

# **UK Link Committee Meeting**

# **Xoserve Report Pack**

Meeting Date: 11<sup>th</sup> July 2013 Reporting Month: June 2013

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Date:	6 <sup>th</sup> August 2013



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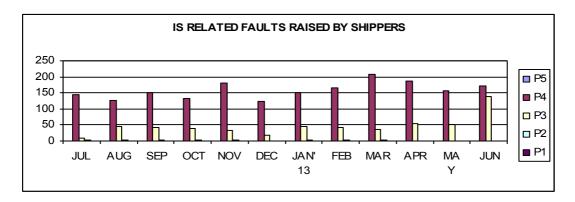
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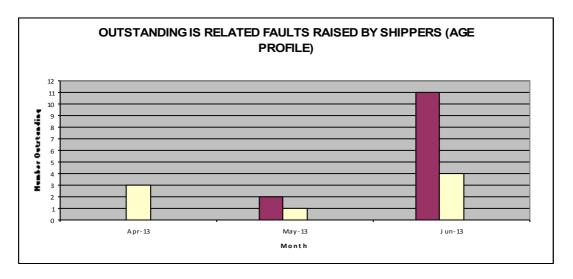
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
OCT	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
Total	3	1903	551	23	0	2480



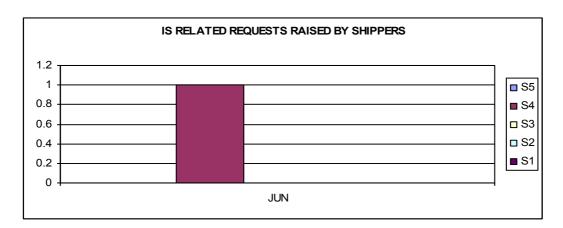
Outstanding Calls	P5	P4	P3	P2	P1	Total
Apr-13	0	0	3	0	0	3
May-13	0	2	1	0	0	3
Jun-13	0	11	4	0	0	15
Total (Per P Level)	0	13	8	0	0	21



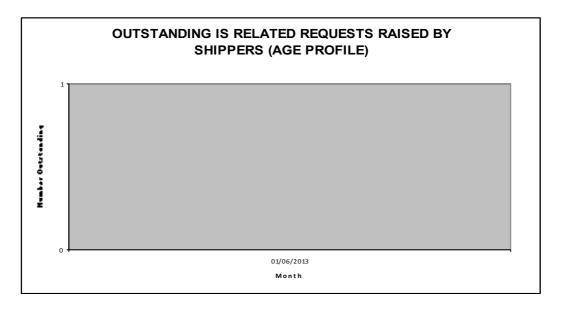


# **IS Requests Logged by Shippers**

Requests Raised	S5	S4	S3	S2	<b>S1</b>	Total
JUN	0	1	0	0	0	1
Total	0	1	0	0	0	1



Outstanding Calls	S5	S4	S3	S2	<b>S1</b>	Total
Jun-13	0	0	0	0	0	0
Total (Per P Level)	0	0	0	0	0	0





#### 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								
		Reporting Month: Jun 2013						
Performance measures	Target/max	Jun 2013	May 2013	Apr 2013	Mar 2013			
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03			
Gemini Service	99%	100%	100%	100%	100%			
Gemini Access (IX)	99%	100%	100%	100%	100%			
Nominations per day	8,300	4,848	4,918	4,869	4,991			
Re-nominations per day	4,200	19,986	20,048	19,996	20,045			
% of transactions < 4 sec's	95%	*99.90%	99.05%	98.63%	98.76%			
Transaction response time (in minutes)	n/a	*0.92	0.38	0.48	0.46			
Transactions per day	n/a	*388683	742039	765155	723393			
% Transaction change	n/a	*5.0%	-3.0%	5.7%	- 4.9%			

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

UK Link (Non-Gemini) Availability & Performance							
		Reporting Month: Jun 2013					
Performance measures	Target/max	Jun 2013	May 2013	Apr 2013	Mar 2013		
		01/06 – 30/06	01/05 – 31/05	01/04 - 30/04	01/03 – 31/03		
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								
Ir	npact Codes P1 / P2	Reporting Month: Jun 2013							
Code	Problems v Time to	Jun 2013	May 2013	Apr 2013	Mar 2013				
Code	resolve	01/06 - 30/06	01/05 - 31/05	01/04 - 30/04	01/03 - 31/03				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P2	2-3 hr	2	0	0	0				
F2	3-4 hr	1	0	0	0				
	4-5 hr	2	0	0	0				
	>5 hr	0	0	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
F'I	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 "June" 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 "June" 2013 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 "June" 2013 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 "June" 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
1217 - JH - LCh	Approved Business Requirements Documents for COR2528 'Smart Metering UNC MOD 0430 Foundation Stage & COR2831 'Smart Metering UNC MOD 0430 & iGT MOD 047 DCC Day 1 Analysis - For Information	07/06/2013
1218 - JH - MR	Successful Implementation - COR0984 Gemini Re-platforming Project	11/06/2013
1219 - JH - EB	Successful Implementation – COR2257 Increased Choice when Applying for NTS Exit Capacity	14/06/2013
1220 - JH - DA	June Change Pack	14/06/2013
1220.1 - JH - EB	COR2970 New Quantity Holders for RIIO - For Representation	14/06/2013
1220.2 - JH - DA	Consistent Organisation Notation - Withdrawal of Strategic Change / Tactical Change Approach - For Representation.	14/06/2013
1220.3 - JH - SN	Proposed Approach for Smart DCC Day 1 Implementation in UK Link Systems - For Representation	14/06/2013
1220.4 - JH - IS	Class 2 Modification - COR2479 '21 day switching (UNC PROPOSAL 0403) - For Representation - Operational Impact Only - For Representation	14/06/2013
1220.5 - JH - DA	UK Link Security Policy Revised Approach - For Information	14/06/2013
1220.6 - JH - DA	Representation Matrices for May's Change Pack	14/06/2013
1220.7 - JH - TL	Class 1 Modification – UK Link Outages in August - For Representation	14/06/2013
1221.JH- DA	June Change Pack Part 2 of 2	20/06/2013
1221.1 - JH - DA	COR2449 'Retention of MAM ID in Transporter Systems at change of Shipper (MOD 437)- Scenario Volumetrics - For Information	20/06/2013
1222 - JH - CF	XP1 Service Questionnaire	02/07/2013
1223 - JH - DA	Nil Response to 1220.1 - JH - EB - COR2970 New Quantity Holders for RIIO - For Representation	02/07/2013
1224 - JH - DA	Nil Response to 1220.3 - JH - SN Proposed Approach for Smart DCC Day 1 Implementation in UK Link Systems - For Representation	02/07/2013
1225 - JH - DA	Nil Response to 1220.7 - JH - TL- Class 1 Modification – UK Link Outages in August - For Representation	02/07/2013
1226 - JH - DA	Nil Response to 1221.1 - JH - DA COR2449 'Retention of MAM ID in Transporter Systems at change of Shipper (MOD 437) - Scenario Volumetrics	02/07/2013



Report E

Forthcoming Outage Notifications

IIIZI CD	Impropersed		Outage	Duration		Committee	
UKL CR No.	Impacted System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
<u>26501.</u>	<u>CMS</u>	10/08/13	<u>09:00</u>	10/08/13	<u>23:00</u>	<u>UKLink Performance</u> <u>Improvements</u>	14/06/13
<u>26501.</u>	<u>CMS</u>	<u>17/08/13</u>	<u>09:00</u>	<u>17/08/13</u>	<u>23:00</u>	<u>UKLink Performance</u> <u>Improvements</u>	<u>14/06/13</u>
<u>2874</u>	<u>UKLink/DNL</u> <u>ink</u>	<u>20/09/13</u>	<u>07:00</u>	22/09/201 3	<u>07:00</u>	Phase 3: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	<u>20/09/13</u>	<u>07:00</u>	<u>22/09/13</u>	<u>07:00</u>	Phase 3: AQ Review 2013  activities  RGMA file (JOB/UPD)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	<u>20/09/13</u>	<u>07:00</u>	<u>22/09/13</u>	<u>07:00</u>	Phase 3: AQ Review 2013  activities  RGMA file (MAM)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	21/09/13	<u>00:00</u>	22/09/13	<u>07:00</u>	Phase 3: AQ Review 2013  activities  Transfer of ownership  (early morning  SPA suite and TRF files)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	21/09/13	<u>00:00</u>	22/09/13	<u>07:00</u>	Phase 3: AQ Review 2013  activities  NDM AQ/SOQ data to Gemini (AAQ/MDS)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	21/09/13	<u>07:00</u>	22/09/13	<u>07:00</u>	Phase 3: AQ Review 2013  activities  UMR file	<u>05/07/13</u>
<u>2874</u>	<u>UKLink/DNL</u> <u>ink</u>	<u>30/09/13</u>	<u>07:00</u>	02/10/13	<u>14:00</u>	Phase 4: AQ Review 2013  activities  The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	<u>30/09/13</u>	<u>07:00</u>	02/10/13	<u>14:00</u>	Phase 4: AQ Review 2013  activities  UMR file	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	30/09/13	<u>07:00</u>	02/10/13	<u>14:00</u>	Phase 4: AQ Review 2013  activities  RGMA file (JOB/UPD)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	<u>30/09/13</u>	<u>07:00</u>	02/10/13	<u>14:00</u>	Phase 4: AQ Review 2013  activities  RGMA file (MAM)	<u>05/07/13</u>
<u>2874</u>	<u>UKLink</u>	<u>02/10/13</u>	<u>00:00</u>	02/10/13	<u>14:00</u>	Phase 4: AQ Review 2013  activities  Transfer of ownership  (early morning  SPA suite and TRF files)	<u>05/07/13</u>
<u>2874</u>	<u>Data</u> <u>Enquiry</u>	<u>04/10/13</u>	<u>00:00</u>	04/10/13	<u>12:00</u>	Phase 4: AQ Review 2013	<u>05/07/13</u>



Key:

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