

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 11th August 2016
Reporting Month: July 2016

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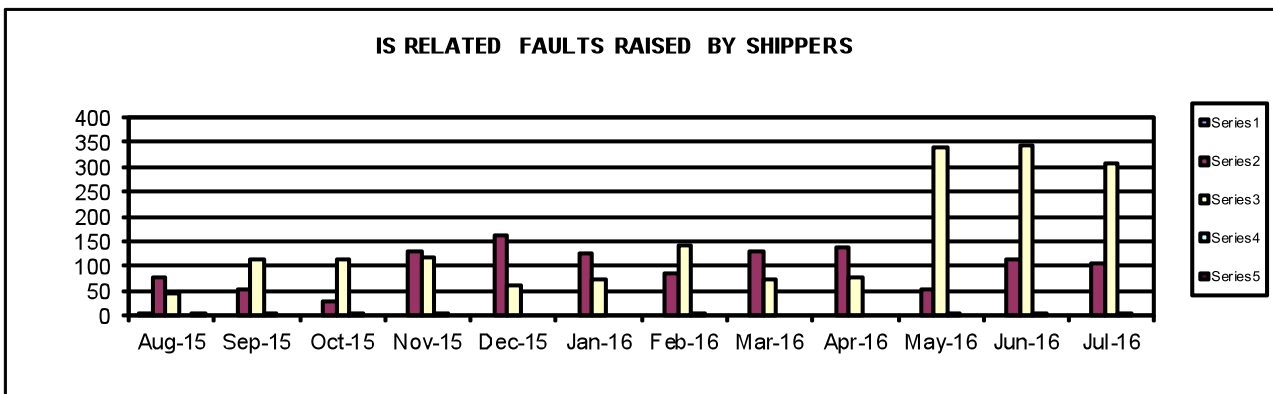
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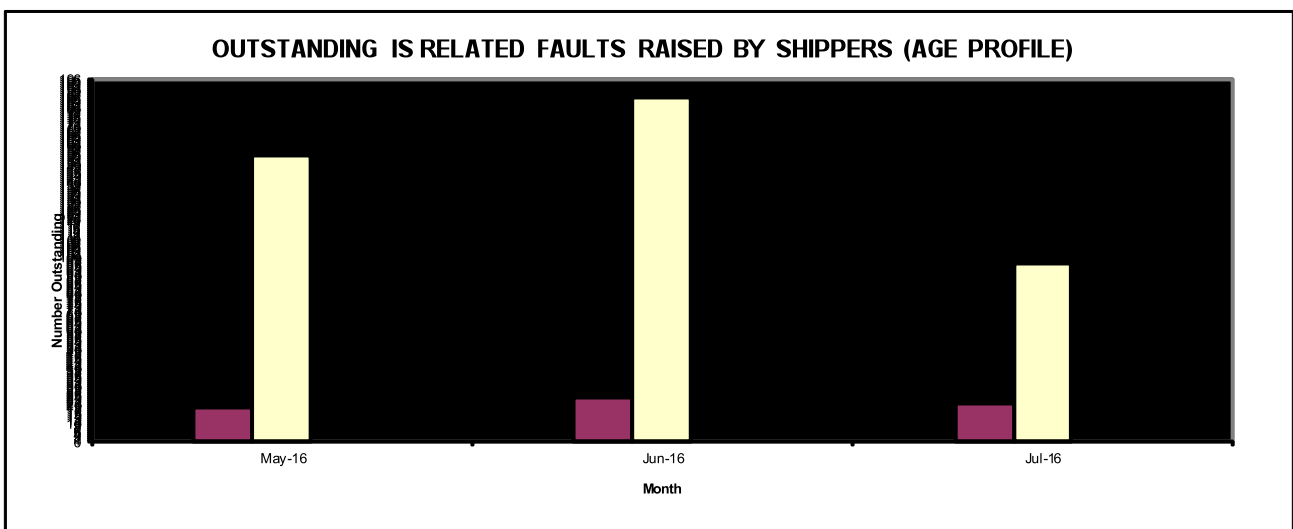
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Aug-15	0	77	43	0	0	120
Sep-15	0	51	112	1	0	164
Oct-15	0	27	112	2	0	141
Nov-15	0	129	116	2	0	247
Dec-15	0	161	59	0	0	220
Jan-16	0	127	74	0	0	201
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
Total	0	1194	1801	9	0	3004

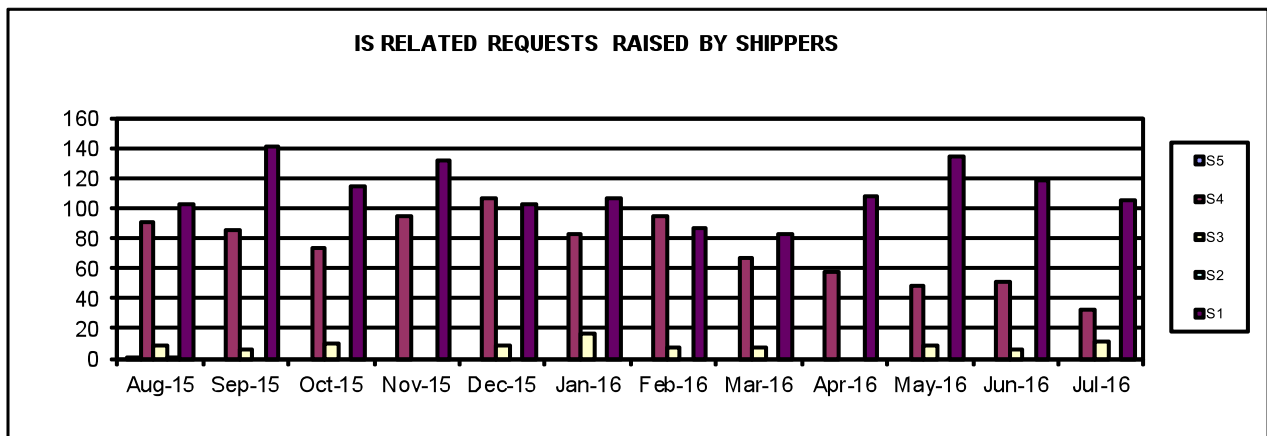


Outstanding Calls	P5	P4	P3	P2	P1	Total
May-16	0	19	155	0	0	174
Jun-16	0	24	186	0	0	210
Jul-16	0	21	96	0	0	117
Total (Per P Level)	0	64	437	0	0	501

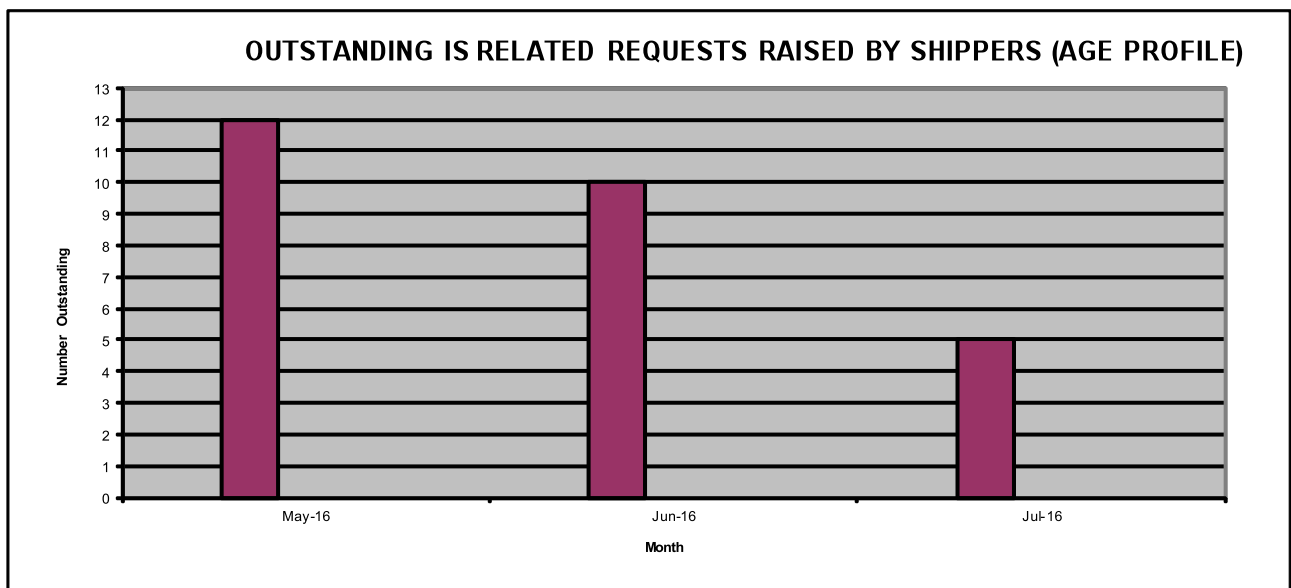


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Aug-15	0	90	8	0	103	201
Sep-15	0	85	6	0	141	232
Oct-15	0	73	10	0	114	197
Nov-15	0	95	0	0	132	227
Dec-15	0	106	9	0	102	217
Jan-16	0	83	17	0	106	206
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
Total	0	882	89	0	1334	2305



Outstanding Calls	S5	S4	S3	S2	S1	Total
May-16	0	12	0	0	0	12
Jun-16	0	10	0	0	0	10
Jul-16	0	5	0	0	0	5
Total (Per P Level)	0	27	0	0	0	27



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: Jul 2016			
		Jul 2016	Jun 2016	May 2016	Apr 2016
		01/07 – 31/06	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,750	4,590	4,690	4,593
Re-nominations per day	4,200	23,041	23,312	23,123	23,309
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.31	0.32	0.32	0.28
Transactions per day	n/a	943037	968603	1046216	1098825
% Transaction change	n/a	-2.6%	-4.9%	-4.8%	4.5%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2016			
		Jul 2016	Jun 2016	May 2016	Apr 2016
		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%	100%	100%	100%	100%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Jul 2016			
Code	Problems v Time to resolve	Jul 2016	Jun 2016	May 2016	Apr 2016
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
P2	<1hr	8	0	4	0
	1-2 hr	5	1	2	1
	2-3 hr	0	1	1	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	2	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**” **2016** 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 “**July**” **2016** 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**” **2016** 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 “**July**” **2016** 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
1599 - RH - DA	COR3413 – Removal of ‘Automatic Creation of Meter Models’ on Receipt of RGMA Transactions – Implementation Date	01/07/2016
1600- RH - DA	Change Pack 6th July	06/07/2016
1600.1 - RH - DA	UKLP Including Nexus requirement – RGMA Rejection codes v1.3	06/07/2016
1600.2 - RH - DA	Leading Zero File Formats and Appendix	06/07/2016
1600.3 - RH - DA	Meter Manufacture details within Organisation Detail List	06/07/2016
1600.4 - RH - DA	UKLP Including Nexus Requirements - Shipper Rejection Codes v2.9	06/07/2016
1600.5 - RH - DA	Transformation Rules	06/07/2016
1600.6 - RH - DA	Retention of Expanded Trigger of S98 Record Introduced as part of COR 3480 – Implementation of Advanced Meter Information (UNC Modification 0487V Interim Solution) following Project Nexus Implementation Date	06/07/2016
1600.7 - RH - DA	File Transfer Guide v12FA	06/07/2016
1600.8 - RH - DA	ERR and FRJ File Numbering	06/07/2016
1600.9 - RH - DA	ERR and FRJ File Formats and Hierarchies	06/07/2016
1601 - RH - DA	Minutes for the SDG meetings held on the 06/06/2016 and 04/07/2016	06/07/2016
1602 - RH - DA	Successful Implementation - COR3782 Address Validation and Data Cleansing	07/07/2016
1603 - RH - DA	COR3413 – Removal of ‘Automatic Creation of Meter Models’ on Receipt of RGMA Transactions – Unsuccessful Implementation	07/07/2016
1604 - RH - DA	Representation Matrices for UK Link Change Pack dated 15/06/2016	08/07/2016
1605 - RH - DA	Revised Change Summary from change pack dated 15 th June 2016	08/07/2016
1606 - RH - DA	REMIT Reporting – Gemini system (including Gemini Exit) Outage	11/07/2016
1607 - LH - SN	SDG Meeting Cancellation	14/07/2016
1608 - LH - SN	Change Pack 20th July	20/07/2016
1608.1 - LH - DA	UKLP Including Nexus Requirements - M03 Shipper Reference - Defect 10407	20/07/2016
1608.2 - LH - DA	UKLP Including Nexus Requirements – Additional Shipper Rejection Codes v2.10FA	20/07/2016
1608.3 - LH - SN	Transformation Rules Pack Six	20/07/2016
1608.4 - LH - DA	Gas Act Owner - Allowable Value 'U' File Format Description Change	20/07/2016
1608.5 - LH - DA	Temporary Suspension of M3.3.4b Validation on Shipper Provided ('Unbundled') Meter Readings	20/07/2016
1609 - LH - SN	SDG Meeting 1st August 2016	26/07/2016
1610 - LH - DA	Data Update Code – Statement of Current UK Link Treatment and Risks of Retaining Data Update Code	26/07/2016
1611 - LH - DA	Representation Matrices for UK Link Change Pack dated 06/07/2016	27/07/2016
1612 - LH - DA	Revised Change Summary from change pack dated 6th July 2016	27/07/2016
1612.1 - LH - DA	Revised Change Summary and Representation Responses: Leading Zero File Formats and Appendix	27/07/2016
1612.2 - LH - DA	Revised Change Summary and Representation Responses: Transformation Rules	27/07/2016
1613 - LH - DA	Data Update Code Meeting Invite for 5th August 2016	27/07/2016
1614 - LH - SN	Annual Quantity Review 2016: Notice of Implementation of AQ Non Effective Days (NEDs)	02/08/2016
1615 - LH - DA	Change Pack 3rd August 2016	03/08/2016
1615.1 - LH - DA	consolidated Nexus Change Log	03/08/2016

1616 - LH - DA	Revised Change Summary from change pack dated 27th July 2016	03/08/2016
1616.1 - LH - DA	Revised Change Summary and Representation Responses: File Transfer Guide v12.1	03/08/2016

**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
-	Gemini Summer Release	14/08/2016	3am	14/08/2016	5am (if extension required 6am)	Gemini Summer 2016 release (If an extended one hour outage is required, you will be notified via the ANS Handset)	14/07/2016
-	Gemini Summer Release	21/08/2016 (Contingency)	3am	21/08/2016 (Contingency)	5am (if extension required 6am)	Gemini Summer 2016 release (If an extended one hour outage is required, you will be notified via the ANS Handset)	14/07/2016
-	Gemini and Gemini Exit systems	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini Summer 2016 release	11/02/2016
-	Gemini and Gemini Exit systems	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini Summer 2016 release	11/02/2016

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined