

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th October 2015
Reporting Month: September 2015

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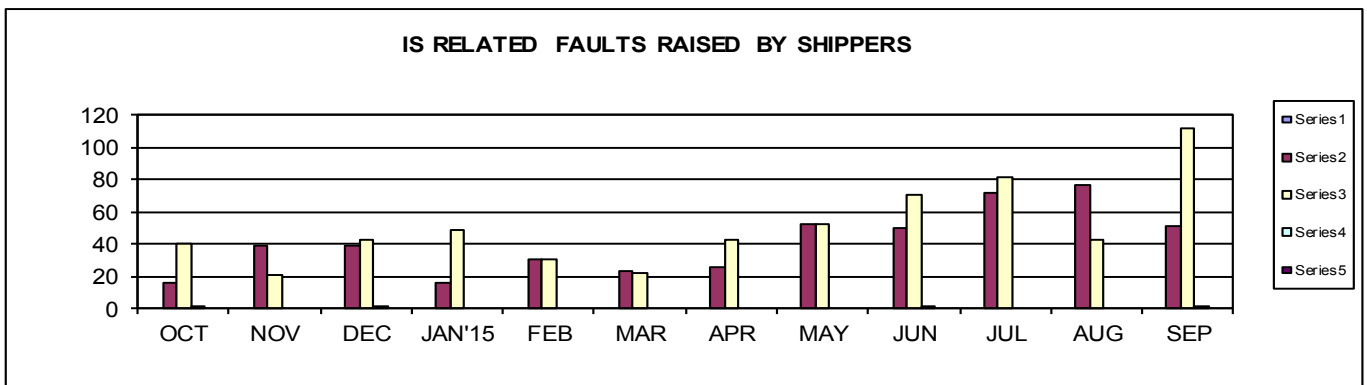
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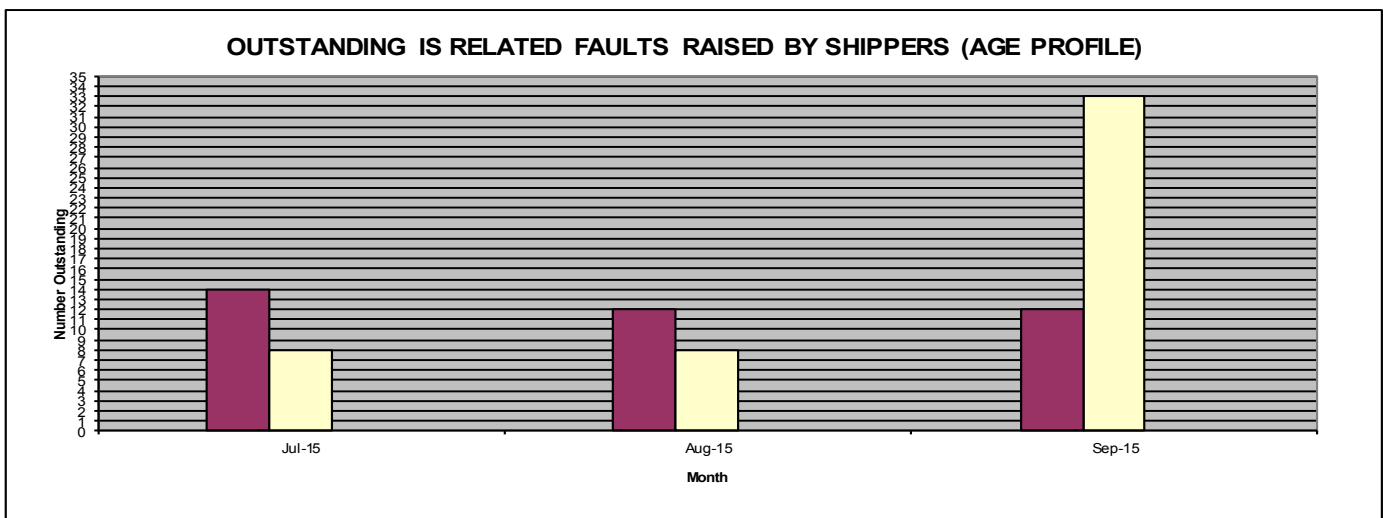
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
JUN	0	50	70	1	0	121
JUL	0	71	81	0	0	152
AUG	0	77	43	0	0	120
SEP	0	51	112	1	0	164
Total	0	489	604	4	0	1097

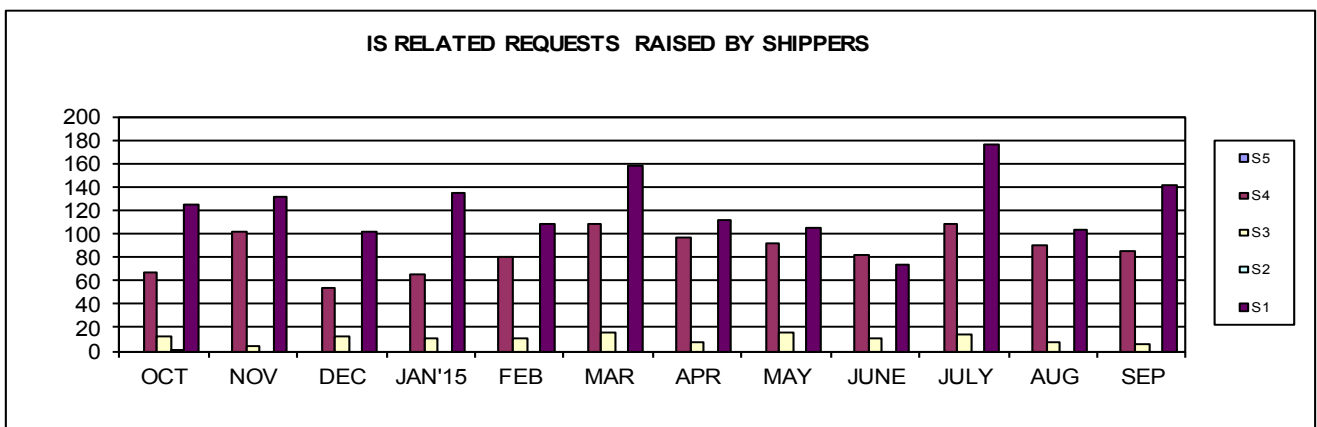


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jul-15	0	14	8	0	0	22
Aug-15	0	12	8	0	0	20
Sep-15	0	12	33	0	0	45
Total (Per P Level)	0	38	49	0	0	87

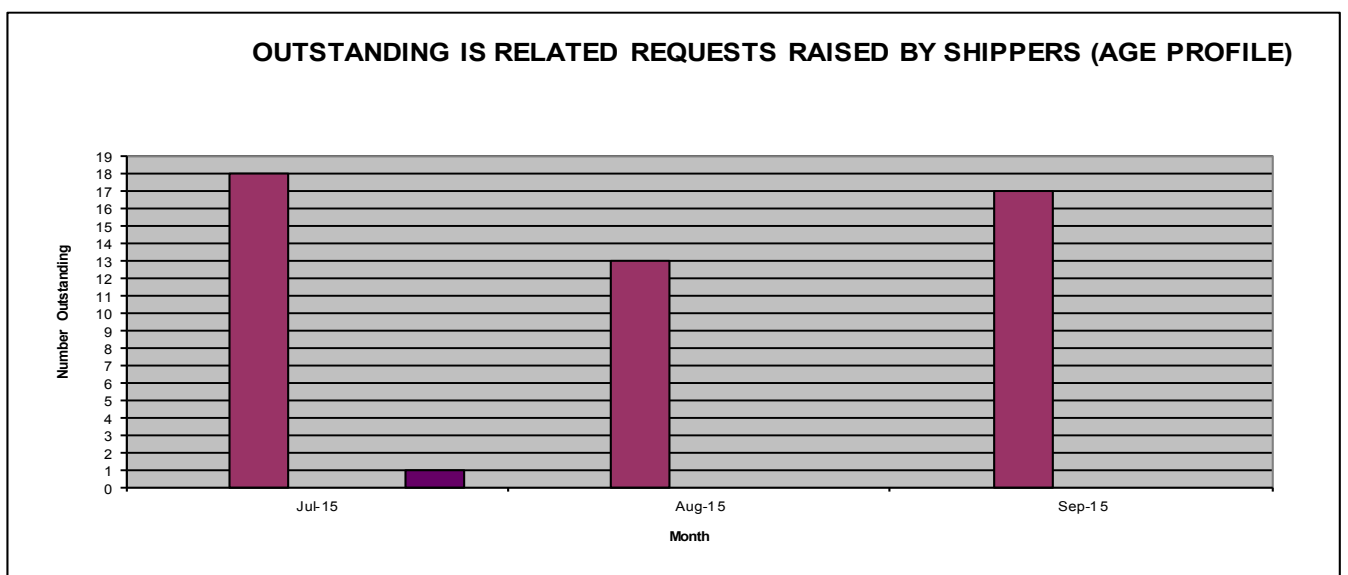


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
JUNE	0	81	10	0	73	164
JULY	0	108	14	0	176	298
AUG	0	90	8	0	103	201
SEP	0	85	6	0	141	232
Total	0	1028	123	0	1468	2619



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jul-15	0	18	0	0	1	19
Aug-15	0	13	0	0	0	13
Sep-15	0	17	0	0	0	17
Total (Per P Level)	0	48	0	0	1	49



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 99.91%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Sep 2015			
		Sep 2015	Aug 2015	Jul 2015	Jun 2015
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
Gemini Service	99%	99.91%	100%	100%	99.09%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,920	4,920	5,120	4,893
Re-nominations per day	4,200	21,782	21,853	21,893	22,025
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.30	0.26	0.26	0.25
Transactions per day	n/a	1149782	930313	873962	836308
% Transaction change	n/a	23.6%	6.4%	4.5%	-5.1%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Sep 2015			
		Sep 2015	Aug 2015	Jul 2015	Jun 2015
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
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: Sep 2015			
Code	Problems v Time to resolve	Sep 2015	Aug 2015	Jul 2015	Jun 2015
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
P2	<1hr	1	1	4	2
	1-2 hr	3	0	0	2
	2-3 hr	0	0	1	1
	3-4 hr	1	0	1	0
	4-5 hr	0	0	0	0
	>5 hr	1	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	1

*For June 2015 there was a P1 due to Data Centre outage.

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 “**September**” 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 “**September**” 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 “**September**” 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 “**September**” 2015 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
1446 - RH - SN	Postponed Implementation: New Xoserve Website	01/09/2015
1447 - RH - SN	Representation Matrices for 14/08/15 Change Pack	01/09/2015
1448 - RH - SN	EFT Audit Log frequency - Update to Implementation Date	03/09/2015
1449 - RH - SN	COR1154.15 - UKLP Including Nexus requirement – Negative values clarification	04/09/2015
1450 - RH - SN	UK Link Programme - including Nexus Requirements – Potential Changes to File Formats for September Change Pack	04/09/2015
1451 - RH - SN	Successful Implementation of EU Phase 2	07/09/2015
1452 - LH - SN	Revised 1447 Representation Matrices issued in change pack 14/08/15	08/09/2015
1453 - LH - SN	UK Link Change Pack September 2015 Part 1 of 2	11/09/2015
1453.1 - LH - SN	Amendments to OTA and ECO file format	11/09/2015
1453.2 - LH - SN	COR1154.15 UKLP Including Nexus Requirements - General Shipper Templates	11/09/2015
1453.3 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – Amended File Formats September	11/09/2015
1453.4 - LH - SN	Principles for Amendment to RGMA Rejection Codes or Notes, and New Rejection Note for Representation for COR3413 - Removal of 'Automatic' creation of Meter Models on Receipt of RGMA Transactions	11/09/2015
1453.5- LH - SN	New Xoserve website - Revised Implementation	11/09/2015
1454 - LH - SN	AQ Review 2015 – Offer Review Process Completion Notice	15/09/2015
1455 - LH - SN	UK Link Change Pack September 2015 Part 1 of 2	18/09/2015
1455.1 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – UKLP Including Nexus Requirements – Shipper Rejection Codes – V2.3	18/09/2015
1455.2 - LH - SN	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V13	18/09/2015
1456 - LH - SN	Amendments to Gemini API Specifications	21/09/2015
1457 - LH - SN	COR 3312 - Security of Supply – GDE Cashout and Compensation Arrangements	22/09/2015
1458- RH - SN	UKLC Accelerated Approvals Process	29/09/2015
1459 - RH - SN	Notification of New User Admissions under the Uniform Network Code	30/09/2015
1460- RH - SN	1460- RH - SN - COR 3538 – Changes to the EFT Audit File Frequency	30/09/2015

**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	20/09/2015	4am	20/09/2015	6am (8am contingency)	Secondary Implementation To comply with the new European Network Codes in October 2015	5/08/15
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	5am ((7am contingency) post implementation of gas day changes) 6am ((8am contingency) if gas day change implementation is delayed)	Contingency for Secondary implementation To comply with the new European Network Codes in October 2015	5/08/15
TBC	Gemini and Gemini Exit Systems	25/10/2015	3am UK BST (2am GMT)	25/10/2014	5am GMT	<i>Clock Change from UK BST to UK GMT 2015</i> <i>The Gemini system clock changes back to BST at the later time of 04:30 BST (03:30 GMT) to allow the previous days processing to complete</i> <i>The normal housekeeping window will therefore be extended by one hour (3 hour outage)</i>	11/09/14

<i>TBC</i>	<i>Contact Management Service</i>	<i>07/11/2015</i>	<i>12am</i>	<i>07/11/2015</i>	<i>7am</i>	<i>Annual disaster recovery test for Contact Management Service Application</i>	<i>08/10/2015</i>
<i>TBC</i>	<i>Contact Management Service</i>	<i>08/11/2015</i>	<i>12am</i>	<i>08/11/2015</i>	<i>7am</i>	<i>Annual disaster recovery test for Contact Management Service Application</i>	<i>08/10/2015</i>
<i>3572</i>	<i>Gemini and Gemini Exit systems</i>	<i>10/04/2016</i>	<i>3am</i>	<i>10/04/2016</i>	<i>8am</i>	<i>Third Implementation To comply with the new European Network Codes in May 2016</i>	<i>08/10/2015</i>
<i>3572</i>	<i>Gemini and Gemini Exit systems</i>	<i>24/04/2016</i>	<i>3am</i>	<i>10/04/2016</i>	<i>8am</i>	<i>Contingency for Third Implementation To comply with the new European Network Codes in May 2016</i>	<i>08/10/2015</i>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined