

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 13<sup>th</sup> October 2016**  
**Reporting Month: September 2016**

<b>Authors (for this version):</b>	<b>Amjad Hussain</b>
<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>12/10/2016</b>

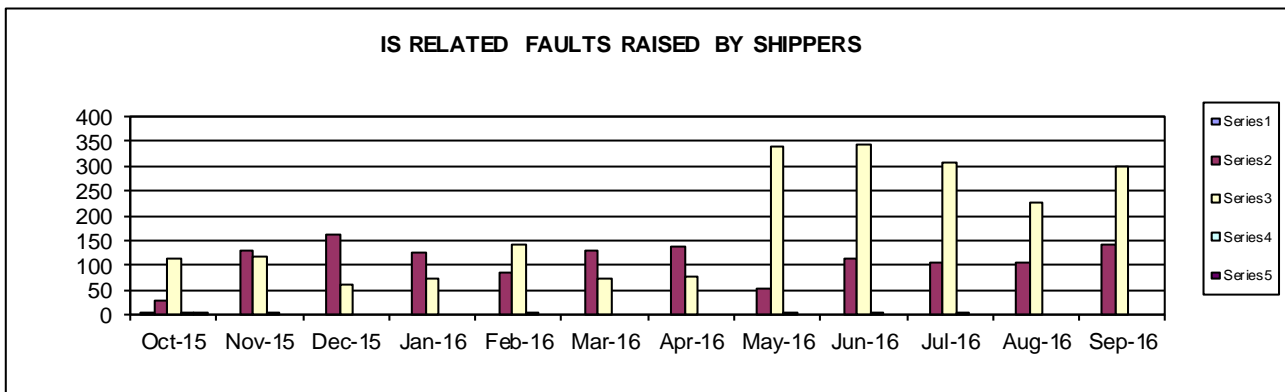
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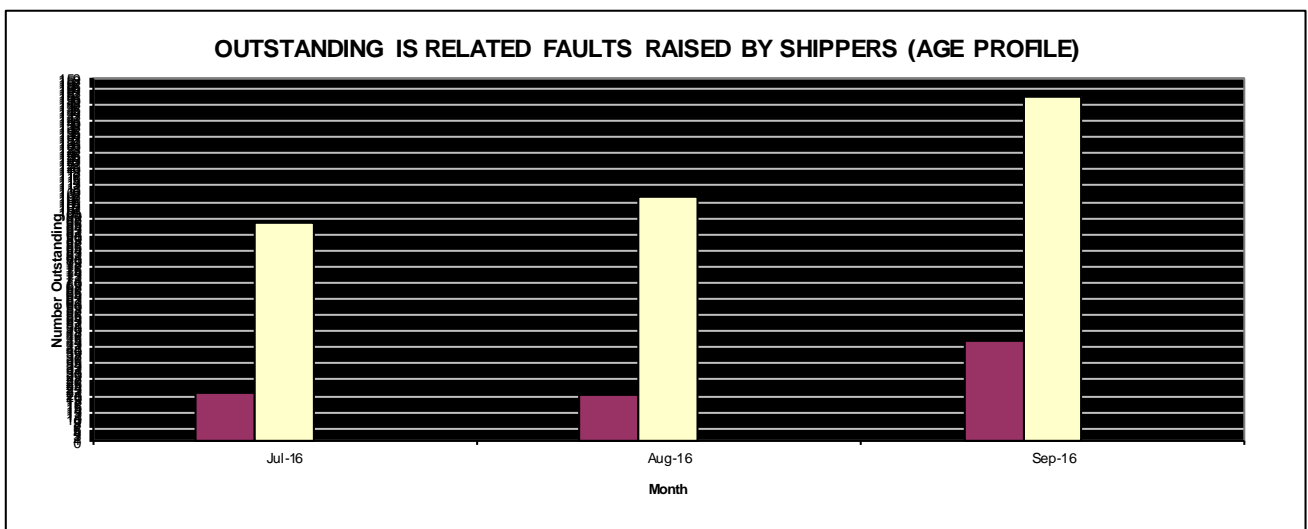
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Oct-15	0	27	112	2	0	141
Nov-15	0	129	116	2	0	247
Dec-15	0	161	59	0	0	220
Jan-16	0	127	74	0	0	201
Feb-16	0	87	140	1	0	228
Mar-16	0	129	74	0	0	203
Apr-16	0	138	76	0	0	214
May-16	0	51	341	1	0	393
Jun-16	0	113	345	1	0	459
Jul-16	0	104	309	1	0	414
Aug-16	0	106	227	0	0	333
Sep-16	0	143	300	0	0	443
<b>Total</b>	<b>0</b>	<b>1315</b>	<b>2173</b>	<b>8</b>	<b>0</b>	<b>3496</b>

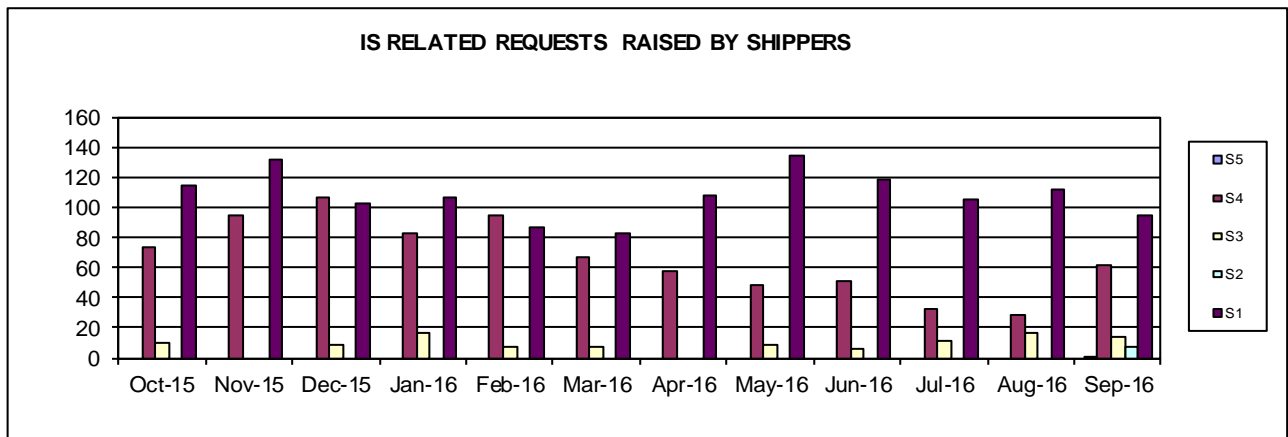


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jul-16	0	21	96	0	0	117
Aug-16	0	20	107	0	0	127
Sep-16	0	44	151	0	0	195
<b>Total (Per P Level)</b>	<b>0</b>	<b>85</b>	<b>354</b>	<b>0</b>	<b>0</b>	<b>439</b>

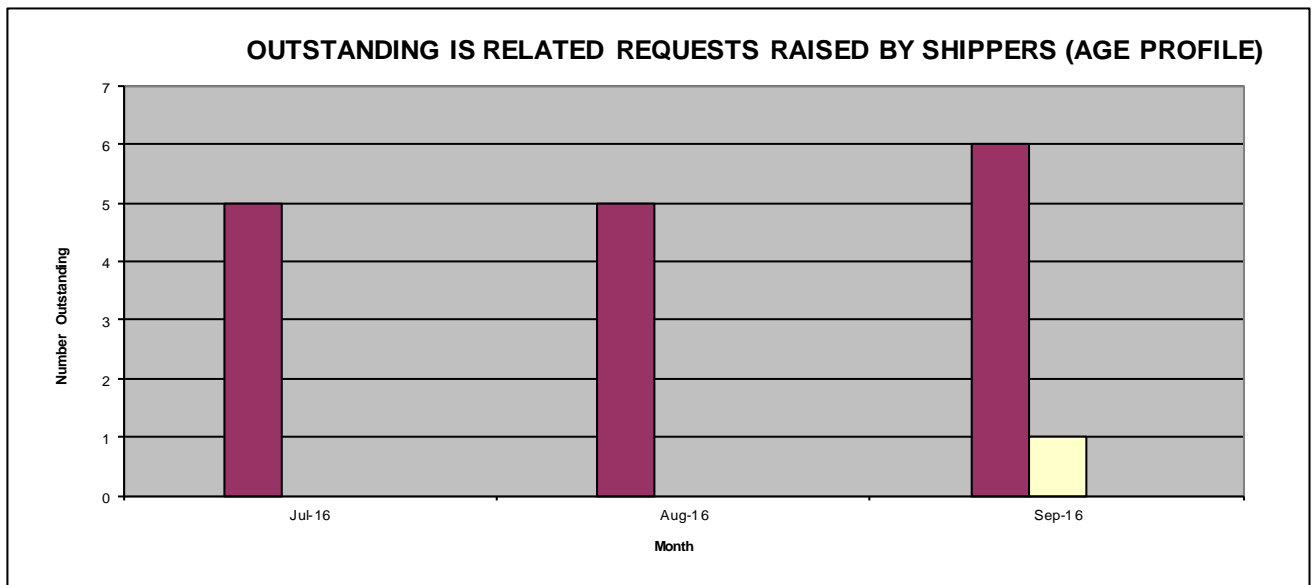


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Oct-15	0	73	10	0	114	197
Nov-15	0	95	0	0	132	227
Dec-15	0	106	9	0	102	217
Jan-16	0	83	17	0	106	206
Feb-16	0	94	7	0	87	188
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
May-16	0	48	8	0	134	190
Jun-16	0	51	6	0	119	176
Jul-16	0	33	11	0	105	149
Aug-16	0	29	17	0	112	158
Sep-16	1	62	14	7	95	179
<b>Total</b>	<b>1</b>	<b>798</b>	<b>106</b>	<b>7</b>	<b>1297</b>	<b>2209</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jul-16	0	5	0	0	0	5
Aug-16	0	5	0	0	0	5
Sep-16	0	6	1	0	0	7
<b>Total (Per P Level)</b>	<b>0</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>17</b>



## 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: Sep 2016			
		Sep 2016	Aug 2016	Jul 2016	Jun 2016
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,751	4,734	4,750	4,590
Re-nominations per day	4,200	21,945	22,966	23,041	23,312
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.38	0.39	0.31	0.32
Transactions per day	n/a	783451	810944	943037	968603
% Transaction change	n/a	-3.4%	-14.0%	-2.6%	-4.9%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Sep 2016			
		Sep 2016	Aug 2016	Jul 2016	Jun 2016
		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 2016			
Code	Problems v Time to resolve	Sep 2016	Aug 2016	Jul 2016	Jun 2016
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
<b>P2</b>	<1hr	4	8	8	0
	1-2 hr	5	3	5	1
	2-3 hr	3	1	0	1
	3-4 hr	1	0	0	0
	4-5 hr	1	0	0	0
	>5 hr	0	0	2	0
<b>P1</b>	<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 “**September**” **2016** there were **no** occurrences under this category. The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

#### TSL10c - 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**” **2016** 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**” **2016** 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. **E.g. £50, £100, £200, £400, £800**

Throughout the period of “**September**” **2016** 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
1629 - SM - SN	Gemini Summer Release Post Implementation deployment	01/09/2016
1630 - RH - SN	No Implementation of CR176	01/09/2016
1631 - RH- SN	Market Trials Deployment 31st August	02/09/2016
1632 - SM - SN	Consolidated Nexus Change Log V5	02/09/2016
1633 - SM - SN	Revised Change Summary from Revised Change Summary dated 27th July	05/09/2016
1633.1 - SM - SN	Revised Change Summary: Transformation Rules (pack 5)	05/09/2016
1634 - SM - SN	Clock Change Outage	06/09/2016
1635 - SM - DA	Extraordinary Change Pack	06/09/2016
1636 - SM - SN	Revised Change Summary from Change Pack dated 18/08/2016	07/09/2016
1637 - LH - SN	Consolidated Nexus Change Log V6	09/09/2016
1638 - SM - SN	SDG Meeting 19th September 2016	13/09/2016
1639 - SM - SN	Change Pack 14th September 2016	14/09/2016
1639.1 - SM - SN	Transformation Rules (Pack Eight)	14/09/2016
1639.2 - SM - DA	Suspension of the Validation between Meter Index and Unconverted Converter Index	14/09/2016
1639.3 - SM - DA	COR 1154.15.66 – U12 Record – Description Change	14/09/2016
1639.4 - SM - DA	COR1154.15.67: Supporting Invoicing Information Files – Users opting for Compression	14/09/2016
1639.5 - SM - DA	Revised implementation for Temporary Suspension of M3.3.4b Validation on Shipper Provided ('Unbundled') Meter Readings	14/09/2016
1639.6 - SM - DA	COR1154.15.68 Notification to User Agent of Users at D-2 (Transfer of Ownership equivalent) and Shipper Actions as part of SSMP SPA Transactions	14/09/2016
1639.7 - SM - DA	COR: 1154.15.69 Retention of single instances of K13 SMP_CEASED_OWN_DETS in the TRS and TRF Files for Shared Supply Meter Points	14/09/2016
1639.8 - SM - DA	COR 1154.15.52.2 - Gas Act Owner – Allowable Value 'U' File Format Description Change (TAP file)	14/09/2016
1639.9 - SM - DA	COR:1154.15.70 DM SOQ and SHQ Conditionality within File Formats for NTS sites	14/09/2016
1640 - SM - SN	Consolidated Nexus Change Log V7	16/09/2016
1641 - SM - SN	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V25	19/09/2016
1642 - SM - SN	Correction to 1639.7 – SM - DA - COR: 1154.15.69 Retention of single instances of K13 SMP_CEASED_OWN_DETS in the TRS and TRF Files for Shared Supply Meter Points	20/09/2016
1643 - SM - SN	Representation Matrices for Change Pack - Meter Read Types Mapping - communication reference 1628	20/09/2016
1644 - LH - DA	Consolidated Nexus Change Log V8	23/09/2016
1645 - LH - SN	SDG Meeting 3rd October 2016	28/09/2016
1646 - SM - SN	Change Pack 28th September 2016	28/09/2016
1646.1 - SM - DA	COR 1154.15.75: U80 Field Name Change within the TSI Template	28/09/2016
1646.2 - SM - DA	COR XXXX.XX: RCI File - treatment of the Specified Entry Point Name field	28/09/2016
1646.3 - SM - DA	COR XXXX.XX: Additional allowable value within the U92 Record	28/09/2016
1646.4 - SM - DA	COR: 1154.15.73 - Meter Location Code Update - S75 Record	28/09/2016
1646.5 - SM - DA	COR: 1154.15.32.1 – Reflecting Data Update Code (A0178) not being relevant to Transporters in JOB Transactions	28/09/2016
1646.6 - SM - DA	COR: 1154.15.XX / UKLPIADB235 – Incorrect Rejection of a Notification that a Fault has not been corrected by Site Visit – Withdrawal of Change	28/09/2016

1646.7 - SM - SN	Notification of non-Business Days and non-Supply Point Business Days	28/09/2016
1646.8 - SM - SN	UK Link Committee Important Dates for 2017 Calendar	28/09/2016
1646.9 - SM - DA	COR 1154.15.72: Ordering of records within the NRF <b>Hierarchy</b>	28/09/2016
1647 - SM - SN	AQ Review 2016 – Offer Review Process Completion Notice	29/09/2016
1648 - SM -SN	Consolidated Nexus Change Log V9	30/09/2016
<b>1649 - SM - SN</b>	<b>Not Published</b>	<b>04/10/2016</b>
1650 - SM - SN	Representation Matrices for Change Pack 14th September 2016	04/10/2016



**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	12/01/2015
-	CSEPS, CMS, DE, EFT, IP & UK LINK Gemini, Gemini Exit & Gemini EU	30/10/2016	3am BST 2am GMT	30/10/2016	5am GMT	British Summer Time - Clock Change Outage	06/09/2016
	<b>REMIT Reporting – Gemini system (including Gemini Exit) Outage</b>	<b>23/10/2016</b>	<b>03:00 UK GMT</b>		<b>05:00 UK GMT (normal outage window)</b> <b>06:00 UK GMT (contingency)</b>	<b>A further system implementation to support REMIT requirements is planned for 23rd October 2016.</b>  <b>The Gemini system (including Gemini Exit) will be unavailable from 3am to 5am BST, in line with the standard ‘Sunday’ maintenance window. However if there is an issue with the implementation and a roll back of changes is required, the Gemini system will be unavailable until 6am.</b>	<b>13/10/2016</b>
	<b>Gemini, Gemini Exit Gemini EU &amp; B2B Services</b> <b>File flows to PRISMA and TSOs will also be impacted</b>  <b>Data Enquiry (DE)</b>	<b>13/11/2016</b> <b>Contingency date: 27/11/16</b>	<b>03:00 UK GMT</b>	<b>13/11/16</b>	<b>07:00 UK GMT</b>	<b>Gemini extended outage of an additional 2 hours following the Gemini housekeeping window to upgrade the security layer at our DR site. In the unlikely event it is required to revert the upgrade, the outage window will be extended to 09:00 UK GMT</b>  <b>The Data Enquiry service will be unavailable during the outage.</b>	<b>13/10/2016</b>

	<p><i>Gemini, Gemini Exit Gemini EU &amp; B2B Services File flows to PRISMA and TSOs will also be impacted</i></p> <p><b>CMS</b></p>	<p><i>20/11/2016</i></p> <p><b>Contingency date: 04/12/16</b></p>	<p><i>03:00 UK GMT</i></p>	<p><i>20/11/16</i></p>	<p><i>07:00 UK GMT</i></p>	<p><i>Gemini extended outage of an additional 2 hours following the Gemini housekeeping window to upgrade the security layer at our primary site. In the unlikely event it is required to revert the upgrade, the outage window will be extended to 09:00 UK GMT</i></p> <p><i>The CMS service will be unavailable during the outage.</i></p>	<p><b>13/10/2016</b></p>
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**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined