

# **GEMINI incident – Oct 2007**

## **Review of contingency arrangements**

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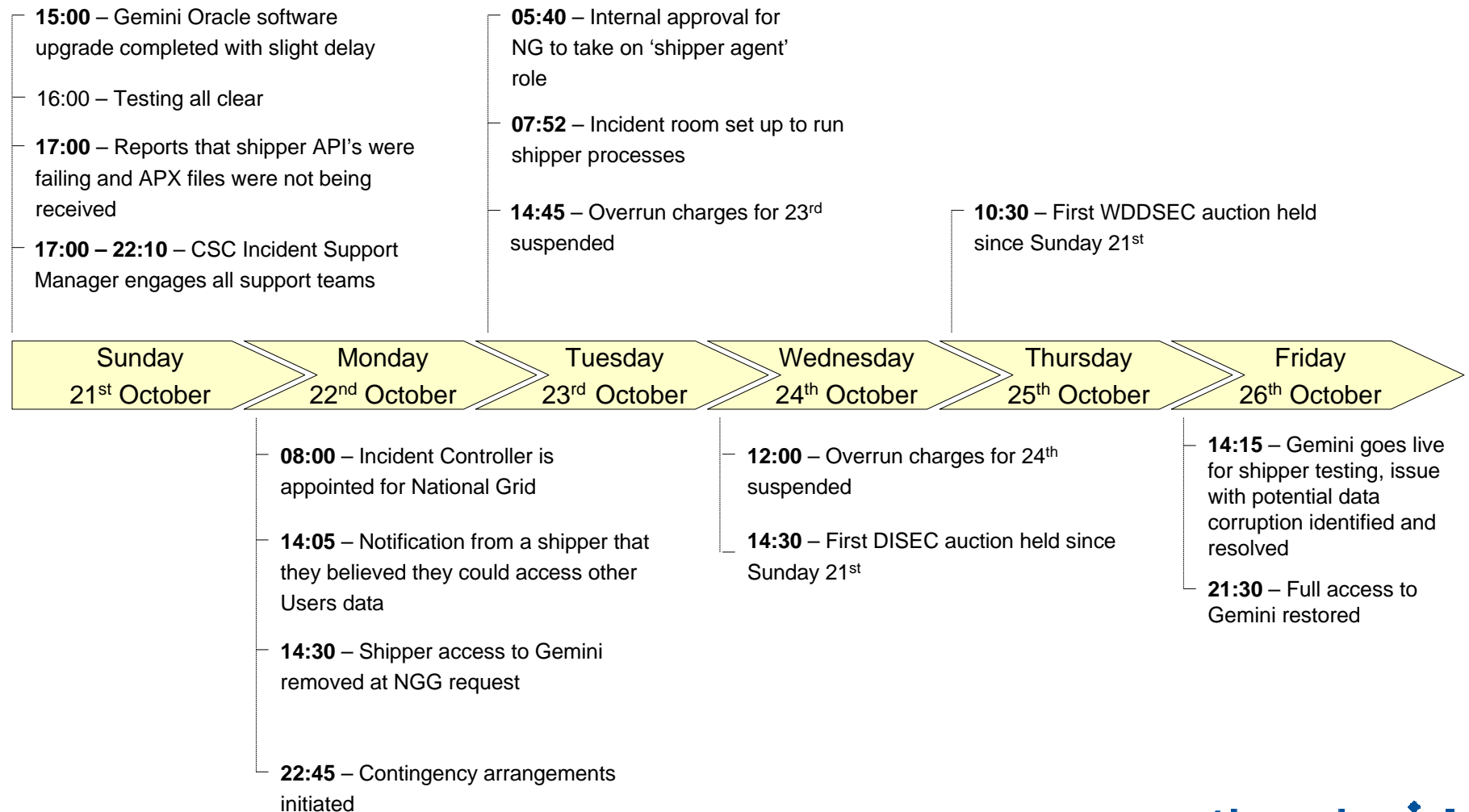
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# NG Contingency Timeline for Gemini Incident

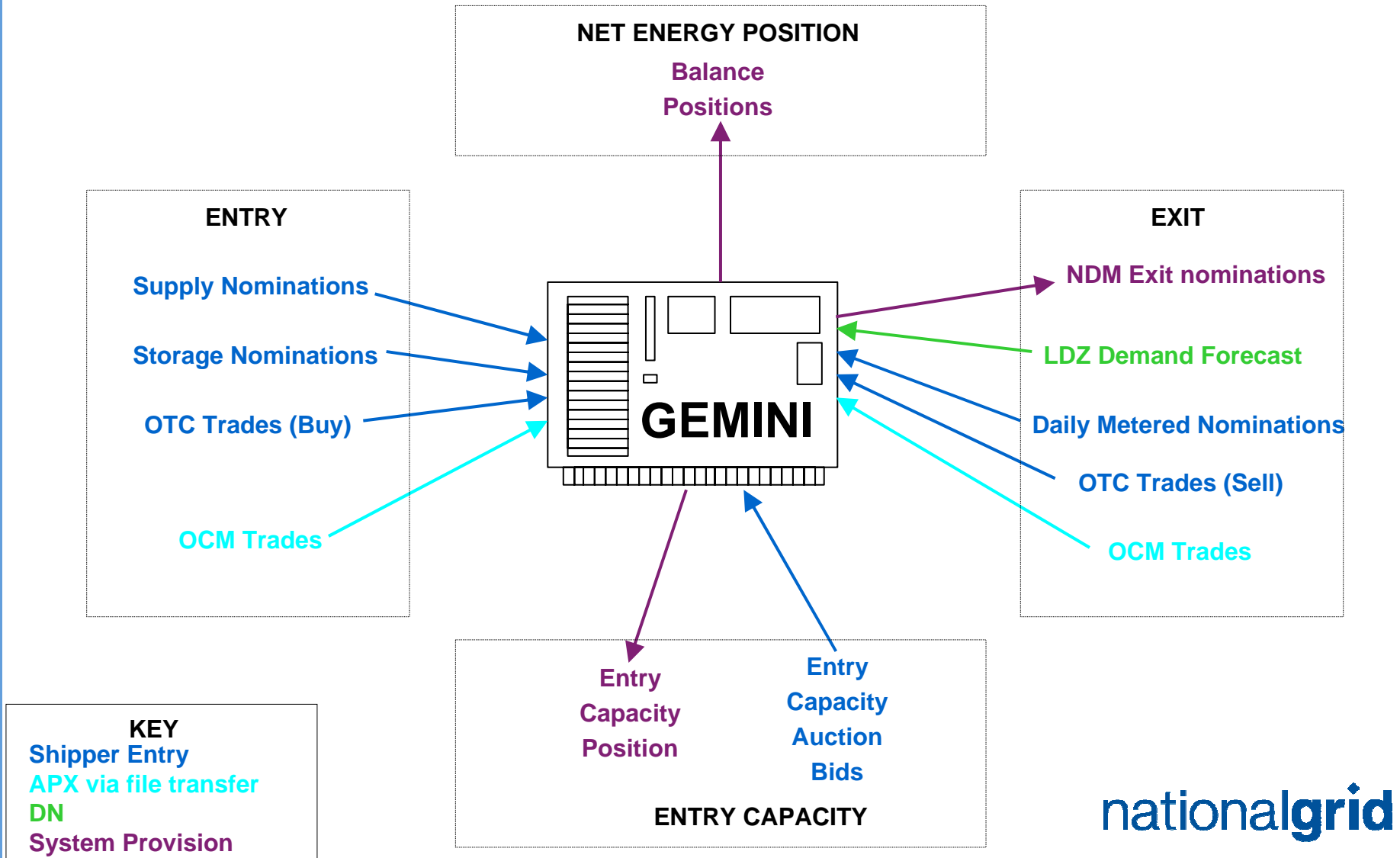


## “Shipper agent” role

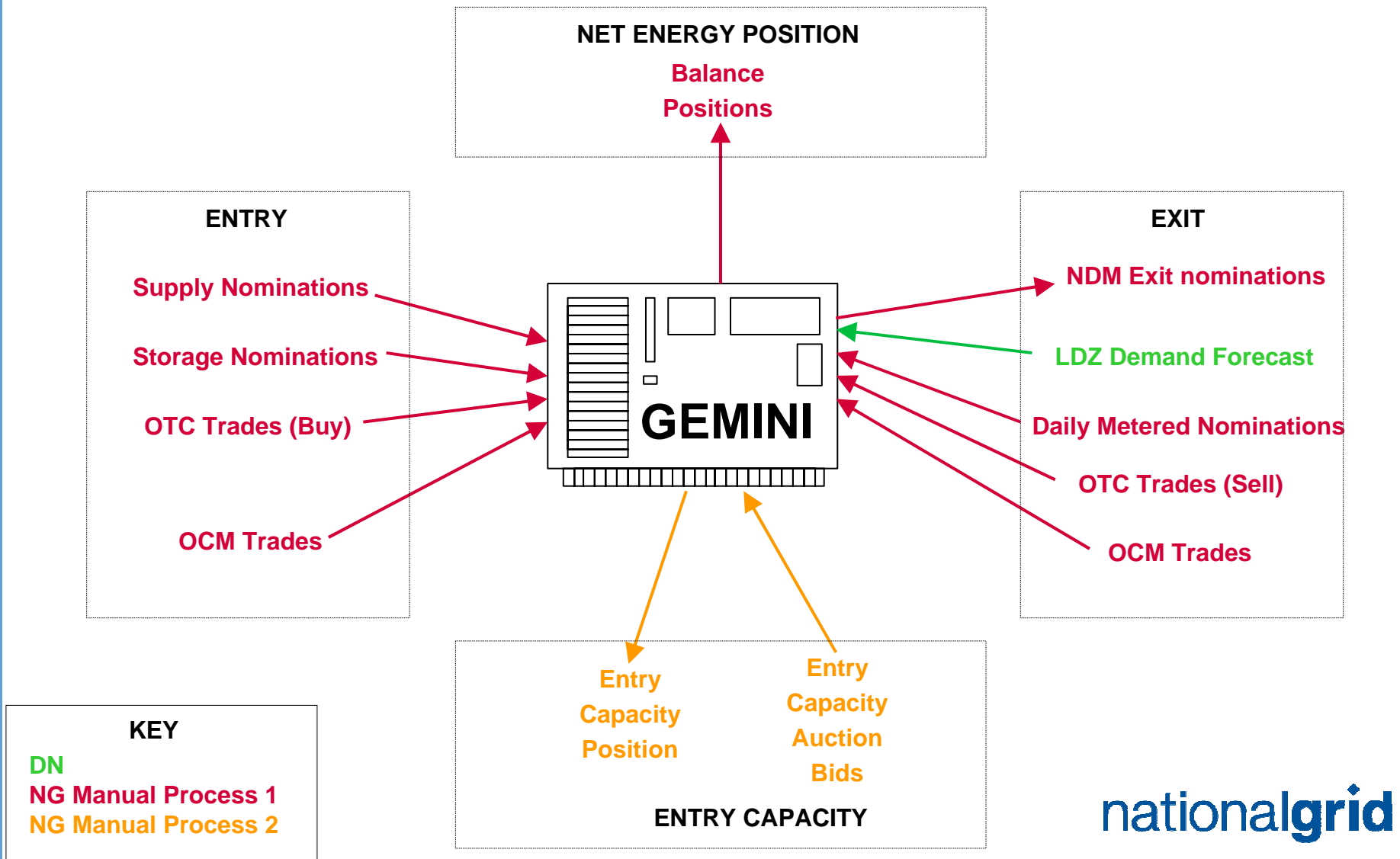
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- ◆ Under code contingency, normal approach for loss of Gemini is to manage via a single faxed EOD position from each shipper each day
- ◆ However, during this incident Gemini remained available to National Grid users
- ◆ This meant that near to normal 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

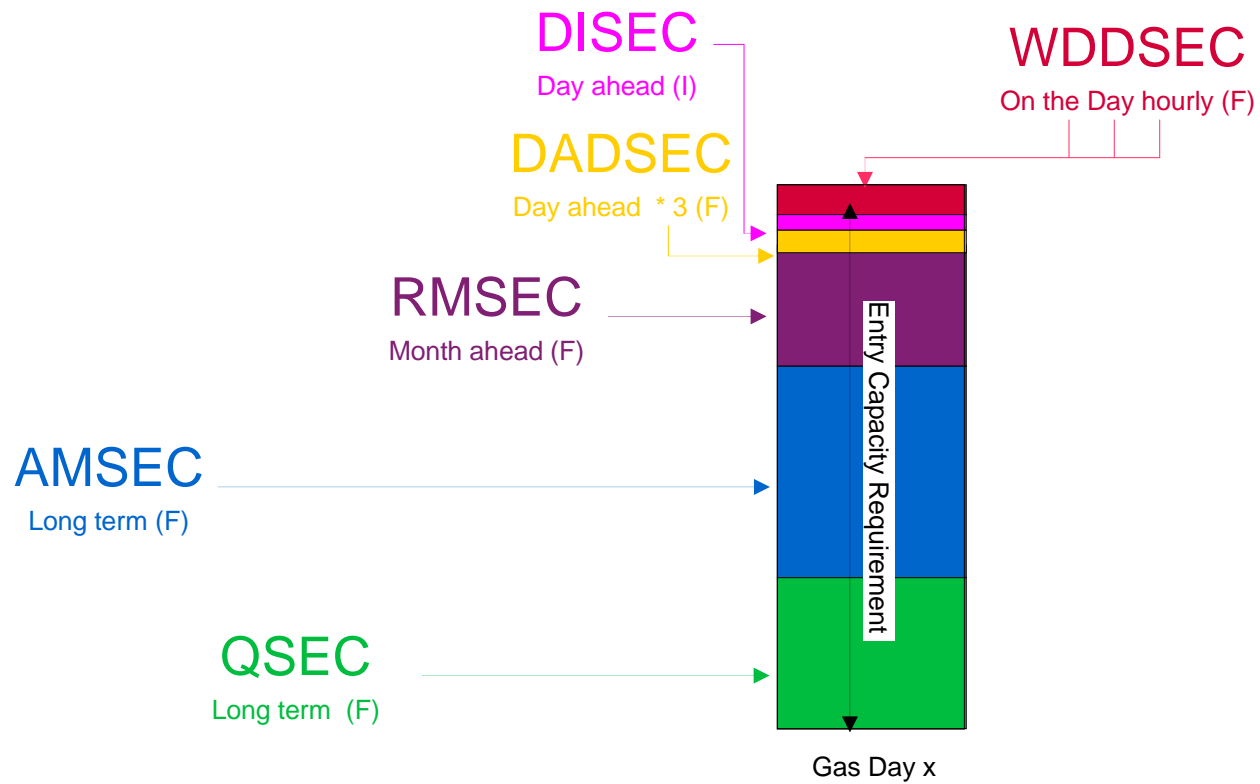
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- ◆ Dedicated incident room for shipper communications set up
  - ◆ Community informed of approach by ANS and NG website
- ◆ Shippers contacted periodically through the day to
  - ◆ request updated positions that required entering into GEMINI
  - ◆ 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

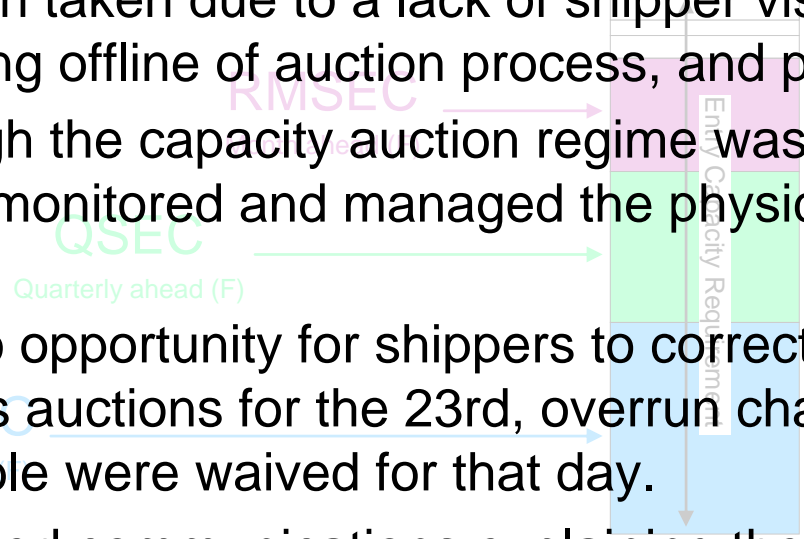


F – Firm  
I – Interruptible

# Entry Capacity – Incident Response <sup>(1)</sup>

## ◆ 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 23<sup>rd</sup> via ANS and its website



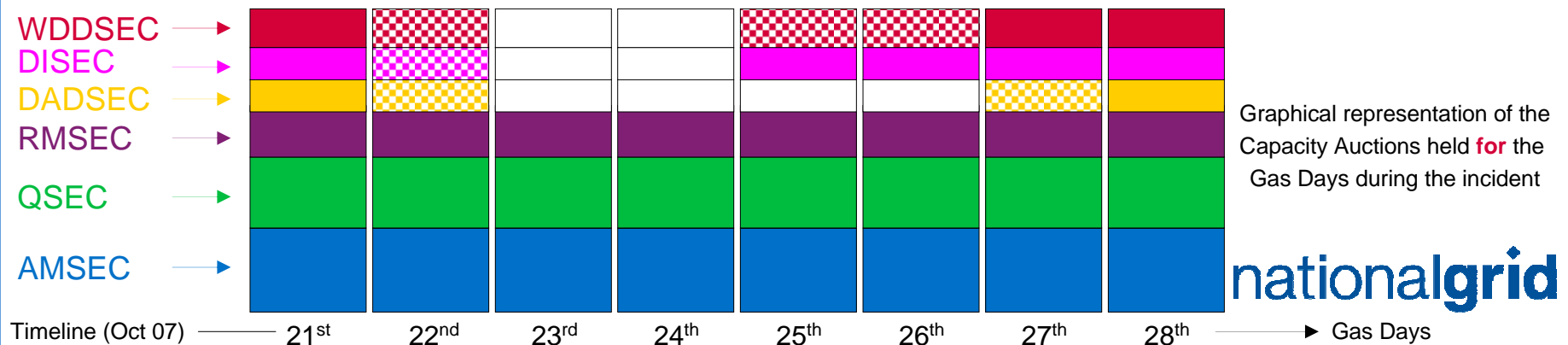
# Entry Capacity – Incident Response (2)

## ◆ 24<sup>th</sup> October

- ◆ Second contingency team set up to deal purely with capacity issues
- ◆ Fax based DISEC auction held (for gas day 25<sup>th</sup>) – first opportunity to bid for interruptible capacity
  - ◆ Operated as a sealed pay as bid auction (via fax pro-formas and website information provision)
  - ◆ Capacity trades between users clarified by NG and pro-formas provided to ensure these could be entered into Gemini.
  - ◆ Allocations phoned back to shippers
- ◆ Overrun charges waived.

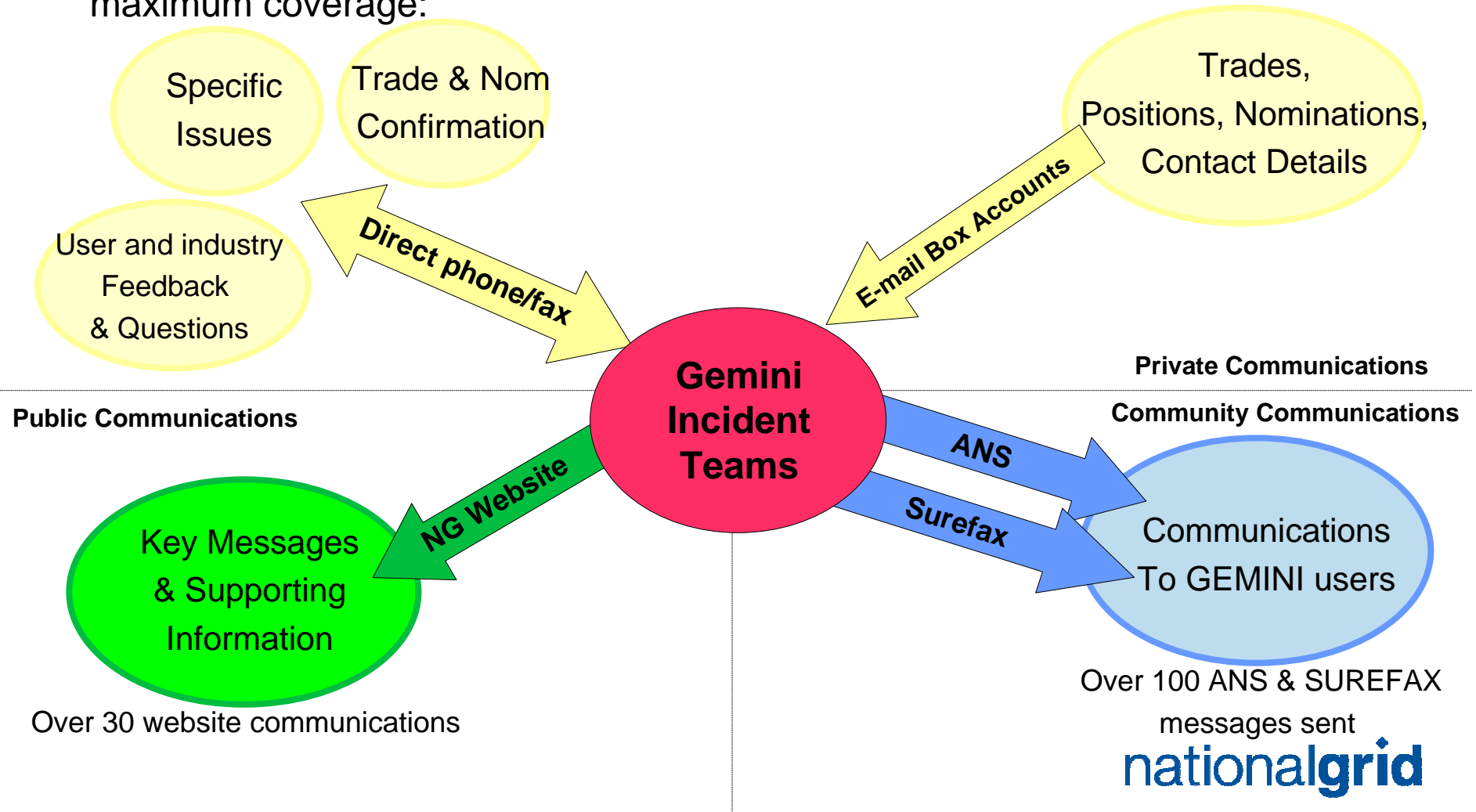
## ◆ 25<sup>th</sup> & 26<sup>th</sup> October

- ◆ Fax based WDDSEC auction held for the first time for firm capacity using contingency arrangements communicated via the website.
- ◆ DISEC auction held using similar arrangements as previous day.
- ◆ Decision taken to NOT waive overrun charges for 25<sup>th</sup> & 26<sup>th</sup> as users had option to partake in DISEC and WDDSEC auctions for the day.



# Industry Communications

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



# Conclusions with respect to contingency arrangements

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- ◆ 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

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- ◆ 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)

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- ◆ 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?

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- ◆ 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