UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th October 2013
Reporting Month: September 2013

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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
JUL	0	206	204	0	0	410
AUG	0	440	969	0	0	1409
SEP	0	343	876	0	0	1219
Total	3	2468	2505	17	0	4993
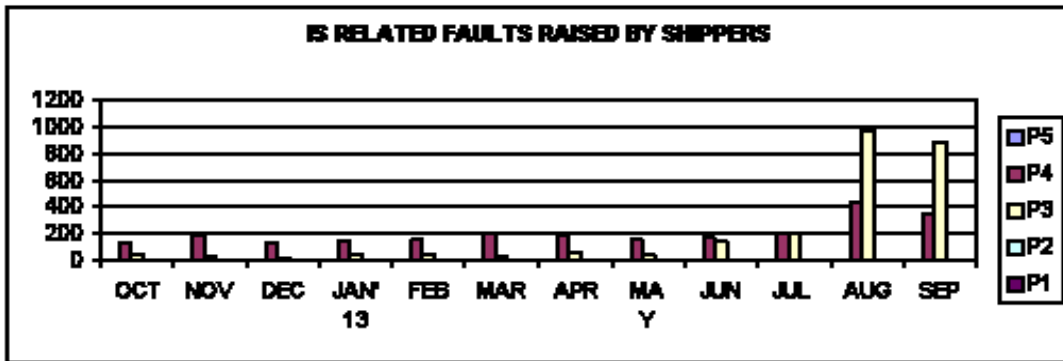
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jul-13	0	10	17	0	0	27
Aug-13	0	31	11	0	0	42
Sep-13	0	16	19	0	0	35
Total (Per P Level)	0	57	47	0	0	104
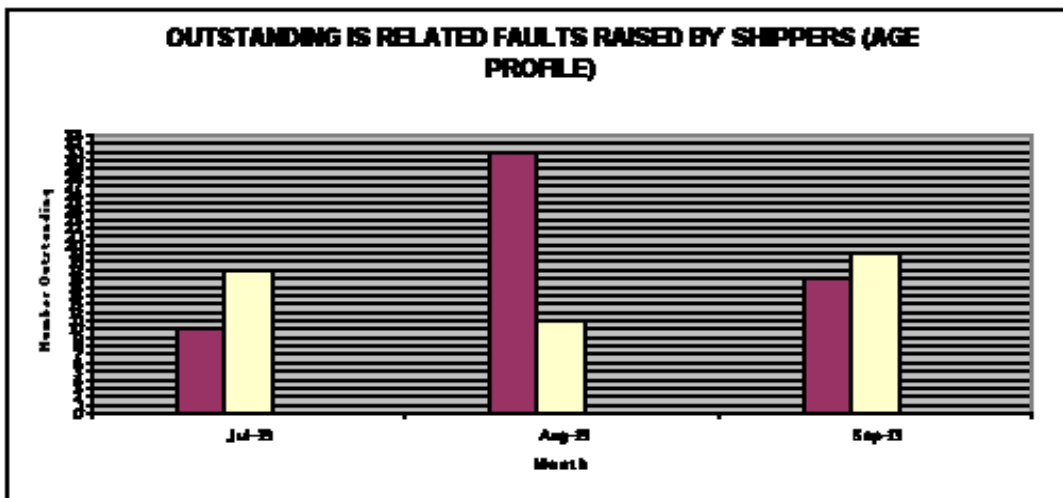
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Jun-13	0	1	0	0	0	1
Jul-13	0	0	2	0	0	2
Aug-13	213	0	0	0	0	213
Sep-13	234	7	0	0	0	241
Total	447	8	2	0	0	457
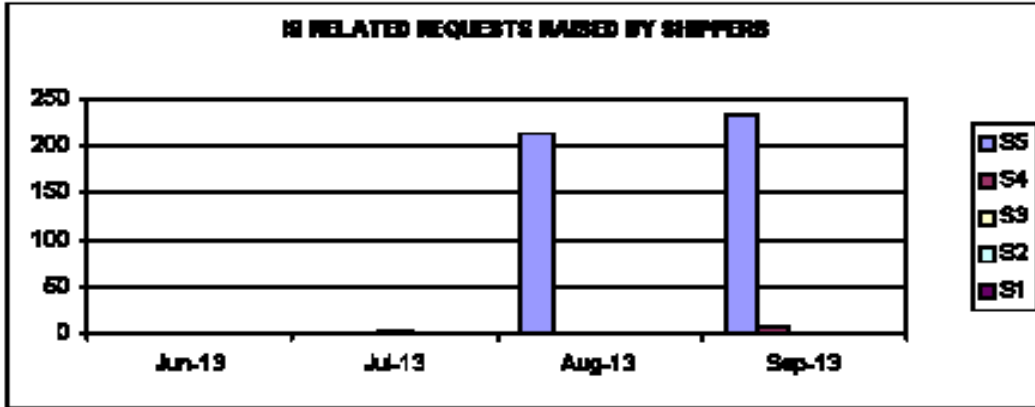
Outstanding Calls	S5	S4	S3	S2	S1	Total
Jul-13	2	0	0	0	0	2
Aug-13	2	0	0	0	0	2
Sep-13	3	3	0	0	0	6
Total (Per P Level)	7	3	0	0	0	10
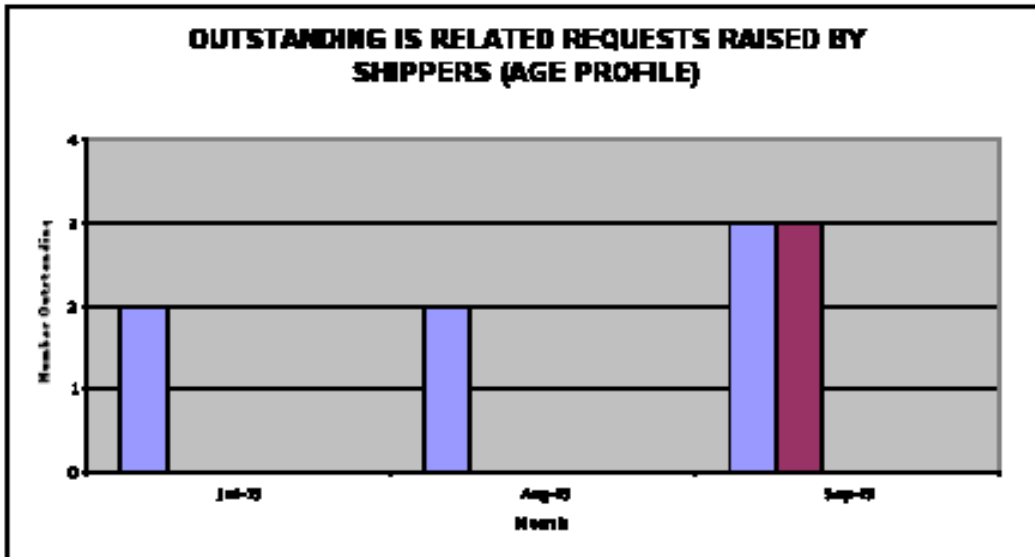
Report B

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: Sep 2013			
Performance measures	Target/max	Sep 2013	Aug 2013	Jul 2013	Jun 2013
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
Gemini Service	99%	100%	99.87%	99.58%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,101	5,056	5,034	4,848
Re-nominations per day	4,200	20,422	20,121	20,157	19,986
% of transactions < 4 sec's	95%	99.9%	99.90%	99.90%	* 99.90%
Transaction response time (in minutes)	n/a	0.36	0.36	0.70	* 0.92
Transactions per day	n/a	826067	897774	1005381	* 388683
% Transaction change	n/a	-7.9%	-10.7%	5.0%	* 5.0%

Note: Due to Precise agent data collection problem Jun'13 statistics was partial

UK Link (Non-Gemini) Availability & Performance					
		Reporting Month: Sep 2013			
Performance measures	Target/max	Sep 2013	Aug 2013	Jul 2013	Jun 2013
		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 2013			
Code	Problems v Time to resolve	Sep 2013	Aug 2013	Jul 2013	Jun 2013
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
P2	<1hr	0	0	0	0
	1-2 hr	0	4	8	0
	2-3 hr	3	0	0	2
	3-4 hr	2	0	1	1
	4-5 hr	0	1	2	2
	>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 **"September" 2013** 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 **"September" 2013** 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 **"September" 2013** 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 **"September" 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
1253 - JH - DA	Successful Implementation of Drop 2 (Part 3) Database Tuning - Table Shrink and Initialisation Parameter changes, UK Link Sustaining	09/09/2013
1254 - JH - DA	September Change Pack	09/09/2013
1254.1 - JH - DA	Consistent Organisation Notation K13 Change - For Information	13/09/2013
1254.2 - JH - DA	Class 1 UK Link Modification – SUI File Format Amendment - For Representation	13/09/2013
1254.3 - JH - DA	COR2831: Smart Metering September 2013 Update	13/09/2013

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**		
2874	UKLink/DNLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	02/10/13	00:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities Transfer of ownership (early morning SPA suite and TRF files)	05/07/13
2874	Data Enquiry	04/10/13	00:00	04/10/13	12:00	Phase 4: AQ Review 2013	05/07/13
2650.1	UKLink/ DNLink	07/12/13	09:00	07/12/13	23:00	UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule	12/09/13
2650.1	UKLink/ DNLink	14/12/13	09:00	14/12/13	23:00	UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule	12/09/13

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