

National Grid: Exercise Minsk (Feb 2006)

Marcus Stewart
Consumer Team

Minsk Overview

- ◆ Exercise conducted between 15th & 23rd Feb 2006, to:
 - ◆ Test emergency contact info for top 200 sites in each of National Grid's LDZs
 - ◆ Clarify whether end consumers' understand their legal responsibilities to stop using gas when requested to do so
 - ◆ Provide root cause analysis around the reasons why sites are 'non contactable' and 'unable to stop using gas'
- ◆ Results show clear improvements in contactability rates, however ability of consumers to stop using gas remain disappointing
- ◆ Indicates that exercises to validate contact information were effective
- ◆ Exercise revealed improvements can be made to contact information and on consumer awareness
- ◆ 1000 sites accounted for 42% of load (SOQ) across 5 LDZs. Those sites 'able to stop using gas' during Minsk accounted for 24% of LDZ load

	Krakatoa 2003		Load Shed 2004		Moscow 2005		Minsk 2006*	
	No.	%	No.	%	No.	%	No.	%
Able to stop using gas	1780	47	1214	31	580	36	498	50
Unable to stop using gas	705	18	606	16	518	32	281	28
Overall Contactable	2485	65%	1820	47%	1100	68%	775	78%
Non contactable	1318	35	2063	53	511	32	221	22
Total attempted	3803**		3883**		1609		1000	

* Note: Exercise Minsk covers only the retained networks. All other exercises were carried out on a national basis.

** Krakatoa and Load Shed targeted top 300 in each LDZ . In Moscow and Minsk this was reduced to the top 200.

Root cause analysis

- Across the 221 sites that were non contactable a total of 523 attempted contacts were made
- Across the 281 sites that were unable to stop using gas a total of 350 attempted contacts were made
- Results of those calls are as follows:

Non Contactable		
Answering machine	123	24%
Unobtainable tone	96	18%
Fax machine	83	16%
Wrong number on contact sheet	77	15%
No contact details provided	26	5%
Engaged	17	3%
No ringing tone	18	3%
Duplicate records	2	0%
Total	523	

Unable to stop using gas		
Irrelevant details*	127	36%
Authorised person not available	125	36%
Authorised person not known	34	10%
Refusal to help	6	2%
Site not consuming gas	8	2%
No reason recorded	50	14%
Total	350	

* irrelevant details include: incorrect site details, incorrect contact details, call centre, head office, domestic property.

Next steps

Internally:

- ◆ National Grid to report to HSE on the findings of Exercise Minsk
- ◆ Key messages around improvements in contactability and ability to stop using gas, but noting further improvements could be made
 - ◆ results will be reported by LDZ and by shipper;
 - ◆ focus on root cause analysis to identify problem areas and inform HSE discussions on industry wide approach to firm load shedding .
- ◆ National Grid making improvements to the Firm Load Shed (FLS) processes based on learning from Minsk

Externally, with Shippers:

- ◆ Provide shippers with information to:
 - ◆ ensure updates to contact information are captured on FLS database
 - ◆ ensure contact information for 'non contactable' sites is verified and updated where necessary
 - ◆ enable targeted correspondence to end users referencing performance in Minsk and reminding consumer of their responsibilities