

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th February 2017
Reporting Month: January 2017

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|------------------------------------|------------------------------------|
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| Version: | V1.0 |
| Date: | 7th January 2017 |

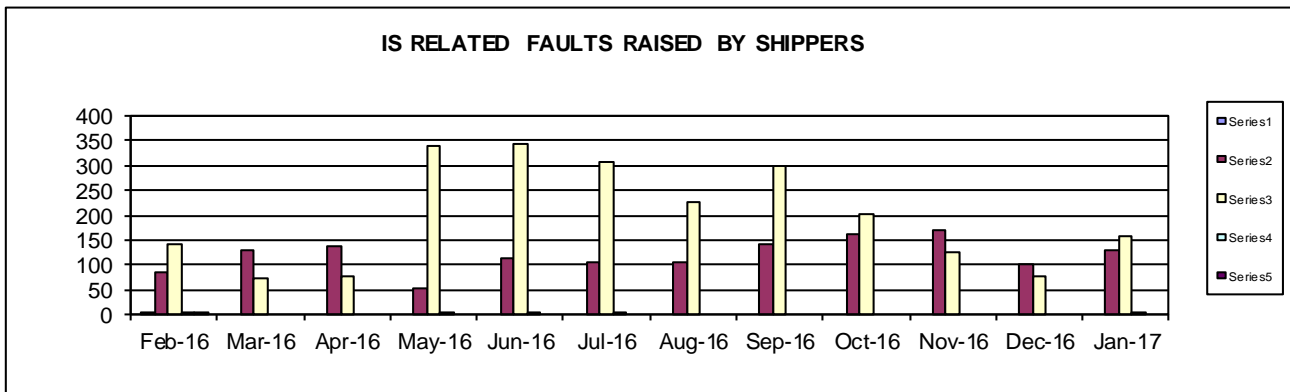
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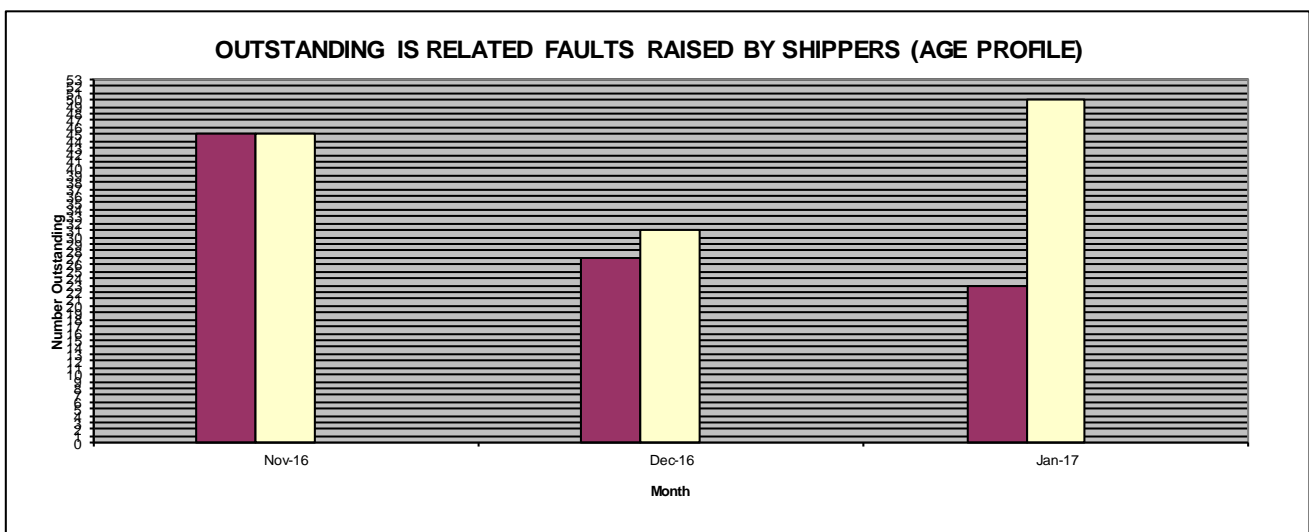
Report A

IS Faults Logged by Shippers

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---------------|----------|-------------|-------------|----------|----------|-------------|
| Feb-16 | 0 | 87 | 140 | 1 | 0 | 228 |
| Mar-16 | 0 | 129 | 74 | 0 | 0 | 203 |
| Apr-16 | 0 | 138 | 76 | 0 | 0 | 214 |
| May-16 | 0 | 51 | 341 | 1 | 0 | 393 |
| Jun-16 | 0 | 113 | 345 | 1 | 0 | 459 |
| Jul-16 | 0 | 104 | 309 | 1 | 0 | 414 |
| Aug-16 | 0 | 106 | 227 | 0 | 0 | 333 |
| Sep-16 | 0 | 143 | 300 | 0 | 0 | 443 |
| Oct-16 | 0 | 160 | 201 | 0 | 0 | 361 |
| Nov-16 | 0 | 172 | 127 | 0 | 0 | 299 |
| Dec-16 | 0 | 101 | 79 | 0 | 0 | 180 |
| Jan-17 | 0 | 128 | 158 | 1 | 0 | 287 |
| Total | 0 | 1432 | 2377 | 5 | 0 | 3814 |

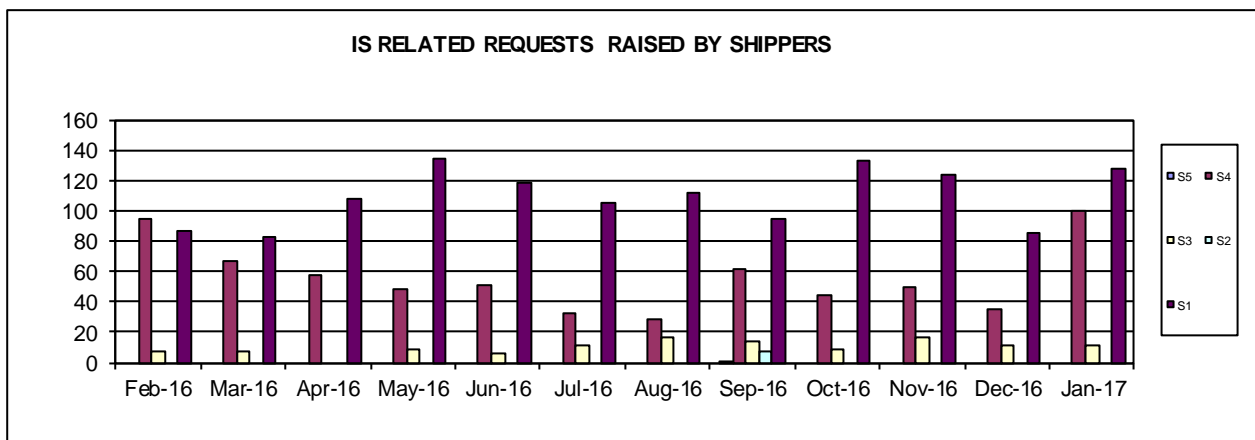


| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|----------------------------|----------|-----------|------------|----------|----------|------------|
| Nov-16 | 0 | 45 | 45 | 0 | 0 | 90 |
| Dec-16 | 0 | 27 | 31 | 0 | 0 | 58 |
| Jan-17 | 0 | 23 | 50 | 0 | 0 | 73 |
| Total (Per P Level) | 0 | 95 | 126 | 0 | 0 | 221 |

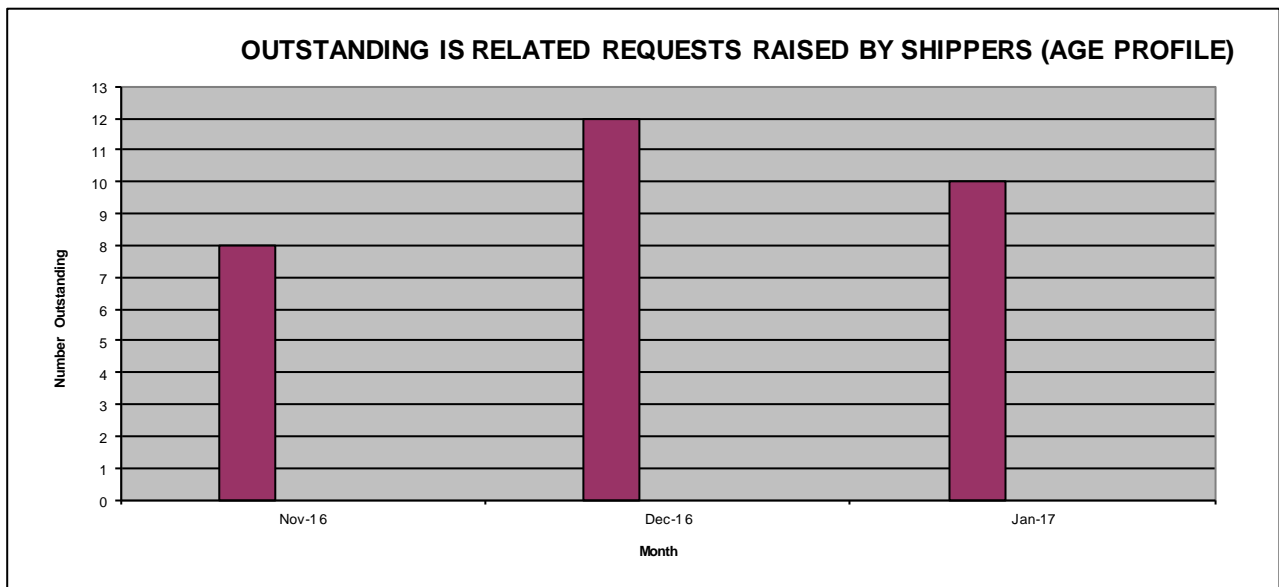


IS Requests Logged by Shippers

| Requests Raised | S5 | S4 | S3 | S2 | S1 | Total |
|-----------------|----------|------------|------------|----------|-------------|-------------|
| Feb-16 | 0 | 94 | 7 | 0 | 87 | 188 |
| Mar-16 | 0 | 67 | 7 | 0 | 83 | 157 |
| Apr-16 | 0 | 57 | 0 | 0 | 108 | 165 |
| May-16 | 0 | 48 | 8 | 0 | 134 | 190 |
| Jun-16 | 0 | 51 | 6 | 0 | 119 | 176 |
| Jul-16 | 0 | 33 | 11 | 0 | 105 | 149 |
| Aug-16 | 0 | 29 | 17 | 0 | 112 | 158 |
| Sep-16 | 1 | 62 | 14 | 7 | 95 | 179 |
| Oct-16 | 0 | 44 | 8 | 0 | 133 | 185 |
| Nov-16 | 0 | 50 | 16 | 0 | 123 | 189 |
| Dec-16 | 0 | 35 | 11 | 0 | 85 | 131 |
| Jan-17 | 0 | 100 | 11 | 0 | 128 | 239 |
| Total | 1 | 670 | 116 | 7 | 1312 | 2106 |



| Outstanding Calls | S5 | S4 | S3 | S2 | S1 | Total |
|----------------------------|----------|-----------|----------|----------|----------|-----------|
| Nov-16 | 0 | 8 | 0 | 0 | 0 | 8 |
| Dec-16 | 0 | 12 | 0 | 0 | 0 | 12 |
| Jan-17 | 0 | 10 | 0 | 0 | 0 | 10 |
| Total (Per P Level) | 0 | 30 | 0 | 0 | 0 | 30 |



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: Jan 2017 | | | |
| | | Jan 2017 | Dec 2016 | Nov 2016 | Oct 2016 |
| | | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 | 01/10 – 31/10 |
| Gemini Service | 99% | 100% | 100% | 99.96% | 100% |
| Gemini Access (IX) | 99% | 100% | 100% | 100% | 100% |
| Nominations per day | 8,300 | 4,854 | 4,853 | 4,696 | 4,755 |
| Re-nominations per day | 4,200 | 22,445 | 22,292 | 22,061 | 21,616 |
| % of transactions < 4 sec's | 95% | 100% | 100% | 100% | 100% |
| Transaction response time (in minutes) | n/a | 0.42 | 0.41 | 0.39 | 0.36 |
| Transactions per day | n/a | 738497 | 715784 | 737564 | 764872 |
| % Transaction change | n/a | 3.1% | -2.9% | -3.57% | -2.4% |

| UK Link (Non-Gemini) Availability & Performance | | | | | |
|-------------------------------------------------|------------|---------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: Jan 2017 | | | |
| | | Jan 2017 | Dec 2016 | Nov 2016 | Oct 2016 |
| | | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 | 01/10 – 31/10 |
| 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: Jan 2017 | | | |
| Code | Problems v Time to resolve | Jan 2017 | Dec 2016 | Nov 2016 | Oct 2016 |
| | | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 | 01/10 – 31/10 |
| P2 | <1hr | 0 | 1 | 1 | 0 |
| | 1-2 hr | 3 | 1 | 2 | 4 |
| | 2-3 hr | 1 | 2 | 0 | 3 |
| | 3-4 hr | 0 | 0 | 1 | 4 |
| | 4-5 hr | 0 | 0 | 0 | 0 |
| | >5 hr | 0 | 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 “**January**” **2017** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

TSL10c - 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 “**January**” **2017** 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 “**January**” **2017** 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. **E.g. £50, £100, £200, £400, £800**

Throughout the period of “**January**” **2017** there was **no** occurrence 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 (Number/Sender/ Signatory) | Subject | Date of Issue |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 1684 - ER - SN | Successful Implementation – COR:4043 – DN Sales Outbound services - Notice of changes to invoicing arrangements for National Grid Gas plc and National Grid Gas Distribution Limited | 04/01/2017 |
| 1685 - ER - SN | UK Link Change Pack 6th January 2017 | 06/01/2017 |
| 1686 - ER - SN | SDG Meeting Cancellation | 09/01/2017 |
| 1687 - ER - SN | Representation Matrices for 14th December 2016 Change Pack | 10/01/2017 |
| 1687 - ER - SN | Successful Implementation – Proposed Data-fix to Meter Link Code | 12/01/2017 |
| 1688 - ER - SN | Consolidated Nexus Change Log V19 | 13/01/2017 |
| 1689 - LH - SN | UK Link Change Pack 18th January 2017 | 18/01/2017 |
| 1689.1 - LH - SN | EU Code Change Phase 4a Delivery Summary of changes | 18/01/2017 |
| 1689.2 - LH - SN | COR1154.15.82: Revised Change Summary - File Numbering on Inbound and Outbound Flows | 18/01/2017 |
| 1690 - LH - SN | COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V26 | 19/01/2017 |
| 1691 - LH - SN | Consolidated Nexus Change Log V20 | 20/01/2017 |
| 1692 - LH - SN | Consolidated Nexus Change Log | 30/01/2017 |
| 1693 - LH - SN | List of Live Meter Models V2 | 30/01/2017 |
| 1694 - LH - SN | SDG Meeting Cancellation | 30/01/2017 |

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 | | |
| 1154.15 | UKLP Including Nexus Requirement - Outage | TBC* | TBC* | TBC* | TBC* | Outages required for UK Link Programme | 12/01/2015 |
| <i>5107</i> | <i>Gemini and Gemini Exit Disaster Recovery Test</i> | <i>29/04/17</i> | <i>03:15 UK BST</i> | <i>29/04/17</i> | <i>07:30 UK BST</i> | Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit. <i>(Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK BST).</i> | <i>09/02/2017</i> |
| <i>5107</i> | <i>Gemini and Gemini Exit Disaster Recovery Test</i> | <i>30/04/17</i> | <i>03:00 UK BST</i> | <i>30/04/17</i> | <i>07:30 UK BST</i> | Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit <i>(Should there be issues failing back to the primary site, the outage window will be extended to 12:30 UK BST).</i> | <i>09/02/2017</i> |
| 1154.16 | <i>UKLP GCC – Outage to Gemini</i> | <i>07/05/2017</i> | <i>03:15</i> | <i>07/05/2017</i> | <i>05:15</i> | <i>GCC Code deployment will be deployed during the maintenance window. No extension is required, this is only for awareness.</i> | <i>12/01/2017</i> |
| 1154.16 | <i>UKLP GCC – Outage to Gemini</i> | <i>14/05/2017</i> | <i>03:15</i> | <i>14/05/2017</i> | <i>05:15</i> | <i>GCC contingency deployment – no extended outage is required the maintenance window will be utilised.</i> | <i>12/01/2017</i> |
| 1154.16 | <i>UKLP GCC – Outage to Gemini</i> | <i>31/05/2017</i> | <i>04:15</i> | <i>31/05/2017</i> | <i>06:15</i> | <i>Outage required to Gemini and Gemini Exit to deploy the siteminder configurations for UKLP GCC Go live. UKLP IDR2 will confirm if this 2 hour window need to be reduced. Updated expected in April</i> | <i>12/01/2017</i> |

Key:

Italic – New outage notification

Underlined – Outage notification information amended

*** Exact timings to be defined**