

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 11th April 2013 Reporting Month: March 2013

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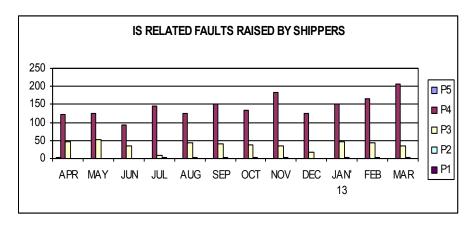
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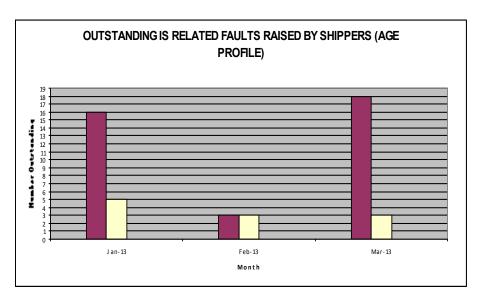
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
APR	2	123	46	1	0	172
MAY	0	126	51	1	1	179
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
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
Total	2	1728	441	23	1	2195



Outstanding Calls	P5	P4	Р3	P2	P1	Total
Jan-13	0	16	5	0	0	21
Feb-13	0	3	3	0	0	6
Mar-13	0	18	3	0	0	21
Total (Per P Level)	0	37	11	0	0	48





Report B

UK LINK Business Support Agreement Report Summary

GEMINI Availability (excluding scheduled outages)

- GEMINI Service is a measure of overall availability to Shippers.
- GEMINI Access, Shipper Information Service, Batch Transfer, and Router 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 GEMINI Service was 100%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages							
	Target/max	Reporting Month: Mar 2013					
Performance measures		Mar 2013	Feb 2013	Jan 2013	Dec 2012		
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12		
Gemini Service	99%	100%	100%	100%	99.91%		
Gemini Access (IX)	99%	100%	100%	100%	100%		
Shipper Information Service	99%	100%	100%	100%	100%		
Batch Transfer	99%	100%	100%	100%	100%		
Routers	99%	100%	100%	100%	100%		
Nominations per day	8,300	4,991	5,023	5,026	5,048		
Re-nominations per day	4,200	20,045	19,928	19,567	19,651		
% of transactions < 4 sec's	95%	98.76%	98.75%	97.8%	97.8%		
Transaction response time (in	n/a	0.46	0.42	0.47	0.47		
minutes)	11/a	0.40	0.42	0.47	0.47		
Transactions per day	n/a	723393	761302	813641	813641		
% Transaction change	n/a	- 4.9%	- 6.4%	3.2%	3.2%		

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours							
Im	Impact Codes P1 / P2 Reporting Month: Mar 2013							
Code	Problems v Time to resolve	Mar 2013 01/03 – 31/03	Feb 2013 01/02 – 28/02	Jan 2013 01/01 – 31/01	Dec 2012 01/12 – 31/12			
	<1hr	0	0	0	1			
	1-2 hr	0	0	0	0			
P2	2-3 hr	0	0	0	0			
P2	3-4 hr	0	0	0	0			
	4-5 hr	0	0	0	0			
	>5 hr	0	0	0	0			
	<1hr	0	0	0	0			
	1-2 hr	0	0	0	0			
P1	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 "March" 2013 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 "March" 2013 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 "March" 2013 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 "March" 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,

Reference (Sent By / Ref No. / Requestor)	Title			
1192/JH/DA	UK Link Change Pack March 2013	15/03/2013		
1192.1/JH/IS	Class 2 Modification – COR2479 21 Day Switching - Operational Impact Only - For Representation	15/03/2013		
1192.2/JH/LCh	Project Smart Metering Portfolio Website - For Information	15/03/2013		
1192.3/JH/DA	UKLC Communication Publication Approach – For Information	15/03/2013		
1192.4/JH/JF	Smart Metering Foundation Stage of SMIP March 2013 Update.	15/03/2013		
1192.5/JH/Lca	Class 2 Modification – COR2563 'Implementation of System Entry Commodity Charge (UNC MOD0391)' - Operational & System Impact - For Representation	15/03/2013		
1192.6/JH/AB	Gemini Re-platforming User Readiness Testing & Cutover Timings – For Information.	15/03/2013		
1192.7/JH/AE	Class 2 Modification – Treat as Class 1 – COR2257 Increased Choice when Applying for NTS Exit Capacity- For Representation	15/03/2013		
1193-DA-JF	Data Enquiry - Outage Friday 29th March (1000 to 1500 GMT)	22/03/2013		
1194-DA-DA	ECO Process – Notification of Decision of 19th March 2013 UK Link Committee and Revised Warranty Letter – For Information	22/03/2013		
1195-DA-DD	COR2446 - Generic & Enduring Functionality to Allow Xoserve to Confirm a Supply Point into a Shipper's Portfolio - System Impact Only - For Representation	26/03/2013		
1196-JH-AR	2013 Annual Interruption Invitation - For Information	27/03/2013		
1197 - JH - JF	Successful Implementation – COR 2528 - Implementation of the Effective Switching Phase of Foundation	02/04/2013		
1198 - JH - AE	WITHDRAWN - Class 2 Modification – Treat as Class 1 – COR2257 Increased Choice when Applying for NTS Exit Capacity - Nil Response	03/04/2013		
1199 - JH - AS	CMS Phase 2 Case Event Descriptions and File Information - For information	03/04/2013		
1200 - JH - AS	CMS Phase 2 Progress Update - For Information	03/04/2013		
1201 - JH- SS	CMS Phase 2 - System Outage Information 4th to 8th April 2013 - For Information	04/04/2013		



Report E **Forthcoming Outage Notifications**

UKL CR		Outage Duration				Brief	Committee
No.	Impacted System	Start Date	Start Time	End Date	End Time	Description	Notified Date
0984	Gemini	09/06/13	2.00am	09/06/13	2.00pm (Indicative)	Infrastructure Implementation	12/07/12
<u>0984</u>	<u>Gemini Exit</u>	<u>08/06/2013</u>	<u>6.00pm</u>	<u>09/06/2013</u>	<u>2.00pm</u> (Indicative)	Infrastructure Implementation	11/04/2013
<u>962.13*</u>	<u>CMS</u>	<u>05/04/2013</u>	<u>19:00</u>	<u>08/04/2013</u>	<u>08:00</u>	Implementation of Phase 2 System Changes	<u>14/02/13</u>
<u>962.16*</u>	<u>CMS</u>	<u>05/04/2013</u>	<u>19:00</u>	<u>08/04/2013</u>	<u>08:00</u>	Implementation of Phase 2 System Changes	<u>14/02/13</u>
<u>962.9*</u>	<u>CMS</u>	<u>05/04/2013</u>	<u>19:00</u>	08/04/2013	<u>08:00</u>	Implementation of Phase 2 System Changes	14/02/13
962.10*	<u>CMS</u>	<u>05/04/2013</u>	<u>19:00</u>	08/04/2013	<u>08:00</u>	Implementation of Phase 2 System Changes	<u>14/02/13</u>
962.20*	<u>CMS</u>	05/04/2013	<u>19:00</u>	08/04/2013	<u>08:00</u>	Implementation of Phase 2 System Changes	14/02/13
<u>962*</u>	<u>Conquest</u>	04/04/2013	<u>17:30</u>	08/04/2013	<u>08:00</u>	Implementation of Phase 2 System Changes	14/02/2013

Key:

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