

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**NOVEMBER 2007**

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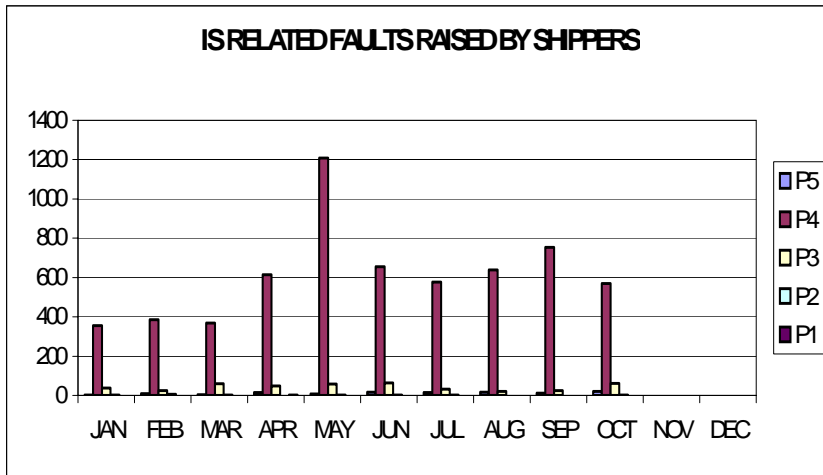
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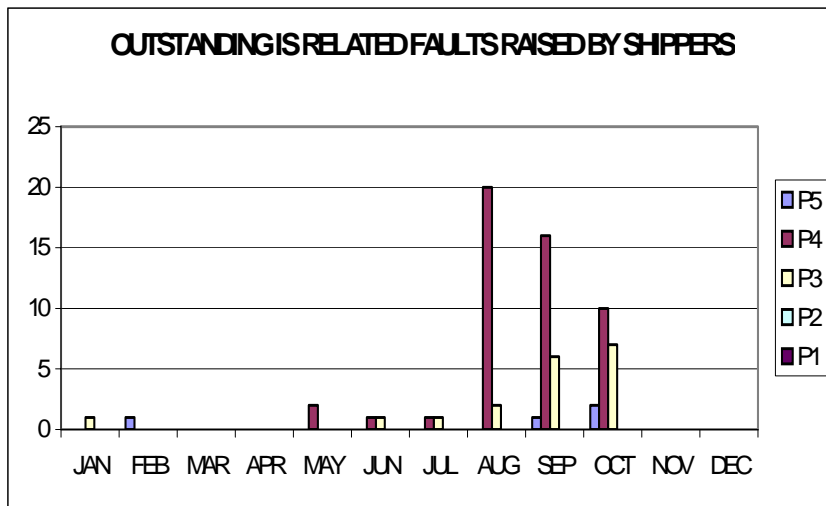
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Report A – IS Faults logged by Shippers – October 2007 for November UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	2	355	38	2	0	397
FEB	9	386	25	5	0	425
MAR	3	368	59	2	0	432
APR	14	615	48	0	1	678
MAY	8	1209	57	2	0	1,276
JUN	17	656	64	1	0	738
JUL	15	578	32	1	0	626
AUG	17	638	20	0	0	675
SEP	11	754	24	0	0	789
OCT	21	569	62	1	0	653
NOV						0
DEC						0
<b>Total</b>	<b>117</b>	<b>6128</b>	<b>429</b>	<b>14</b>	<b>1</b>	<b>6,688</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	1	0	0	1
FEB	1	0	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	2	0	0	0	2
JUN	0	1	1	0	0	2
JUL	0	1	1	0	0	2
AUG	0	20	2	0	0	22
SEP	1	16	6	0	0	23
OCT	2	10	7	0	0	19
NOV						0
DEC						0
<b>Total</b>	<b>4</b>	<b>50</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>72</b>



**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**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: Nov 2007			
		Oct 2007	Sep 2007	Aug 2007	Jul 2007
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	<b>99%</b>	<b>86.38</b>	<b>99.14</b>	<b>100</b>	<b>100</b>
Gemini Access (IX)	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Shipper Information Service	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Batch Transfer	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Routers	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Nominations per day	<b>8,300</b>	<b>4,428</b>	<b>4,862</b>	<b>4,861</b>	<b>4,641</b>
Renominations per day	<b>4,200</b>	<b>13,141</b>	<b>12,768</b>	<b>12,674</b>	<b>12,654</b>
% of transactions < 4 sec's	<b>n/a</b>	<b>91.54</b>	<b>89.80</b>	<b>92.6</b>	<b>93.19</b>
Transaction response time	<b>n/a</b>	<b>1.88</b>	<b>1.99</b>	<b>1.64</b>	<b>1.44</b>
Transactions per day	<b>n/a</b>	<b>7852</b>	<b>8,908</b>	<b>7,876</b>	<b>9,235</b>
% Transaction change	<b>n/a</b>	<b>-9.00</b>	<b>9.00</b>	<b>-15.00</b>	<b>58</b>

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: "NOVEMBER" 2007			
Code	Problems v Time to resolve	Oct 2007	Sep 2007	Aug 2007	Jul 2007
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
P2	<1hr	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
	1-2 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	2-3 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	3-4 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	4-5 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	>5 hr	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>
P1	<1hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	1-2 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	2-3 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	3-4 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	4-5 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	>5 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Report C – Mod 565 Monthly Liabilities Report – for “NOVEMBER” 2007 UK Link committee meeting

### TSL10a - File format / UKLink (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**” 2007 there were **no** concurrencies under this category.  
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

### TSL10b - Notice of changes

If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, 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**” 2007 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 Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, The Transporters must inform Shippers of this failure to implement, by the next Business day. If The Transporters fails to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of “**SEPTEMBER**” 2007 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

### TSL12a - System Failure 24 Hours +

Should UKLink be unavailable to users for a period of not less than 24 hours then a further one-off payment will be made to each registered user. If system is down for not less than 24 Hrs then The Transporters will pay **£1000** per user affected.

Throughout the period of “**SEPTEMBER**” 2007 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

### TSL12b – System Recovery

Repeated UKLink system failure within the business day, The Transporters will endeavour to recover within 5hrs from commencement of the recovery period. If 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**” 2007 there was **0** 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 UKLink Committee Meeting on 11<sup>H</sup> OCTOBER 2007 (covers period Wednesday 3<sup>rd</sup> OCTOBER to Tue 30<sup>th</sup> OCTOBER 2007 inclusive)**

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/771/GF	EH/771/GF - Gemini Outages 14 and 17 October 2007	09/10/2007
EH/772/AE	EH/772/AE - UKL1094 – Redesignation of Supply Point Capacity as Firm	10/10/2007
EH/773/DD	EH/773/DD - UKL13923 COR876 Revision to the USRV Financial Incentive Payments (UNC MOD0141)	12/10/2007
MP/774/GF	MP/774/GF - Gemini Outage - 14th October	12/10/2007
EH/775/GF	EH/775/GF - Gemini Outage - 21st October	18/10/2007
EH/776/MH	EH/776/MH - API Issues on Gemini	18/10/2007
EH/777/MH	EH/777/MH - API Issues on Gemini - Update	19/10/2007
EH/778/GF	EH/778/GF - Gemini Oracle software upgrade update	22/10/2007
EH/779/GF	EH/779/GF - Gemini Update	22/10/2007
MP/780/GF	MP/780/GF: Shipper Access to Gemini Systems	24/10/2007
MP/781/NR	MP/781/NR: Shipper Access to Gemini Systems – Update 25th October	25/10/2007
MP/782/NR	MP/782/NR: Shipper Access to Gemini Systems – Update 26th October	26/10/2007
MP/783/NR	MP/783/NR: Shipper Access to Gemini Systems – Second Update 26th October	26/10/2007
MP/784/GF	MP/784/GF: Shipper Access to Gemini Systems – Update Monday 29th October	29/10/2007

## Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		