

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th August 2012
Reporting Month: July 2012

| | |
|------------------------------------|-----------------------------------|
| Authors (for this version): | Amjad Hussain |
| Version: | V1 |
| Date: | 8th August 2012 |

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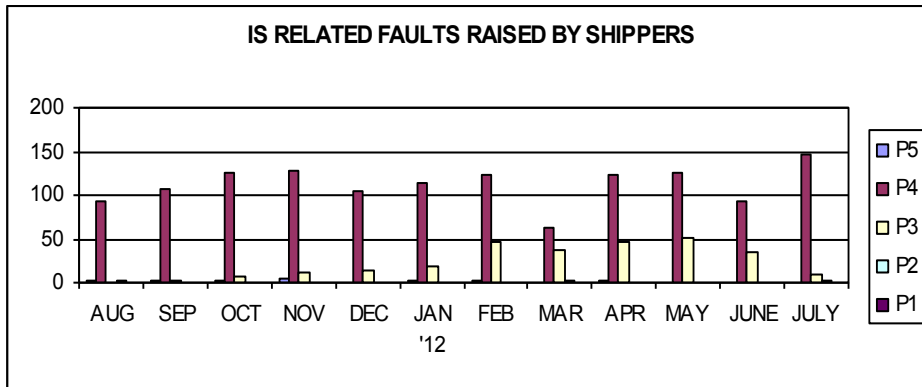
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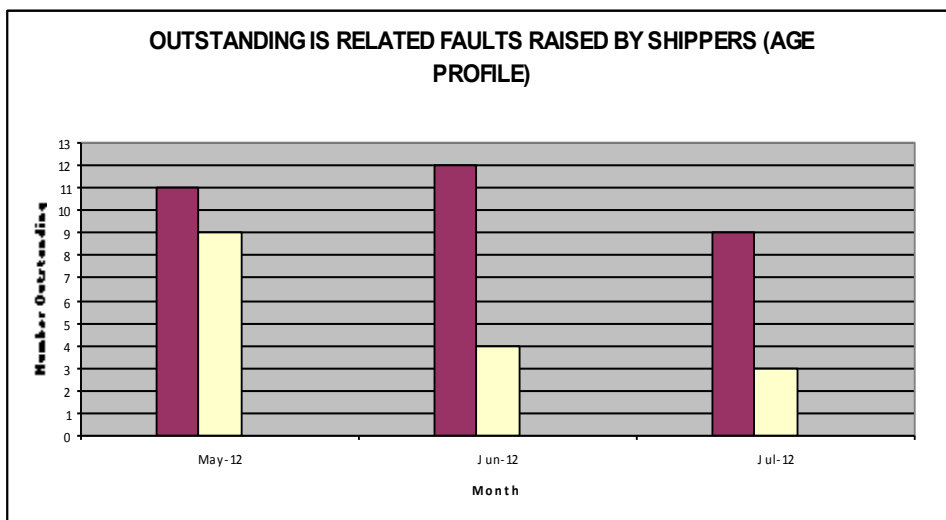
Report A

IS Faults Logged by Shippers

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---------------|-----------|-------------|------------|-----------|----------|-------------|
| AUG | 3 | 92 | 1 | 3 | 0 | 99 |
| SEP | 3 | 106 | 3 | 0 | 1 | 113 |
| OCT | 2 | 125 | 7 | 1 | 0 | 135 |
| NOV | 5 | 129 | 12 | 0 | 0 | 146 |
| DEC | 1 | 105 | 15 | 0 | 0 | 121 |
| JAN '12 | 3 | 113 | 18 | 0 | 0 | 134 |
| FEB | 2 | 123 | 46 | 1 | 0 | 172 |
| MAR | 0 | 62 | 37 | 3 | 0 | 102 |
| APR | 2 | 123 | 46 | 1 | 0 | 172 |
| MAY | 0 | 126 | 51 | 1 | 1 | 179 |
| JUNE | 0 | 92 | 36 | 0 | 0 | 128 |
| JULY | 0 | 146 | 9 | 2 | 0 | 157 |
| Total | 21 | 1342 | 281 | 12 | 2 | 1658 |



| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|----------------------------|----------|----------|----------|----------|----------|-----------|
| May-12 | 0 | 11 | 9 | 0 | 0 | 20 |
| Jun-12 | 0 | 12 | 4 | 0 | 0 | 16 |
| Jul-12 | 0 | 9 | 3 | 0 | 0 | 12 |
| Total (Per P Level) | 0 | 3 | 9 | 0 | 0 | 48 |



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 | | | | | |
|---|------------|----------------------------|---------------|---------------|---------------|
| Performance measures | Target/max | Reporting Month: July 2012 | | | |
| | | Jul 2012 | Jun 2012 | May 2012 | Apr 2012 |
| | | 01/07 – 31/07 | 01/06 – 30/06 | 01/05 – 31/05 | 01/04 – 30/04 |
| Gemini Service | 99% | 100% | 100% | 100% | 99.7% |
| 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 | 5,135 | 5,196 | 5,188 | 5,294 |
| Re-nominations per day | 4,200 | 18,581 | 18,582 | 18,704 | 18,501 |
| % of transactions < 4 sec's | 95% | 97.86% | 98.02% | 98.06% | 99.36% |
| Transaction response time (in minutes) | n/a | 0.48 | 0.37 | 0.37 | 0.28 |
| Transactions per day | n/a | 827217 | 859,622 | 723,286 | 858,550 |
| % Transaction change | n/a | -3.7% | 18.8% | 1.2% | 2.6% |

P1 / P2 Resolution Time Analysis

| Problem Management - BSA Target: Resolved within 5 hours | | | | | |
|--|----------------------------|----------------------------|---------------|---------------|---------------|
| Impact Codes P1 / P2 | | Reporting Month: June 2012 | | | |
| Code | Problems v Time to resolve | Jul 2012 | Jun 2012 | May 2012 | Apr 2012 |
| | | 01/07 – 31/07 | 01/06 – 30/06 | 01/05 – 31/05 | 01/04 – 30/04 |
| P2 | <1hr | 0 | 0 | 0 | 0 |
| | 1-2 hr | *1 | 0 | 1 | 0 |
| | 2-3 hr | 0 | 0 | 0 | **2 |
| | 3-4 hr | 0 | 0 | 0 | 0 |
| | 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 |

* = API fault. No impact to Gemini online access

** = Apr 2012 – P2 related to the Gemini application only

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**” **2012** 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**” **2012** 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**” **2012** 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**” **2012** 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,

| Reference (Sent By / Ref No. / Requestor) | Title | Date of Issue |
|--|--|----------------------|
| LJ/1136/DJ | re:LJ/1134/DJ - COR0962 FFD Proposal - Representation Matrix | 16/06/2012 |
| LJ/1137/MR | NTS Exit Reform Phase 3 (Mod 0195AV) - Forthcoming Gemini Linepack Amendments. | 12/07/2012 |
| LJ/1138/DA | UK Link Change Pack - July 2012 | 13/07/2012 |
| LJ/1138.1/DA | UKLink Committee Important Dates for 2013 Calendar - For Representation | 13/07/2012 |
| LJ/1138.2/DA | Supplier Update Notification - For Representation | 13/07/2012 |
| LJ/1138.3/DJ | COR0962. - Q Project Case Event Descriptions | 13/07/2012 |
| LJ/1138.4/MR | Changes to API Entitlement Report Specification | 13/07/2012 |
| LJ/1138.5/MP | First issue of EUC | 13/07/2012 |
| LJ/1138.6/DA | SIS Decommissioning Implementation | 13/07/2012 |
| LJ/1139/XX | Not Used | -- |
| LJ/1140/MR | Changes to the NTS Exit Reform API Specification Documents | 26/07/2012 |
| LJ/1141/AS | COR2005 - Communication to Shippers | 27/07/2012 |
| LJ/1142/DB | DN Interruption Summary Files | 27/07/2012 |
| LJ/1143/AS | NTS Exit Reform Phase 3 (COR2005) | 30/07/2012 |
| LJ/1144/DA | Representation Matrice's for July Change Pack | 01/08/2012 |

Report E

Forthcoming Outage Notifications

| UKL CR No. | Impacted System | Outage Duration | | | | Brief Description | Committee notified date |
|-------------|------------------------------|---|------------|--|------------|--------------------------------------|---|
| | | Start Date | Start Time | End Date | End Time | | |
| <i>0984</i> | <i>Gemini Re-Platforming</i> | <u><i>09/06/13</i></u> <i>(Indicative)</i> | <i>2am</i> | <i>09/06/13</i> <i>(Indicative)</i> | <i>2pm</i> | <i>Infrastructure Implementation</i> | <i>To be discussed at 12/07/12 UKLC</i> |

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined