

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th March 2013 Reporting Month: February 2013

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Contents

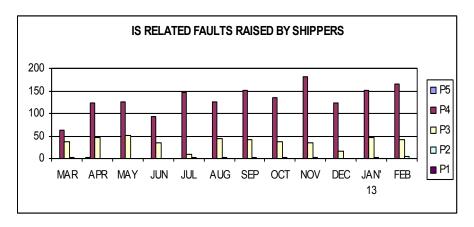
- Page 3 Report A IS Faults Logged by Shippers
- Page 4 Report B UK-LINK Business Support Agreement Report Summary
- Page 5 Report C Mod 565 Monthly Liabilities Report
- Page 6 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 7 Report E Forthcoming Outage Notifications



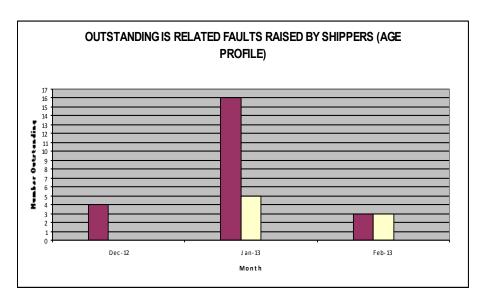
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAR	0	62	37	3	0	102
APR	2	123	46	1	0	172
MAY	0	126	51	1	1	179
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
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
Total	2	1583	443	23	1	2052



Outstanding Calls	P5	P4	Р3	P2	P1	Total
Dec-12	0	4	0	0	0	4
Jan-13	0	16	5	0	0	21
Feb-13	0	3	3	0	0	6
Total (Per P Level)	0	23	8	0	0	31





Report B

UK LINK Business Support Agreement Report Summary

GEMINI Availability (excluding scheduled outages)

- GEMINI Service is a measure of overall availability to Shippers.
- GEMINI Access, Shipper Information Service, Batch Transfer, and Router 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 GEMINI Service was 100%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages							
	Target/max	Reporting Month: Feb 2013					
Performance measures		Feb 2013	Jan 2013	Dec 2012	Nov 2012		
		01/02 – 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11		
Gemini Service	99%	100%	100%	99.91%	99.68%		
Gemini Access (IX)	99%	100%	100%	100%	100%		
Shipper Information Service	99%	100%	100%	100%	100%		
Batch Transfer	99%	100%	100%	100%	100%		
Routers	99%	100%	100%	100%	100%		
Nominations per day	8,300	5,023	5,026	5,048	4,839		
Re-nominations per day	4,200	19,928	19,567	19,651	19,686		
% of transactions < 4 sec's	95%	98.75%	97.8%	97.8%	97.48%		
Transaction response time (in	n/a	0.42	0.47	0.47	0.49		
minutes)	11/a	0.42	0.47	0.47	0.49		
Transactions per day	n/a	761302	813641	813641	788255		
% Transaction change	n/a	-6.4%	3.2%	3.2%	-9.5%		

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours							
In	Impact Codes P1 / P2 Reporting Month: Feb 2013							
Codo	Problems v Time to	Feb 2013	Jan 2013	Dec 2012	Nov 2012			
Code	resolve	01/02 - 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11			
	<1hr	0	0	1	0			
	1-2 hr	0	0	0	0			
P2	2-3 hr	0	0	0	1			
P2	3-4 hr	0	0	0	0			
	4-5 hr	0	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			
P1 -	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**" **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 "February" 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 "February" 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 "February" 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

currences x £100 = £0 per Snipper Total = £0 per Shipper.



Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting,

Reference (Sent By / Ref No. / Requestor)	Title	
AT/1183/DA	UK Link Change Pack February 2013	15/02/2013
AT/1183.1/NK	Notification of File Types for COR2717.1, and Proposed Implementation Date for COR2717.2 – For Representation.	15/02/2013
AT/1183.2/JF	Smart Metering – Effective Switching File Formats	15/02/2013
AT/1183.3/AS	CMS Phase Training	15/02/2013
AT/1183.4/MF	EFT Implementation – Phase 2a (Outbound IX File Transfers) – Volunteer Users Requested	19/02/2013
AT/1183.5/JF	New File Formats for the Smart Switching Phase of the Foundation Stage of SMIP.	19/02/2013
JH/1184/DA	Provision of Summary Document to UK Link Distribution Lists – Potential Change to Business Rule for EU 3 Week Switching (UNC Modification 403) – For Information.	26/02/2013
JH/1186/DA	Minor Amendment to NTS Exit Flat Capacity Invoice File to include End of Line	26/02/2013
JH/1187/DA	WITHDRAWAL OF REVISED SOLUTION / MODIFICATION - Potential Change to Business Rule for EU 3 Week Switching (UNC Modification 403)	01/03/2013
AT/1188/JF	Nil Response to AT/1183.5/JF - New File Formats for the Smart Switching Phase of the Foundation Stage of SMIP	04/03/2013
AT/1189/DA	CMS Phase 2 Communications – For Information.	06/03/2013
AT/1189.1/DAk	Q Project Communication - Phase II Training	06/03/2013
AT/1189.2/DAk	Q Project Communication - Phase II Training Schedule	06/03/2013
AT/1189.3/DAk	Q Project Communication - ECO Warranty Letter and Statement.	06/03/2013
AT/1189.4/SS	CMS Phase 2 - System Outage Information 4th to 8th April 2013	06/03/2013
AT/1189.5/DAk	Q Project Communication - Phase II TOG Training	06/03/2013
JH/1190/AS	Contact Management System – Phase 2 - Notification of Amendment to the .USP File Format for Must Reads & MOD192 Filter Failures (USRV)	07/03/2013
JH/1191/DA	Representation Responses from AT/1183/DA - UK Link Change Pack February 2013	07/03/2013



Report E **Forthcoming Outage Notifications**

UKL CR		Outage Duration				Brief	Committee
No.	Impacted System	Start Date	Start Time	End Date	End Time	Description	Notified Date
0984	Gemini Re- Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	2pm	Infrastructure Implementation	12/07/12
<u>962.13</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	Implementation of Phase 2 System Changes	TBC at UKLC on 14/03/13
962.16	<u>CMS</u>	06/04/2013	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	Implementation of Phase 2 System Changes	TBC at UKLC on 14/03/13
<u>962.9</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	Implementation of Phase 2 System Changes	TBC at UKLC on 14/03/13
<u>962.10</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	Implementation of Phase 2 System Changes	TBC at UKLC on 14/03/13
962.20	<u>CMS</u>	06/04/2013	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	Implementation of Phase 2 System Changes	TBC at UKLC on 14/03/13

Key:

Italic – New outage notification
Underlined – Outage notification information amended
* Exact timings to be defined