

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th April 2016
Reporting Month: March 2016

Authors (for this version):	Amjad Hussain
Version:	V1.0
Date:	11^h April 2016

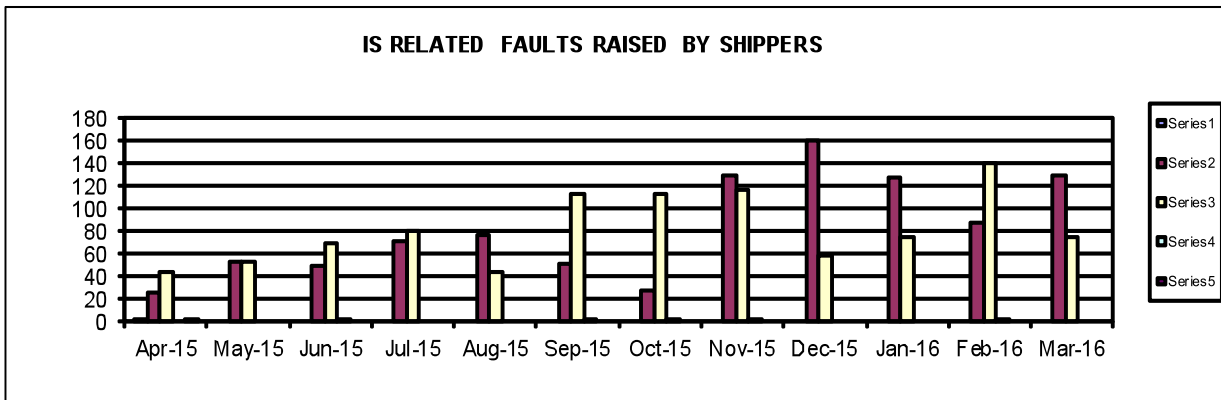
Contents

- Page 3 – Report A – IS Faults and Requests Logged by Shippers**
- Page 5 – Report B – UK-LINK Business Support Agreement Report Summary**
- Page 6 – Report C – Mod 565 Monthly Liabilities Report**
- Page 7 – Report D – List of File Format and Urgent Communications Issued
Since Last UK Link Committee Meeting**
- Page 9 – Report E – Forthcoming Outage Notifications**

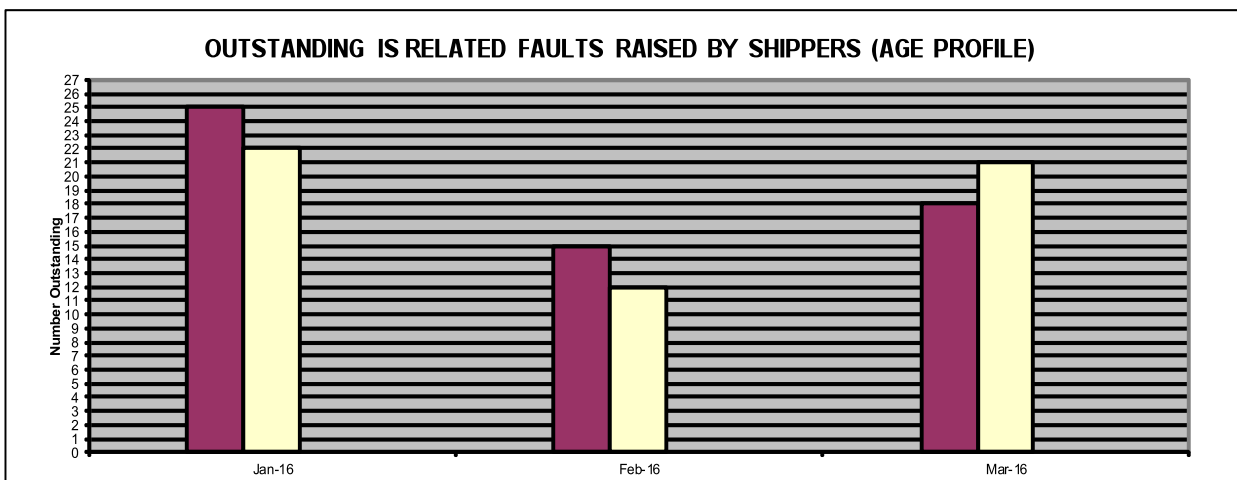
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Apr-15	0	25	43	0	0	68
May-15	0	52	52	0	0	104
Jun-15	0	50	70	1	0	121
Jul-15	0	71	81	0	0	152
Aug-15	0	77	43	0	0	120
Sep-15	0	51	112	1	0	164
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
Total	0	986	976	7	0	1969

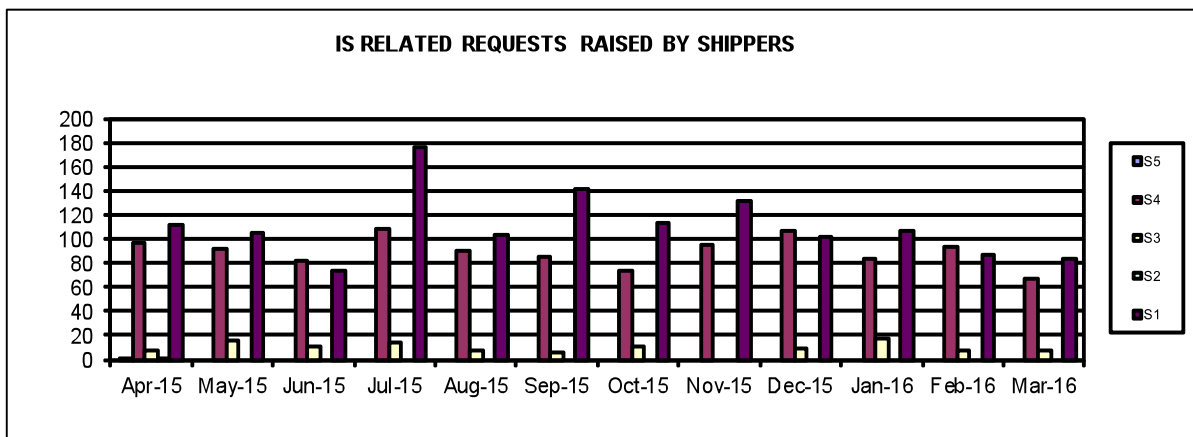


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-16	0	25	22	0	0	47
Feb-16	0	15	12	0	0	27
Mar-16	0	18	21	0	0	39
Total (Per P Level)	0	58	55	0	0	113

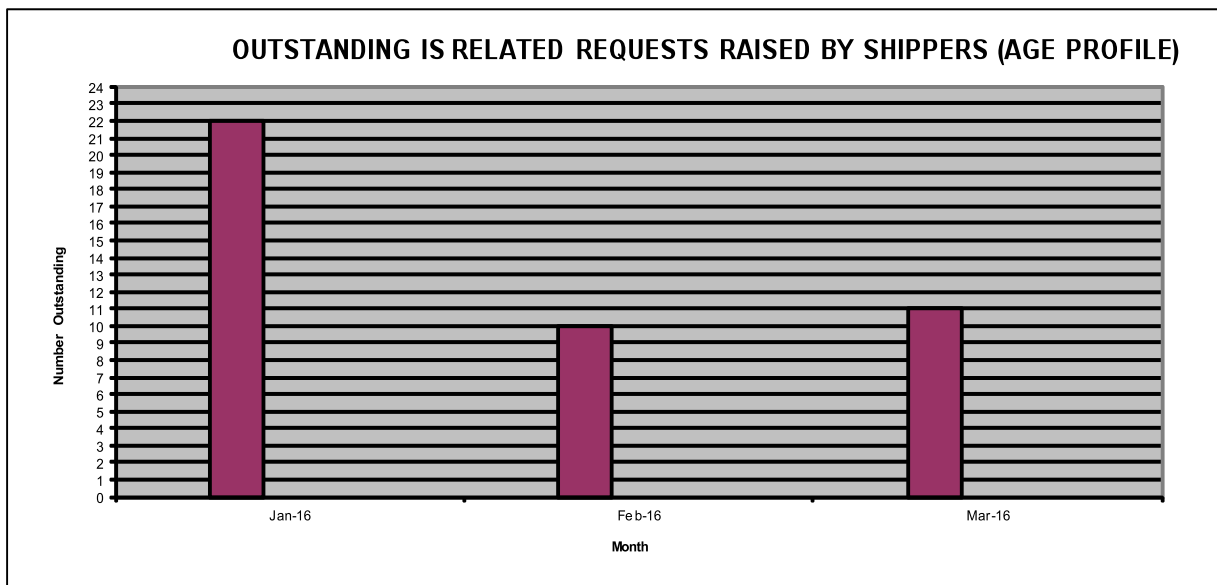


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Apr-15	0	96	7	0	112	215
May-15	0	92	15	0	105	212
Jun-15	0	81	10	0	73	164
Jul-15	0	108	14	0	176	298
Aug-15	0	90	8	0	103	201
Sep-15	0	85	6	0	141	232
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
Total	0	1070	110	0	1334	2514



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jan-16	0	22	0	0	0	22
Feb-16	0	10	0	0	0	10
Mar-16	0	11	0	0	0	11
Total (Per P Level)	0	43	0	0	0	43



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: Mar 2016			
		Mar 2016	Feb 2016	Jan 2016	Dec 2015
		01/03 – 31/03	01/02 – 29/02	01/01 – 31/01	01/12 – 31/12
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,935	4,809	4,809	4,951
Re-nominations per day	4,200	22,901	22,895	23,140	22,805
% of transactions < 4 sec's	95%		100%	100%	100%
Transaction response time (in minutes)	n/a	0.25	0.26	0.27	0.28
Transactions per day	n/a	1051097	1057496	1068951	1056579
% Transaction change	n/a	-0.60%	-1.07	1.17%	-5.12%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Mar 2016			
		Mar 2016	Feb 2016	Jan 2016	Dec 2015
		01/03 – 31/03	01/02 – 29/02	01/01 – 31/01	01/12 – 31/12
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: Mar 2016			
Code	Problems v Time to resolve	Mar 2016	Feb 2016	Jan 2016	Dec 2015
		01/03 - 31/03	01/02 - 29/02	01/01 - 31/01	01/12 - 31/12
P2	<1hr	1	0	0	1
	1-2 hr	1	1	1	1
	2-3 hr	0	1	0	2
	3-4 hr	0	0	0	0
	4-5 hr	0	0	1	1
	>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

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**” **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 “**March**” **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 “**March**” **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. **Eg: £50, £100, £200, £400, £800**

Throughout the period of “**March**” **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
1530 - LH - DA	Representation Matrices for February 2016 Change Pack Part 1 & 2	04/03/2016
1531 - LH - SN	UK Link Change Pack for the UKLC Approval 23rd March 2016	04/03/2016
1531.1 - LH - SN	COR1154.15 : Confirmation, Cancellation, Withdrawal and Tariff Switch request for Interconnector Sites	04/03/2016
1532 - LH - DA	Treatment of Twin-stream Metering Document	07/03/2016
1533 - LH - DA	Data Validation and Data Cleansing (PAF)	09/03/2016
1534 - LH - DA	Outcome of Detailed Review of Current and Target File and Record Rejection Validations	10/03/2016
1535 - LH - DA	Reminder of upcoming meeting: Outcome of Detailed Review of Current and Target File and Record Rejection Validations	11/03/2016
1536 - ML - SN	UK Link File Format – Master control sheet V21	15/03/2016
1537 - LH - SN	UK Link Change Pack for the UKLC Approval 14th April 2016	16/03/2016
1537.1 - LH - SN	Access to SharePoint Clarification	16/03/2016
1537.2 - LH - SN	COR3782 – Address validation and data cleansing	16/03/2016
1537.3 - LH - SN	Removal of ‘Automatic’ Creation of Converter Models on Receipt of RGMA Transactions	16/03/2016
1537.4 - LH - SN	COR 1154.15 - Shipper Verification of Meter and Address details following System Meter Removals (UNC Modification 0518S) – Enduring Solution	16/03/2016
1538b - ML - DA	COR3575 – Amendments to the current ‘MNC’ creation process – Implementation date and templates	17/03/2016
1539 - LH - SN	AQ 2016 High-Level Dates for your Diaries	17/03/2016
1540 - ML - DA	SDG Cancellation	17/03/2016
1541 - LH - DA	Reminder of Upcoming Meeting: Outcome of Detailed Review of Current and Target File and Record Rejection Validations	17/03/2016
1542 - LH - SN	SharePoint Implementation 2016 – Legacy File Formats	17/03/2016
1543 - LH - SN	AQ 2016 High-Level Dates for your Diaries – Date Correction	17/03/2016
1544 - RH - SN	UK Link Extraordinary Change Pack	24/03/2016
1544.1 - RH - DA	Change Request Release Plan into Market Trials	24/03/2016
1544.2 - RH - DA	Removal of Data Update Code (A0178) Functionality from JOB file	24/03/2016
1544.3 - RH - DA	Treatment of ERR / FRJ	24/03/2016
1544.4 - RH - DA	Contact Title Allowable Values	24/03/2016
1544.5 - RH - DA	Treatment of Rejection of RGMA Transactions – Revised Implementation date	24/03/2016
1544.6 - RH - SN	URL for Xserve Services Portal	24/03/2016
1544.7 - RH - SN	iGT Enduring Transformation Rules	24/03/2016
1545 - RH - SN	SDG Meeting 4th April	29/03/2016
1546 -RH - SN	COR3842: Successful implementation of COR3842 – Modification 0466AV – Daily Meter Reading Simplification (with improved	01/04/2016

	within day data provision)	
1547 - LH - SN	Removal of Data Update Code (A0178) Functionality from JOB file - Representations not required	05/04/2016
1548 - LH -SN	UK Link Change Pack for the UKLC Approval 27th April 2016	06/04/2016
1548.1 - LH - SN	UK Link Standards Guide Amendment to deal with integers in decimal fields and the treatment of decimal values	06/04/2016
1548.2 - LH - SN	COR3852 - UNC Modification 0534: Maintaining the efficacy of the NTS Optional Commodity ('shorthaul') tariff at Bacton entry points	06/04/2016
1548.3 - LH - DA	UKLP Including Nexus Requirements - Data Update Code (DUC) - JOB File	06/04/2016
1548.4 - LH - DA	COR 1154.16: Gemini Consequential Change New API for UIG at LDZ Level - Updated	06/04/2016
1549 - LH - SN	Representation Matrices for UK Link Extraordinary Change Pack dated 24/03/2016 and the 'MNC' Creation process	06/04/2016

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
3572	Gemini and Gemini Exit systems	10/04/2016	3am	10/04/2016	8am (Contingency 10am)	Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
3572	Gemini and Gemini Exit systems	24/04/2016	3am	24/04/2016	8am (Contingency 10am)	Contingency for Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	14/05/2016	03:15	14/05/2016	07:30 (12:30)	<i>Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit. (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	10/03/2016
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	15/05/2016	03:00	15/05/2016	07:30 (12:30)	<i>Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	10/03/2016
-	<i>Gemini and Gemini Exit systems</i>	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini September 2016 release	11/02/2015
-	<i>Gemini and Gemini Exit systems</i>	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini September 2016 release	11/02/2015

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined