

National Grid: Exercise Minsk (Feb 2006)

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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