

NGESO Coronavirus Preparedness



We have taken steps to ensure we can continue to our key business functions as the impact of coronavirus continues to be felt

National Grid ESO continues to monitor guidance from appropriate Government and health organisations. We have implemented measures across the company with specific measures to protect business critical processes and operations

We have stopped all business-related travel

We are not permitting our colleagues to attend industry conferences and we will continue to review our own events

Access to our control rooms by visitors and non-critical staff has been restricted

All colleagues are being reminded to follow normal good hand hygiene and standard infection control guidelines

We are regularly communicating with all of our colleagues to ensure they are aware of the latest advice, and what is expected of them

We have taken specific steps to protect our control rooms and critical operational activities

NGESO have comprehensive and well-developed resilience procedures in place to ensure that business critical processes and operations can continue

We have already invoked the early stages of these resilience plans, including:

Operational critical activities have been physically separated from other activities at our base locations, visitor and non-critical access to the control room has been revoked

Shift teams have been subdivided and separated to minimise face-to-face contact

We have set up a permanent incident management team to coordinate our response to Covid-19 and to carefully balance risks associated with shift personnel

NGESO have two, fully operational control rooms. During normal operating conditions, both control rooms are staffed 24/7 and work together to manage the GB electricity system. However, both control rooms are also capable of operating independently and autonomously to manage the whole system.

Should one of our control rooms need to be quarantined, we are confident that we can maintain secure system operation in a single control room:

Critical staff are in place to manage any transition to single control room working

Telecommunication and other services will be transferred to the single control room – contact numbers will remain the same (this process is tested regularly)

Critical systems, used to balance electricity supply and demand and maintain a secure system, can be operated from either control room

NGESO continue to assess the impact of the coronavirus on the GB Electricity System and how it might affect future operations

National Electricity Demand

Demand for electricity is likely to be lower than normal in the coming months due to a reduction in industrial and commercial demand

NGESO forecasting team are closely monitoring demand levels to fine-tune our models

We are drawing from the experience of our European partners, who are in different stages of the coronavirus outbreak

Reserve Power Considerations

NGESO are reviewing the amount of reserve power that we hold, accounting for increased levels of uncertainty

Resilience

We are working closely with providers of resilience services, such as black start and BM services, to understand any potential impact on these services

Strong communication across industry will be key to maintaining a resilient electricity system. Please keep us informed of any concerns you have around delivery of BM services or around resilience of generation

FAQs

As a generation company, our back up or resilient arrangements mean that the National Grid 'green phone' is not staffed at all times

National Grid ESO must have a means to contact all generation companies, at all times. If your contingency arrangements mean that the 'green phone' is not staffed, then please let the control room know an alternative contact number and the applicable times that this alternative number is in use, prior to de-staffing the 'green phone'.

The current maximum horizon for submitting PN and Bid Offer data is 5 days in advance. Is it possible to extend this 5 day window to assist with contingency arrangements?

National Grid ESO have looked at the option of extending the EDT cut-off period. This would require a software change to our systems and would need to be carefully managed to ensure that it does not impact normal operations. We will continue to review this as an option should existing defaulting arrangements prove to be inadequate

What happens if we are unable to attend our trading point in order to submit PN and/or Bid Offer data within the 5 day window?

Once data has been received and no other data is submitted for the following days, then the *data validation and defaulting rules* apply. For example, in general, if no Physical Notification submission, or a partial submission, has been made by 11:00 the data for the current Operational Day will be copied forward to fill gaps in the next Operational Day.

FAQs cont...

Will day-to-day operations be impacted as a result of NGENO contingency arrangements?

We have comprehensive and well-developed procedures in place to manage the effects of a pandemic and to ensure that business critical processes and operations can continue. If a Control Room needs to be de-staffed, for example to undertake a deep clean, then normal operations will continue from the back-up location. All phone lines would be diverted to the back-up location and access to all business-critical systems would continue

What will be the effect on electricity supply and demand if there is mass isolation in the UK?

National Grid ESO has analysed the anticipated effects on electricity supply and demand of long-term mass self-isolation of the UK's workforce. It's expected that demand across the country would reduce, and supply would be able to match it. This is largely owing to a significant reduction in industrial and commercial demand, which would likely be greater than the increase in domestic demand as people stay at home

Is there anything that customers and stakeholders can do?

Strong communication remains the best tool that we all have to minimise the impact of the coronavirus on the GB electricity system. Please keep us informed of any concerns you have around delivery of BM services or around resilience of generation

Please ensure that all the data you submit to us is accurate and as up to date as possible to provide us with a clear view of the generation profile

Summary

NGESO have comprehensive and well-developed resilience procedures in place to ensure that business critical processes and operations can continue

We are confident that we can continue in our role to operate the power system safely, securely and efficiently

Strong Industry-wide cooperation and communication will be key during this period

The global situation regarding coronavirus is changing rapidly. We continue to monitor guidance on an ongoing basis to ensure the arrangements we have in place are appropriate and consistent with expert advice

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