

Who are the Gas Industry Participants?

Producers

Explore for and produce gas, then sell to Shippers.

Shippers (the wholesalers)

Buy gas in bulk from producers to sell to Suppliers. Shippers also employ the gas transporters to transport gas to the Suppliers' customers.

Suppliers (the retailers)

Buy gas from Shippers to sell to consumers.

Gas Transporters

Operate part of the gas network which transports gas from the terminals to gas consumers.

Network Emergency Coordinator (NEC)

The NEC is responsible for coordinating the actions of all gas transporters during a Network Gas Supply Emergency. The NEC discharges their responsibilities through the actions undertaken by transporters.

Consumers

The End User of gas at the site.

Large End User

Alternatively known as a 'Large Firm Supply Point' whose annual quantity is greater than 732,000KWh (25,000 Therms) per annum.

Energy Emergencies Executive Committee (E3C)

Members of this group include DECC, HSE, Ofgem, Producers, Shippers, Gas Transporters, Suppliers and Consumer representatives.

This group develops, tests and operates industry wide emergency arrangements, as well as providing expert industry wide advice on large-scale gas supply failures.

Emergency Exercises

From time to time the NEC and/or gas transporters perform Gas Supply Emergency exercises. During these, the contact details you have provided via your Supplier may be tested by your gas transporter. The results of these exercises including the ability of the person contacted to arrange for all affected premises to stop using gas are reported to the HSE.

If you are contacted for the purpose of an emergency exercise, it will be clearly stated that it is an exercise and you are not actually required to stop using gas.

Emergency Contact Information

Your role in Gas Supply Emergencies

When a Gas Supply Emergency occurs, we need to act quickly and safely. Your role is vital to help the industry do this.

This leaflet has been prepared by the Energy Emergencies Executive Committee (E3C) in conjunction with the Department of Energy and Climate Change (DECC), Health and Safety Executive (HSE), Office of Gas and Electricity Markets (Ofgem) and the Network Emergency Coordinator (NEC).

This leaflet provides an overview of your responsibilities as a gas customer whose premises individually consume more than 732,000KWh (25,000 Therms) per annum (Large End User) to provide emergency contact details to your Gas Supplier. It also outlines what you are required to do in the event of a Gas Supply Emergency being declared by the NEC or a gas transporter.

Please read this information carefully, and ensure that you and those employees in your organisation who may be directed to stop using gas understand their responsibilities.

We also need you to help proactively by ensuring the contact information held by your Supplier is kept accurate and up to date.

Minimising the impacts of potential Gas Supply Emergencies requires the cooperation of everyone. Only by working together can we improve the quality of contact information, which is a vital part of the industry emergency process for reducing demand on the gas network quickly and safely.



What is a Gas Supply Emergency?

A Gas Supply Emergency is caused by insufficient gas supplies being available to satisfy expected demand and could be caused by a number of factors. Although the probability of this occurring is very low, insufficient supplies could result in a loss of pressure in the Network to all types of consumers that would require prompt and appropriate action to prevent any dangerous occurrence. The NEC or the gas transporter can declare a Gas Supply Emergency.

What are your obligations as a consumer during a Gas Supply Emergency?

The Gas Safety (Management) Regulations 1996 (GS(M)R) allow gas transporter(s) (as gas conveyors) to direct any consumer, to stop using gas when necessary to prevent a Gas Supply Emergency. In the event of such an emergency it is vital that you, as a Large End User, stop using gas as soon you are asked to do so to safeguard the Network and to limit disruption to smaller consumers, for whom turning off the gas is potentially dangerous.

Who will contact me to ask me to stop using gas?

As a Large End User of gas you will be contacted by the gas transporter as soon as there is a requirement for you to stop using gas. It is a criminal offence for the person receiving the direction to knowingly fail to comply with such a direction. This direction for you to stop using gas may be sent by fax, given orally (in person or by telephone) or delivered by hand.

If you are contacted what will the gas transporter say?

The gas transporter will advise you that there is a Gas Supply Emergency and will direct you to stop your site from using gas.

What does 'stop using gas' mean to you as a consumer?

If the gas transporter contacts you and asks you to stop using gas this means that you should immediately but safely turn off any equipment or appliances that use gas. The gas transporter will notify you when supplies can be restored.

What are the consequences of failing to stop using gas?

Should you fail to stop using gas, you will be putting the security of the Network and supplies to priority and domestic consumers at risk. Failure to stop using gas will mean that you are breaking the law and this could lead to the isolation of your site by the gas transporter and prosecution by the HSE. Your Supplier will also be notified of your non-cooperation.

Emergency Contact Information

Under the contract with your Supplier you are required to provide and maintain accurate emergency contact information. It is **your** responsibility to inform your Supplier immediately of any changes to your emergency contact details.

Your emergency contact should be someone that is in a position to accept the direction from the gas transporter and be able to arrange for all affected premises to cease using gas. If the emergency contact is unable to act upon the direction themselves, they must know who to contact to ensure the site stops using gas. The number(s) provided must not be diverted to an answering machine.

Table 1 identifies the emergency contact information that should be provided to your Gas Supplier. You can provide the information in the left hand column (shaded boxes are mandatory) or if it is more convenient, provide the emergency contact job title e.g. Duty Engineer, Store Manager etc.

Table 1 Emergency Contact Details – Information Required

Contact Title (Mr, Mrs etc.)	OR	Contact Job Title
Contact First Name		
Contact Surname		
Contact Initials		

Table 2 identifies the minimum, maximum and preferred (shaded boxes) number of emergency contacts and their associated contact numbers you can provide to your Supplier. Sites consuming 1,464,000 kWh (50,000 Therms) per annum or more must also provide a fax number which is accessible 24 hours a day.

Table 2 Number of Emergency Contacts

		Minimum	Preferred	Maximum
Can you provide a contact which can be contacted 24 hours a day at the premise?	Yes	One emergency contact with a single 24 hour number	One emergency contact with a single 24 hour number	Five emergency contacts with up to four numbers for each
	No	Three emergency contacts with up to four numbers for each	Three emergency contacts with up to two numbers for each	Five emergency contacts with up to four numbers for each