gemini & Gemini Exit Annual Disaster Recovery Test	22/03/2015	04:00	22/03/2015	08:30 (12:30)	Annual test to prove Gemini disaster recovery capabilities and procedures	12/02/2015
-	IX Improvement Activities required	18/02/2015	Organisation to be notified	TBC*	TBC*	As part of planned improvement activities, Xoserve will be conducting remote, mino 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