

# Gas Network Incident Reporting System (incident website)

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Bob Holt

# Overview

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- ◆ Website originally developed for the year 2000 crossover period as the Transco Event Reporting System (TERS)
- ◆ Picked up two years ago and developed as Transco Incident Reporting System (TIRS)
- ◆ Now being enrolled in the company procedures as key communication mechanism and replacement for SureFax
- ◆ Self registration facility developed to minimise on-going admin requirement by National Grid
- ◆ Users can receive email notification of incidents - SMS notification will be added later

# Why use the web and email?

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- ◆ Accurate
  - ◆ Single point of information
- ◆ Timely
  - ◆ Published to the web, notified to all immediately
- ◆ Accessible
  - ◆ The use of internet and email is ubiquitous
- ◆ Efficient
  - ◆ In the digital domain, messages can be easily sent, transferred and processed

# Processing an incident report

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- ◆ Incident report received by the emergency call centre in the usual way
- ◆ Call centre despatch staff input information received into the Incident Reporting System
- ◆ Incident report continues to be updated as and when factual, accurate information is received
- ◆ When incident parameters reach reportable trigger, system issues email alert to registered users
- ◆ Website map will turn specific network from green to red to indicate an on-going reportable incident
- ◆ Alerts continue to be issued as updates are added through to closure, when a final alert (optional) is issued
- ◆ Website retains history of reports and updates for convenience and audit purposes

# Fringe benefits - Access on the move

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Typical PDA - email



Typical mobile phone - SMS

# Gas Network Incident Reporting System (incident website)

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Screen shots

# The early system

The screenshot shows a Microsoft Internet Explorer browser window displaying the Transco Incident Reporting System. The browser's address bar shows the URL <http://213.210.8.45/tirsi/default.asp>. The page features a blue sidebar with the Transco logo and a navigation menu with buttons for Introduction, Incident Reports, Press Releases, Search Reports, Mobile Access, Authorised Access, User Guide, and Refresh. Below the menu is a green map of the United Kingdom. The main content area has the heading "Transco Incident Reporting System" and "System Status 20-09-2004". A message states, "There are no current published incidents." Below this is a collage of images showing Transco staff in various settings, including a control room and a field site. Text on the page explains that the site is an incident management exercise for training purposes and provides the contact email [enquiries@uktransco.com](mailto:enquiries@uktransco.com). A large blue watermark "TEST SITE TEST DATA ONLY" is overlaid on the page. The browser's status bar at the bottom shows "Done" and "Internet".

Transco Incident Reporting System - Microsoft Internet Explorer provided by Transco

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <http://213.210.8.45/tirsi/default.asp> Go Links

## Transco


- Introduction
- Incident Reports
- Press Releases
- Search Reports
- Mobile Access
- Authorised Access
- User Guide
- Refresh

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[Legal Notice](#)

### Transco Incident Reporting System

#### System Status 20-09-2004

There are no current published incidents.



This website is an incident management exercise site for National Grid Transco plc and its operating businesses. The data published here represents fictitious situations solely for training and exercise purposes. It does not represent information pertaining to real situations on our energy networks.

For information on National Grid Transco and its operations please visit [www.ngtgroup.com](http://www.ngtgroup.com)

Enquiries or comments about this site should be sent to: [enquiries@uktransco.com](mailto:enquiries@uktransco.com)

TEST SITE TEST DATA ONLY

Done Internet



Address <https://www.ngtextranet.com/inciweb/default.asp> Go Links



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## Gas Networks Incident Reporting System

[Register](#) | [Log In](#)

### Incident Map



### Welcome to the Gas Networks Incident Reporting System

This system is primarily for the gas shipper community but other industry stakeholders can request access. Register now to receive email notification and updates when an incident is reported. **TEST SITE - TEST DATA ONLY**

Test Site  
Test Data Only





# Gas Networks Incident Reporting System

Register | Log In

## Incident Map



## Register with the incident website

Use this form to register with the website. You can register as a Specific Shipper, DTI, OFGEM, Energywatch, GEIEC member or NGT Staff if you are employed by NGT. Please ensure you complete all boxes. If you are registered for Specific Shipper, you will can add as many contacts as you like once your request has been verified you will be able to receive alerts.

Please identify your account type

<< Please Select >>

Contact First Name

Contact Last Name

Address

Telephone Number

Telephone Number

Fax Number

Email Address

Mobile contact Number

Networks which I would like to receive alerts about

- Network East of England
- Network London
- Network North West
- Network Wales and the West
- Network West Midlands

Alerts messages can include full details or just summary, please select your preferred level of information

Summary

Password (Minimum of 6 characters)

Retype Password

**NGTuk** SiteMaintenance

**Gas Networks Incident Reporting System Administration Panel**

Welcome to the administration Control Panel. Please select an option from the menu below


**Log an incident**

 **Log An Incident**


**Update an Incident**

 **Update An Incident**

**SiteHome**

 **Site Home**

**Email Audit**

 **Email Audit**

**Incident Audit**

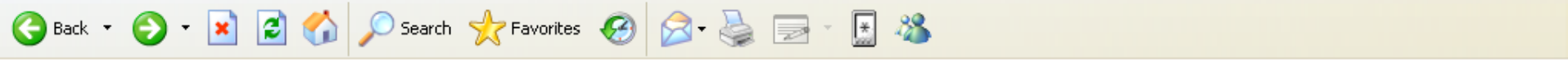
Audit View by incident  
 No Filter...   
 Town Search  
  
 Incident Date  
 dd/mm/yy  
 Consumers Affected  
 << Select >>   
 Network  
 << Select >>

**Manage Notifications**

 **Manage Notifications**

**Homepage Content**

 **Edit Content**



Address <https://www.ngtextranet.com/inciweb/icmsadmin/default.asp?action=logincident> Go Links

Public/External	Town	<input type="text" value="PETERBOROUGH"/> <span>M</span>
Internal	Area	<input type="text"/>
Internal	Location	<input type="text"/>
Internal	Site	<input type="text"/>
Public/External	Name Initiator	<input type="text" value="Bob Holt"/> <span>M</span>
Public/External	Telephone Initiator	<input type="text" value="07770282200"/> <span>M</span>
Public/External	Incident Date	<input type="text" value="24/08/2005"/> <span>M</span>
Public/External	Incident Time	<input type="text" value="17:17:55"/> <input type="text" value="24:00"/> <span>M</span>
Public/External	Input Date	<input type="text" value="24/08/2005"/> dd/mm/yy <span>M</span>
Public/External	Input Time	<input type="text" value="17:17:55"/> <input type="text" value="24:00"/> <span>M</span>
Public/External	Consumers Affected	<input type="text" value="below 50"/> <span>M</span>
Public/External	Summary	<input type="text" value="TEST: There seems to be a problem with the supply to a number of domestic properties in the north area of the town close to the ambridge district."/> <span>M</span>
Public/External	Restoration Timescale	<input type="text"/>
Public/External	Local Authority	<input type="text" value="&lt;&lt; to be confirmed &gt;&gt;"/>
Public/External	Street Affected	<input type="text"/>



Address <https://www.ngtextranet.com/inciweb/icmsadmin/default.asp?action=addincident>

Go Links

**NGTuk** SiteMaintenance

Incident has been logged  
The message alert has been added to the queue, click Email alerts, to edit message or send message.

iCMS v2.3 - Security Module

[Admin Home](#) [Back](#)

**NGTuk** SiteMaintenance

Queued Alerts

Send to definitions

**All registered Users**

All users and sub users, who have registered and are active.

**All registered User - who have selected this network for Alerts**

All users, who have expressed an interest in this network area.

**All registered Shippers**

All Shippers and their sub registered users, who are active.

**Specific Shipper**

An individual Shipper who is active

**All DTI Users**

All users and sub users, who have been registered and are active.

**All Energywatch Users**

All users and sub users, who have been registered and are active.

**All Ofgem Users**

All users and sub users, who have been registered and are active.

**All GEIEC**

All users and sub users, who have been registered and are active

Queued Alerts

Message No	Message Title	Message	Sent		Date raised	
<a href="#">Send message 148</a>	Gas Networks Incident town:NEWCASTLE	<a href="#">Edit</a>	No	<ul style="list-style-type: none"> <li>All Registered Users</li> <li>All Registered Shippers</li> <li>Specific Shipper</li> <li>Select</li> </ul>	04/08/2005 13:07:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Send message 149</a>	Gas Networks Incident town:Newcastle	<a href="#">Edit</a>	No	<ul style="list-style-type: none"> <li>All Registered User who have selected this network</li> <li>All DTI Users</li> <li>All Energywatch Users</li> <li>All Ofgem Users</li> <li>All GEIEC</li> </ul>	05/08/2005 13:42:00	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Send message 150</a>	Gas Networks Incident town:PETE	<a href="#">Edit</a>	No	<ul style="list-style-type: none"> <li>Select</li> </ul>	24/08/2005 17:20:00	<a href="#">Save</a> <a href="#">Cancel</a>
						<a href="#">Add</a>

**NGTuk** SiteMaintenance

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Alert Confirmation

**The following alert is going to be sent, once sent there is no way to retracting the message alert.**

Category	Supply Loss
Title	Gas Networks Incident town:PETERBOROUGH
Message basic	An incident, or an update to an incident, has been reported to the Gas Networks Incident Reporting System (incident website). Log on to the site for more details.  <a href="https://www.ngtextranet.com/inciweb/">https://www.ngtextranet.com/inciweb/</a>
Message Full report	<a href="#">Click to view</a>
Email is going to be sent to	All Registered Users
Sent To	ben.wakefield@uk.ngrid.com; bob.holt@ngtuk.com; chris.mostyn@ngtuk.com;

Send Email Alert

Sent by 'bob.holt@ngtuk.com'



# Gas Networks Incident Reporting System

## Incident Map



## Welcome to the Gas Networks Incident Reporting System

This system is primarily for the gas shipper community but other industry stakeholders can request access. Register now to receive email notification and updates when an incident is reported. **TEST SITE - TEST DATA ONLY**

### 24.08.2005 PETERBOROUGH

TEST: There seems to be a problem with the supply to a number of domestic properties in the north area of the town close to the ambridge district. ... [More](#)





Address <https://www.ngtextranet.com/inciweb/default.asp?action=details&id=88> Go Links

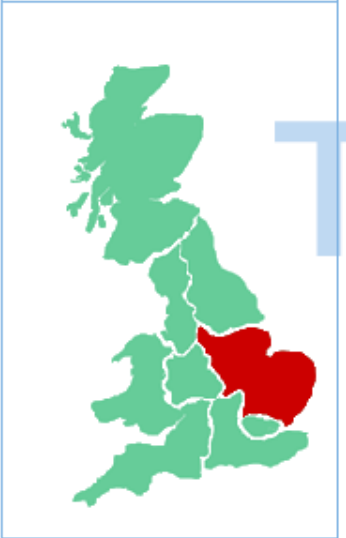


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## Gas Networks Incident Reporting System

[My Account](#) | [Log Out](#) | [Admin](#)

### Incident Map



### Incident Details

Incident Type	Supply Loss	Updates
Shipper	N/A	Comments
Gas Distribution Network	Network East of England	Date Updates
Town	PETERBOROUGH	
Initiator name	Bob Holt	
Initiator telephone number	07770282200	
Incident Date	24/08/2005	
Incident Time	17:17:55	
Input Date	24/08/2005	
Input Time	17:17:55	
Consumers Affected	below 50	
Summary	TEST: There seems to be a problem with the supply to a number of domestic properties in the north area of the town close to the ambridge district.	
Restoration Timescale		

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