

Document Ref: **STCP 6.3 Version 0001 System Incident Management**

STC Procedure Document Authorisation

Company	Name of Representative	Signed off (date)
Ofgem		
NGT		
SP		
SSE		

STC Procedure Change Control History

Issue 001 – 15/12/04

(to follow STEG agreed format)

Outstanding issues to be resolved post company sign-off

1. Dispute resolution process – further details if needed
2. Treatment of references to the Grid Code
3. Review of text needed following publication of conclusions on current OC7 consultation.

1 Introduction

1.1 Scope

- 1.1.1 This procedure applies to NGC and each TO and describes:
- the processes required to manage Significant Incidents or those incidents that have the potential to become Significant Incidents on or affecting a Transmission Owner's (TO's) Transmission System; and
 - the arrangements required for enhanced communication including the activation of System Incident Centres, when Significant Incidents have occurred or are anticipated to occur or affect the TO's Transmission System.

- 1.1.2 For the purposes of this document, TOs are:
- SPT; and
 - SHETL.

1.2 Objectives

- 1.2.1 The objective of this STCP is to specify the roles and responsibilities for the management of Serious Incidents which may arise from such events as (the following is not an exhaustive list):

- adverse weather;
- accumulation of snow / ice;
- terrorist threat / action;
- major asset loss;
- major safety Incident;
- Black Start;
- Islanding;
- voltage and or load reduction; and
- partial system shutdown.

that has had, or may have a widespread impact on any part of a TO's Transmission System.

- 1.2.2 In the case of Black Start this STCP should be read in conjunction with STCP6-1: Black Start.

- 1.2.3 In the case of Islanding this STCP should be read in conjunction with STCP6-2: Power Island Management.

- 1.2.4 An Affected TO or NGC may decide to set up a System Incident Centre (SIC) in response to, or in anticipation of, a Significant Incident. Further objectives of this STCP with regard to the SIC are to define:

- the functions of the SIC;
- the associated communication channels of the SIC;
- the instances where a SIC would be invoked;
- the minimum facilities to be made available in each SIC; and
- the equipment testing and exercise procedures for each SIC.

2 Key Definitions and Interpretation

- 2.1.1 2.1 The following definitions apply for the purposes of this document:

“Affected TO”	A TO whose Transmission System is affected by or may be affected by a Significant Incident
“Duty Manager”	A senior operational manager with sufficient authority to fulfil the obligations placed upon them by this STCP 6.3.
“GB Transmission System Warnings”	A warning issued by NGC pursuant to OC7.4.8.5, OC7.4.8.6, OC7.4.8.7 or OC7.4.8.8 of the Grid Code
“Other TO”	A TO other than an “Affected TO”
System Incident Centre (SIC)	Facilities set up in the event of an incident or emergency on the GB Transmission System to support the relevant Control Centre

3 System Incident Centre

3.1.1 NGC and each TO shall have in place procedures to ensure that each can set up a SIC when circumstances dictate. The key function of each SIC is to take on a supporting role to the respective Control Centre through:

- the communication of the Significant Incident and its progress to affected Parties, media and government organisations as appropriate;
- [the communication of the Significant Incident and its progress to affected Users as appropriate in accordance with the Grid Code];
- the analysis of the Significant Incident impact and development of longer term operational plans for the management of the Significant Incident; and
- the mobilisation and deployment of resources.

3.1.2 NGC and TOs shall be responsible for ensuring that an appropriate number of telephone lines, fax machines and other appropriate equipment are provided for use in their respective SIC(s). Such equipment shall be tested on a regular basis as agreed by NGC and TO, or in line with 3.1.5 as a minimum.

3.1.3 The name and contact details of a Party’s Duty Manager shall be held by each Party in their respective Control Centre, shall be updated by the relevant Party as appropriate and shall be made available on request to NGC or TO as appropriate.

3.1.4 NGC and each TO shall ensure that media relations staff for their organisations are available at all times and shall share information to produce timely and consistent media statements as and when required. All media statements relating to Significant Incidents affecting the Transmission System or GB Transmission System Warnings shall be agreed by NGC and an Affected TO prior to release.

3.1.5 NGC and each TO shall ensure that joint SIC exercises with each TO are carried out annually. The objective of such joint SIC exercises shall be to test the procedures outlined in this document and any other relevant internal procedures. Where such exercises do not involve external Parties either the TO or NGC (as agreed) shall lead in the planning of such exercises. All exercises that involve external Parties must be by prior notice and shall be co-ordinated by NGC.

4 Significant Incident Management Process

4.1 Weather Reports

4.1.1 NGC shall ensure that it receives appropriate weather reports including advanced severe weather warnings for Great Britain.

4.1.2 Each TO shall ensure it receives appropriate weather reports including advanced severe weather warnings for its respective licensed area.

4.2 Anticipated Significant Incidents

- 4.2.1 On receipt of a weather warning or acting upon other information as appropriate, NGC may issue a GB Transmission System Warning - Risk of System Disturbance warning to the TO(s). Where NGC issues a warning to Users [under OC7.4.8.8 of the Grid Code] NGC shall also copy this warning to the TO.
- 4.2.2 On receipt of such GB Transmission System Warning - Risk of System Disturbance warning each TO shall then evaluate the situation. Where deemed necessary by NGC or the TO each Party shall contact its Duty Manager. Each respective Duty Manager shall then evaluate the situation and make contact with other relevant parties where necessary. Each respective Duty Manager shall arrange for all non-operational communication to be directed away from their Control Centre(s) as required.
- 4.2.3 An Affected TO Duty Manager shall consider and review the need for SIC activation and advise NGC accordingly. NGC may request that an Affected TO activates its SIC but the final decision regarding the activation of an Affected TO's SIC rests with an Affected TO.
- 4.2.4 The NGC Duty Manager shall consider and review the need for SIC activation and advise an Affected TO accordingly. An Affected TO may request that NGC activates its SIC but the final decision regarding the activation of NGC's SIC rests with NGC.
- 4.2.5 The formal activation of a SIC shall be notified by faxed pro-forma (appendix B). Following the activation of a SIC, the content of this fax shall be updated as and when there are any changes to SIC information and such updates shall be communicated to each Party as appropriate. Where necessary NGC shall then inform as appropriate the Other TO, and affected Users using appropriate methods of communication that one or more SICs has been established.
- 4.2.6 Affected TO(s) shall review and provide updates on Outage Emergency Return to Service Times and circuit availability to NGC.
- 4.2.7 NGC shall review system configuration, circuit availability and develop an operational strategy. Actions may be agreed with an Affected TO using the processes specified in STCP1.1: Operational Switching, which may include:
- Returning circuits to service where appropriate; and/or
 - Adoption of non-standard running arrangements to improve security.
- For the avoidance of doubt the above list is non-exhaustive and other actions may be agreed between the Parties.
- 4.2.8 An Affected TO shall implement actions agreed pursuant to section 4.2.7 in accordance with STCP1.1: Operational Switching.
- 4.2.9 [NGC is responsible for communication with Users under the Grid Code, where appropriate, in order to advise Users of the anticipated Significant Incident and discuss contingencies.]

4.3 Unanticipated Significant Incidents

- 4.3.1 The procedure as detailed in this section 4.3 shall be followed for Significant Incidents on or affecting a TO's Transmission System where it is unlikely that NGC or a TO shall receive any advance warning.

- 4.3.2 Following receipt of information relating to a Significant Incident on or affecting the TO's Transmission System, the recipient (NGC or an Affected TO) shall inform the other Party without delay. Both Parties should record the receipt and exchange of such information.
- 4.3.3 The TO may take emergency action in accordance with STCP 9.2: Site and Public Safety.
- 4.3.4 Where appropriate NGC shall identify any further Operational Switching actions required and implement them, using the processes specified in STCP1.1: Operational Switching.
- 4.3.5 An Affected TO or NGC where appropriate, shall inform their respective Duty Manager of the information referred to in section 4.3.2. Each respective Duty Manager shall then evaluate the situation and make contact with other relevant Parties where necessary. Each respective Duty Manager shall arrange for all non-operational communication to be directed away from their Control Centre(s) as required.
- 4.3.6 The NGC Duty Manager (where appropriate) shall establish communication links to an Affected TO and Users. Where relevant, GB Transmission System Warnings shall be issued to the TOs and to Users in line with Grid Code requirements.] Where NGC issues a warning to Users [under OC7.4.8.8 of the Grid Code] NGC shall also copy this warning to the Affected TO.
- 4.3.7 An Affected TO Duty Manager shall consider and review the need for SIC activation and advise NGC accordingly. NGC may request that an Affected TO activates its SIC but the final decision regarding the activation of an Affected TO's SIC rests with an Affected TO.
- 4.3.8 The NGC Duty Manager shall consider and review the need for SIC activation and advise an Affected TO accordingly. An Affected TO may request that NGC activates its SIC but the final decision regarding the activation of NGC's SIC rests with NGC.
- 4.3.9 The formal activation of a SIC shall be notified by faxed pro-forma (Appendix B). Following the activation of a SIC, the content of this fax shall be updated as and when there are any changes to SIC information and such updates shall be communicated to each Party as appropriate. Using appropriate methods of communication, NGC shall then inform (as appropriate) the TOs and affected Users that one or more SICs has been established. Where NGC issues information to Users, NGC shall also copy this information to the TOs.

4.4 Significant Incident Management

- 4.4.1 As events occur on or affecting a TO's Transmission System that lead to a Services Reduction, an Affected TO shall have responsibility for developing the Services Restoration Proposal and NGC shall have responsibility for directing the configuration of those parts of the Transmission System made available.
- 4.4.2 In practice, NGC and an Affected TO shall liaise and take into consideration each others concerns when developing a suitable operational recovery strategy. This shall include information with regard to asset condition, weather conditions, safety and deployment of resources, and operational conditions normally based on the following hierarchy:
 - 1) Main Interconnected Transmission System security
 - 2) Customer supply restoration
 - 3) Commercial & market issues

4.4.3 System conditions may dictate that NGC and an Affected TO may agree to an alternative hierarchy to that in 4.4.2.

4.4.4 Should disputes arise with respect to a suitable operational recovery strategy every reasonable attempt to resolve the disagreement shall be made at the time. If agreement cannot be reached, the matter shall be referred to higher authority within each organisation to try to reach agreement. [Otherwise, the disputes process described in Section H of the STC shall be followed.]

4.5 Standdown

4.5.1 As the situation improves, NGC may decide to close its SIC. The NGC Duty Manager or other appropriate manager, shall communicate this decision to the Affected TO and all other Parties and Users notified of the existence of the SIC. The formal notification of the stand down of NGC SIC shall be by fax (Appendix C).

4.5.2 As the situation improves in his licensed area an Affected TO may decide to close its SIC. An Affected TO Duty Manager shall communicate the decision to close the SIC to NGC who shall then inform all Parties and Users notified of the existence of the SIC. The formal notification of the stand down of an Affected TO's SIC and the return to normal communication channels shall be by fax (Appendix C).

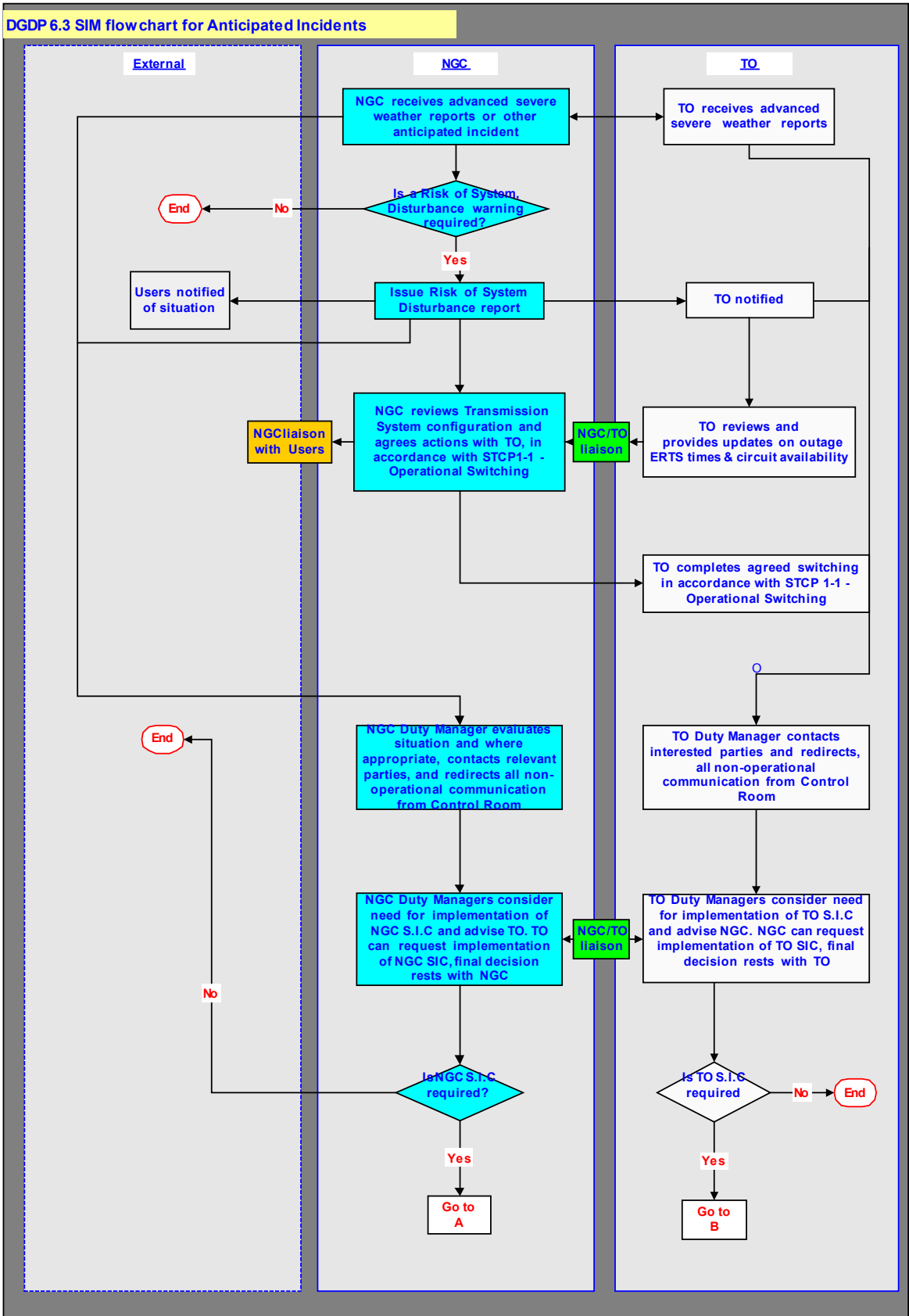
5 Significant Incident Roles and Responsibilities

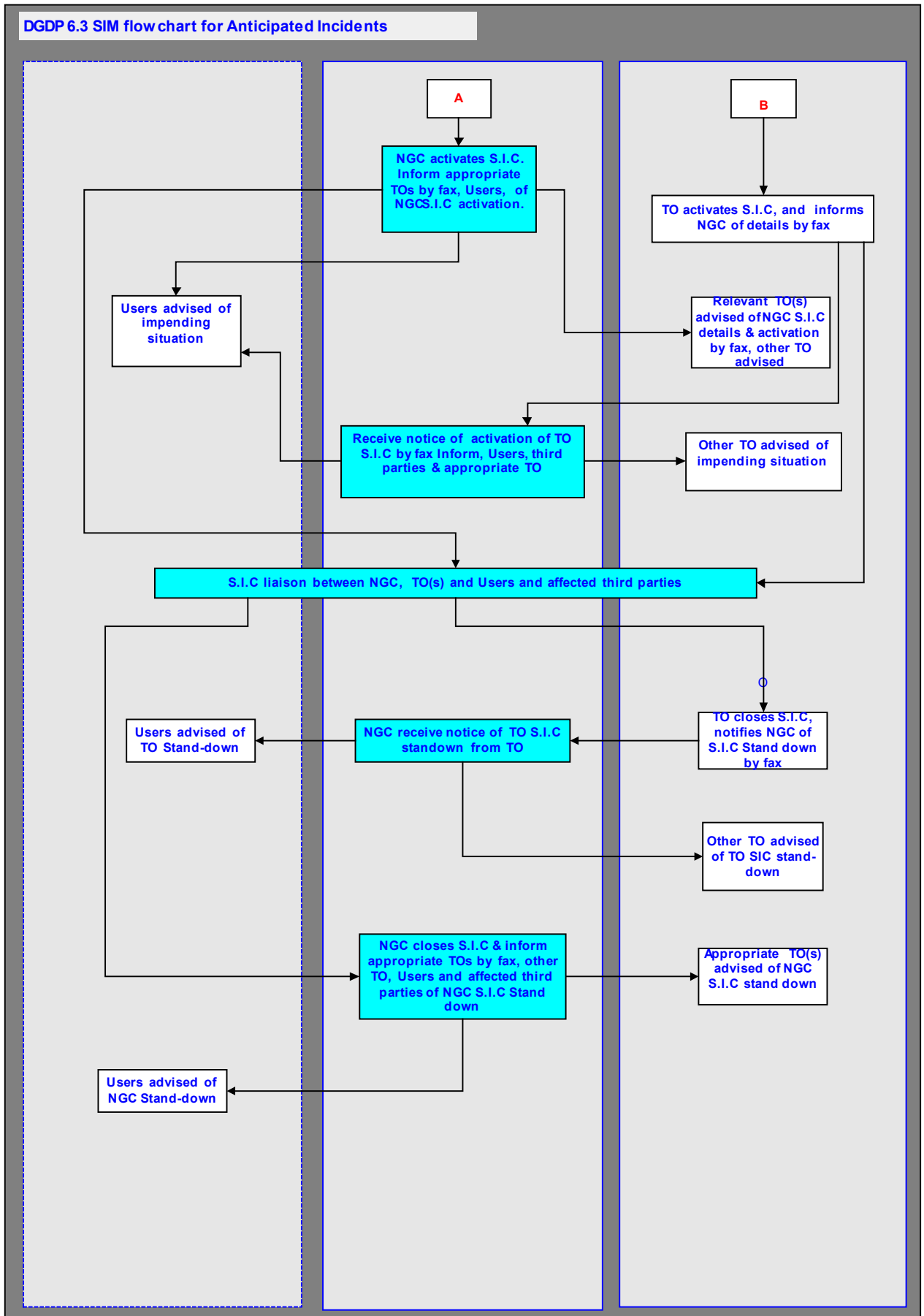
The table below is indicative of the action(s) that shall normally occur for a given Event. **It is included for guidance only.**

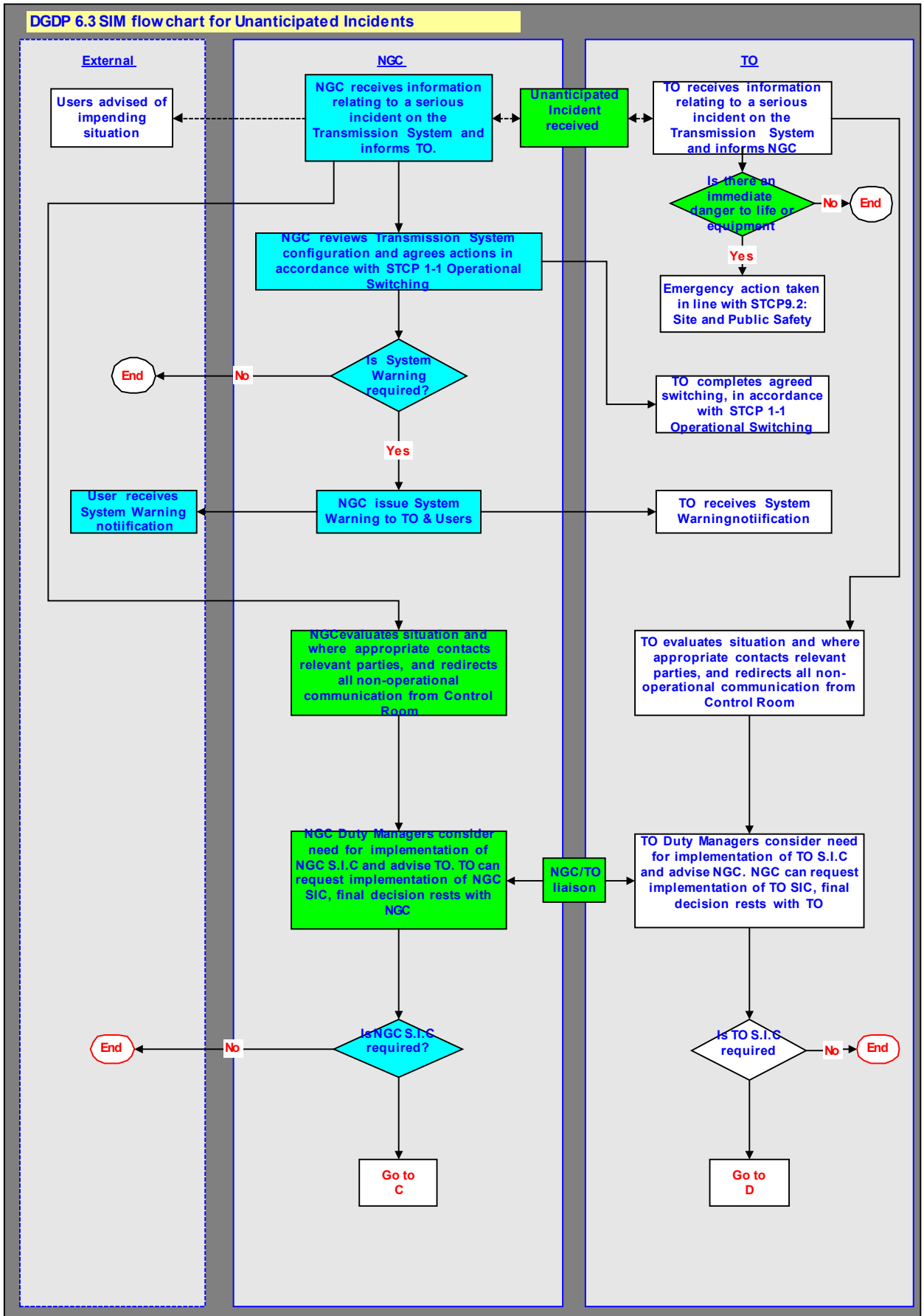
Event	NGC	TO
Advanced Warning of severe weather conditions received	Consider issuing System warning notice, Risk of System Disturbance Review staffing levels in E &W Liaise with SSE & SP Consider System configuration and circuit availability. Inform Duty Manager, consider setting up SIC.	Liaise with NGC Review staffing levels Inform key staff of situation Review Availability of circuits on outage. Carry out agreed switching to re-configure System and/or return circuits to service. Inform Duty Manager, consider setting up SIC.
Localised or widespread System disturbance on SP and/or SSE Distribution network		Duty Manager / SIC role established. Mobilise resources. Manage asset availability. Liaise with NGC on Transmission issues.
Localised System disturbance on SP and/or SSE Transmission network.	Respond to TO escalation or Initiate response via Duty Manager / SIC role. Manage System security. Liaise with Ofgem /DTI/ other System users on transmission issues.	Where normal communication links are insufficient set up Duty Manager point of contact/ SIC role and establish communication with NGC Duty Manager / SIC. Mobilise resources. Manage asset availability.
Widespread System disturbance on SP and/or SSE transmission network	Respond to TO escalation or Initiate response via Duty Manager / SIC role. Manage System security. Liaise with Ofgem / DTI other System users on transmission issues.	Set up Duty Manager point of contact/SIC role and establish communication with NGC Duty Manager / SIC role. Mobilise resources. Manage asset availability
Widespread System disturbance in E&W transmission network that may affect the TO	Establish Duty Manager / SIC role. Mobilise resources. Manage System security.	Consider setting up Duty Manager point of contact/SIC role and establish communication with NGC

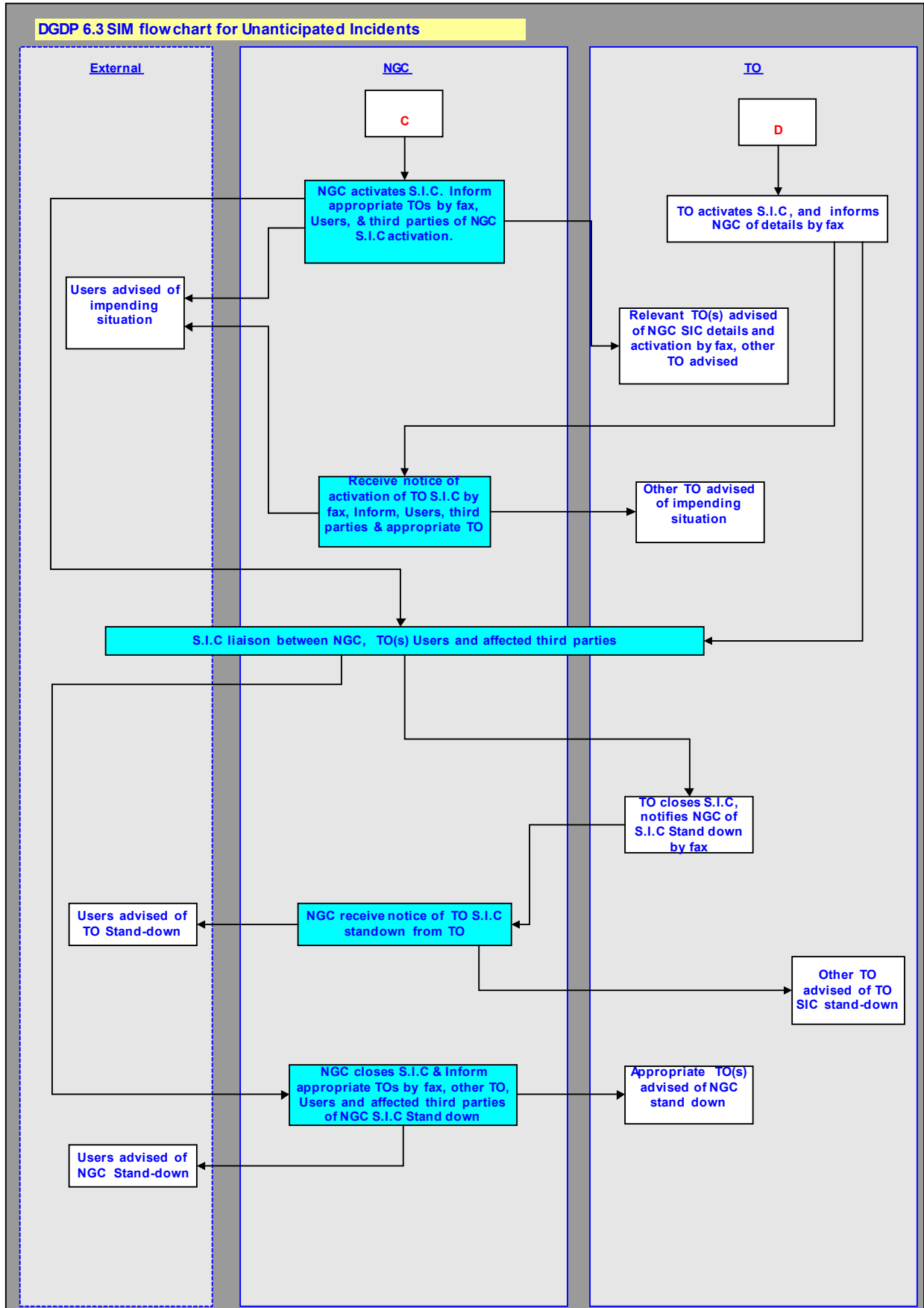
Event	NGC	TO
Transmission System	Manage asset availability. Liaise with Ofgem/DTI other System users. Liaise with affected TO.	Duty Manager / SIC role. Mobilise resources if required.
Major asset failure or terrorist incident on SP / SSE Transmission System	Set up or receive request to set up Duty Manager /SIC role. Manage System security. Liaise with Ofgem/DTI and other users	Set up Duty Manager/ SIC role. Mobilise resources. Inform NGC Manage asset availability

Appendix A









Appendix B

SIC SET UP / UPDATE FAX PROFORMA

(Company)

To: _____

From: _____

**NOTIFICATION OF ACTIVATION OF THE
 _____ SYSTEM INCIDENT CENTRE**

(Location)

The _____ System Incident Centre has been activated.
 It is manned by the following team, please use the telephone and fax numbers
 provided below for all communications with the System Incident Centre.
 The System Incident Centre shall remain manned until further notice.

Name / Role	BT Telephone Number	CTN Telephone Number

Fax Number(s) for all positions

Date: _____ Time: _____

Signed: _____

END.

Appendix C

<p>SIC STAND DOWN FAX PROFORMA</p> <p>_____</p> <p>(Company)</p> <p>To: _____</p> <p>From: _____</p> <p>STAND-DOWN OF THE</p> <p>_____ SYSTEM INCIDENT CENTRE</p> <p>(Location)</p> <p>The _____ System Incident Centre has now been closed. All communications should now revert to normal Operational channels. Thank You for Your Co-operation.</p> <p>Date: _____ Time: _____</p> <p>Signed _____</p> <p>END.</p>
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Appendix D – Definitions & Abbreviations

D.1 Abbreviations

ERTS	Emergency Return To Service
NGC	National Grid Company
SHETL	Scottish Hydro Electric Transmission Ltd
SPT	Scottish Power Transmission
STCP	System Operator –Transmission Owner Code Procedure
TO	Transmission Owner

D.2 Terms defined in the STC:

Emergency Return to Service Times

Services Restoration Proposal

Services Reduction

Customer

D.3 Terms defined in the Grid Code:

GB Transmission System Warning - Risk of System Disturbance

Black Start

User

Event

Significant Incident

D.4 Terms defined in other STCPs

Islanding	As defined in STCP6-2: Islanding
Main Interconnected Transmission System	As defined in STCP11.1: Outage Planning Processes
Operational Switching	As defined in STCP1.1:Operational Switching