

Exercise Quartz update



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Exercise Quartz feedback

- ◆ Exercise Quartz published on the HSE website
<http://www.hse.gov.uk/gas/supply/information.htm>

- ◆ 2010 Exercise Programme

Areas tested in Quartz

- ◆ Formation of the NEMT
- ◆ Demand reduction actions and process
 - ◆ Comms with four Distribution control centres
- ◆ Strategy development and authorisation
 - ◆ Liaison with the Electricity National Control Centre
 - ◆ Restoration strategy
 - ◆ Protection of safety monitors
- ◆ Upstream interactions
 - ◆ GAS Reporting process
 - ◆ Terminal Group Leader reports and teleconference
 - ◆ LNG Importation liaison

Quartz timeline

Day One

- ◆ Stage 1 Potential NGSE
 - ◆ Emergency Interruption
- ◆ Stage Two
 - ◆ Maximisation of Beach and storage supplies
 - ◆ Suspension of National Grids' participation on the OCM
- ◆ Stage Three
- ◆ Firm Load Shedding of NTS and DN VLDMC's

Day Two

- ◆ Stage Three (continued)
 - ◆ DN Firm Load Shedding
- ◆ Stage Five
 - ◆ Restoration strategy development
 - ◆ NTS Consumer Questionnaire

Quartz results

- ◆ More sites called and contacted than in Prelude
- ◆ Percentage KPI's not significantly improved on Prelude
- ◆ SOQ successfully load shed has reduced in absolute terms
 - ◆ Potentially recessionary effect ?
- ◆ Improvements in the performance for Distribution Networks.
 - ◆ Wales West Utilities and Scotia Gas Networks substantially improved performance relative to exercise Prelude.
 - ◆ Will continue our liaison with DN's to understand changes in performance

Firm Load Shedding >25,000 tpa by exercise

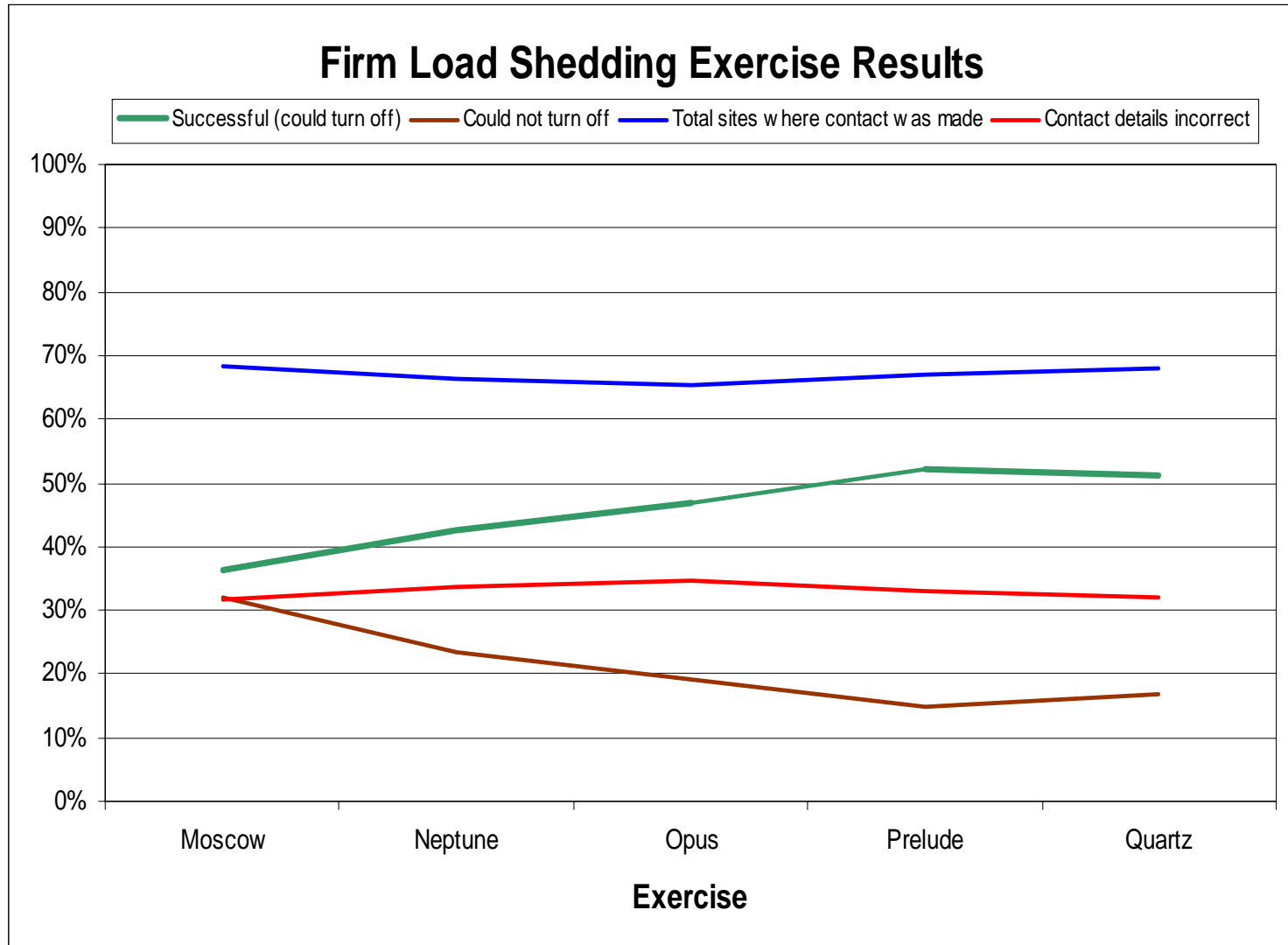
	Moscow 2005		Neptune 2006		Opus 2007		Prelude 2008		Quartz 2009	
Contact Type	No.	%	No.	%	No.	%	No.	%	No.	%
Successful (could turn off)	582	36.17%	1112	42.74%	1651	47.00%	1558	52.23%	1809	51.29%
Could not turn off	515	32.01%	612	23.52%	657	19.00%	444	14.88%	589	16.70%
Total sites where contact was made	1097	68.18%	1724	66.26%	2308	65.36%	2002	67.11%	2398	67.99%
Contact details incorrect	512	31.82%	878	33.74%	1223	34.64%	981	32.89%	1129	32.01%
Total attempted contacts	1609		2602		3531		2983		3527	

More sites contacted...

Reduction in percentage that could turn off

Overall performance

Improved performance would be indicated by corresponding upward or downward movement of the metrics



Quartz recommendations

- ◆ Improvements to forms and clarifying responsibilities within the Network Emergency Management Team
- ◆ Review metrics used - identify specific metrics that would demonstrate performance more accurately- any ideas ?
- ◆ Contact Details
 - ◆ Users responsibility for contact details may be enhanced by a formal feedback loop to users for 'failed' distribution network calls
 - ◆ Data on the source of 'successful' call information will be progressed in NEC Exercise Reform in May
- ◆ Restoration strategy
 - ◆ Formalisation of tools, data exchange and communications
 - ◆ Will be taken forward in August workshop followed by October NEC Exercise

Quartz conclusion

- ◆ An effective test of a greater variety of processes, interactions and strategy development
- ◆ Parallel running of elements of the scenario produced greater depth to the testing – “more real”
- ◆ Requirement to standardise tools for developing the restoration strategy
- ◆ GNCC ENCC communication process was effective
- ◆ Feedback from questionnaire (NTS Sites) and the completion of demand reduction and restoration template
 - ◆ Excellent response to the questionnaire
 - ◆ Will inform future exercises

Exercises 2010

- ◆ Exercise Reform 11 May 2010
 - ◆ Test the DN Firm load reduction processes prior to full implementation of Interruption reform in 2011
 - ◆ NEMT Strategy development running in parallel
- ◆ DECC Exercise Avogadro 29th & 30th June
 - ◆ Scenario is an NGSE
- ◆ Workshop and NEC Exercise “Revive”
 - ◆ August workshop to map information requirements, data flows and development of restoration plans
 - ◆ One Day NEC exercise in October to test processes from network isolation back to normal operation

Feedback and contacts

- ◆ Feedback to...

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Erroneous GBA message 10 March

- ◆ Web support team trying to re-enable GBA text messaging
- ◆ Asked technical support team for process
- ◆ Ran the process
- ◆ Unfortunately the process was “how to force a GBA email”

Learning points

- ◆ Communication between support teams
- ◆ Appreciation of impact of area
- ◆ “are you really sure you want to do this?”

- ◆ Ongoing project to replace text/email messaging service