
Schedule for
**Shipper Communications in Incidents of CO Poisoning, Gas
Fire/Explosions and Local Gas Supply Emergency.**

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1. Foreword

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2. Abbreviations/Glossary

RIDDOR – Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995

T/PR/E/2 – Local Gas Supply Management Procedures

Secondary system – Pipeline systems connected directly to the primary system to supply domestic and/or non-domestic end-users.

Supplementary system – Pipeline systems taking gas from a secondary system, operated by transporters other than National Grid Gas. (With the exception of the supply to the former Scottish Independent Undertaking at Stranraer.)

3. Introduction and Scope

This document details the Industry communication standards to Shipper Users in the incidents identified within the document. The content is setting out the reporting obligations for the purpose of Uniform Network Code TPD Section V5.[13]¹; it does not replace and is not intended to interpret any reporting obligations under any other Procedure, Law or Regulation.

The process used to notify the industry of the incidents included in this schedule, will be either the Incident website '(IW)' developed by NG or by other appropriate means of Code Communication chosen by the appropriate Distribution Network Operator (DNO) other than NG. Users who opt to utilise the IW will be invited to register company name and contact details to be used by the relevant DNO in informing them of Incidents. The Incident website operates by sending an electronic prompt to the intended recipient/s via e-mail (see Appendix A for an example e-mail). The recipient/s having previously registered will then log into the website to obtain information regarding the incident (See Appendix B for an example of information format when supplied via the IW). For DNO's not utilising the IW this format will form the basis of information contained within their chosen means of Code Communication. The information given will allow the user to identify where in the country the incident is occurring (which Network) and will allow a determination of whether mobilisation/contact with the relevant DNO is required. All notifications will have a contact telephone number included irrespective of whether notification has been raised via the IW or other means of Code Communication.

It will be the responsibility of the users to maintain their particular registration details, ensuring they always receive appropriate information as it becomes available. For DNO's who opt not to use the IW, alternative means of ensuring emergency contact information is available will have to be set up.

¹ "The original numbering reference of the legal text within the Transporters Principal Document (TPD) was to V5.11 but use of this numbering is no longer possible. The specified numbering is the subject of a Consent to Modify which will alternatively advocate insertion of the text into TPD section V5.13."

For those DNO's using the website it will be used for all communications except interruption requests, including updates during long incidents, and incident closure notification following a loss of supply incident. As a contingency the existing fax process will be used to contact shippers, should the Internet fail (see appendix C for an example of the fax format).

4. Carbon Monoxide Poisonings

4.1 Definition

For a CO poisoning incident to be reportable, one or other of the following criteria must be met:

A death has occurred due to exposure of an individual/s to CO

Or

Either of the major injury scenarios have occurred below:

a) loss of consciousness - this is not the same as sleep and means a state where the affected person does not respond to attempts to communicate with them. If someone has been rendered unconscious because of CO, there will need to be another event if they are ever to regain consciousness, e.g. the appliance generating CO goes off, or the person is removed from the source of exposure and/or given appropriate treatment etc. It is almost inevitable that someone who has been found in an unconscious condition will be taken to hospital. Therefore, this will be an incident where the circumstances should be quite clear to the DNO operative and should be reported;

or

b) the person is made so acutely ill that they require medical treatment - 'require' in this context means 'has received/is currently receiving'. This criterion encompasses a number of scenarios. The individual may have been given treatment for CO poisoning. This could be treatment at a medical facility that has a hyperbaric oxygen unit, or it could be general, supportive treatment in a hospital or elsewhere. In either case the treatment should have been administered by a doctor, nursing staff or by a paramedic.

However, where the DNO operative is given information that an individual had sought medical treatment and a blood test had identified elevated levels of carboxyhaemoglobin, (i.e. carbon monoxide in the bloodstream) then, even if that condition was not treated, it should still be regarded as falling under this reportable category for acute illness.

Complaints of feeling unwell made by a consumer to a DNO operative (responding to a gas escape/smell of fumes call) which result in a recommendation by the operative to see a doctor is not reportable under RIDDOR 1995: Reg 6(1).

4.2 Reporting

Where an incident occurs involving death or major injury (as per section 4.1 above), DNO's utilising the IW will forward the appropriate notice via the website only to the responsible Shipper. DNO's not utilizing the IW will use other appropriate means of forwarding relevant information to the responsible shipper. The service level for the notification of CO poisoning incidents to the gas shipper/supplier, and the HSE is within 2 hours of the arrival of a DNO representative at the site of the incident or confirmation to the DNO representative by others that there has been CO poisoning.

5. Gas Fire/Explosions

5.1 Definition

Any explosion or fire due to an escape of gas from a network upstream of the emergency control, where a Gas Transporter conveyed the gas. For the purposes of this procedure, events likely to have resulted in a fire or explosion will not be reportable as per section 5.2 of this procedure.

Any explosion or fire due to an escape of gas from a gas fitting on domestic premises downstream of the emergency control.

5.2 Reporting

Where an incident occurs as defined in section 5.1 (above) the affected DNO will forward the relevant notice either via the IW or other appropriate means, to the responsible Shipper. The service level for the notification is within 2 hours of confirmation that the most probable cause is an escape of gas being conveyed by the relevant Gas Transporter, as defined in 5.1.

6. Local Gas Supply Emergency

6.1 Definition

A Local Gas Supply Emergency is any situation which has resulted in, or could result in, a loss of pressure to end-users which would require action to prevent one or more supply emergencies occurring, and where the loss of pressure is caused by a critical transportation constraint in plant or pipelines within a secondary or supplementary system.

6.2 Between 50 & 249 customers affected

Where a loss of supply incident has affected a minimum of 50 customers, the affected DNO will contact shippers within 2 hours of the 'reported time'² via their chosen means of communication, with an interim notification to allow appropriate personnel to be mobilised to site (this will not at this stage be a formal incident notification).

6.3 250 or more customers affected

When 250 or more customers are affected by a local gas supply emergency and the 'incident circumstances' have not enabled an interim notification under Section 6.2 above to be sent³, the DNO will as soon as is reasonably practicable (within 2 hours where possible, but within a maximum of six hours) send a formal incident notification via the DNO's chosen means of communication. The DNO will as required, set up a dedicated incident desk either in the DNO or one of the Call centers.

² The reported time the call is received at the call center, which is detailed in the incident report

³ Incident circumstances can develop in short timescales, not always allowing an interim notification to be sent under section 6.2 of this document.

6.3.1. Information will be updated every six hours from the time the formal incident notification is sent, and a prompt sent by the DNO's chosen means of communication to inform affected parties. DNO's not utilising the IW will ensure that updates are issued via their chosen means of communication. During the incident the relevant DNO will ensure that all relevant factual information is notified to shippers. Updates will continue to be provided until the number of affected properties is less than 250 and a completion notice has been issued.

6.3.2. All reports by whichever means they are communicated, will be sequentially numbered to allow the incident history to be tracked. The initial and any subsequent reports will be held and be accessible. Where the DNO's chosen means of communication is the IW, the information will be held and accessible to affected parties who have relevant authorisation.

6.3.3. A completion notice will be issued via the chosen means of communication when the number of affected properties falls below 250. A system prompt will be sent indicating the number of supply points without gas and estimation of time for the restoration of all supplies.

Appendix A – Example of website e-mail prompt

To be inserted

Appendix B – Example of typical website incident report

To be inserted

Appendix C – Example of fax format report

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