UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th August 2014
Reporting Month: July 2014

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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
*AUG	0	440	969	0	0	**1409**
*SEP	0	343	876	0	0	**1219**
OCT	0	74	141	4	0	**219**
NOV	0	59	57	2	0	**118**
DEC	0	65	72	7	0	**144**
JAN ' 14	0	56	63	3	0	**122**
FEB	0	16	45	0	0	**61**
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**
Total	**0**	**1134**	**2441**	**16**	**0**	**3613**

*The figures for Aug'13 and Sep'13 contain ALL IS Faults logged including by Shippers.

IS RELATED FAULTS RAISED BY SHIPPERS
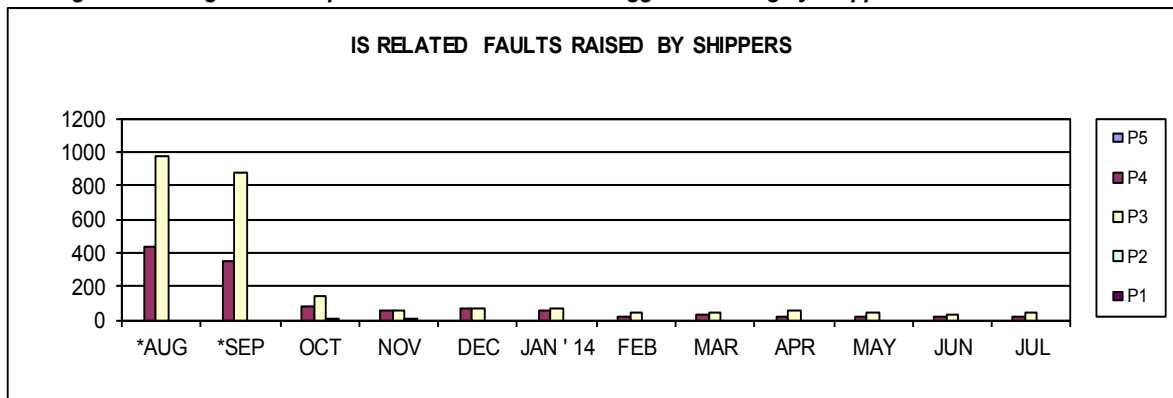
Outstanding Calls	P5	P4	P3	P2	P1	Total
May-14	0	1	1	0	0	**2**
Jun-14	0	4	0	0	0	**4**
Jul-14	0	2	3	0	0	**5**
Total (Per P Level)	**0**	**7**	**4**	**0**	**0**	**11**

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
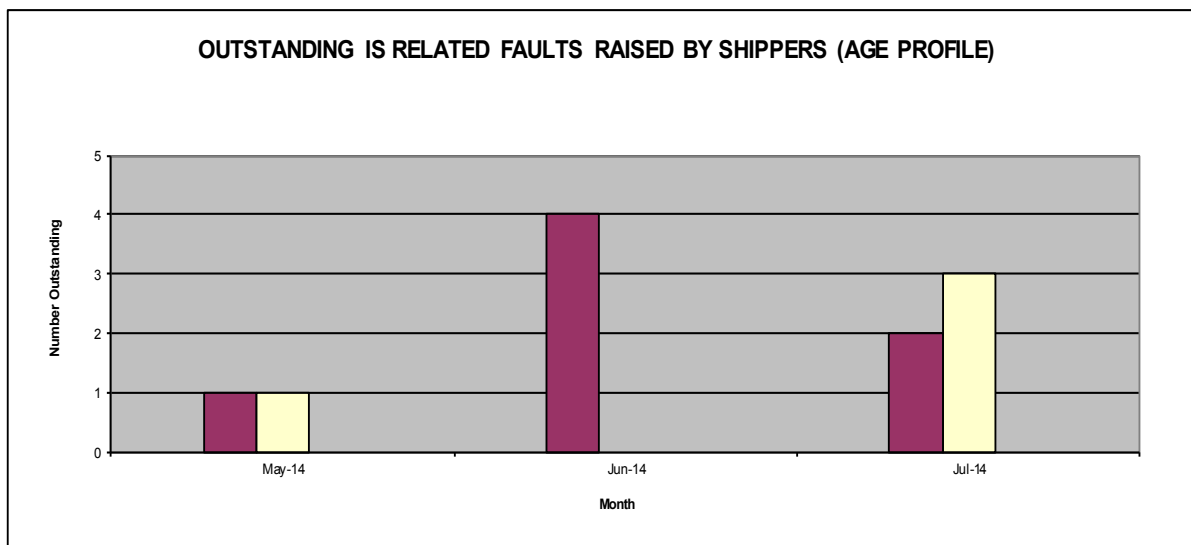
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
*SEP	234	7	0	0	0	241
OCT	152	15	0	0	136	303
NOV	50	31	0	0	148	229
DEC	44	17	0	0	107	168
2014 JAN	382	27	0	0	141	550
FEB	34	10	0	0	88	132
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
Total	926	454	43	0	1206	2629

The figures for Sep'13 contain ALL IS Requests logged including by Shippers.

IS RELATED REQUESTS RAISED BY SHIPPERS
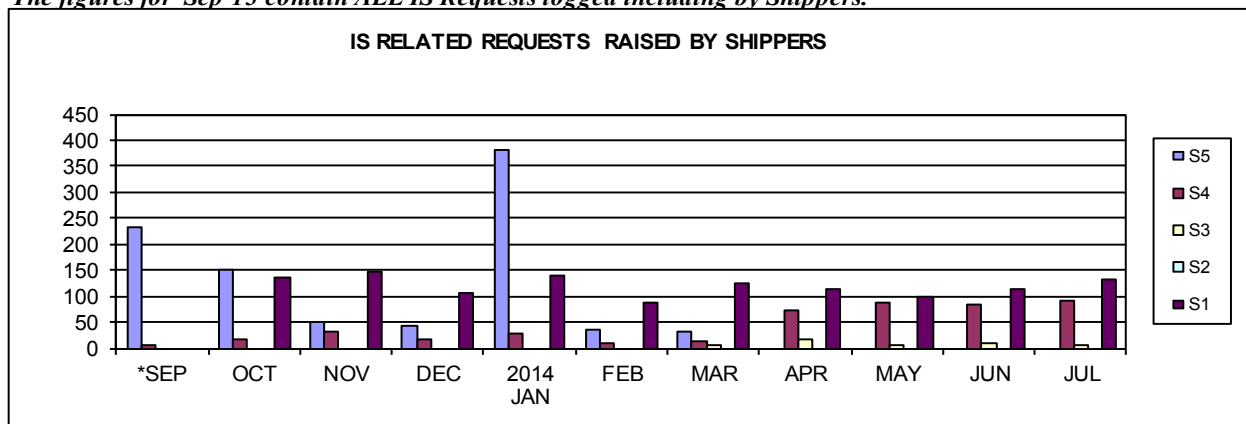
Outstanding Calls	S5	S4	S3	S2	S1	Total
May-14	0	10	0	0	0	10
Jun-14	0	4	0	0	0	4
Jul-14	0	7	0	0	0	7
Total (Per P Level)	0	21	0	0	0	21

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
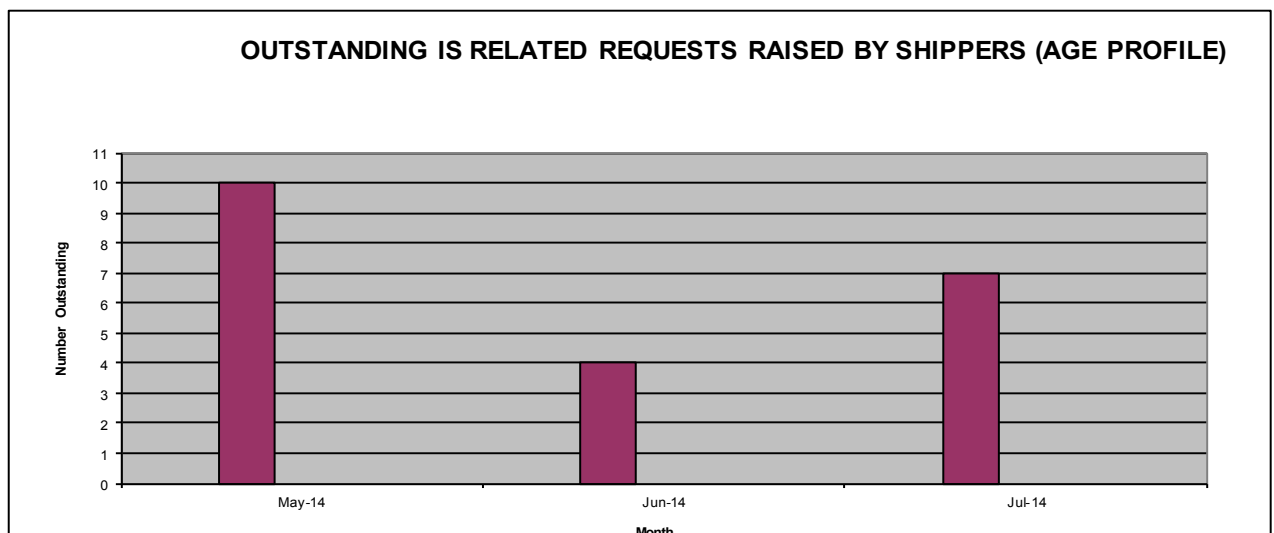
Report B

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 99.93%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jul 2014			
		Jul 2014	Jun 2014	May 2014	Apr 2014
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/03
Gemini Service	99%	100%	99.93%	99.68%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,967	5,029	4,945	4,918
Re-nominations per day	4,200	21,498	21,029	20,991	20,990
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.26	0.26	0.25	0.29
Transactions per day	n/a	1272152	1228615	1078345	796317
% Transaction change	n/a	3.5%	13.9%	35.4%	-6.9%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2014			
		Jul 2014	Jun 2014	May 2014	Apr 2014
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/04	01/04 – 30/04
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: Jul 2014			
Code	Problems v Time to resolve	Jul 2014	Jun 2014	May 2014	Apr 2014
		01/07 - 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
P2	<1hr	8	3	2	0
	1-2 hr	2	3	0	2
	2-3 hr	0	0	1	3
	3-4 hr	0	0	1	0
	4-5 hr	0	0	1	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 **"July" 2014** 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" 2014** 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 **"July" 2014** 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 **"July" 2014** 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
~~1298 - LH - DA~~	~~(NOT USED)~~	02/07/2014
~~1299 - LH - DA~~	~~(NOT USED)~~	02/07/2014
1300 - LH - DA	Gemini DR Outage on 5th and 6th June.	03/07/2014
1301 -LH - DA	Representation Matrices for the June 14 Change Packs issued 13/06/2014 and 20/06/2014	07/07/2014
1302 - LH - DA	Successful Gemini Disaster Recovery Exercise - 5th and 6th July 2014	08/07/2014
1303 - LH - DA	July 2014 Change Pack - Part 1 of 2	11/07/2014
1303.1 - LH - DA	Measures to Address Unregistered and Shipperless Sites - Implementation of UNC Modifications 424, 410A	11/07/2014
1303.2 - LH - DA	Revised Treatment and Conditionality Documents	11/07/2014
1303.3 - LH - DA	UK Link Committee Important Dates for 2015 Calendar	11/07/2014
1303.4 - LH - DA	Notification of non Business Days and non Supply Point Business Days	11/07/2014
1304 - LH - DA	July 2014 Change Pack - Part 2 of 2	17/07/2014
1304.1 - LH - DA	SPA Consolidated Rejection Codes v22 Live and Proposed Approach for Maintenance	17/07/2014
1304.2 - LH - DA	UK Link File Transfer User Guide v8 For Approval and Notification of COR 2355 'Changes to Approach for Updates to EFT Log' Implementation Date	17/07/2014
1304.3 - LH - DA	Removal of 'Automatic' Creation of Meter Models on Receipt of RGMA Transactions	17/07/2014
1305 - LH - DA	UNC Modification 0431 - Shipper/Transporter - Meter Point Portfolio Reconciliation – Reconciliation Report	22/07/2014
1306 - LH - DA	AQ Review 2014 – Impacts on the Contact Management Service (CMS)	23/07/2014
1307 - LH - DA	Contact Management Service (CMS) Outage	25/07/2014

| 1308 - LH - DA | COR2789 system and process changes to address Unregistered sites | 31/07/2014 |

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		
-	**Contact Management Service (CMS)**	**09/08/14**	**22.30**	**10/08/14**	**07:00**	**Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)**	**25/07/14**
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values: AQ Review 2014 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities RGMA file (JOB/UPD)	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities RGMA file (MAM)	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities UMR file	10/07/14
3262	UK Link	23/09/14	00:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities Transfer of ownership (early morning SPA suite and TRF files)	10/07/14
3262	UK Link	23/09/14	00:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities NDM AQ/SOQ data to Gemini (AAQ/MDS)	10/07/14
3262	UK Link/DN Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities UMR file	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities RGMA file (JOB/UPD)	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities RGMA file (MAM)	10/07/14
3262	UK Link	02/10/14	00:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities Transfer of ownership (early morning SPA suite and TRF files)	10/07/14
3262	Data Enquiry	04/10/14	00:00	04/10/14	12:00	AQ Go Live : AQ Review 2014	10/07/14

3262	*Data Enquiry*	*04/10/14*	*06:00*	*04/10/14*	*12:00*	*DE Outage required for AQ2014*	*10/07/14*
	Data Enquiry	**18/10/14**	**22:00**	**19/10/14**	**06:00***	***Service Outage:*** ***Migrate the storage to utilise contemporary solutions.*** ***(Enterprise Storage)***	**14/08/14**
-	**EFT**	**TBC***	**TBC***	**TBC***	**TBC***	***Service Outage:*** ***Migrate the storage to utilise contemporary solutions.*** ***(Enterprise Storage)***	**14/08/14**

Key:
Italic – New outage notification
<u>**Underlined – Outage notification information amended**</u>
* Exact timi ngs to be defined