

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th July 2015
Reporting Month: June 2015

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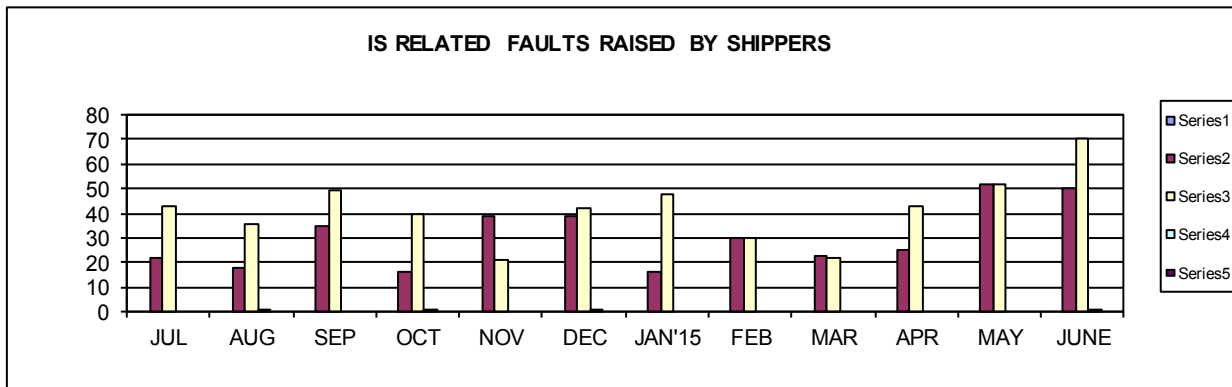
Contents

- Page 3 – Report A – IS Faults and Requests Logged by Shippers**
- Page 5 – Report B – UK-LINK Business Support Agreement Report Summary**
- Page 6 – Report C – Mod 565 Monthly Liabilities Report**
- Page 7 – Report D – List of File Format and Urgent Communications Issued
Since Last UK Link Committee Meeting**
- Page 9 – Report E – Forthcoming Outage Notifications**

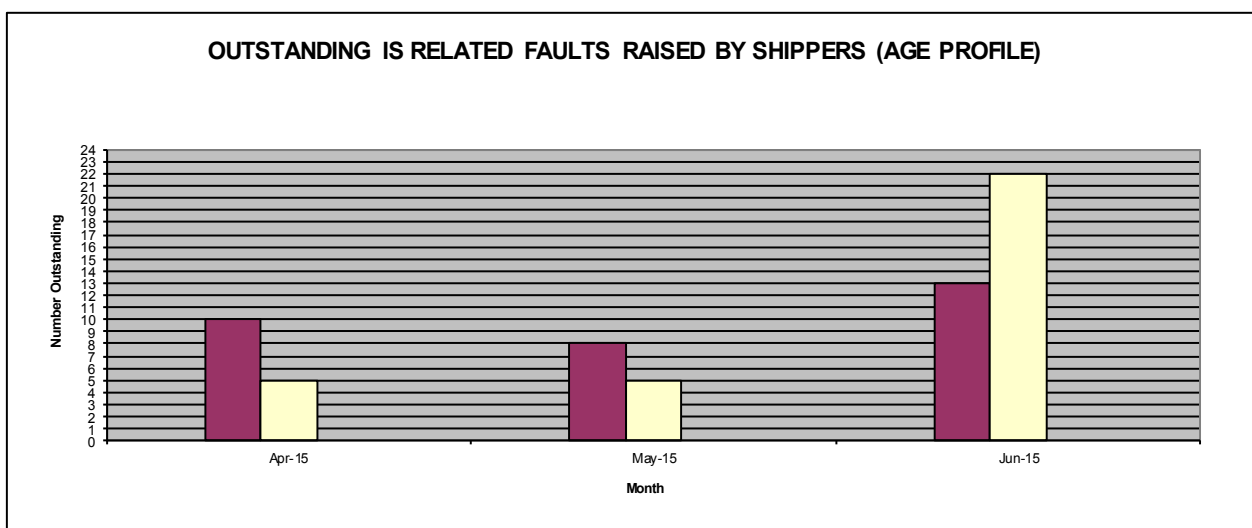
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
MAR	0	23	22	0	0	45
APR	0	25	43	0	0	68
MAY	0	52	52	0	0	104
JUNE	0	50	70	1	0	121
Total	0	365	496	4	0	865

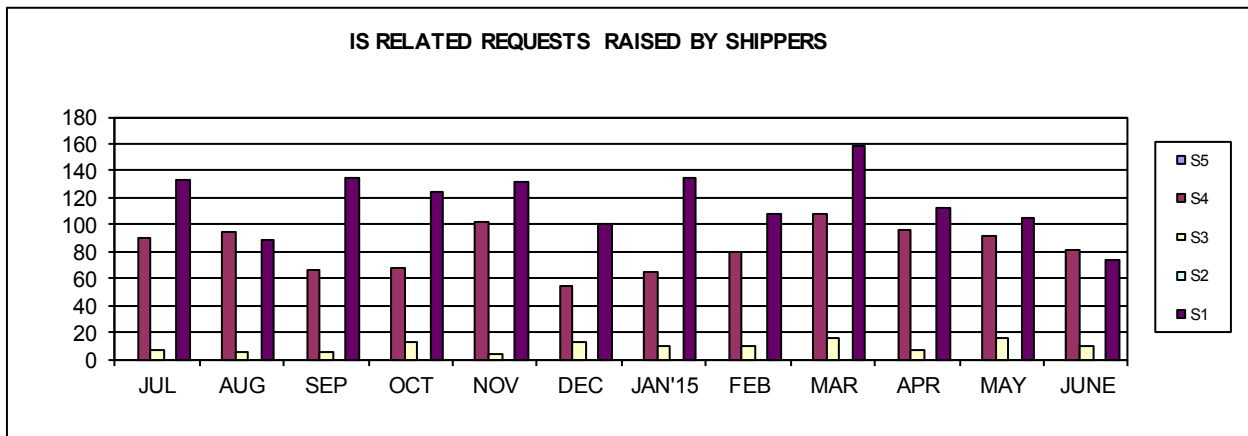


Outstanding Calls	P5	P4	P3	P2	P1	Total
Apr-15	0	10	5	0	0	15
May-15	0	8	5	0	0	13
Jun-15	0	13	22	0	0	35
Total (Per P Level)	0	31	32	0	0	63

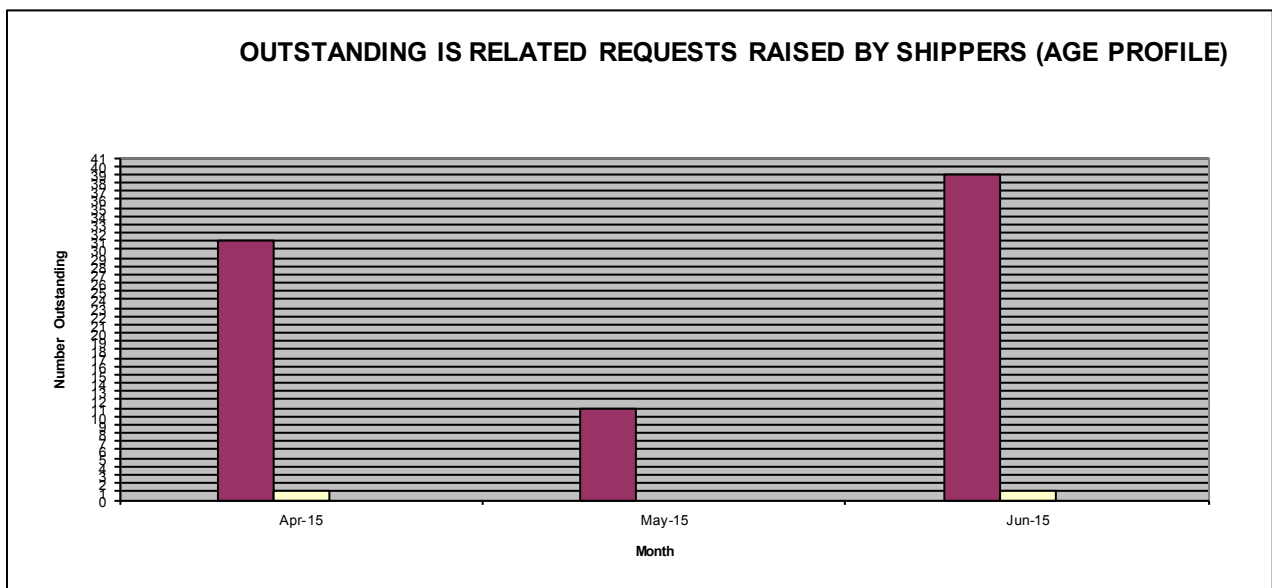


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
MAR	0	108	15	0	158	281
APR	0	96	7	0	112	215
MAY	0	92	15	0	105	212
JUNE	0	81	10	0	73	164
Total	0	995	111	0	1403	2509



Outstanding Calls	S5	S4	S3	S2	S1	Total
Apr-15	0	31	1	0	0	32
May-15	0	11	0	0	0	11
Jun-15	0	39	1	0	0	40
Total (Per P Level)	0	81	2	0	0	83



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 99.09%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2015			
		Jun 2015	May 2015	Apr 2015	Mar 2015
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
Gemini Service	99%	99.09%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,893	4,955	4,948	5,135
Re-nominations per day	4,200	22,025	21,437	21,701	21,614
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.25	0.27	0.25	0.26
Transactions per day	n/a	836308	881553	901294	987224
% Transaction change	n/a	-5.1%	-2.2%	-8.7%	-1.8%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2015			
		Jun 2015	May 2015	Apr 2015	Mar 2015
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
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: Jun 2015			
Code	Problems v Time to resolve	Jun 2015	May 2015	Apr 2015	Mar 2015
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
P2	<1hr	2	1	1	1
	1-2 hr	2	3	0	1
	2-3 hr	1	0	1	0
	3-4 hr	0	0	0	0
	4-5 hr	0	1	0	0
	>5 hr	1	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 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 “**June**” **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 “**June**” **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 “**June**” **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 “**June**” **2015** there was **one** occurrence under this category.

The relevant liability is: **1** occurrences x **£50** = **£50** per Shipper
 0 occurrences x **£100** = **£0** per Shipper
 Total = £50 per Shipper.

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
1405 - RH - DA	COR3541 - AQ Review 2015	01/06/2015
1406 - LH - DA	Representation Matrices for May 2015 Change Pack	03/06/2015
1407 - LH - DA	2015 Annual Interruption Invitation	05/06/2015
1408 - LH - DA	Gemini User Trials Invitation	05/06/2015
1409 - LH - DA	COR1154.15 - UKLP Including Nexus Requirement - Advance notification of File Format	05/06/2015
1410 - LH - DA	COR3541 - AQ Review 2015 - Revised Date	10/06/2015
1411 - LH - DA	COR1154.15.10 - UKLP Including Nexus requirement – Amendments to Baselined File Formats	10/06/2015
1412 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – Glossary Document Publication	10/06/2015
1413 - LH - DA	UK Link Change Pack June 2015 Part 1 of 2	12/06/2015
1413.1 - LH - DA	Amendment of UK Link Manual Standards Guide and incorporation of Approved 'Glossary' Document	12/06/2015
1413.2 - LH - DA	Notification of UK Link Manual Changes in order to facilitate compliance with the requirements of the EU Network Codes	12/06/2015
1413.3 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – General Portal Screen - Amendment to data item	12/06/2015
1413.4 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – Amendments to Base-lined File Formats UPDATE	12/06/2015
1414 - LH - DA	Gemini User Trials Invitation - Reminder	12/06/2015
1415 - LH - DA	Amendment of UK Link Manual Standards Guide and incorporation of Approved 'Glossary' Document - Re-issue of 1413.1 comm	15/06/2015
1416 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – 18th June 2015 File Format Amendments Walkthrough Invitation	16/06/2015
1417 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – Shipper File Format Amendments Consolidated Spreadsheet	17/06/2015
1418 - LH - SN	Gemini User Trials Invitation - Final Reminder	19/06/2015
1419- LH - SN	UK Link Change Pack June 2015 Part 2 of 2	19/06/2015
1419.1 - LH - SN	COR3413 Removal of 'Automatic' creation of Meter Models on Receipt of RGMA Transactions – Delay to implementation	19/06/2015
1419.2- LH - SN	COR3538 – Information regarding .DEL EFT files	19/06/2015
1419.3 - LH - SN	COR1154.15 UKLP Including Nexus Requirements - Meter Read Type Mapping	19/06/2015
1420 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – File format amendment walkthrough material	26/06/2015
1421 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – File Compression and introduction of TKN file	26/06/2015
1422 - LH - DA	COR1154.15 - UKLP Including Nexus requirement – File format amendment control sheet	01/07/2015