



Code of Practice 640

Issue 3 December 2011

Reducing the Impact of Supply Interruptions due to Planned Work

Contents

- 1 Foreword
- 2 Scope
- 3 Definitions
- 4 Policy
- 5 Responsibilities
- 6 Managing alternative means of continuity
- 7 Planning and Approval
- 8 Interruption Co-ordination Process
- 9 Procedure for Notification and Execution of a Planned Electricity Supply Interruption
- 10 Cancellation, Failures and Complaints
- 11 Short duration single/loop service or single overhead line transformer interruptions agreed with the customer on site
- 12 Jointly agreed supply interruptions with single Industrial/Commercial customers
- 13 Performance Reporting
- 14 Documents Referenced
- 15 Keywords

Appendices A to G

Approved for issue by the Technical Policy Panel

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Issue and Amendment Summary

Amendment No. Date	Brief Description and Amending Action
0 16/02/00	Issue 1 - First Issue Prepared by: NT Authorised by:
0 26/10/2000	Issue 2 Correction of minor errors and rearrangement of sections in logical order. Addition of 'Interruption to single commercial and industrial customers'. Reversion of previous 'flow' of warning off pack to minimise travel. Additional copies of warning map provided for 'switcher'. Prepared by: BH Authorised by:
1 07/04/04	Modified to comply with Electricity Safety Quality and Continuity Regulations 2002. Changes to reflect company name change, organisational changes, and policy and procedural changes. Inclusion of requirement for accurate count of customers using system connectivity models. (FIGS/GIS) Prepared by: SNRS Authorised by the Standards Steering Group and signed on its behalf by:
2 12/04/07	Changes to reflect organisational and procedural changes. Prepared by: KM Authorised by the Technical Policy Panel and signed on its behalf by:
0 08/12/11	Issue 3 Application of latest template (8.0) and section re-numbering in accordance with CP001. Minor editorial corrections. Prepared by: P S Ward Approved by the Technical Policy Panel and signed on its behalf by:

REDUCING THE IMPACT OF SUPPLY INTERRUPTIONS DUE TO PLANNED WORK

1. FOREWORD

Provision of electricity by means other than the normal operation of the distribution system and, where unavoidable, the interruption of the electricity supply are requirements for execution of work on the electricity distribution system.

Notification to customers about a planned interruption of electricity supply is required under regulation 29 of the Electricity Safety, Quality and Continuity Regulations (2002) and is regulated by the Director General of Electricity Supply (DGES) through Electricity Guaranteed Standard 4 (EGS4). The required period of notice shall be as described in CP450. The Director General has stated his intention to regulate the number of interruptions imposed on a customer.

Managing alternative means of continuity and managing planned interruptions of electricity supply are therefore essential and critical business processes.

This document shall be read in conjunction with CP450 - Guaranteed and Overall Standards of Performance.

2. SCOPE

This Code of Practice describes the policy, rules, guidance and procedures for the management of the planned interruption of supply where alternative means of continuity are not practicable.

The purpose of this Code of Practice is to ensure compliance with all the DGES Standards that are relevant to these processes.

This Code of Practice is to be applied by all persons, irrespective of employer, who plan work that will disrupt the normal means of electricity supply to customers connected to the Electricity North West electricity system.

3. DEFINITIONS

The following definitions are used within this document. Other terms and definitions used in this Code of Practice are as defined by the Distribution Electricity Safety Rules and Codes of Practice.

CIFMS	Customer Information and Fault Management System
Customer Care	Customer Care Team, Linley House
Deliverer	The person responsible for ensuring that a notice is delivered to everyone who will be affected by the interruption
HV	A voltage exceeding 1000 volts
LV	A voltage not exceeding 1000 volts
Interruption Organiser	Suitably authorised person responsible for the organisation and success of the planned interruption of supply

DSMC	Distribution System Management Centre, Linley House
NRC	Network Restoration Centre, Linley House
NAFIRS	National Fault and Interruption Reporting Scheme
Person carrying out the switching	The authorised or senior authorised person who carries out the switching which executes the planned interruption of supply
Planned Supply Interruption Control sheet	Form used to progress the proposed interruption from planning to execution.
Pro-active check	Three mandatory checks associated with system switching which must be carried out prior to commencement of work
Service Desk	Service Desk Team, Hartington Rd
SFIC	Supply Fault Information Centre, Linley House

4. POLICY

4.1 Continuity

Work on the electricity distribution system must be carried out with minimum disruption to customers' electricity supply. This requires that where possible all work shall be planned and executed in a manner which fully utilises one of the following methods before disconnection of supplies is considered:

- (a) Switched alternative supplies.
- (b) Approved live working techniques (in compliance with the Distribution Electricity Safety Rules, Policies and Codes of Practice, being mindful of the requirements to comply with Regulation 14 of The Electricity at Work Regulations 1989).
- (c) Use of mobile generators in accordance with current policy.
- (d) Preliminary work with the system live to establish backfeed or generator connection.

4.2 Approval and Outage Booking

All work that entails the planned interruption of electricity supply must, at the planning stage, be submitted to DSMC (Outage Planning) for approval, booking of the outage and recording of the customer interruption.

4.3 Justification

Work which is planned to cause an interruption to a customer's electricity supply must be fully justified as essential and unavoidable. Alternative means of maintaining continuity must be shown to be impractical or uneconomic in the circumstances governing the work.

The work must be planned to minimise the number and length of interruptions and the number of customers affected.

DSMC must be able to satisfy themselves regarding the justification presented and satisfy themselves that the timescales are compatible with system control constraints on outage times.

4.4 Co-ordination

Work which is planned to cause an interruption must be combined with work by other sections, where practicable.

DSMC shall carry out the co-ordination role and they shall prioritise the work against other planned work requiring an interruption. They will require whatever advanced notice becomes necessary to manage interruptions within the requirements of DGES standard EGS4.

4.5 Execution

All those who are involved in the execution of a planned supply interruption must be fully conversant with the procedure for 'notification and execution' (refer to Section 9). Those who deliver notification must be trained in its use and authorised to that effect.

NRC must be provided with the Outage Control Sheet and Service Desk with the Warning Pack containing all the information on the planned supply interruption, at least 2 working days before the outage is due to take place. This information will enable NRC and Service Desk to:

- (a) Communicate effectively with customers about the interruption.
- (b) Notify suppliers where appropriate.
- (c) Input correct details to NAFIRS.

4.6 Pro-active Check

The person carrying out the switching must check that the extent of the actual disconnection corresponds to the notified area. He/she must always check with NRC (Fault Desk) about the receipt of any adverse telephone calls before commencing work and/or issuing documents.

4.7 Failure Escalation Prevention

All those who are responsible for the execution of a planned supply interruption must be fully conversant with the procedure for reported failure to notify (refer to Section 10.2).

The person carrying out the switching must have (on site) a duplicate copy of the warning plan, which includes customers immediately outside the notified area, in order that 'failure to notify' can be quickly assessed and that an explanation and an apology can be offered immediately.

Immediately on realisation by either the person carrying out the switching or the interruption organiser that a failure has occurred, Customer Care (Int (511) 26-488 or Ext 01772 266488) must be notified of the possible extent of the failure.

In addition the Interruption Organiser shall, **as soon as practicable during the interruption**, provide to the Customer Care Team and Service Desk Guaranteed Standards Coordinator as full a name and address list as possible by phone, of any customers who were not notified. Ex-gratia payments will be arranged immediately on receipt of this list.

4.8 Investigation

All 'failures to notify' shall be investigated by the 'first report to GM' who is the line manager of the person responsible for planning and executing the interruption. The investigation shall ascertain:

- (a) Whether or not the failure is recordable under the DGES Guaranteed Standards.
- (b) The reasons for the failure.
- (c) Who was responsible for the failure.
- (d) Recommended actions to stop future failures.

5. RESPONSIBILITIES

5.1 Interruption Organiser

Interruption Organiser is responsible for:

- (a) Ensuring compliance with the planning and justification criteria.
- (b) Managing alternative means of continuity.
- (c) Ensuring that all involved in the execution of a planned supply interruption are fully conversant with the procedure for 'notification and execution'.
- (d) Quality of information and instructions given to Asset Records for preparation of Warning Pack.
- (e) Keeping NRC informed at all stages.
- (f) Appointing a trained deliverer, giving the deliverer suitable guidance and instruction, and confirming satisfactory delivery.
- (g) Ensuring that the person switching understands the requirement for pro-active check and escalation limitation actions.
- (h) Organisation, in the event of a 'failure to notify', of the resolving of customer problems. This may include the supply of generators. It is not the responsibility of NRC to arrange generators.

5.2 The Person Carrying out the Switching

The person carrying out the switching is responsible for carrying out the pro-active check and any escalation limitation actions required.

5.3 Deliverers

The deliverers are responsible for:

- (a) Discussion with Interruption Organiser about the contents of the Warning Pack and understanding the limitations of that pack.
- (b) Acting on the Interruption Organiser's instructions regarding delivery.
- (c) Using both of these along with information determined on site in order to decide whom to notify.

- (d) Recording the fact of notification on the warning plan and any additional information such as unrecorded unmanned sites or new properties.
- (e) Recording information to update asset records.

5.4 DSMC (Outage Planning)

The DSMC is responsible for:

- (a) quality Monitoring compliance with the planning, justification, timing and criteria required and declining or granting approval as appropriate.
- (b) Interruption Monitoring of the correct completion of the Planned Supply Control Sheet on an audit basis.
- (c) Interruption co-ordination (future).
- (d) Progress monitoring, statistical information and statutory records (For HV).

5.5 NRC/SFIC

The NRC is responsible for:

- (a) Monitoring of the correct completion of the Planned Supply Interruption Control Sheet on an audit basis.
- (b) Progress monitoring, statistical information and statutory records (For LV).
- (c) Providing performance reports.

5.6 Carding Section

Carding Section are responsible for:

- (a) Preparation of the Warning Pack to instructions and satisfaction of the Interruption Organiser. The plans should be marked up and letters produced in accordance with the Asset records internal guidelines as amended from time to time.
- (b) Updating the mains records as a result of feedback from the deliverer, the Interruption Organiser or any other relevant information source.

5.7 Customer Care

Customer Care are responsible for:

- (a) Following a "failure to notify" arranging any pro-active ex gratia payments that may be necessary.

5.8 Service Desk

Service Desk are responsible for:

- (a) Reports to OFGEM of any Guaranteed Standards Failures due to a failure to notify.

- (b) Providing a contact point for telephone queries from customers on behalf of the Interruption Organiser about a proposed, cancelled, in progress or completed interruption. The overall responsibility for dealing with customers lies with the Interruption Organiser and he/she must handle all escalated calls.

5.9 Managers

Managers are responsible for:

- (a) Training of all the staff they employ as part of this process.
- (b) Investigation of 'failure to notify', cancellation of interruption or customer complaint associated with an interruption. (Responsibility for these investigations will normally lie with the Manager of the work unit responsible for the work requiring the supply interruption.)

6. MANAGING ALTERNATIVE MEANS OF CONTINUITY

[Future section]

7. PLANNING AND APPROVAL

This section addresses the sequence of actions necessary to complete Section 1 and Section 2 of the Planned Supply Interruption Control Sheet (refer to Appendix A).

7.1 Justifying and Planning the Supply Interruption

- 7.1.1 Before deciding upon an interruption, all possible alternatives must have been considered (refer to Section 2.1 (a) to (d)), including the option of not doing the work at all.
- 7.1.2 Once the decision has been reached that an interruption to electricity supplies is necessary, the work must be fully justified as essential and unavoidable.
- 7.1.3 The work must be planned to minimise the number and length of interruptions and the number of customers affected.
- 7.1.4 The Interruption Organiser shall:
 - (a) Prepare approval submission on the proposed interruption for DSMC (Outage Planning) using the Planned Supply Interruption Control Sheet. (An additional sheet of supporting information may be necessary to demonstrate that all the alternatives referred to above have been considered.)

In preparing this approval submission the Interruption Organiser must obtain **accurate** numbers of customers who will be affected by the interruption (including those where the supply is planned to be maintained by generator(s)). In order to comply with the requirements of IIP the number of customers affected by an interruption must be a count of the MPANS that will be interrupted. In order to achieve the accuracy requirements demanded by IIP these customer numbers must be sourced from MPANS/GIS.

LV Inferencing is a feature of the Control Room Management System (CRMS) and this will be another source of accurate customer numbers for planned supply interruptions). Estimated customer numbers will not be accepted and the interruption will not be approved in such circumstances. The source of the customer numbers, in addition to the number to be interrupted and the number to be supplied via generator must be included in the supporting information supplied with the Control Sheet.

Where the interruption is in stages the number of customers to be interrupted at each stage must be clear on the control sheet.

- (b) Leave the NAFIRS number box blank, so that the Outage Planning Engineer can assign a NAFIRS number to the interruption.
- (c) Complete Section 1 of the Planned Supply Interruption Control Sheet and fax the sheet through to DSMC (Outage Planning).
- (d) Wait for approval from the DSMC, before sending the Planned Supply Interruption Control Sheet to the appropriate Asset Records office.

7.2 Approval of the Planned Supply Interruption by DSMC (Outage Planning)

On receipt of the faxed copy of the Planned Supply Interruption Control Sheet, DSMC staff must satisfy themselves regarding the justification presented, and satisfy themselves that the timescales are compatible with system control constraints on outage times. They shall verify that there is sufficient time available to complete the customer warning to achieve the five days notice, and shall check the completeness and quality of paperwork on behalf of NRC. They shall also ensure that the usage of generators to reduce the effects of the planned supply interruption complies with current policy. The DSMC staff shall either approve the interruption or withhold approval as follows:

- (a) If the interruption is approved, the DSMC shall:
 - (i) Assign the planned interruption a NAFIRS number, and write the number in the NAFIRS number box in Section 1 of the Planned Supply Interruption Control Sheet.
 - (ii) Approve by completing name and date boxes in Section 2.
 - (iii) Fax approved Planned Supply Interruption Control Sheet back to the Interruption Organiser who has planned the interruption.
 - (iv) Send a copy of the approved Planned Supply Interruption Control Sheet to NRC as advanced notification of possibility of outage.

On receipt of the above, NRC staff shall:

- (1) Record the proposed interruption in the planned supply interruption diary, and file by interruption date.
- (2) Answer and/or refer customer inquiries to Interruption Organiser.

- (b) If the interruption is not approved, the DSMC shall:

Withhold approval by returning a hand written fax to the Interruption Organiser stating the reason why approval is not granted.

8. INTERRUPTION CO-ORDINATION PROCESS

[Future section]

9. PROCEDURE FOR NOTIFICATION AND EXECUTION OF A PLANNED ELECTRICITY SUPPLY INTERRUPTION

This section addresses the sequence of actions necessary to complete Sections 3 to 10 of the Planned Supply Interruption Control Sheet (refer to Appendix A).

9.1 Preparation of the Warning Pack

9.1.1 The Interruption Organiser shall prepare information for the Warning Pack (it is the responsibility of the Interruption Organiser preparing this information for the Warning Pack to ensure that information/drawings are up to date):

- (a) Prepare an HV operational diagram and an LV diagram, circling the substations/cables and the open points involved in the proposed planned interruption.
- (b) Ensure that Carding Section staff have all the information they need for preparation of the Warning Pack.
- (c) Tick the appropriate boxes on the Planned Supply Interruption Control Sheet to indicate that he/she is attaching the diagrams.
- (d) Complete Section 3 of the Planned Supply Interruption Control Sheet, then send it with the diagrams to the Carding Section Fax 01539 796019, 86019 Int.

9.1.2 On receipt of the above information pack, Carding Section staff shall:

- (a) Confirm there is sufficient time to produce the Warning Pack and allow the delivery within the preferred seven, mandatory two days warning period.
- (b) Record all relevant details of the planned supply interruption in the Database.
- (c) Create a warning pack for the planned supply interruption in accordance with the guidance in Appendix E. The pack must include a large geographic plan of the area(s) affected by the supply interruption, a list of addresses produced using MPANS and OS maps, the warning notices and any relevant details of unmanned sites in the locality. Copies of the Control Sheet are faxed to NRC/SFIC and Service Desk and one included in the pack for use by the Switching Engineer. Retain copy for reference.
- (d) Enter the numbers of those definitely affected and those who may be affected in the appropriate boxes.

- (e) Ratify check by completing name of preparer and date boxes in Section 4 of the Planned Supply Interruption Control Sheet.
- (f) Dispatch warning pack to Interruption Organiser and on request discuss the contents and limitations of the pack.

9.2 Check and Approval of Warning Pack and Confirmation of Delivery

9.2.1 On receipt of the Warning Pack, the Interruption Organiser shall:

- (a) Discuss the pack with the person responsible for its production if required, paying particular attention to any notes or comments made by Carding Section.
- (b) Where appropriate, send out warning notices to the owners of unmanned sites using fax or notice letter.
- (c) Approve by completing name and date boxes in Section 5 of the Planned Supply Interruption Control Sheet.
- (d) Pass the pack to the deliverer, discuss contents, limitations and give guidance to the deliverer in order to ensure comprehensive delivery.

9.2.2 The Deliverer shall:

- (a) Receive the pack from the Interruption Organiser, discuss contents, limitations and obtain guidance in order to ensure comprehensive delivery.
- (b) Immediately before commencing delivery of warning notices, notify NRC of your proposed delivery, so as to prewarn them of customer contact
- (c) Deliver the warning notices to those customers indicated on the warning plan who will be affected by the planned interruption and to all others not indicated on the plan that he/she determines during the course of delivery will be affected.
- (d) Use the guidance in Appendix F which provides details of the process and what to look out for whilst delivering the notices.
- (e) Make a record confirming delivery as the warning notices are delivered; tick off each property on the warning plan (this record is a requirement of the standard).
- (f) Add any properties not shown on records or any changes to location affected to the plans.
- (g) When complete, sign and date the warning plan.
- (h) Count the number of notices remaining in the Warning Pack to confirm the expected number of notices has been delivered.
- (i) Enter the actual number of warning notices delivered in the appropriate boxes.
- (j) Tick to confirm notices delivered.

- (k) Ratify delivery by completing name and date boxes in Section 6 of the Planned Supply Interruption Control Sheet.
- (l) Return the Warning Pack to the Interruption Organiser who planned the interruption pointing out any abnormalities found or difficulties experienced.

9.2.3 The Interruption Organiser shall then:

- (a) Confirm, by discussion with the deliverer, that all the required warning notices have been delivered to those customers who will be affected by the planned interruption. Completion of section 7 (of the Planned Supply Interruption Control Sheet) confirms that these discussions have taken place and that the Interruption Organiser is confident that no further warning action is required.
- (b) Approve execution stage by completing name and date boxes in Section 7 of the Planned Supply Interruption Control Sheet.
- (c) Send the copy of the warning plan to the person carrying out the switching
- (d) Return the Warning Pack to Carding Section.

9.2.4 Carding Section shall then:

Arrange any necessary urgent amendments to mains records. Complete section 8 of the Planned Interruption Control Sheet and pass warning pack on same working day to Service Desk.

9.2.5 Service Desk staff shall:

- (a) Enter the Planned interruption in the diary. File the Warning Pack in the date ordered filing cabinet, until the date of the planned interruption.
- (b) Return Warning Pack to Asset Records within a month of Planned Supply Interruption date.

9.3 Communications with NRC/SFIC during the Interruption (including Escalation Prevention)

9.3.1 The person carrying out the switching shall verify the following (should any of these pro-active checks prove negative the operator must act to prevent escalation before issuing documents or proceeding with the work):

- (a) Verify the operating conditions of the system on the day of the planned interruption. (In conjunction with the DSMC control engineer.)
- (b) Verify that actual area corresponds to notified area immediately the switching is concluded.
- (c) Verify with NRC/SFIC (after switching) that they have not received any adverse calls.

9.3.2 The person carrying out the switching shall then:

- (a) Ensure that those carrying out the work are clear regarding restoration times.

- (b) After restoration of the interruption, notify NRC/SFIC of actual off and on times and Service Desk of any 'failures to notify' which have been identified.

9.3.3 On the day of the planned interruption NRC shall:

- (a) Input the number of customers affected and the times of the planned interruption.
- (b) Input the restoration time in the ETR field.
- (c) Populate CIFMS with the interruption details.
- (d) Update CIFMS throughout the day as required.
- (e) Record the actual interruption times in the planned supply interruption diary for LV shutdowns. On completion of the shutdown, close down CIFMS without NAFIRS. Input the LV NAFIRS information either on an ongoing basis or at the end of every month.

On the day of the interruption DSMC shall:

- (a) Keep a record of interruption and restoration times in accordance with operational policy
- (b) Input the HV NAFIRS information either on an ongoing basis or at the end of every month.

9.3.4 Service Desk shall:

- (a) Retain the Warning Pack until any failures or customer complaints requiring an investigation have been actioned.
- (b) Complete name and date boxes in Section 9 of the Control Sheet and send the Warning Pack to Carding Section.

9.4 Asset Records update

On final receipt of the Warning pack, Carding Section staff shall:

- (a) Complete name and date boxes in Section 10 of the Planned Supply Interruption Control Sheet.
- (b) Examine the warning plan for any further amendments and arrange update of the asset records and unmanned database, as required.
- (c) Store the Warning Pack for a minimum of six months.

10. CANCELLATION, FAILURES AND COMPLAINTS

10.1 Cancellation of a Notified Supply Interruption

10.1.1 Cancellation must not be treated lightly, customers will have made consequential arrangements and cancellation may well lead to an OFGEM complaint and / or compensation claim, especially from business customers.

- 10.1.2 Customers must be notified about the cancellation as soon as the decision is made and at the latest on the day that the interruption was notified to take place.
- 10.1.3 NRC/SFIC and DSMC must be kept fully informed. Service Desk and Customer Care must be informed immediately during normal working hours or at the start of the next working day if the cancellation takes place outside normal working hours.
- 10.1.4 The deliverer shall deliver a cancellation letter, which includes an apology

10.2 Failure to notify Customers about a Planned Supply Interruption

- 10.2.1 It is likely that information on failures to warn customers about a planned supply interruption will be received, either direct from the customer or via SFIC as a no supply call.
- 10.2.2 Where the Dispatcher who receives a 'no supply' call believes it to be associated with a planned supply interruption, he/she shall check with the person who is responsible for the planned supply interruption to determine whether a warning notice has been delivered to the property. If the warning plan is clearly marked (ie the address is ticked) then the customer shall be informed of the findings.
- 10.2.3 If discussion with the responsible person and the search of the warning plan proves inconclusive, then NRC staff shall complete the GS5 section of the DGES Claims Form (the supplier must be clearly shown on the form).
- 10.2.4 The person carrying out the switching will be informed of the suspected failure/s when he/she contacts the NRC as soon as switching is completed (pro-active check - refer to 6.3.3). He/she must decide whether to proceed or cancel on the basis of damage limitation. He/she shall visit the customer/s who have phoned in and shall offer an explanation and apology or delegate this for immediate action to someone else on site. He/she must then provide Service Desk/Customer Care with as full a name and address list as possible of any customers who were not notified before proceeding with the work. Apology letters and ex-gratia payments will be arranged immediately by Customer Care. (Refer to Appendix D for example letter.)
- 10.2.5 Service Desk staff shall fax the DGES Failure Report Form to the Line Manager of the person responsible for the planned supply interruption. The Line Manager must undertake an investigation into the suspected failure and return the Failure Report Form to Service Desk to arrange the appropriate payment/s

10.3 Duration Failure (interruption period outside times given to customer)

- 10.3.1 The person carrying out the switching shall visit the customers affected and shall offer an explanation and apology or delegate this for immediate action to someone else on site. He/she shall make arrangements for a letter of apology to be delivered to all involved on the day of the interruption.
- 10.3.2 Service Desk staff shall fax the Duration Failure Report Form to the Line Manager of the person responsible for the planned supply interruption. The Line Manager must undertake an investigation into the failure. The Interruption Organiser or their Line Manager must arrange for any ex-gratia payments with Service Desk/Customer Care.

10.4 Complaints

The person carrying out the switching shall visit the customers who have phoned in and shall offer an explanation and apology or delegate this for immediate action to someone else on site. He/she shall make arrangements for a letter of apology to be delivered to all involved on the day of the interruption.

11. SHORT DURATION SINGLE/LOOP OR SINGLE OVERHEAD LINE TRANSFORMER INTERRUPTIONS AGREED WITH THE CUSTOMER ON SITE

[Future section]

See also Appendix G.

12. JOINTLY AGREED SUPPLY INTERRUPTIONS WITH SINGLE INDUSTRIAL /COMMERCIAL CUSTOMERS

A modified outline procedure may be followed if the interruption involves only one commercial or industrial customer and is being arranged by joint agreement either at Electricity North West's or the customer's request. A modified Planned Interruption Control Sheet (Appendix C) should be used.

- (a) Request & Approval under Section 1 and 2 of the Planned Interruption Control Sheet must be sought in the usual way
- (b) Production of a warning pack in Section 3 and 4 of the Planned Interruption Control Sheet is not necessary
- (c) Passing of the pack to the Deliverer (Section 5) is not required
- (d) After telephone or on-site agreement, the customer should be warned by an individually produced Fax noting the outage number, the names of both parties to the agreement, the times and date of the interruption and any individual conditions relating to the work, such as requests for access and any safety related matters. An acknowledgement of the Fax should be requested. Section 6 of the Planned Interruption Control Sheet should then be completed.
- (e) Return of the warning pack to Asset records (Section 7) is not required
- (f) After section 7 the full procedure must be resumed, with the Control Sheet, Fax and Acknowledgement being returned to NRC.

Should records be found to be incorrect by the interruption organiser, it will be his/her responsibility to inform Asset Records and ensure correction.

The interruption organiser should be aware that the use of this modified procedure involves taking on a greater responsibility on his or her part, as the checks in the full procedure are largely removed.

13. PERFORMANCE REPORTING

13.1 Three failure modes of performance are recorded:

- (a) Failure to comply with the procedure.
- (b) Failure of DGES Electricity Guaranteed Standard 4.
- (c) Escalation to an OFGEM complaint.

13.2 A memo is sent to the appropriate Interruption Organiser by Service Desk staff, outlining failure to comply with the procedure.

13.3 A memo is sent to the responsible first report manager by Service Desk staff prompting investigation of DGES failure.

13.4 Reports are produced in accordance with the Electricity North West Network Restoration Centre ISO 9001 Procedures Manual (QP10 Guaranteed Standards Recording Procedure).

14. DOCUMENTS REFERENCED

DGES Standards (various)

The Electrical Safety, Quality and Continuity Regulations 2002

The Electricity at Work Regulations 1989

CP450 - Guaranteed and Overall Standards of Performance

15. KEYWORDS

Customer; Interruption; Notice.

APPENDIX A

PLANNED SUPPLY INTERRUPTION CONTROL SHEET

PLANNED SUPPLY INTERRUPTION CONTROL SHEET							
1	Engineer/Supervisor responsible	Section/Department/Location	Tel. No.	Fax No.			
	Interruption day/date	Last day/date for delivery of letters	NAFIRS No.	Cost centre or Project No.			
1							
2							
3							
	Localities Affected	1					
		2					
		3					
	Disconnection Times and Estimated Number of Customer Affected	Times Off	1	Times On	1	Number of Customers	1
		2		2		2	
		3		3		3	
	Network Area (circle)	Ashton	Manchester	Bolton	Preston	Kendal	Carlisle
	System Voltage (circle)	LV	6.6kV	11kV	25kV	33kV	132kV
	Nafirs AB Box Information	HV Primary/circuit no. _____ / ____		LV sub no./way no. _____ / ____			
	Feeder Involved						
	Reason for Interruption (Circle relevant number)	U/G or GM	1	Request of third party Maintenance or Associated Testing			O/H or PM
				Post fault maintenance or repair			
				ENWL Construction work			
	Reason for no use of generator						
	Sent to Outage Planning (Fax. 70066)	Name		Date			
2	Approved by Outage Planning	Name		Date			
3	Sent to Asset Records	Name		Date			
	Copy of HV & LV Diagram attached. All affected feeders encircled to open points						Yes <input type="checkbox"/> No <input type="checkbox"/>
	Date warning pack required for delivery						
4	Number of customers affected by interruption	1		2		3	
	Unmanned Units etc. / Mains Records database. List included, if applicable	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Total no. of notices required			
	Warning pack returned to engineer/supervisor	Name		Date			
5	All Unmanned Units, etc. & Problem Addresses Informed, If applicable	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Warning pack approved		Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Warning pack passed to Letters distributor	Name		Date			
6	Send Control Sheet and Warning Notice to NRC (Fax. 70277)						Yes <input type="checkbox"/> No <input type="checkbox"/>
	Notices delivered	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Warning plan ticked and signed		Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Actual number of warning notices delivered	1		2		3	
	Warning pack returned to engineer/supervisor	Name		Date			
7	Warning pack approved and sent to Asset Records	Name		Date			
8	Records updated and warning pack sent to NRC (Fault Desk)	Name		Date			
9	Planned interruption completed. Warning pack sent to Asset Records	Name		Date			
10	Amendments added to mains records	Name		Date			

PS1a vs6 – 17/12/2003

APPENDIX B

PLANNED SUPPLY INTERRUPTION CONTROL SHEET - LIVE LINE EXCEPTION

<i>PLANNED SUPPLY INTERRUPTION CONTROL SHEET Live Line Exception</i>										
1	Engineer/Supervisor responsible	Section/Department/Location		Tel. No.	Fax No.					
	Interruption day/date	Last day/date for delivery of letters		NAFIRS No.	Cost centre or Project No.					
1										
2										
3										
	Localities Affected									
1										
2										
3										
	Disconnection Times and Estimated Number of Customer Affected	Times Off	Times On	Number of Customers						
1										
2										
3										
	Network Area (circle)	Ashton	Manchester	Bolton	Preston	Kendal	Carlisle			
	System Voltage (circle)	LV	6.6kV	11kV	25kV					
	Nafirs AB Box Information	HV Primary/circuit no. _____ / ____		LV sub no./way no. _____ / ____						
	Feeder Involved									
	Reason for Interruption (Circle relevant number)	U/G or GM	Request of third party				O/H or PM			
		1	Maintenance or Associated Testing							
			Post fault maintenance or repair							
			UU Construction work							
	Reason for no use of generator									
	Sent to Outage Planning (Fax. 70066)	Name		Date						
2	Approved by Outage Planning	Name		Date						
3	Sent to Asset Records	Name		Date						
	Copy of HV & LV Diagram attached. All affected feeders encircled to open points				Yes		No			
	Date warning pack required for delivery									
	Number of customers affected by interruption	1		2		3				
	Unmanned Units etc. / Mains Records database. List included, if applicable	Yes		No		Total no. of notices required				
	Warning pack returned to engineer/supervisor	Name		Date						
5	All Unmanned Units, etc. & Problem Addresses Informed, If applicable	Yes		No		Warning pack approved	Yes		No	
	Warning pack passed to Letters distributor	Name		Date						
6	Send Control Sheet and Warning Notice to NRC (Fax70277)					Yes		No		
	Notices delivered	Yes		No		Warning plan ticked and signed	Yes		No	
	Actual number of warning notices delivered	1		2		3		Special notices		
	Warning pack returned to engineer/supervisor	Name		Date						
7	Warning pack approved and sent to Asset Records	Name		Date						
8	Records updated and warning pack sent to NRC (Fault Desk)	Name		Date						
9	Planned interruption completed. Warning pack sent to Asset Records	Name		Date						
10	Amendments added to mains records	Name		Date						

PSIb vs6 - 17/12/2003

APPENDIX C

**PLANNED SUPPLY INTERRUPTION CONTROL SHEET - JOINTLY AGREED
SUPPLY INTERRUPTIONS WITH SINGLE COMMERCIAL/INDUSTRIAL CUSTOMERS**

PLANNED SUPPLY INTERRUPTION CONTROL SHEET - Agreed with single Commercial/Industrial							
1	Engineer/Supervisor responsible	Section/Department/Location		Tel. No.		Fax No.	
	Interruption day/date	Last day/date for delivery of letters		NAFIRS No.		Cost centre or Project No.	
1	Customer Name and Address						
	Disconnection Times and Estimated Number of Customers Affected	Times Off	1	Times On	1	Number of Customers	1
			2		2		2
			3		3		3
	Network Area (circle)	Ashton	Manchester	Bolton	Preston	Kendal	Carlisle
	System Voltage (circle)	LV	6.6kV	11kV	25kV	33kV	132kV
	Nafirs AB Box Information	HV Primary/circuit no. _____ / ____		LV sub no./way no. _____ / ____			
	Feeder Involved						
	Reason for Interruption (Circle relevant number)	J/G or GM	1	Request of third party Maintenance or Associated Testing		O/H or PM	
				Post fault maintenance or repair			
				ENWL Construction work			
	Reason for no use of generator						
	Sent to Outage Planning (Fax. 70066)	Name		Date			
2	Approved by Outage Planning	Name		Date			
3	Sent to Asset Records	Name		Date			
	Copy of HV & LV Diagram attached. All affected feeders enclosed to open	Yes		No			
	Date warning pack required for delivery						
4	Number of customers affected by interruption	1		2		3	
	Unmanned Units etc. / Mains Records database. List included, if	Yes		No		Total no. of notices required	
	Warning pack returned to engineer/supervisor	Name		Date			
5	All Unmanned Units, etc. & Problem Addresses Informed, if	Yes		No		Warning pack approved	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Warning pack passed to Letters	Name		Date			
6	Send Control Sheet and Warning Notice to NRC (Fax. 70277)						
	Notices delivered	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Warning plan ticked and signed	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	Actual number of warning notices	1		2		3	Special notices <input type="checkbox"/>
	Warning pack returned to	Name		Date			
7	Warning pack approved and sent to Asset Records	Name		Date			
8	Records updated and warning pack sent to NRC (Fault Desk)	Name		Date			
9	Planned interruption completed. Warning pack sent to Asset Records	Name		Date			
10	Amendments added to mains	Name		Date			

PSic vs6 - 17/12/2003

APPENDIX D

EXAMPLE OF APOLOGY LETTER

Apology for Temporary Disconnection of Supply

Dear Customer,

Electricity North West interrupted your electricity supply today so that essential work could be carried out safely.

We should have written to you, giving you at least 2 days advance notice of the date and times of this planned interruption. Unfortunately we failed to do this.

Please accept my apology for this failure and for any inconvenience that this lack of notification may have caused.

Please call our Customer Care Team on 0845 0500036 with your name and address to enable us to arrange for the appropriate payment to be made. We are open from 08:30 - 16:30 Monday to Friday. All calls are charged at local rate.

Yours sincerely

Customer Service Manager

APPENDIX E

DETAILED GUIDANCE NOTES FOR CARDING SECTION

1. Receive Planned Supply Interruption Control Sheet and where appropriate a copy of the HV operational diagram with affected substations/PMTs circled and a copy of the LV operational diagram with affected cables/open points circled.
2. Confirm there is sufficient time to produce the Warning Pack and deliver the notices within the preferred seven days, mandatory two days warning period.
3. Record details of the planned supply interruption in the logbook / Database.

Note: The Grid Reference of the area affected by the planned supply interruption may be found by searching for a substation grid reference in Plant File.

4. Create a Warning Pack for the planned supply interruption as follows (the pack must include a suitable scaled geographic plan of the area(s) affected by the supply interruption, the warning notices and any relevant details of unmanned sites or sensitive customers in the locality):

- 4.1 Produce a warning plan in accordance with the following notes and procedure.

Note: The geographical plan must provide the necessary detail, but be of a manageable size. To achieve this, use the appropriately sized geographic maps. The following sized maps shall be utilised:

1:2,500 sheets, LV schematic diagrams and 1:250 sheets, where appropriate.

- (a) Check positions of LV open points (note: the map might not show all open points) between substations/PMTs going off supply and connecting substations/PMTs staying on. If in doubt, refer to the Interruption Organiser.
 - (b) Highlight in yellow all the properties affected by the planned interruption. Those properties highlighted in yellow shall receive the standard warning notice.
 - (c) Highlight in blue those properties that are located near an open point and the feeding arrangement is unclear. For example, a LV pole with an open point on. Those properties highlighted in blue shall receive the special 'may go off' warning notice printed on blue paper.
 - (d) Circle the whole of the affected area carefully omitting any properties not included in the planned interruption.
- 4.2 Count the number of properties highlighted. Using the MPANS/OS MAP system produce a list of addresses affected by the planned shutdown. Reconcile both counts and enter the number of properties affected in the boxes in Section 4 of the Planned Interruption Control Sheet. Identify addresses with special needs.
 - 4.3 Produce the correct number of standard and special warning letters. (Print the numbers of letters indicated by the formula in Section 4. Even if there are no special warning letters required print a minimum of 5 just in case.). Should there be outage zones requiring different letters, the letters should be printed on differing colours of paper.
 - 4.4 Print the details of the unmanned sites and problem addresses if applicable.

- 4.5 Take a folder (the 'Warning Pack') and place a label on the front indicating the details of the planned interruption. Put the warning plan, the warning letters, the MPANS/OS MAPS address lists and any details of the unmanned sites, problem addresses/ special needs etc, into the 'Warning Pack'.
5. Dispatch warning pack to Interruption Organiser.
6. Should the Interruption Organiser request clarification of the plans liaise with him/her to ensure understanding of the limitations of the pack and what actions might be adopted on site to ensure that they notify all those who will be affected (even where not identified in the pack).

APPENDIX F

DETAILED GUIDANCE NOTES FOR APPROVED DELIVERER

1. GENERAL NOTES:

- 1.1 Always attempt to provide as much warning as possible.
- 1.2 For domestic customers deliver the warning notices at least seven days before the planned supply interruption. Accommodate any arrangements needed for customers with special needs.
- 1.3 For industrial and commercial customers deliver the warning notices at least fourteen days before the planned supply interruption.
- 1.4 As you deliver the warning notices be polite to customers and explain the reasons for the supply interruption. Be careful not to be too technical. Be as helpful as possible, but don't promise anything e.g. backfeeds or generators. If a customer wishes to speak to someone about the planned supply interruption take down the name, address and telephone number of the customer. Good customer relations at this point will reduce the likelihood of complaints during this interruption and may well be remembered in future.
- 1.5 On completion of delivery you must satisfy the Interruption Organiser that all the required warning notices have been delivered to those customers who will be affected by the planned interruption and that no further warning action is required.

2. PROCEDURE

- 2.1 Collect the pack from the Interruption Organiser and discuss the contents of the pack. Ensure you understand the limitations of the pack and outline what actions you will adopt on site to ensure that you notify all those who will be affected (even where they are not identified in the pack).
- 2.2 Check with the Interruption Organiser that where appropriate, warning notices have been sent to the owners of unmanned sites using fax or notice letter.
- 2.3 Check that the Warning Pack contains the Planned Supply Interruption Control Sheet, the warning notices, a warning plan, and the detail from the unmanned database. Check the warning notices for the date and times of the planned supply interruption and confirm there is sufficient time to complete delivery of the warning notices before the mandatory two days warning period. If there is insufficient time to deliver the notices and achieve the mandatory two days notice refer to the person responsible for the supply interruption.
- 2.4 Fold the warning notices, if they are unfolded. Where practical, insert the warning notices into envelopes to make delivery easier.
- 2.5 Before setting off to deliver the warning notices fax a copy of the Planned Supply Interruption Control Sheet and a warning notice to the NRC on 70277. This informs the NRC staff of the forthcoming planned interruption and allows them to answer any immediate telephone queries from customers who receive the notices.
- 2.6 Travel to the area affected by the planned supply interruption. Plan a logical route around the area.

- 2.7 Deliver the warning notices to all the properties that will be affected by the planned interruption (those highlighted within the red circle) plus any others you identify during the course of delivery). Deliver the standard warning notice to those properties highlighted in yellow and the special blue warning notice to those properties highlighted in blue. If letters with different outage times and / or dates are present in the pack they will be printed on different coloured papers to avoid confusion
- 2.8 Make a record confirming delivery as you deliver the warning notices, this record is a requirement of the standard. Tick off each property on the warning plan to keep track of those properties already notified. If you discover any unmanned sites insert the details of the sites on the feedback form from the unmanned database. Look specifically for Local Authority, water company pumping stations, radio or mobile telephone masts etc.
- 2.9 As you deliver the warning notices, look for properties that are either not shown on the warning plan or not highlighted on the warning plan. In addition to obvious properties, eg houses, look out for signs of not-so-obvious properties that may require notification, eg: stables split up into flats; stables used as flats; garages (these may be used for lock up storage or as workshops). If you discover such properties deliver a warning notice to each property and mark the property on the warning plan.
- 2.10 Confirm that warning notices have been delivered to all the properties highlighted on the warning plan.
- 2.11 When complete, sign and date the warning plan, enter the actual number of warning notices delivered in the appropriate boxes, tick to confirm notices delivered, ratify delivery by completing name and date boxes in Section 6 of the Planned Supply Interruption Control Sheet.
- 2.12 Return the Warning Pack to the Interruption Organiser who planned the interruption and discuss notice delivery with them, using the warning plan. Pass on the details of any unmanned sites you discovered and any customers who have queried the supply interruption.

APPENDIX G

THE 'CUSTOM & PRACTICE' LIVE LINE TEAM EXCEPTION

PROCEDURE FOR HV LIVE LINE TEAM

The following procedure has been written to ensure that the detail of every supply interruption organised by a HV Live Line Team is entered into the NAFIRS database.

- (a) On the day that the work activity takes place the dedicated observer must inform the Fault Desk at the NRC of the work location, the area affected by the interruption and the disconnection and restoration times.
- (b) The dedicated observer must complete the non-shaded boxes on the Planned Supply Interruption Control Sheet by Agreement sheet (see Appendix B) and return it to the person who requested the work activity.
- (c) The person who requested the work activity is responsible for completing and passing the Planned Supply Interruption Control Sheet by Agreement sheet through to NRC for the NAFIRS input.

Note: All boxes must be completed before the sheet is passed through for NAFIRS input.