

Presentation given to Transmission Workstream 1st November 2007...

Gemini issues

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Driver for Upgrade to Oracle 10

- ◆ Prior to 22nd Oct Gemini running on Oracle version 9i systems
- ◆ NG notified by Oracle that version 9i would no longer be supported post April 07
- ◆ System changes to move to Oracle version 10g planned, and tested prior to October go-live
- ◆ 2 months integration and system testing
- ◆ 8 weeks UAT
- ◆ 7 weeks dress rehearsal
- ◆ Shippers advised of planned outage

Sunday 21st October

- ◆ Gemini planned outage extended. System released at 3pm Sunday afternoon.
- ◆ Shippers notified via ANS of outage extension and delay to DISEC, WDDSEC and DADSEC
- ◆ Initial shipper error regarding intermittent API functionality and system access received 5pm.
- ◆ 23.25. Shipper ANS advising on figures for PCLP and OLP
- ◆ Gemini issues escalated to highest priority – shippers notified and advised that contingencies not being invoked at this time.

Monday 22nd October

- ◆ 00.20 – system fix put in place and shippers advised (via ANS) of phased re-access over next 30 minutes. PCLP and OLP and demand level also advised.
- ◆ 01.12 – Shipper reports that APX files not being received
 - ◆ ANS - shippers advised of above issue.
- ◆ 14.20pm – Shipper reports being able to see another User's data in one of the Gemini re-nomination screens.
- ◆ Action:
 - ◆ Verified report and then immediately initiated removal of shipper access to system (14.25).
 - ◆ Manual code contingency processes triggered – staff and facilities mobilised.
 - ◆ Shippers notified via ANS that Code Contingency arrangements had been triggered. Web servers removed.

Monday 22nd October

Code Contingency support staff deployed to work with Shippers to capture and record gas flow noms and trades to facilitate within day and EOD positions

Tuesday 23rd of October

- ◆ Investigation of system continues over night and through the day
- ◆ 14.30 Code fix developed and promoted to test environment. User Testing through into early evening.
- ◆ At 21.30 testing discovers errors
- ◆ Revised code fix developed over night
- ◆ ANS/web messages to
 - ◆ confirm Code Contingency continues
 - ◆ zero rate Entry Capacity Overrun charge

Wednesday 24th October

- ◆ Revised Code fix promoted to test environment overnight and tested.
- ◆ 07.20 stress tests identify recurring issue with certain screens. Further tests to isolate issue.
- ◆ DISEC auctions for gas Day 25th run under contingency arrangements
- ◆ 13.30 statement posted on website
- ◆ 13.30 ANS confirms zero rate o/run to continue for 24th October.
- ◆ 14.30 DISEC letter published and ANS confirms

Wednesday 24th October

- ◆ 15.00 ANS released about DISEC bids
- ◆ 15.30 Website notice posted regarding registering gas trades
- ◆ 17.25 to 18.30 – all DISEC bidders notified of their allocations.
- ◆ 18.45 – ANS sent informing of WDDSEC for 25th
- ◆ Screen issues resolved on internal systems but external systems still experiencing some screen issues. Investigation now focussed on identifying causes of disparity.

Wednesday 24th October

- ◆ Code Contingency support staff continue to work with Shippers to capture and record gas flow noms and trade information to facilitate within day and EOD positions

Thursday 25th October

- ◆ Various system configurations applied and tested on fault path
 - ◆ Further extensive testing and permutations isolated issue to one screen.
 - ◆ Confirm information on error screen available elsewhere
 - ◆ Noted that configuration would not support API service as based on test environment server.

Thursday 25th October

- ◆ 09.45 – ANS sent to confirm Capacity auctions being run in contingency mode
- ◆ Various ANS and web site messages during the day regarding auction timings
- ◆ 10.35 – ANS to confirm Entry Capacity o/runs reinstated.
- ◆ All auctions run and allocated
- ◆ Testing throughout day produces no further issues
- ◆ At 18.30 subject to no further over-night issues Go live set for Friday mid morning.

Friday 26th October

- ◆ 02.35 – Still have error with single screen. Decision taken to isolate screen and go live without it.
- ◆ Tests to continue on rest of system in the absence of the screen.
- ◆ 09.15 – ANS sent to advise that Gemini would be returning later today.
- ◆ 14.00 – Following more than 24 hours of testing without any further issues being identified decision taken to go-live with the preferred configuration, with one screen disabled and no API service.
- ◆ 15.00 – Gemini go-live to all Users

Friday 26th October

- ◆ 16.50 – Gemini access temporarily suspended to allow further checks/tests after shipper reports of data issues.
- ◆ 17.25 – ANS sent informing shippers of issue.
- ◆ 21.30 - Data issues resolved and Gemini returned
- ◆ 21.40 - ANS sent to advise shippers and website updated.

Going forward (as at Thur 1st Nov)

- ◆ Full system access including disabled screen Today
- ◆ API Service due to return (subject to current testing) Friday or Saturday
- ◆ Internal investigation started and will report to the UKLINK committee.
- ◆ Scheduling charges – will discuss this issue with EBCC and take on their advice in this area.

Ops Forum update to presentation given to Transmission Workstream 1st November 2007...

Gemini issues

Going forward (update to Ops Forum Wed 7th Nov)

- ◆ Thurs 1st Nov - full Gemini access returned directly to Users
 - ◆ including previously disabled screen
- ◆ Friday 2nd Nov - API returned to service for Users
 - ◆ Intermittent service experienced by both API and 'direct access' users
 - ◆ Problems different to those experienced before and after Oracle upgrade
 - ◆ Issue raised with technical service providers
- ◆ Sat 3rd - API service upgrades
 - ◆ Intermittent service continues with some improvement
 - ◆ 15 to 20 min disruption every 2 - 2 ½ hours
 - ◆ Issue raised with technical service providers
- ◆ Sun 4th - API service upgrades
 - ◆ Intermittent API service continues with noticeable improvement,
 - ◆ resolution still ongoing
- ◆ Mon 5th - API service upgrades and isolation of API intermittency from 'direct access' users
 - ◆ noticeable improvement for API Users - 15 to 20 min disruption twice in 24hours
 - ◆ resolution still ongoing
 - ◆ effects on 'direct access' eliminated

Going forward (update to Ops Forum Wed 7th Nov)

Contingency arrangements imperfect:

- ◆ ASEP Capacity & Overrun Charges
 - ◆ Set to zero on days when Users were prevented from adjusting their ASEP holdings
 - ◆ Registration service honoured shippers' trades pre invoice
- ◆ NBP Trades
 - ◆ Registration service honoured shippers' trades pre invoice
 - ◆ NBP trade reconciliation - w/c 29th Oct
 - ◆ All Users asked to provide contact point
 - ◆ Outstanding / unmatched / unresolved trades reconciled by NG 'broking' queries between Users
 - ◆ 06:00 Fri 2nd All reconciled data uploaded to Gemini
 - ◆ Users asked to check and notify any outstanding issues by Sunday 4th Nov
- ◆ Entry / Exit flow re-nominations & scheduling charges
 - ◆ Urgent Mod Proposal 0181 for Gas Days: Mon 22nd to Fri 26th
 - ◆ By User, replace with average daily Scheduling Charge for weekdays in 1st to 21st October.

Going forward (update to Ops Forum Wed 7th Nov)

- ◆ Full resolution of outstanding API intermittency issue still ongoing
- ◆ Trade reconciliation needs finalising given invoicing timescales
 - ◆ Please raise outstanding issues now rather than post invoice production!
- ◆ Internal investigation ongoing and will be reported to the UKLINK committee.

Summary

- ◆ Major system upgrade, continuity of support by Vendors
 - ◆ Extensive User Acceptance & integration testing
- ◆ Upgrade implemented, serious integrity issues reported
 - ◆ External Users access revoked as a precaution
- ◆ Serious impact on shippers' operations
 - ◆ Immediate response, task force of c200 people:
 - ◆ 24/7 system investigation and resolutions sought by Xoserve
 - ◆ 24/7 'agency' operation implemented by NGG
 - ◆ Data entry and Gemini 'enquiry' service
 - ◆ NBP & Capacity trades assured and now reconciled
 - ◆ Overruns avoided while offline solutions established
 - ◆ Scheduling proposal raised
 - ◆ Regular communications (ANS/ Web/Surefax)
- ◆ System restored in staged releases
 - ◆ Direct Access fully stable
 - ◆ API stable but intermittently revoking access, solutions being sought
- ◆ Full investigation ongoing, reporting back to Users

Questions
