UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th June 2014
Reporting Month: May 2014

Authors (for this version):	Amjad Hussain
Version:	V1
Date:	9th June 2014

Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUN	0	172	139	0	0	311
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
Total	0	1497	2714	16	0	4227

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

IS RELATED FAULTS RAISED BY SHIPPERS
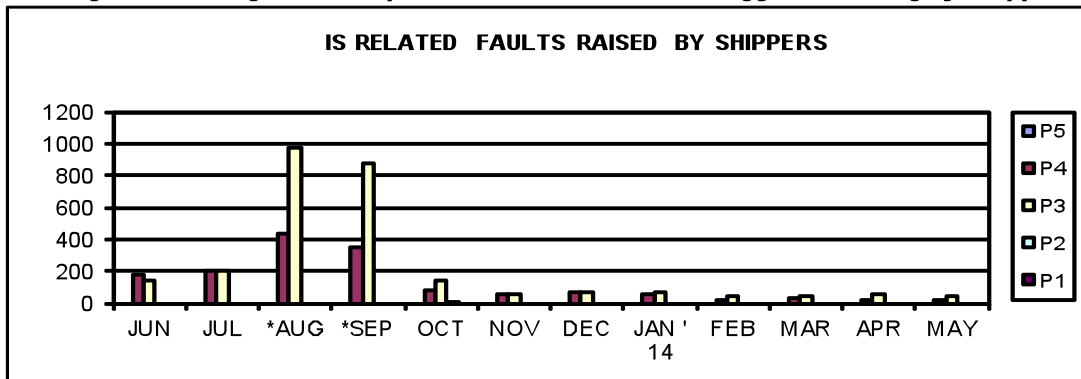
Outstanding Calls	P5	P4	P3	P2	P1	Total
Mar-14	0	9	6	0	0	15
Apr-14	0	1	3	0	0	4
May-14	0	1	1	0	0	2
Total (Per P Level)	0	11	10	0	0	21

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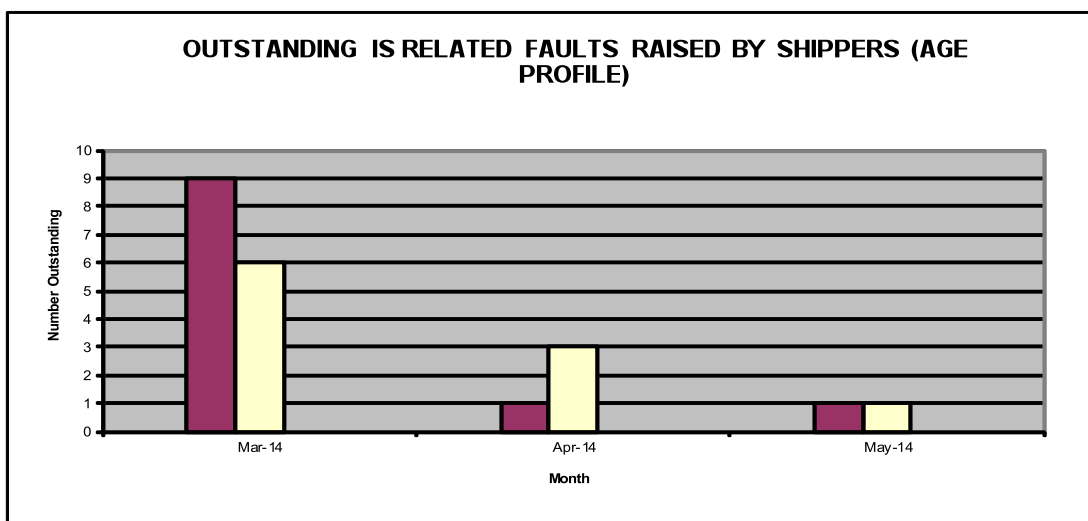
IS Requests Logged by Shippers

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**
Total	1139	280	26	0	958	2211

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

IS RELATED REQUESTS RAISED BY SHIPPERS
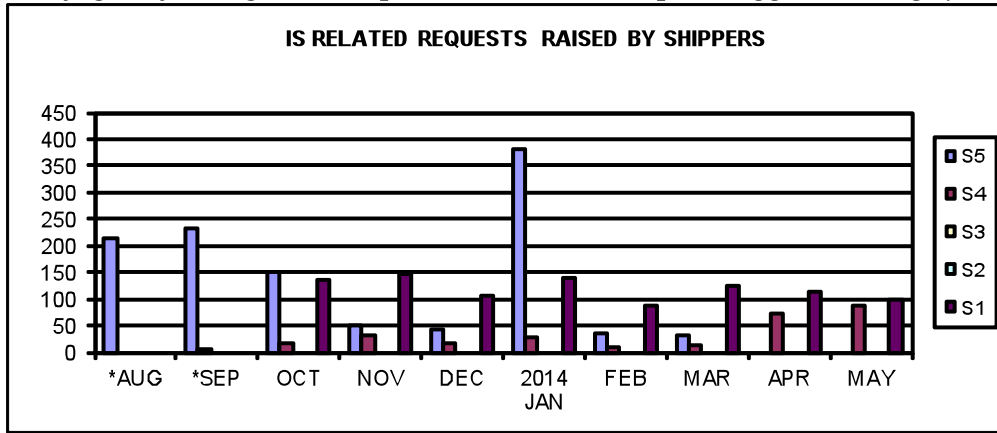
Outstanding Calls	S5	S4	S3	S2	S1	Total
Mar-14	5	6	0	0	0	**11**
Apr-14	0	10	0	0	0	**10**
May-14	0	10	0	0	0	**10**
Total (Per P Level)	5	26	0	0	0	31

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
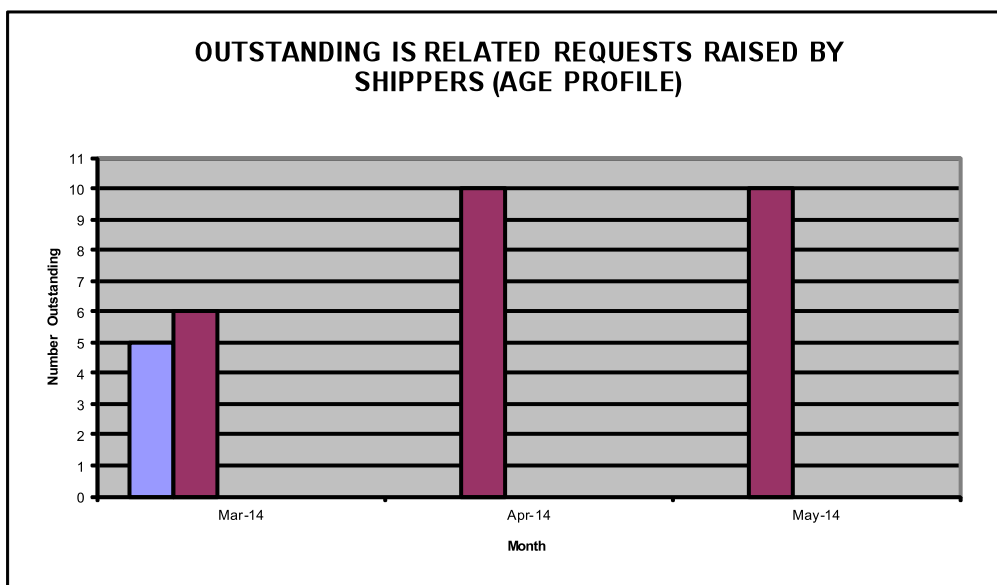
Report B

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 99.68%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
		Reporting Month: Apr 2014			
Performance measures	Target/max	May 2014	Apr 2014	Mar 2014	Feb 2014
		01/05 – 31/05	01/04 – 30/03	01/03 – 31/03	01/02 – 28/02
Gemini Service	99%	99.68%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,945	4,918	5,088	4,994
Re-nominations per day	4,200	20,991	20,990	20,753	20,784
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.25	0.29	0.29	0.38
Transactions per day	n/a	1078345	796317	855274	*331607
% Transaction change	n/a	35.4%	-6.9%	157.9%	-58.3%

Patching activity for Precise Server, web server agents were down in turn impacted loading data.

UK Link (Non-Gemini) Availability & Performance					
		Reporting Month: Apr 2014			
Performance measures	Target/max	May 2014	Apr 2014	Mar 2014	Feb 2014
		01/05 – 31/04	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 2014			
Code	Problems v Time to resolve	May 2014	Apr 2014	Mar 2014	Feb 2014
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
P2	<1hr	2	0	2	1
	1-2 hr	0	2	2	0
	2-3 hr	1	3	1	0
	3-4 hr	1	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

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" 2014** 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" 2014** 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" 2014** 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" 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
1284 - LH - DA	Implementation of K08 Validation of the MAM ID	01/05/2014
1285 - LH - DA	Migration of UK Link Storage - For information (Outage Postponed)	02/05/2014
1285 - LH -DA	Representation Matrices' for the April 14 - Change Pack	06/05/2014
1286 - LH -DA	UNC Modification 0431 - Shipper/Transporter - Meter Point Portfolio Reconciliation - REMINDER	02/05/2014
1286 - LH - DA	May 2014 Change Pack	09/05/2014
1286.1 - LH -DA	COR 3288.2 – Supplier Portfolio – Output File – Notification of Revised Implementation Date of 13th June 2014	09/05/2014
1286.2 - LH - DA	Removal of UK Link Committee Minutes 2003-April 2005	09/05/2014
1286.3 - LH - DA	Proposed Class 1 UK Link Modification - M83 Record	09/05/2014
1286.4 - LH - DA	COR 3316.2 – MOD451AV File Formats for Representation	09/05/2014
1286.5 - LH - DA	COR 3186 Billing for Site Visits associated with UNC Modifications 410a, 424 and 425 and MOD 675 – Change Information and Updated File Format for Representation	09/05/2014
1286.6 - LH - DA	COR3286 - Supply Point Registration - Facilitation of Faster Switching Approved File Format	09/05/2014
1287 - LH - DA	Peterborough Power Outage	15/05/2014
1288 - TC - DA	UNC Modification 0431 - Shipper/Transporter - Meter Point Portfolio Reconciliation - REMINDER	20/05/2014
1289 - LH -DA	COR3286 - Supply Point Registration - Facilitation of Faster Switching Approved File Format	23/05/2014
1290 - LH - DA	UK Link Forthcoming Outage - Change Order Request (COR) 2831.1 Smart Metering 'DCC Day 1' Outage Notification for UK Link Committee / SPAA / UP - June 2014.	23/05/2014

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**		
2831.1	UK Link	28/06/2014	05:30	28/06/2014	07:00	COR 2831.1 Smart Metering DCC Day 1	23/05/2014
2831.1	Data Enquiry (Non UK Link System)	29/06/2014	10:00	29/06/2014	18:00	Data Enquiry will NOT be Available to System Users	23/05/2014
-	UK Link	14/06/2014	01:30	14/06/2014	07:00	Migration of UK Link Storage – Revised Phase 2 Outage	03/06/2014
-	UK Link	15/06/2014	01:30	15/06/2014	07:00	Migration of UK Link Storage – Revised Phase 2 Outage	03/06/2014

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