

Exercise Revive Report Proforma

Name of Observer: Roger Crane

Representing (Shipper name, NMU, transporters name, etc): Scotia Gas Networks

Stage of Emergency: 1 to 3

Process: Emergency Interruption & Firm Load Shedding

Observations:

The initial communication with GNCC didn't run smoothly. SGN had difficulty contacting its liaison officer at GNCC and the 9am teleconference started 20 minutes late. Other communication issues included:

- faxes from GNCC showed a timestamp 5 hours earlier than the current time
- SGN received a storage position fax from LNG which was forwarded to GNCC
- The DNCC1 form did not arrive until 9:42

The firm load shedding was very successful and was completed quickly with a very high success rate.

When faxes were sent to shippers there were numbers that were busy and which delayed the communication process. It is assumed that this was the result of all parties simultaneously attempting to fax them.

Once Interruption was 100% complete SGN ceased sending 30 minute updates to GNCC. However, GNCC requested further updates and the reason for not sending them had to be clarified.

The figures used during the exercise were fictitious and it became progressively more difficult to play the scenario, especially in relation to stock levels at 10pm on day 1 and demand forecasts for subsequent days.

Recommendations for Improvement to process:

GNCC to review the initial communication process.

Shippers to review their fax provision or consider the use of e-mail as the preferred notification method.

GNCC to consider the limitations of fictitious data when planning future exercises.

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Stage of Emergency: 4

Process: Network Isolation

Observations:

One of the IGT notification faxes was sent without the words “exercise” on it

GNCC requested SGN isolation plans to be supplied which caused some confusion. When queried, it transpired that these were forms NET5R(a) and NET5R(b) as per procedure.

At times there were teleconferences taking place in the same room as other people making phone calls on their mobiles which hampered communication.

Recommendations for Improvement to process:

Exercise participants to be reminded of the importance of highlighting exercise communications with the word “Exercise”.

Participants need to refrain from using their mobile phones whilst in the same room that a teleconference is taking place in.

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Name of Observer: Roger Crane

Representing (Shipper name, NMU, transporters name, etc): Scotia Gas Networks

Stage of Emergency: 5

Process: Restoration

Observations:

At times there were teleconferences taking place in the same room as other people making phone calls on their mobiles which hampered communication.

There was an apparent lack of understanding by GNCC of some of the DN issues that would need to be addressed as part of the Restoration process. Examples included:

- Not understanding that following network isolation, customer meter isolation needs to take place as part of the make safe process before network restoration is able to commence. This process would have taken weeks to achieve in an NGSE of Exercise Revive's scale.
- Although the exercise was an NGSE and so focussed on getting the Primary System back in balance, in practice the process of DN restoration would start to be planned immediately on completion of stage 4 whilst the NGSE was still in progress.
- Requests for JRT support in this area were initially turned down as being out of scope of the exercise. After further pressure a virtual JRT was formed to discuss DN issues

Inter DN teleconferences were useful in establishing a coordinated approach to restoration via the JRT. Issues that were addressed included:

- Seeking assistance for extra resources from Centrica, Gas Safe, etc.
- The use of Customer Self Isolation & Restoration as per E4 & E5.

Recommendations for Improvement to process:

Participants need to refrain from using their mobile phones whilst in the same room that a teleconference is taking place in.

Further liaison work between DNs and GNCC needs to take place to create a more joined up approach to restoration.

Further work needs to take place to develop the use of Customer Self Isolation & Restoration for significant Gas Supply Emergencies.