UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th July 2014
Reporting Month: June 2014

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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUL	0	206	204	0	0	**410**
*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**
Total	**0**	**1325**	**2602**	**16**	**0**	**3958**

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

IS RELATED FAULTS RAISED BY SHIPPERS
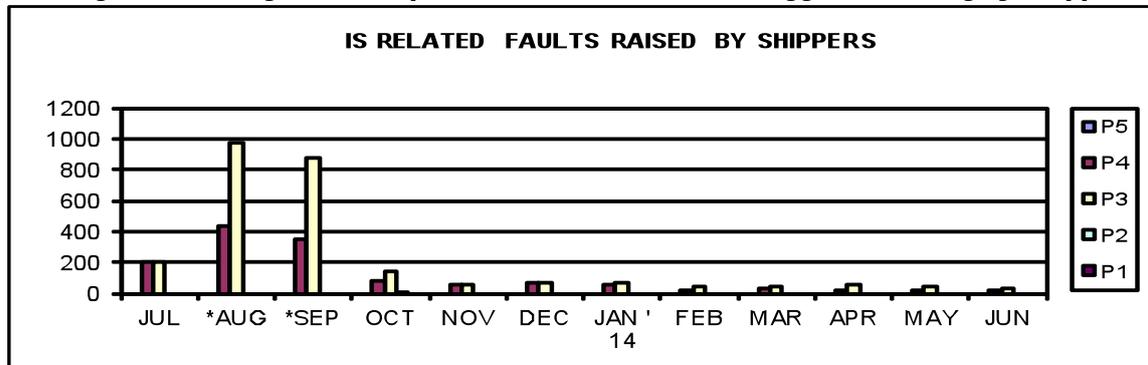
Outstanding Calls	P5	P4	P3	P2	P1	Total
Apr-14	0	1	3	0	0	**4**
May-14	0	1	1	0	0	**2**
Jun-14	0	4	0	0	0	**4**
Total (Per P Level)	**0**	**6**	**4**	**0**	**0**	**10**

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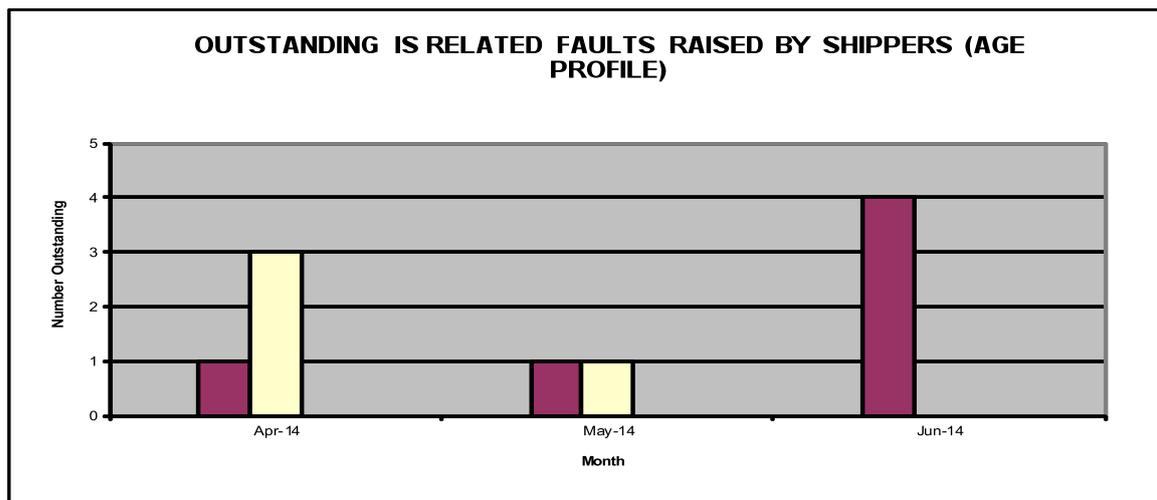
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
*AUG	213	0	0	0	0	213
*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
Total	1139	364	37	0	1073	2211

The figures for Aug'13 and Sep'13 contain ALL IS Requests logged including by Shippers.
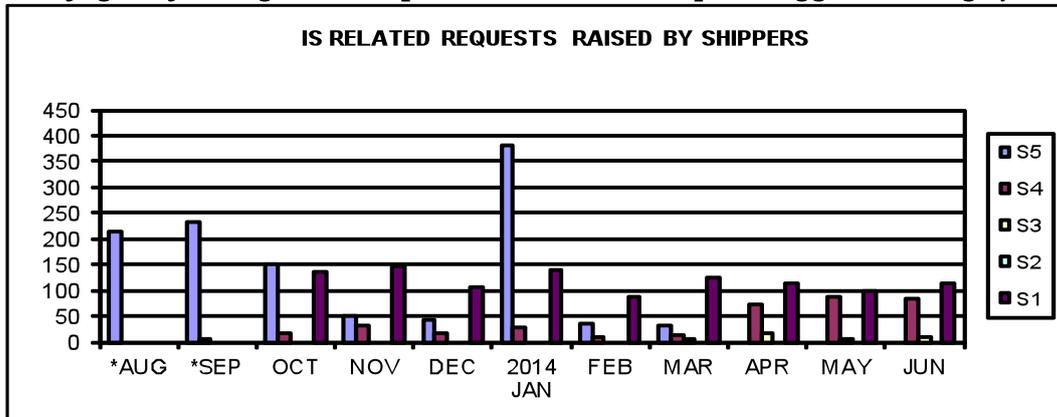
Outstanding Calls	S5	S4	S3	S2	S1	Total
Apr-14	0	10	0	0	0	10
May-14	0	10	0	0	0	10
Jun-14	0	4	0	0	0	4
Total (Per P Level)	0	24	0	0	0	24
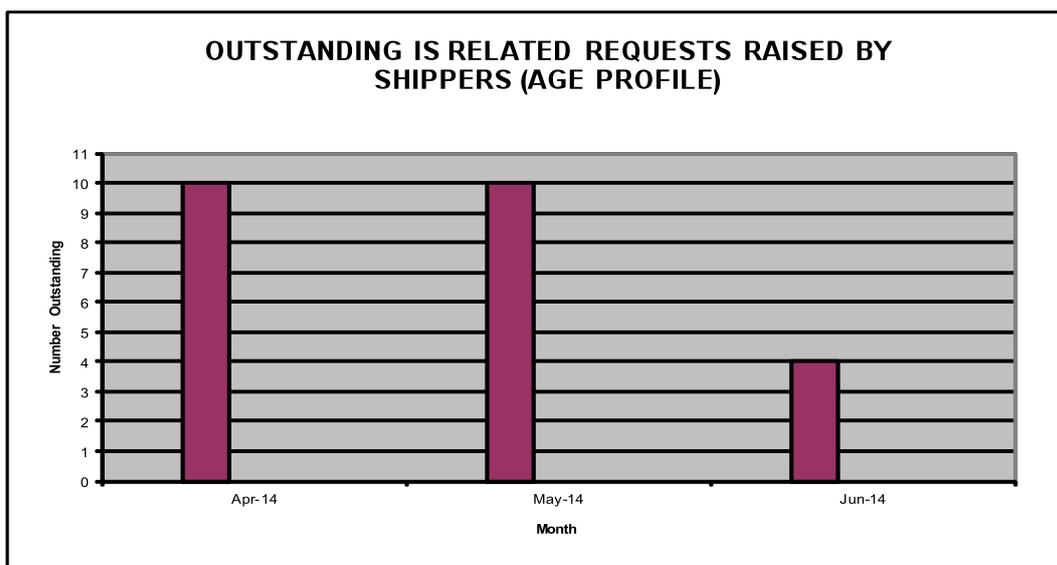
Report B

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: Jun 2014			
		Jun 2014	May 2014	Apr 2014	Mar 2014
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/03	01/03 – 31/03
Gemini Service	99%	99.93%	99.68%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,029	4,945	4,918	5,088
Re-nominations per day	4,200	21,029	20,991	20,990	20,753
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.26	0.25	0.29	0.29
Transactions per day	n/a	1228615	1078345	796317	855274
% Transaction change	n/a	13.9%	35.4%	-6.9%	157.9%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2014			
		Jun 2014	May 2014	Apr 2014	Mar 2014
		01/06 – 30/06	01/05 – 31/04	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					
Impact Codes P1 / P2		Reporting Month: Jun 2014			
Code	Problems v Time to resolve	Jun 2014	May 2014	Apr 2014	Mar 2014
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
P2	<1hr	3	2	0	2
	1-2 hr	3	0	2	2
	2-3 hr	0	1	3	1
	3-4 hr	0	1	0	0
	4-5 hr	0	1	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

Report C

Mod 565 Monthly Liabilities Report

<u>**TSL10a - File format / UK Link (Consultation period)**</u>

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" 2014** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = £**0** per Shipper.

<u>**TS10c - Failure to Implement Changes**</u>

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" 2014** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = £**0** per shipper.

<u>**TSL12a - System Failure 24 Hours +**</u>

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" 2014** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = £**0** per Shipper.

<u>**TSL12b – System Recovery**</u>

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" 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
1291 - LH - DA	Representation Matrices' for the May 14 - Change Pack	03/06/2014
1292 - LH - DA	Migration of UK Link Storage – Revised Phase 2 Outage	03/06/2014
1293 - LH -DA	Revised Times - Migration of UK Link Storage – Revised Phase 2 Outage	04/06/2014
1294 - LH - DA	Summary of Information Previously Communicated for COR2789 Measures to Address Shipperless and Unregistered Sites	05/06/2014
1295 - LH -DA	June 2014 Change Pack - Part 1of 2	13/06/2014
1295.1 - LH - DA	ANS Replacement	13/06/2014
1295.2 - LH - DA	COR 2528.2 - GEA scenarios	13/06/2014
1295.3 - LH - DA	COR 3288.2 - Supplier Portfolio – Output file	13/06/2014
1295.4 - LH -DA	Treatment and Conditionality Documents	13/06/2014
1295.5 - LH - DA	M83 CDR File Format	13/06/2014
1295.6 - LH - DA	450B "Monthly revision of erroneous SSP AQs outside the User AQ Review Period" rejection Codes	13/06/2014
1295.7 - LH - DA	Class 1 UK Link Modification Proposal - Change to approach for Updates to EFT Log	13/06/2014
1295.8 - LH - DA	UNC Modification 455 Phase 1 Implementation Approach	13/06/2014
1295.9 - LH - DA	Identifying Contacts in SPUR Status for COR2789 Measures to Address Shipperless and Unregistered Sites	13/06/2014
1296 - LH - DA	UK Link Maintenance Saturday 14th – Sunday 15th June	17/06/2014
1297 - LH -DA	June 2014 Change Pack - Part 2 of 2	20/06/2014
1297.1 - LH -DA	COR 2789.1 - Measure to Address Unregistered and Shipperless - Amended Implementation Date	20/06/2014
1297.2 - LH -DA	COR 3186 - Billing for Site Visits associated with UNC Modifications 410a, 424 and 425 and MOD 675 - Confirmation of 28th November 2014 Implementation Date	20/06/2014

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**		
-	*Gemini & Gemini Exit*	*05/07/2014*	*04:15*	*05/07/2014*	*08:30 (Possible extention 12:30)*	*Service Outage: Annual test to prove Disaster Recovery capabilities and procedures for Gemini and Gemini Exit*	*03/07/14*
-	*Gemini & Gemini Exit*	*06/07/2014*	*04:00*	*06/07/2014*	*08:00 (Possible extention 12:00)*	*Service Outage: Annual test to prove Disaster Recovery capabilities and procedures for Gemini and Gemini Exit*	*03/07/14*
3262	*Data Enquiry*	*04/10/2014*	*06:00*	*04/10/2014*	*12:00*	*DE Outage required for AQ2014*	*10/07/14*
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*	*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*	*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/DN Link/CMS*	*30/09/14*	*07:00*	*02/10/14*	*14:00*	***AQ Go Live : AQ Review 2014 activities***	*10/07/14*

3262	UK Link/DN Link/CMS	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 file)*	10/07/14

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