

# **UK Link Committee Meeting**

# **Xoserve Report Pack**

Meeting Date: 8<sup>th</sup> August 2013 Reporting Month: July 2013

Authors (for this version):	Amjad Hussain
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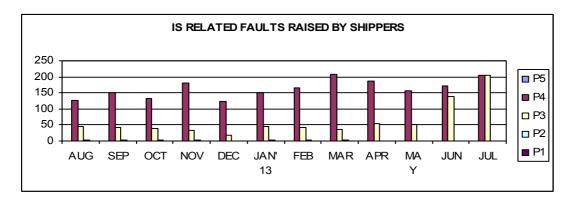
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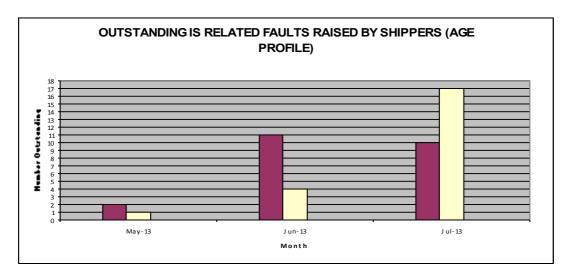
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
ОСТ	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
MAR	0	207	35	3	0	245
APR	0	187	54	1	0	242
MAY	3	157	50	1	0	211
JUN	0	172	139	0	0	311
JUL	0	206	204	0	0	410
Total	3	1757	542	21	0	2323



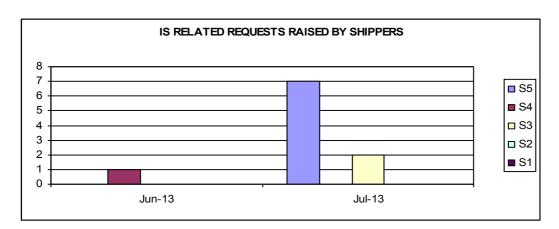
Outstanding Calls	P5	P4	P3	P2	P1	Total
May-13	0	2	1	0	0	3
Jun-13	0	11	4	0	0	15
Jul-13	0	10	17	0	0	27
Total (Per P Level)	0	23	22	0	0	45



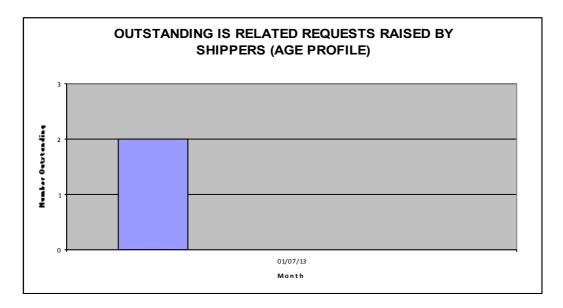


# **IS Requests Logged by Shippers**

Requests Raised	<b>S5</b>	<b>S4</b>	S3	S2	<b>S1</b>	Total
Jun-13	0	1	0	0	0	1
Jul-13	7	0	2	0	0	9
Total	7	0	2	0	0	9



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-13	0	0	0	0	0	0
Jul-13	2	0	0	0	0	2
Total (Per P Level)	2	0	0	0	0	2





#### 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 99.58%

### **Average UK Link Transaction Response Times and Transaction Volumes**

UK Link (Gemini) Availability & Performance								
		Reporting Month: Jul 2013						
Performance measures	Target/max	Jul 2013	Jun 2013	May 2013	Apr 2013			
T chromianee measuree	3.7	01/07 – 31/07	01/06 - 30/06	01/05 – 31/05	01/04 - 30/04			
Gemini Service	99%	99.58%	100%	100%	100%			
Gemini Access (IX)	99%	100%	100%	100%	100%			
Nominations per day	8,300	5,034	4,848	4,918	4,869			
Re-nominations per day	4,200	20,157	19,986	20,048	19,996			
% of transactions < 4 sec's	95%	99.90%	* 99.90%	99.05%	98.63%			
Transaction response time (in minutes)	n/a	0.70	* 0.92	0.38	0.48			
Transactions per day	n/a	1005381	* 388683	742039	765155			
% Transaction change	n/a	5.0%	* 5.0%	-3.0%	5.7%			

<sup>\*</sup> Note: Due to Precise agent data collection problem Jun'13 statistics was partial

UK Link (Non-Gemini) Availability & Performance								
	Target/max	Reporting Month: Jul 2013						
Performance measures		Jul 2013	Jun 2013	May 2013	Apr 2013			
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 - 30/04			
Batch Transfer	99%	100%	100%	100%	100%			
Service Desk Availability	99%	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: Jun 2013							
Code	Problems v Time to	Jul 2013	Jun 2013	May 2013	Apr 2013				
Code	resolve	01/07 – 31/07	01/06 - 30/06	01/05 - 31/05	01/04 - 30/04				
	<1hr	0	0	0	0				
	1-2 hr	8	0	0	0				
P2	2-3 hr	0	2	0	0				
F2	3-4 hr	1	1	0	0				
	4-5 hr	2	2	0	0				
	>5 hr	0	0	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
D4	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 "July" 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 "July" 2013 there were no occurrences under this category. The relevant liability is: 0 occurrences  $\times £1000 = £0$  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 "July" 2013 there were **no** occurrences under this category. The relevant liability is:  $\mathbf{0}$  occurrences  $\mathbf{x}$  £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 "July" 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 Total = £0 per Shipper.



Report D

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

Comm. Reference	Subject	Date of Issue
1228 - JH - AB	Gemini Re-platforming - Update since cut over - For Information	04/07/2013
1229 - JH - DA	Smart Metering DCC Day 1 Implementation - For attention	05/07/2013
1230 - JH - DA	Representation Matrices' for June's Change Pack	05/07/2013
1231 - JH - TL	COR 2650.1 – UK Link Outages in August – Revised Impacts	05/07/2013
1227.1 - JH - LC	AQ Review 2013 System Restriction & File delays - For Information	05/07/2013
1232 - JH - LC	AQ Review 2013 DE Impacts - For Information	09/07/2013
1233 - JH - LC	MOD081 & MOD378 Change of Publication Approach	09/07/2013
1234 - JH - DA	July Change Pack	12/07/2013
1234.1 - JH - DA	UKLink Committee Important Dates for 2014 Calendar	12/07/2013
1235 - JH - Lca	MOD081 & MOD378 Publication Approach Update	19/07/2013
1236 - AT - DD	Notification of Gemini Code Contingency Test 'Exercise Nebula' - Communication 1	23/07/2013
1237 - AT - JF	Smart Metering Smart Switching File Formats for Information	25/07/2013
1238 - AT - JF	Successful Implementation – COR 2449 - Retention of MAM ID in Transporter Systems at change of Shipper (MOD 437)	25/07/2013
1239 - AT - LC	Impact on Contact Management Service Update Notification - For Information	26/07/2013
1240 - AT -JH	DN Interruption Summary Files - For Information	26/07/2013



Report E

Forthcoming Outage Notifications

UKL CR	Impacted		Outage	Duration			Committee
No.	Impacted System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
26501.	CMS	10/08/13	09:00	10/08/13	23:00	UKLink Performance Improvements	14/06/13
26501.	CMS	17/08/13	09:00	17/08/13	23:00	UKLink Performance Improvements	14/06/13
2874	UKLink/DNL ink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities NDM AQ/SOQ data to Gemini (AAQ/MDS)	05/07/13
2874	UKLink	21/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink/DNL ink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	02/10/13	00:00	02/10/13	14:00	Phase 4: AQ Review 2013	05/07/13
2874	Data Enquiry	04/10/13	00:00	04/10/13	12:00	Phase 4: AQ Review 2013	05/07/13



Key:

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