

GEMINI incident – Oct 2007

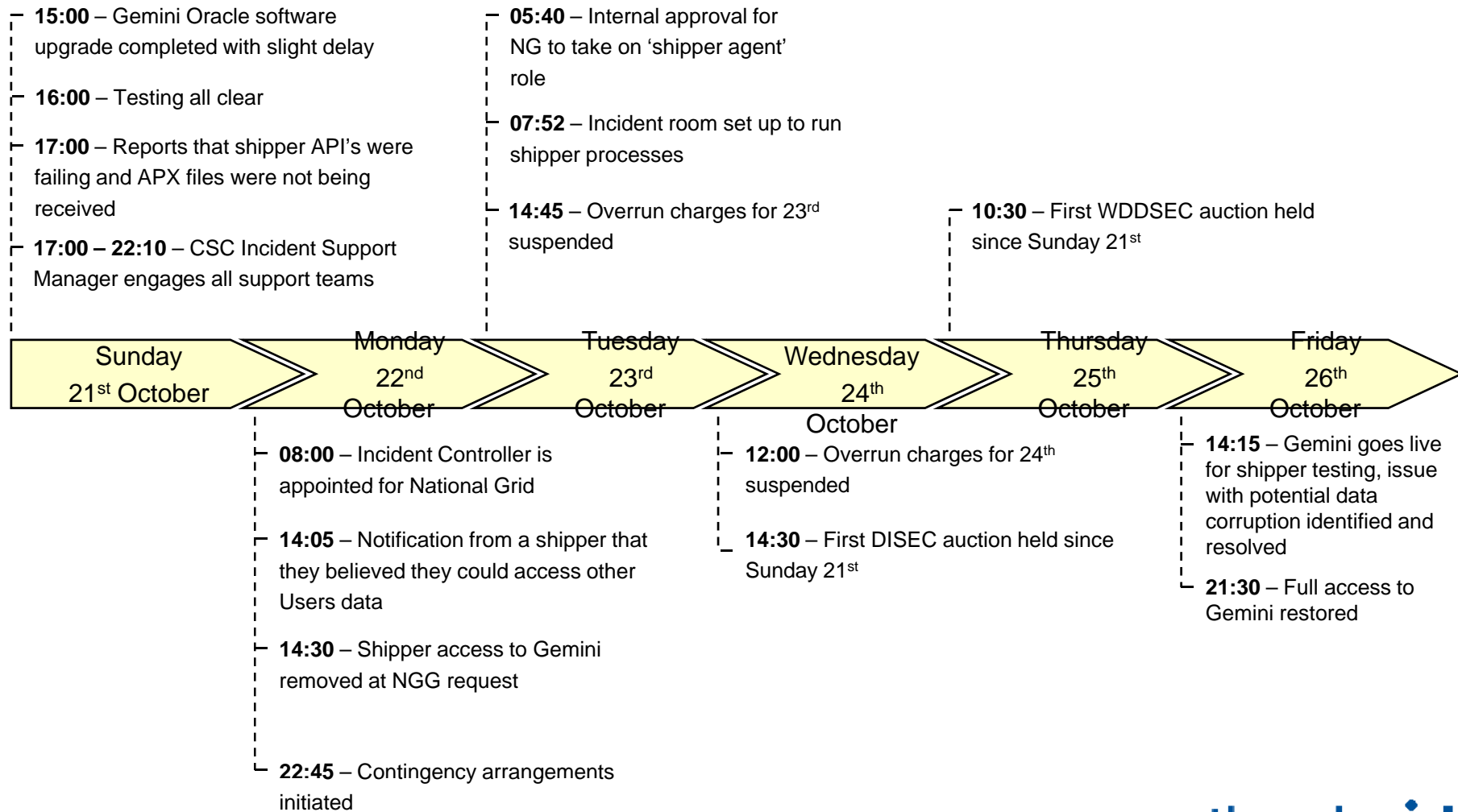
Review of contingency arrangements

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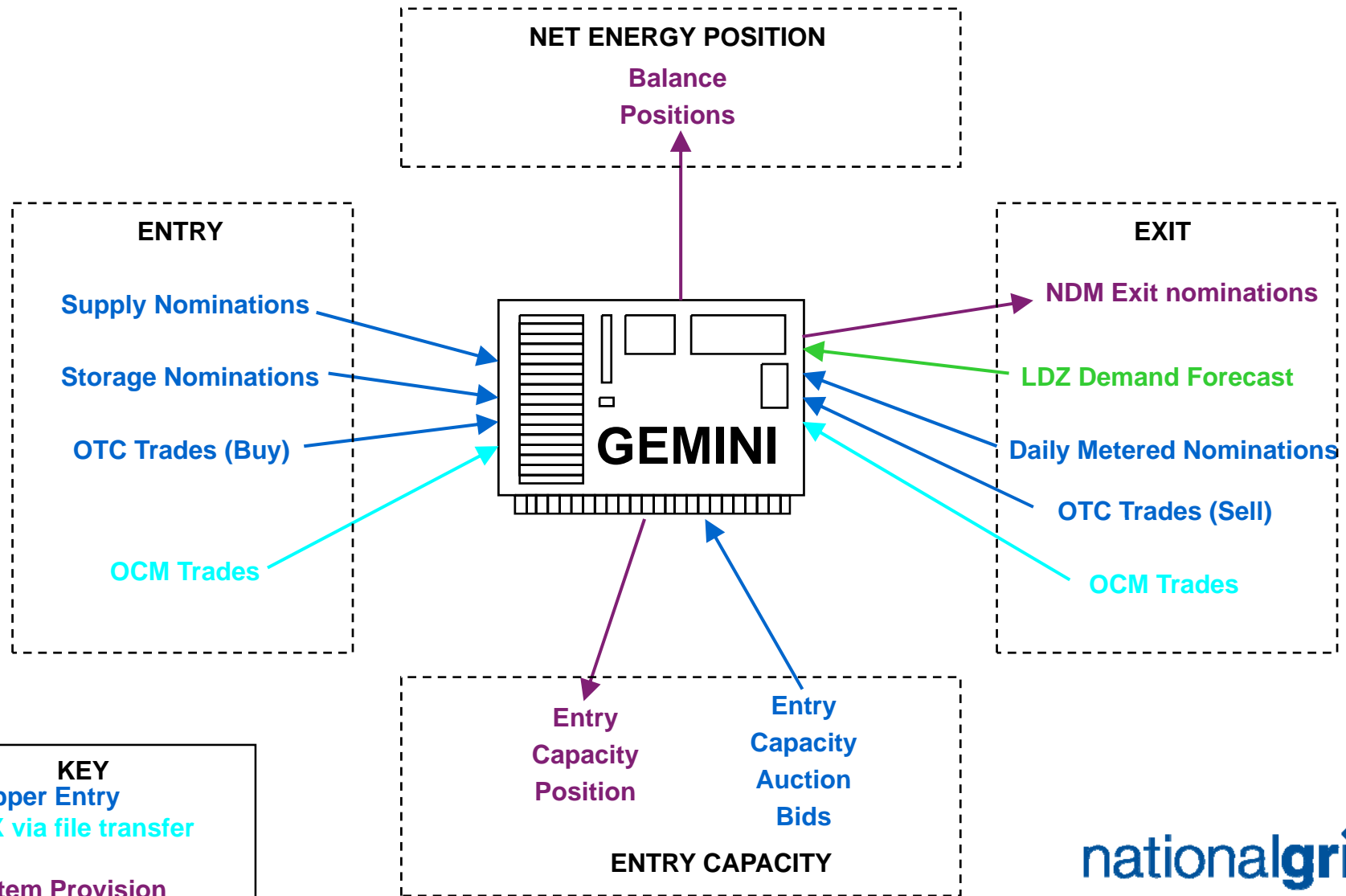
NG Contingency Timeline for Gemini Incident



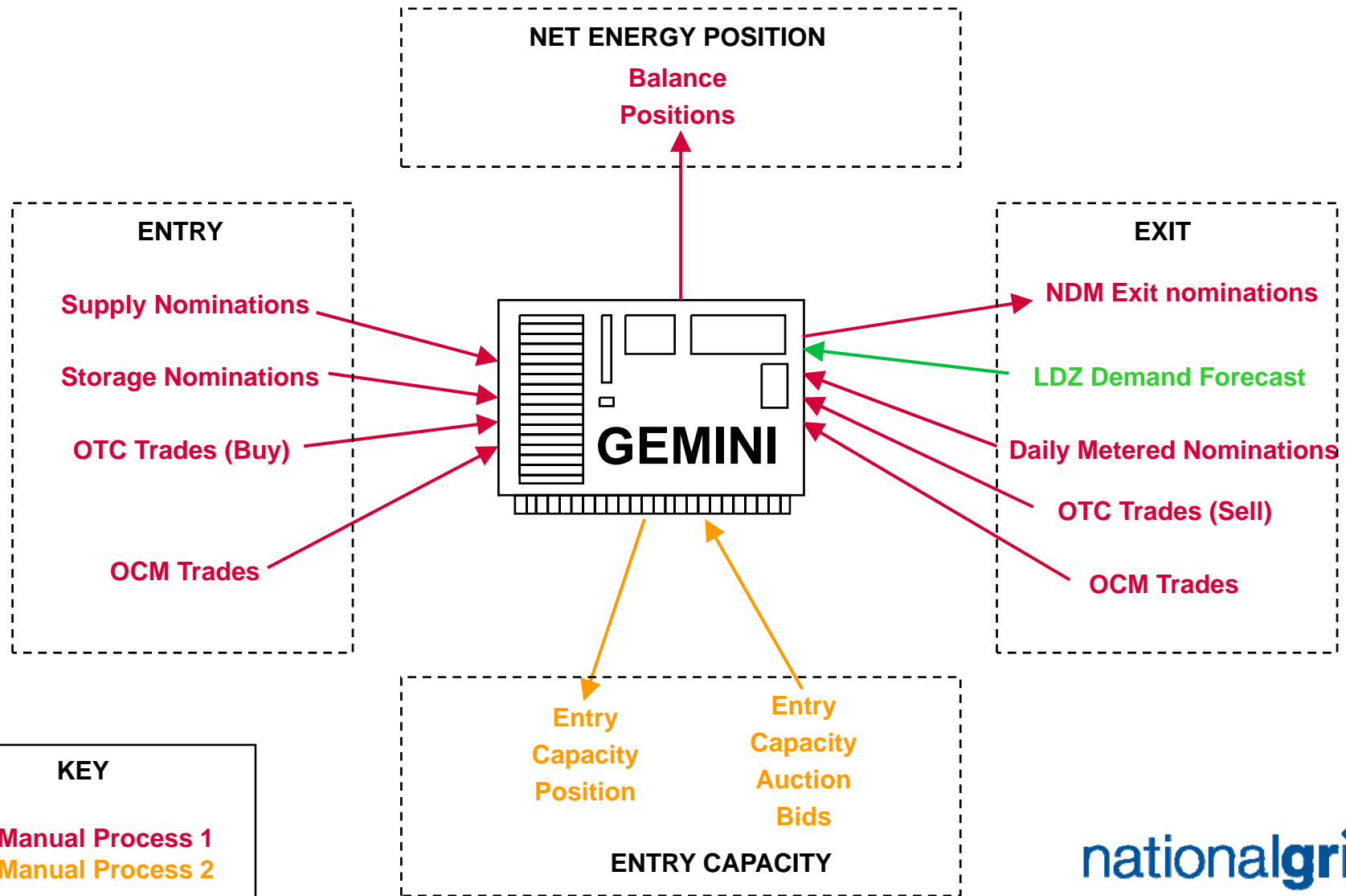
“Shipper agent” role

- ◆ Under code contingency, normal approach for loss of Gemini is to manage via a single faxed EOD position from each shipper each day
- ◆ However, during this incident Gemini remained available to National Grid users
- ◆ This meant that near to normal commercial processes could continue if shipper interface issues could be resolved
- ◆ Decision therefore taken by NG do more than contingency arrangements required by acting as an agent for shippers
 - ◆ to allow nominations and trade details to be entered into Gemini,
 - ◆ to allow outputs to be fed back to shippers
- ◆ Seen by NG as a proactive approach to facilitating market operations
 - ◆ Allowed shippers to trade and re-balance through the day
 - ◆ Allowed NDM demand attribution process to be meaningful to support daily balancing

Information flows – Normal operations



Information flows – During contingency



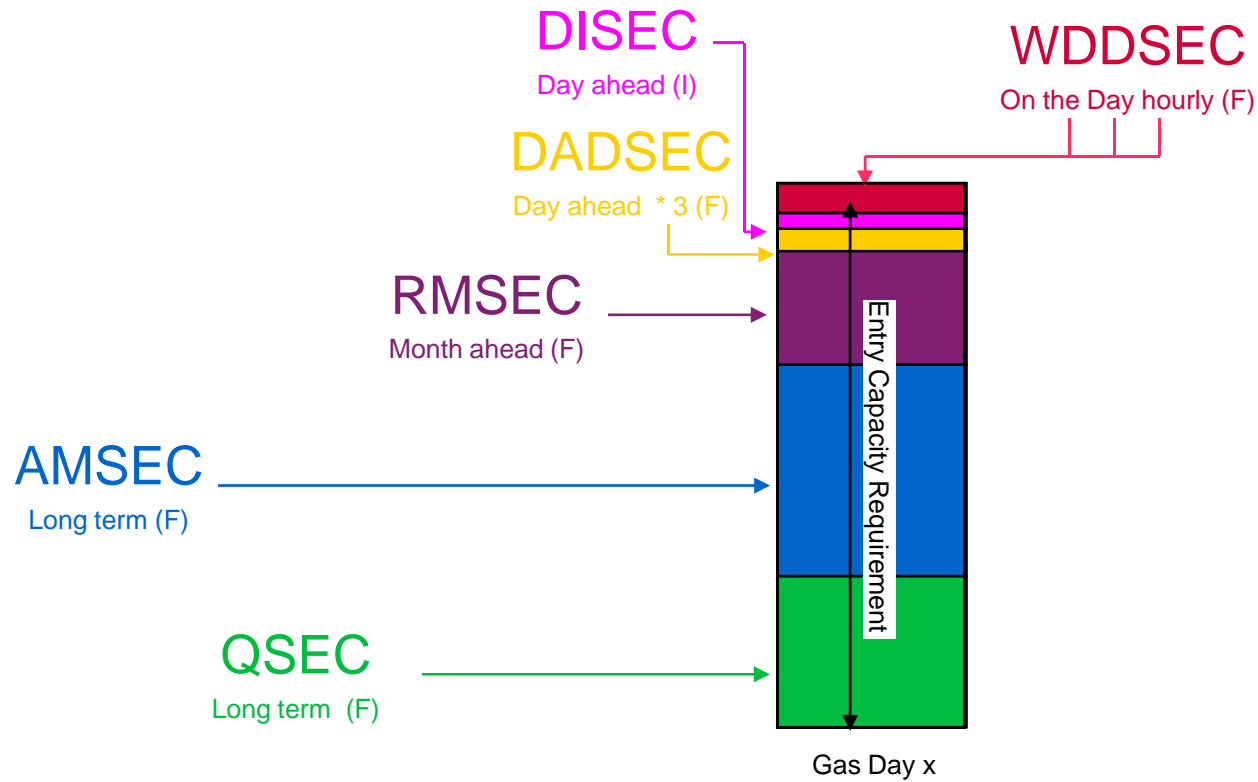
Process undertaken for management of nominations and trade data

- ◆ Dedicated incident room for shipper communications set up
 - ◆ Community informed of approach by ANS and NG website
- ◆ Shippers contacted periodically through the day to
 - ◆ request updated positions that required entering into GEMINI
 - ◆ provide feedback to shippers on latest position recorded in GEMINI
- ◆ Communication method agreed with each shipper (either verbal updates, faxes or e-mail to box account)
- ◆ Dedicated individual for a specific group of shippers
- ◆ Communication operated in a NG – Shipper direction only to manage workload and provide equality of access
- ◆ Contingency fax pro-forma's made available to users via the NG website to support the process (although they are already defined under the contingency arrangements)

Logistics of contingency arrangements

- ◆ Shift process initiated to cover 07:00 to 03:00 for each day
 - ◆ 25 staff to cover the working day
 - ◆ 13 staff covering out of hours business
 - ◆ Each shift supported by a Supervisor and a Gemini technical expert
 - ◆ Agents organised around shipper groups / families
- ◆ **107** Staff called in to support operations in total
 - ◆ 80 NG staff/managers
 - ◆ 27 Call Centre & xoserve staff (based in Solihull & Hinckley)
- ◆ Contingency room established for the duration of the incident using IT, phone and process equipment set up at short notice
- ◆ Huge amount of data being handled manually, for example there were 1360 e-mails received in incident room alone
- ◆ Catering facilities organised for all shifts – an army marches on its stomach !
- ◆ Staff incident helpline set up to manage ongoing shift requirements and notifications of attendance

Entry Capacity – Auction Regime



F – Firm
I – Interruptible

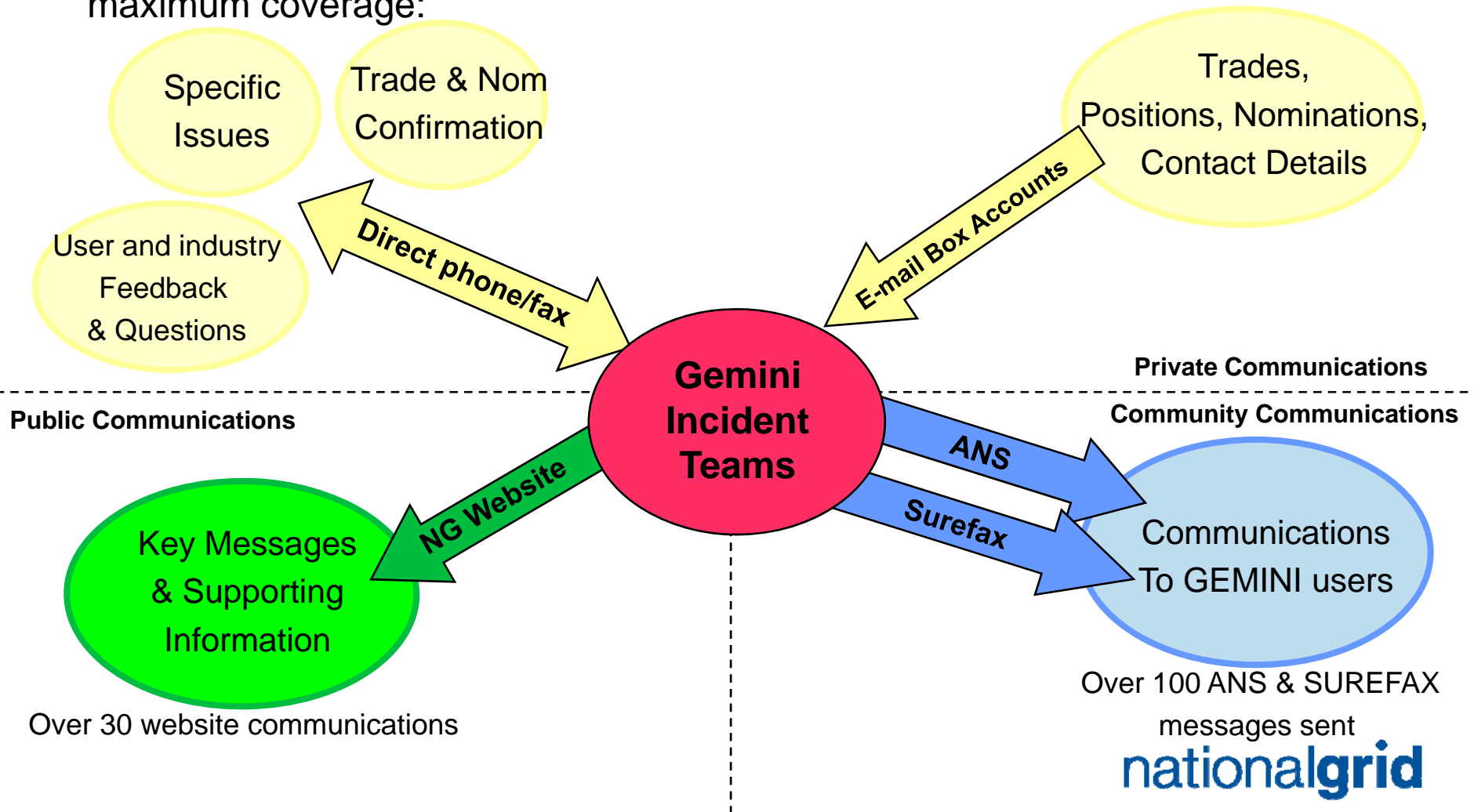
Entry Capacity – Incident Response ⁽¹⁾

◆ 22nd & 23rd October

- ◆ No capacity auctions carried out **after** removal of shipper access to Gemini system
- ◆ Decision taken due to a lack of shipper visibility, issues with managing offline of auction process, and prioritisation of resources.
- ◆ Although the capacity auction regime was not operational, NG closely monitored and managed the physical situation over this period.
- ◆ With no opportunity for shippers to correct their positions from previous auctions for the 23rd, overrun charges that may have been applicable were waived for that day.
- ◆ NG Issued communications explaining the above on the 23rd via ANS and its website

Industry Communications

- ◆ Communications managed via a variety of processes and systems to ensure maximum coverage:



Conclusions with respect to contingency arrangements

- ◆ Proactive stance from NG in taking on “shipper agent” role
- ◆ New and untested contingency arrangements set up very quickly given number of complex logistical issues that needed to be resolved
- ◆ Generally worked well given complexity and logistical size of the role taken on and the limited experience of NG staff in undertaking the normal shipper role
- ◆ Positive feedback received from a number of shipper organisations, however some concerns also raised
- ◆ Going forward there are a number of issues associated with contingency arrangements to be addressed by both NG and the wider market community

Issues arising from contingency arrangements

- ◆ Contingency arrangements :
 - ◆ Community awareness of, and preparedness for use of, existing contingency arrangements
 - ◆ Appropriateness of existing contingency arrangements for such events – Noting the requirement for a “Shipper Agent” role.
- ◆ Shipper agent role :
 - ◆ Contingency staff carrying out unfamiliar roles with limited training
 - ◆ Inaccuracies and delays in data entry by contingency staff
 - ◆ Issues with notifications of trade data to NG (both within day and in after the day reconciliation faxes)
 - ◆ problems validating trades when only one party was providing info
 - ◆ Amount of after the day reconciliation required
 - ◆ Issues resolution and level of expertise of contingency and shippers staff to manage this
 - ◆ Concern over uni-directional communication from shipper agents
 - ◆ Impact of role on shipper scheduling charges
- ◆ Communications
 - ◆ User details previously provided to NG out of date despite frequent exercises
 - ◆ Users not being available when contacted
 - ◆ Wrong numbers, unmanned workstations, Company Receptions or Security Lodges
 - ◆ Problems arising from lack of user readiness for dedicated ANS and SUREFAX systems
 - ◆ Difficulties contacting users post capacity auctions
 - ◆ Did NG use all available options in the most effective manner ?

Contingency – lessons learnt (end to end processes)

- ◆ Preparedness
 - ◆ Dusting off contingency procedures only when things go wrong doesn't work
 - ◆ NG and Shippers require training on contingency arrangements
- ◆ Communication
 - ◆ Speed, frequency, clarity, accuracy, targeted, 2 way, recorded
- ◆ Resources
 - ◆ Accessible, ready, trained
- ◆ Facilities
 - ◆ Appropriate, tested
- ◆ Procedures
 - ◆ Up to date, regularly reviewed, tested
- ◆ Prioritisation
 - ◆ Understood by all

What next for contingency arrangements?

- ◆ NG will take forward lessons learned on commercial incident management
- ◆ Need broader review of Gemini contingency arrangements and procedures
 - ◆ Initial work planned with xoserve / Transporters to look at:
 - ◆ Responsibilities
 - ◆ Approach
 - ◆ Resources
 - ◆ Prioritisation & decision making
 - ◆ Testing arrangements
 - ◆ Outputs in early April
- ◆ Industry engagement required to discuss:
 - ◆ User requirements / expectations
 - ◆ Potential improvements
 - ◆ Development approach
 - ◆ Implementation