

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 11th June 2015
Reporting Month: May 2015

Authors (for this version):	Amjad Hussain
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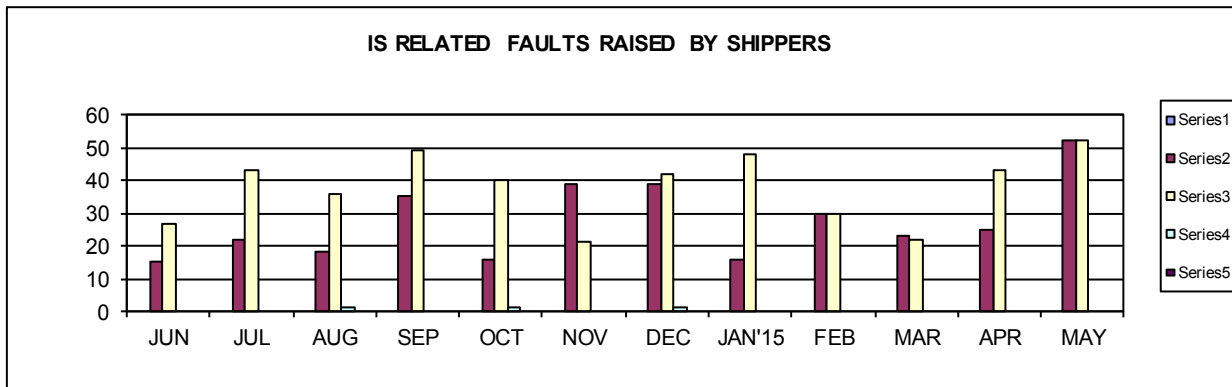
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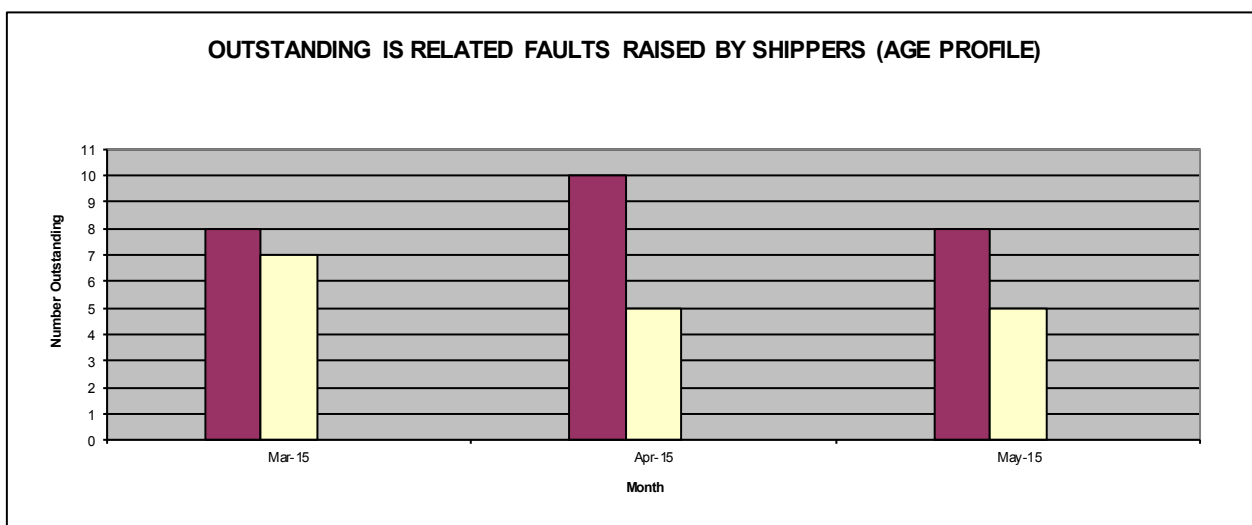
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
OCT	0	16	40	1	0	57
NOV	0	39	21	0	0	60
DEC	0	39	42	1	0	82
JAN'15	0	16	48	0	0	64
FEB	0	30	30	0	0	60
MAR	0	23	22	0	0	45
APR	0	25	43	0	0	68
MAY	0	52	52	0	0	104
Total	0	330	453	3	0	786

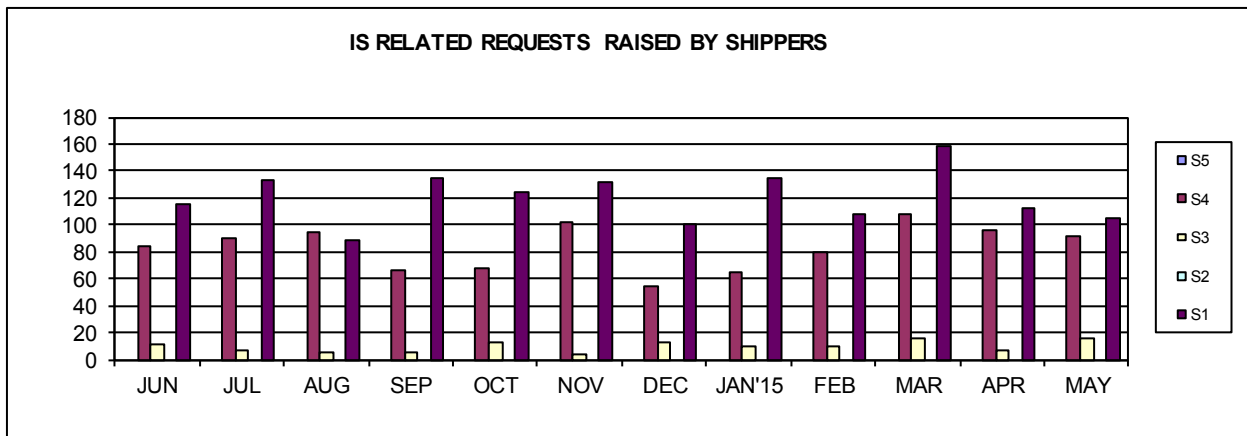


Outstanding Calls	P5	P4	P3	P2	P1	Total
Mar-15	0	8	7	0	0	15
Apr-15	0	10	5	0	0	15
May-15	0	8	5	0	0	13
Total (Per P Level)	0	26	17	0	0	43

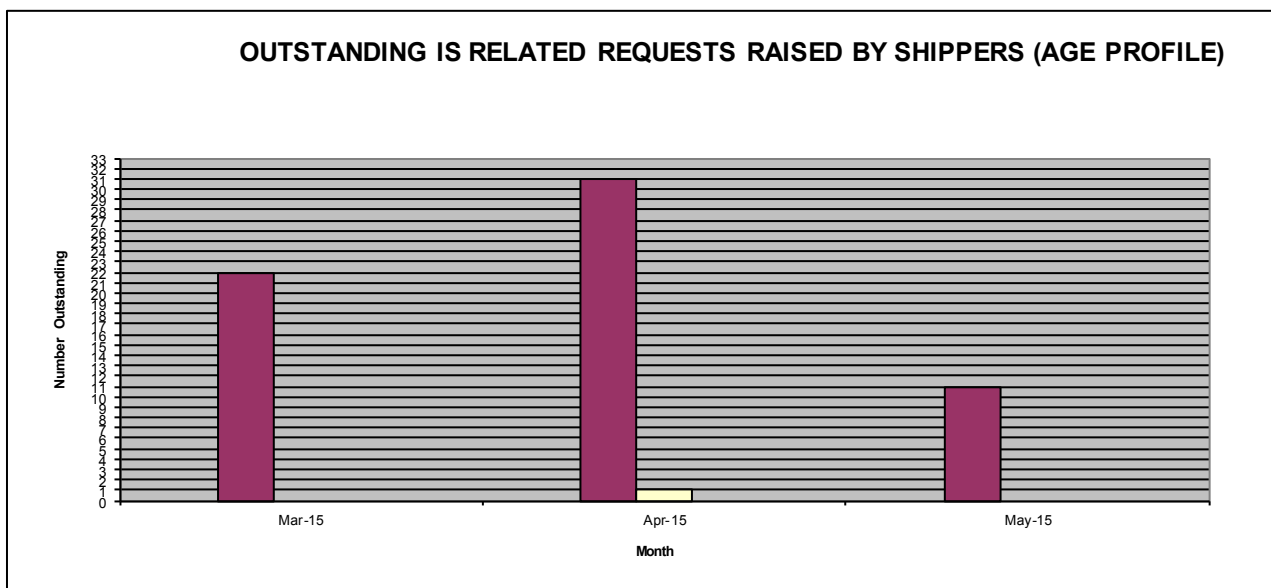


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
SEP	0	66	5	0	134	205
OCT	0	67	12	0	124	203
NOV	0	102	4	0	132	238
DEC	0	54	12	0	101	167
JAN'15	0	65	10	0	135	210
FEB	0	80	10	0	108	198
MAR	0	108	15	0	158	281
APR	0	96	7	0	112	215
MAY	0	92	15	0	105	212
Total	0	998	112	0	1445	2555



Outstanding Calls	S5	S4	S3	S2	S1	Total
Mar-15	0	22	0	0	0	22
Apr-15	0	31	1	0	0	32
May-15	0	11	0	0	0	11
Total (Per P Level)	0	64	1	0	0	65



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: May 2015			
		May 2015	Apr 2015	Mar 2015	Feb 2015
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,955	4,948	5,135	5,048
Re-nominations per day	4,200	21,437	21,701	21,614	22,042
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.27	0.25	0.26	0.25
Transactions per day	n/a	881553	901294	987224	1005922
% Transaction change	n/a	-2.2%	-8.7%	- 1.8%	1.0%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: May 2015			
		May 2015	Apr 2015	Mar 2015	Feb 2015
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
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: May 2015			
Code	Problems v Time to resolve	May 2015	Apr 2015	Mar 2015	Feb 2015
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
P2	<1hr	1	1	1	0
	1-2 hr	3	0	1	0
	2-3 hr	0	1	0	2
	3-4 hr	0	0	0	0
	4-5 hr	1	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

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 “**May**” **2015** 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 “**May**” **2015** 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 “**May**” **2015** 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 “**May**” **2015** 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 (Number/Sender/ Signatory)	Subject	Date of Issue
1399 - LH - SN	Representation Matrices for April 2015 Change Pack Part 1, 2 & 3	06/05/2015
1400 - LH - SN	Portal Screen Walkthrough Invitation	12/05/2015
1401 - LH - SN	Data Enquiry & UK Link - Disaster Recovery Test 16th & 17th May 2015	15/05/2015
1402 - LH - SN	UK Link Change Pack May 2015 Part 1 of 2	15/05/2015
1402.1 - LH - SN	COR3187 EU Code Change Phase 2 Delivery - Revised File Formats	15/05/2015
1402.2 - LH - SN	COR1154.15.10 - UKLP Including Nexus requirement – General Portal Screen	15/05/2015
1402.3 - LH - SN	COR 3312.2 - Security of Supply – GDE Cashout and Compensation Arrangements – Phase 2 - Revised	15/05/2015
1403 - LH - SN	UK Link Change Pack May 2015 Part 2 of 2	22/05/2015
1404 - RH - SN	UKLP Including Nexus Requirements – Shipper Rejection Codes – V2.2 Published	26/05/2015

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	12/01/15
3187	Gemini and Gemini Exit systems	06/09/2015	4am	06/09/2015	9am (11am contingency)	Principal implementation To comply with the new European Network Codes in October 2015	03/09/15
3187	Gemini and Gemini Exit systems	13/09/2015	4am	13/09/2015	9am (11am contingency)	First contingency To comply with the new European Network Codes in October 2015	03/09/15
<i>3187</i>	<i>Gemini and Gemini Exit systems</i>	<i>20/09/2015</i>	<i>4am</i>	<i>20/09/2015</i>	<i>9am (11am contingency)</i>	<i>Second Implementation To comply with the new European Network Codes in October 2015</i>	<i>11/06/15</i>
3187	Gemini and Gemini Exit systems	04/10/2015	3am (post implementation of gas day changes) 4am (if gas day change implementation is delayed)	04/10/2015	8am ((10am contingency) post implementation of gas day changes) 9am (11am contingency) if gas day change implementation is delayed)	Second contingency To comply with the new European Network Codes in October 2015	11/06/15

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