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

April 2012

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1. Abbreviations/Glossary

RIDDOR – Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995

NGIS – National Gas Incident Site managed by Energy Networks Association

2. 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 V 5.14; 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 National Gas Incident Site 'NGIS' developed by Energy Networks Association (ENA) or by other appropriate means of Code Communication chosen by the appropriate Distribution Network Operator (DNO). NGIS is currently used for incident notifications from National Grid, Scotia Gas Networks and Northern Gas Networks. Wales & West Utilities carry out their own incident communications outside NGIS.

Users who opt to utilise NGIS will be invited to register company name and contact details to be used by the relevant DNO in informing them of Incidents. Details of how to register can be found in Appendix A.

NGIS operates by sending an electronic notification to the intended registered recipient/s via e-mail (see Appendix B for an example e-mail) containing all details of the incident. 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 NGIS or other means of Code Communication.

For DNO's not utilising NGIS this format will form the basis of information contained within their chosen 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 NGIS, alternative means of ensuring up to date emergency contact information is in place and whenever possible the different contact lists shall be compared and aligned.

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

3. Carbon Monoxide (CO) Poisonings

3.1 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).

3.2 Reporting

Where an incident occurs involving death or major injury (as per section 3.1 above), DNO's utilising NGIS will forward the appropriate notice via the website only to the responsible Shipper. DNO's not utilising NGIS 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.

3.3 Supplier Responsibility

Following notification of a carbon monoxide poisoning incident from the Transporter the relevant supplier must then carry out an investigation to establish the cause of the CO leakage as per GS(M)R Regulation 7, paragraph 14.

4. Gas Fire/Explosions

4.1 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 4.2 of this procedure.

Or

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

4.2 Reporting

Where an incident occurs as defined in section 4.1 (above) the affected DNO will forward the relevant notice either via NGIS or other appropriate means, to the responsible Shipper(s). 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 4.1.

5. Local Gas Supply Emergency

5.1 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.

5.2 Reporting - 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).

5.3 Reporting - 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 5.2 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.

5.3.1. 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 NGIS 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.

5.3.2. 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 NGIS, the information will be held and accessible to affected parties who have relevant authorisation.

5.3.3. 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 NGIS website registration screen

National Gas Incident Site (NGIS) v.2 energy networks association

Registration BACK HELP

Your Name and Contact Details

Surname:
First Name:
Salutation:
Email:
Telephone No:
Alternative No:
Mobile No:

Your Company/Organisation Details

Type:
Name:
Office/Branch:

Your Preferences

I will need to:

Email Format: ☒ HTML ☐ Text

Networks of Interest:

<input type="checkbox"/> National Grid Network East Midlands	<input type="checkbox"/> National Grid Network North West	<input type="checkbox"/> National Grid Network West Midlands
<input type="checkbox"/> National Grid Network East Anglia	<input type="checkbox"/> National Grid Network London	<input type="checkbox"/> Northern Gas Network
<input type="checkbox"/> Scotland Gas Network	<input type="checkbox"/> Southern Gas Network	<input type="checkbox"/> Wales & West Utilities

Verifier Details

Verifier Name:
Verifier Email:
Verifier Telephone:

REGISTER CANCEL

Shippers should register for NGIS on the website - <http://www.ena-eng.org/ngis> filling in the relevant details and selecting the networks they wish to receive notifications for. Once authorised by ENA, a welcome email will be received indicating that the user is set up on the system and ready to start receiving incident notifications.

Appendix B – Example of email incident report

National Gas Incident Site (NGIS)	
Gas Incident Report No: [REDACTED] - Closed	
Gas Distribution LDZ:	Scotland Gas Network
Incident Date:	14 Mar 2012 11:00
Issue Date:	14 Mar 2012 17:22
Postcode (Outward):	[REDACTED]
Postcode (Inward):	[REDACTED]
Location/Town of Incident:	[REDACTED]
Meter Point Ref No (MPRN):	[REDACTED]
Gas Shipper:	[REDACTED]
Contact(s) for More Information:	[REDACTED]
Brief Description of Incident:	CO POISONING
Incident Summary (Current Situation):	CUSTOMER CLAIMS CONFIRMED CO POISONING THROUGH A VISIT TO THE NON-SMOKING CENTRE
No. of Fatalities:	0
No. of Casualties:	0
Property is Rented?	No
Landlord's Name:	[REDACTED]
Landlord's Address:	[REDACTED]
Landlord's Contact Details:	[REDACTED]
Gas Supply Position:	Other