

# STCP 06-4 Issue 011 Contingency Arrangements

## STC Procedure Document Authorisation

Party	Name of Party Representative	Signature	Date
The Company			
National Grid Electricity Transmission plc			
SP Transmission Ltd			
Scottish Hydro-Electric Transmission Ltd			
Offshore Transmission Owners			
Competitively Appointed Transmission Owners			

## STC Procedure Change Control History

Issue 1	23/12/2004	BETTA Go-Live version
Issue 2	04/07/2005	Issue 002 incorporating PA021
Issue 3	25/10/2005	Issue 003 incorporating PA034 & PA037
Issue 4	24/11/2009	Incorporating changes for Offshore Transmission
Issue 5	01/04/2019	Issue 005 Incorporating changes for National Grid Legal Separation
Issue 6	06/04/2022	Issue 006 Incorporating PM0123 changes
Issue 7	25/04/2023	Issue 007 incorporating use of 'The Company' definition as made in the STC PM0130
Issue 8	04/03/2024	Issue 008 incorporating PM0128 Implementation of the Electrical System Restoration Standard – PM0132 Implementation of the Electrical System Restoration Standard Phase II
Issue 9	12/03/2025	Issue 009 incorporating PM0146 Implementation of Emergency Control Centre Requirements
Issue 010	17/04/2025	Issue 010 incorporating PM0144 Digital Communication System Integration
Issue 011	26/11/2025	Issue 011 incorporating Competitively Appointed Transmission Owners to TO Lists on all Definitions – PM0151

## 1 Introduction

### 1.1 Scope

1.1.1 This procedure describes contingency arrangements required by The Company, as defined in the STC and meaning the licence holder with system operator responsibilities, and each TO to maintain the capability to monitor and operate the System following certain events. These events may include but are not limited to:

- an event that results in a Main Control Centre becoming unusable;
- the failure of telephony infrastructure;
- the loss of a Datalink between The Company and TO;
- the failure of The Company SCADA facilities; or
- the failure of TO SCADA facilities.

For the avoidance of doubt the above list is non-exhaustive and other events may require the contingency arrangements to be invoked.

1.1.2 This procedure applies to The Company and each TO.

1.1.3 For the purposes of this document, the TOs are:

- NGET;
- SPT;
- SHETL;
- All Offshore Transmission Licence holders as appointed by Ofgem; and
- All Competitively Appointed Transmission Licence holders as appointed by Ofgem.

In the event that specific conditions or exceptions are made in the document relating to an Onshore TO or Offshore TO these will be prefixed appropriately.

1.1.4 This procedure applies to both operational and IS functions within both a TO and The Company. This document does not cover any contingency arrangements that may be required under a System Restoration condition (which are covered separately under STCP 6-1 System Restoration).

### 1.2 Objectives

1.2.1 The objective of this procedure is to specify the minimum Emergency Control Centre facilities for each party and the actions to be taken when communication routes (data and voice) fail.

## 2 Key Definitions

### 2.1 For the purposes of STCP06-4:

2.1.1 **SCADA** means Supervisory Control And Data Acquisition system i.e. the system used to monitor, operate and control a Transmission System (including outstations). Where the term The Company SCADA is used this refers to a Supervisory Control And Data Acquisition system owned by The Company and where the term TO SCADA is used this refers to a Supervisory Control And Data Acquisition system owned by a TO.

2.1.2 **Main Control Centre(s)** means the primary location(s) used by The Company or a TO for the purpose of control and operation of a Transmission System.

2.1.3 **Emergency Control Centre** means an additional Control Centre at a remote location from the Main Control Centre(s), which can be used to control and operate the System if the Main Control Centre(s) becomes unusable.

- 2.1.4 **Complete Voice Communication Failure** means a concurrent failure of Control Telephony, PSTN, PTN and mobile voice communication systems.
- 2.1.5 **Datalink** means a communication system established between The Company and a TO for the transfer of real time SCADA Data from that TO to The Company.
- 2.1.6 **Event** is as defined in the Grid Code as at the Code Effective Date and for the purposes of this STCP only, not as defined in the STC.

### 3 General Requirements

- 3.1.1 To prevent the loss of a single control location precipitating the complete loss of control facilities and services, communication and SCADA facilities should [as far as practicable] be distributed across different site locations.
- 3.1.2 Each Party shall have in place contingency plans to cope with the events including those described in section 1. Each Party is responsible for preparing its own contingency plans which may include outsourcing services to other Transmission Licence holders on a permanent or temporary basis. Each TO shall make the relevant sections of their plans available to The Company and inform The Company of any modifications to the relevant sections of their plans. The Company shall make the relevant sections of their plans available to the TO and inform the TO of any modifications to the relevant sections of their plans.

As a minimum, the contingency plans for The Company and each TO shall include:

- The location of the Main Control Centre; and
  - the location of the Emergency Control Centre; and
  - the estimated time to evacuate or transfer control facilities to the Emergency Control Centre which shall be at least within 3 hours of the evacuation.
- 3.1.3 The Company and each TO shall review their own contingency plans annually and re-issue to all affected Parties if any changes are made.
- 3.1.4 The Company and each TO shall establish and maintain their own Emergency Control Centre facilities and arrangements.
- 3.1.5 Each Party shall have available, as a minimum requirement, the following systems and/or capabilities at their Emergency Control Centre:
- a duplicated SCADA system for indications and alarms;
  - a SCADA visual with access to a redundant SCADA solution for control, indications and alarms;
  - a real time data transfer facility between the TO and The Company;
  - IS systems to support the control room which shall include external e-mail facilities;
  - paper systems and documentation for the key processes;
  - a telecommunication system with a minimum of one PSTN ex-directory line and one unique number on a private telephone network; and
  - access to a Designated Information Exchange System
- 3.1.6 Where a duplicated SCADA system for indications and alarms and/or a real time data transfer facility between a TO and The Company is not made available, agreed contingency processes shall be agreed and put in place. Where facilities do not comply with these arrangements, then a contingency methodology agreed between the TO and The Company should be put in place.
- 3.1.7 Each Party shall ensure the following:

- that their Emergency Control Centre facilities (including Critical Tools and Facilities) are available;
- that evacuation procedures from the Main Control Centre are in place and contingency arrangements where required are in place;
- that evacuation procedures are tested annually through exercises that involve evacuating the Main Control Centre and the occupation of the Emergency Control Centre;
- that they provide to other relevant Parties up to date details of their contingency plans including location of their Emergency Control Centre;
- where Emergency Control Centres are normally unstaffed, that they are checked on a routine basis to ensure all facilities are functional;
- that all equipment that may be used during a Main Control Centre evacuation and any automatic changeover systems shall be routinely tested where relevant;
- that facilities at the Emergency Control Centre are maintained in a state of continuous readiness;
- that supporting documentation at the Main Control Centre(s) and Emergency Control Centre is up to date;
- that appropriate call-in arrangements for operational IS staff are in place; and
- that any changes to the contingency arrangements are notified as soon as reasonably practicable to all relevant Parties.

## **4 Evacuation of Main Control Centre Location**

- 4.1.1 Where an evacuation of a Main Control Centre is, or has been, necessary, the evacuating Party shall give appropriate notifications (as described in section 4.1.2) as soon as reasonably practicable to The Company and other TOs as appropriate. The Company shall be responsible for any notification to Users, where appropriate, that a Party has evacuated their Main Control Centre. The evacuating Party shall notify their Duty Manager through local evacuation processes.
- 4.1.2 On establishment of an Emergency Control Centre, each Party shall (as appropriate):
- provide notice of change to control location along with confirmation of new telephone and fax numbers to The Company, other affected TO(s) and relevant Users as appropriate;
  - implement post evacuation short term holding phase using appropriate resource at nominated site until Emergency Control Centre established;
  - implement post evacuation established phase at Emergency Control Centre; and
  - maintain normal operations utilising Emergency Control Centre and contingency procedures.

## **5 Telephony Infrastructure Contingency**

### **5.1 Voice Communication failure**

- 5.1.1 In the event of a Complete Voice Communication Failure between The Company and a TO or TOs:

- If a TO becomes aware that the communication failure also prevents The Company from communicating with Users in the TO's area, the TO shall notify Users as and when appropriate. The TO shall record which Users it has notified of the communication failure and shall forward such record to The Company when communications have been restored.
- The Company and each TO shall use alternative means of communication including e-mail wherever possible. Relaying messages through another TO should also be considered where appropriate.
- The Company or the TO responsible for the failed voice communication system shall contact their service provider in order to repair the voice communication system in accordance with STCP 04-5 Operational Telephony.
- The responsible party for the failed voice communication system shall advise The Company and TO(s) of the expected restoration time and provide updates where appropriate.
- All planned Operational Switching work on the National Electricity Transmission System affected by the voice communications failure shall be suspended until advised that communications have been restored. The TO may continue to issue switching instructions for Operational Switching, Isolation and Earthing on plant that has been released under a Transmission Status Certificate (TSC) in accordance with STCP 01-1 Operational Switching.

5.1.2 In the event of Complete Voice Communication Failure between TOs:

- The Company should be informed immediately by each TO involved.
- The TOs shall use alternative means of communications wherever possible, including e-mail. Relaying messages through The Company should be considered.
- The TO responsible for the failed voice communication system shall contact their service provider in order to repair the voice communication system in accordance with STCP 04-5: Provision of Control Telephony.
- The TO responsible for the failed voice communication system shall advise The Company and other affected TOs of the expected restoration time and provide updates as appropriate.
- Following liaison between the TO and The Company, consideration shall be given to suspending all planned Operational Switching work on TO circuits that may have an effect on an adjacent TO System, until advised that the voice communication system has been restored.

5.1.3 In the event of a partial voice communication failure, which the TO has deemed to be having a significant impact within its area but which does not affect voice communications between that TO and The Company or that TO and another TO:

- If possible, the affected TO should inform The Company immediately, and if appropriate the other TO.
- The affected TO shall use reasonable endeavours to re-establish voice communications using all available means, including mobile phones and radio systems where installed.
- The Company shall be responsible for notifying any relevant Users connected to the National Electricity Transmission System of the relevant TO of the communications failure where appropriate.
- The affected TO shall contact their voice communication service provider and request that voice communications are restored as soon as possible.
- The affected TO shall advise The Company of the expected restoration time of the voice communication system and provide updates as appropriate.

- Following liaison between the TO and The Company, consideration shall be given to suspending planned Operational Switching on TO circuits until communications are restored.

## **5.2 Voice Communication restoration**

5.2.1 On the restoration of voice communication in the circumstances set out in section 5.1:

- The party responsible for the failed communications network shall inform The Company and/or the TO(s) of such a restoration of the voice communications service immediately following such restoration.
- The TO shall inform The Company of all Users who were notified of the telephony failure under section 5.1.1. The Company shall inform these Users of the return to service of the telephony systems.
- The Company and TO(s) shall update each other on any Events on the National Electricity Transmission System, which occurred during the communications failure.
- The Company and TO(s) shall discuss any planned work that has been required to be postponed and make arrangements to reschedule as appropriate.
- The Company or the affected TO shall prepare a report on the failure. Such report is to be prepared in accordance with STCP 03-1: Post Event Reporting.

## **5.3 TO to The Company Datalink Failure and The Company SCADA Failure.**

5.3.1 In the event of a complete failure of the Datalink between The Company and one or more TOs:

- The Company shall inform the TO(s) of the failure of the Datalink.
- Each affected TO shall advise The Company on an ongoing basis of the configuration of that TO's Transmission System and any significant Operations and Events through telephone communication. The Company may request the TO(s) to supply certain analogue data items via telephone on a regular basis. These analogue data items may include, but are not limited to:
  - MW data;
  - MVA<sub>r</sub> data; and
  - other voltage data.

Upon a request from The Company to the TO(s) to provide such analogue data, the TO(s) shall provide such data to The Company as soon as reasonably practicable.

- Following liaison between the TO and The Company, consideration shall be given to suspending planned Operational Switching on TO circuits until the Datalink is restored. The TO may continue to issue switching instructions for operational switching, Isolation and Earthing on plant that has been released under a TSC in accordance with STCP 01-1 Operational Switching.
- The Company or the TO responsible for the failed Datalink equipment shall investigate and restore the Datalink as soon as possible.
- The Company or the TO responsible for the failed Datalink shall advise other Parties, as appropriate, of the expected restoration time for the Datalink and associated equipment and provide updates as appropriate.

5.3.2 In the event of complete failure of The Company SCADA system:

- The Company shall inform the TOs as soon as reasonably practicable of the loss of The Company SCADA system.
- Each TO shall advise The Company on an ongoing basis of the configuration of that TO's Transmission System and any significant Operations and Events through telephone communication. The Company may request the TOs to supply certain analogue data items via telephone on a regular basis. These analogue data items may include, but are not limited to:
  - MW data,
  - MVAr data; and,
  - Other voltage Data.

Upon a request from The Company to the TO(s) to provide such analogue data, the TO(s) shall provide such data to The Company as soon as reasonably practicable.

- The Company shall advise the TOs on the expected restoration time of the Company SCADA and provide updates as appropriate.
- Following liaison between the TO and The Company, consideration shall be given to suspending planned Operational Switching until The Company SCADA is restored. The TO may continue to issue switching instructions for Operational Switching, Isolation and Earthing on plant that has been released under a TSC in accordance with STCP 01-1 Operational Switching.
- The Company shall take action to ensure the The Company SCADA shall be restored as soon as possible following failure.
- The Company shall be responsible for any communication of The Company SCADA failure to Users where operationally necessary.

5.3.3 On restoration of the TO-Company Datalink or The Company SCADA the following actions shall be taken:

- The Company shall inform the TO(s) immediately of such restoration.
- The Company and each TO shall update each other of any Events on the System that occurred during the Datalink or The Company SCADA failure.
- The Company and the TO(s) shall discuss any planned work that has been required to be postponed and make arrangements to reschedule as appropriate in accordance with STCP 01-1: Operational Switching.
- The Company or the TO responsible for the failed Datalink equipment shall prepare a report on the failure. Such report is to be prepared in accordance with STCP 03-1: Post Event Reporting.
- The Company shall prepare a report on the failure of The Company SCADA system. Such report is to be prepared in accordance with STCP 03-1: Post Event Reporting.

#### **5.4 Total or Partial TO SCADA Failure or Significant Outstation Failures.**

5.4.1 In the event of a total or partial TO SCADA failure which the TO has deemed as having a significant effect on its Transmission System the TO:

- shall advise The Company of the TO SCADA failures;
- shall implement their contingency plans that were prepared in accordance with section 3.1.2;

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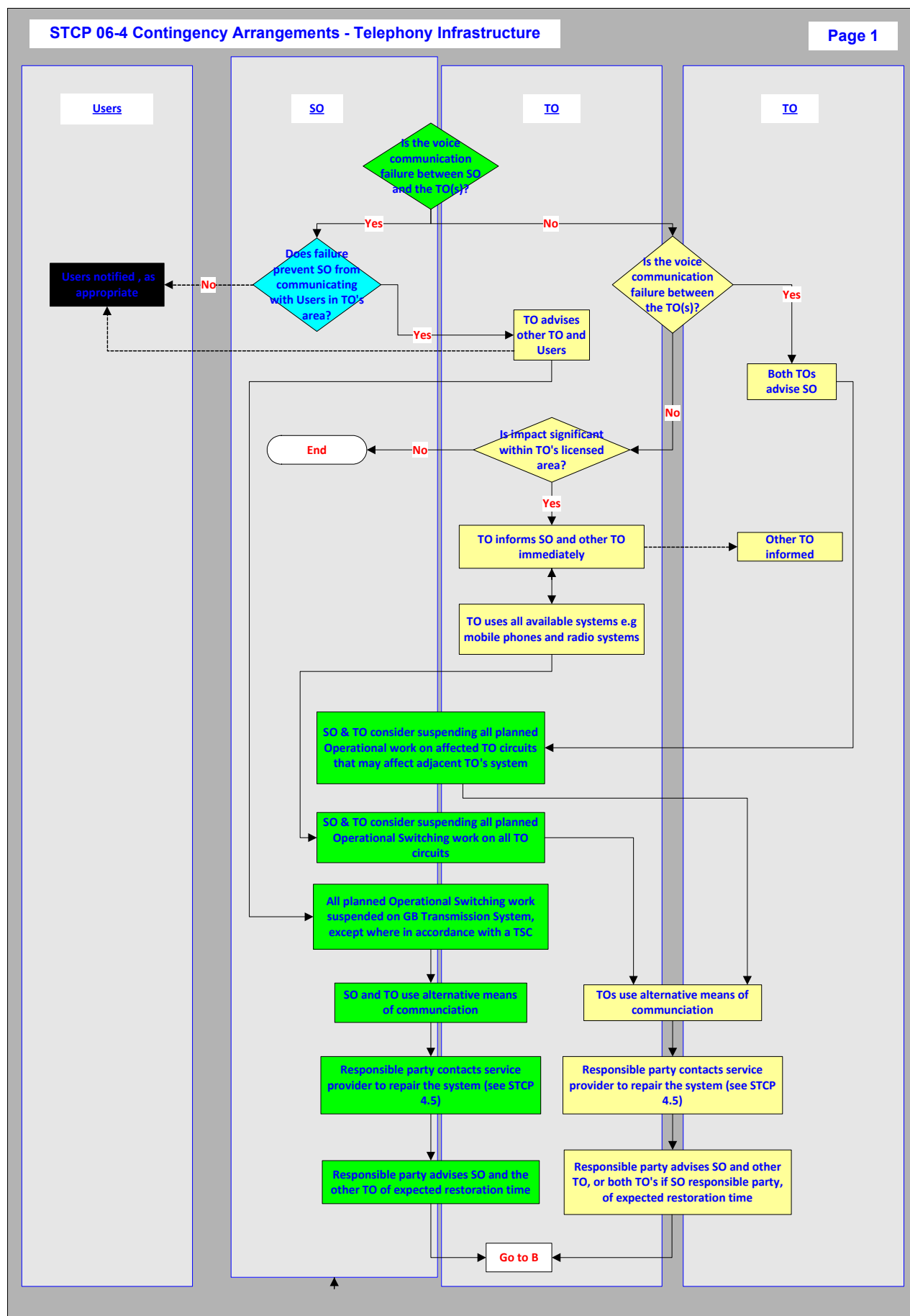
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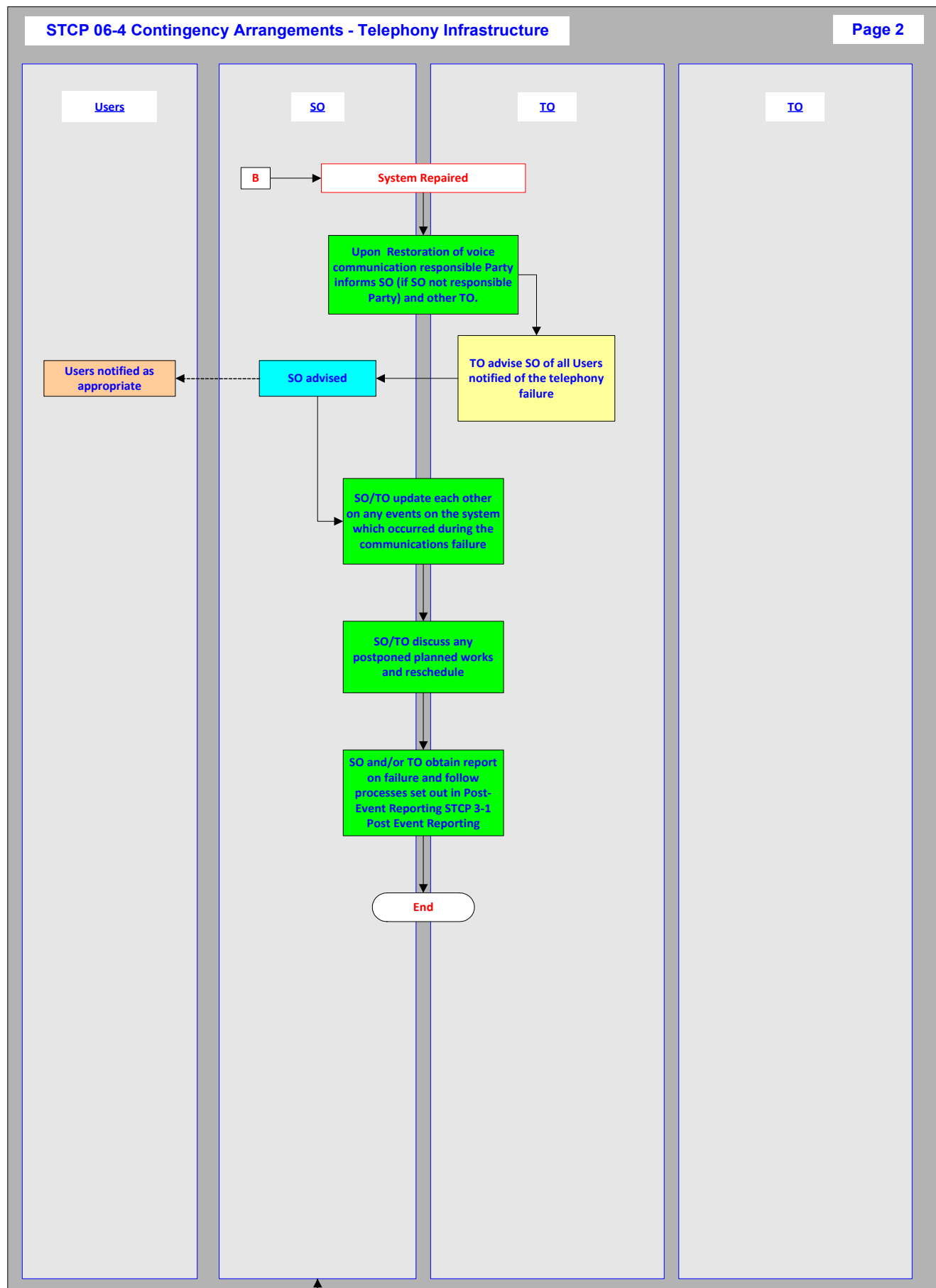
- initially suspend all planned Operational Switching work on the TO's Transmission System in accordance with STCP 01-1: Operational Switching;
  - shall advise The Company on the expected restoration times for the TO SCADA/outstations and provide updates where necessary;
  - shall investigate and repair the TO SCADA facilities as soon as possible;
  - shall decide, following discussions with The Company, if contingency staffing of substations, strategically important to the System, is required to ensure control of the National Electricity Transmission System is maintained;
  - may decide to staff additional operational facilities (including outstations), where available, to give alternative arrangements to complete switching duties in the event of TO SCADA failure; and
  - where appropriate, and in the event of a total SCADA failure, the TO may decide to evacuate to their Emergency Control Centre. In this event the procedures described in STCP 06-3 System Incident Management should be followed.
- 5.4.2 Users shall be notified of the TO SCADA failures by The Company and shall be requested to supply relevant information to the appropriate Party.
- 5.4.3 On restoration of TO SCADA Facilities or outstation facilities, the following actions shall be taken:
- The TO shall inform The Company and the other TO immediately of such restoration.
  - All Users informed in section 5.4.2 shall be notified of the return to service of the TO SCADA systems by The Company.
  - Where the Emergency Control Centre has been utilised, The Company/TO shall complete a controlled return to the Main Control Centre notifying all Users when control has been re-established there.
  - The Company and TOs shall update each other on any Events on the System during the TO SCADA or outstation failure.
  - The Company and TOs shall discuss any postponed planned work and make arrangements to reschedule as appropriate.
  - The TO shall prepare a report on the failure. Such report is to be prepared in accordance with STCP 03-1: Post Event Reporting.

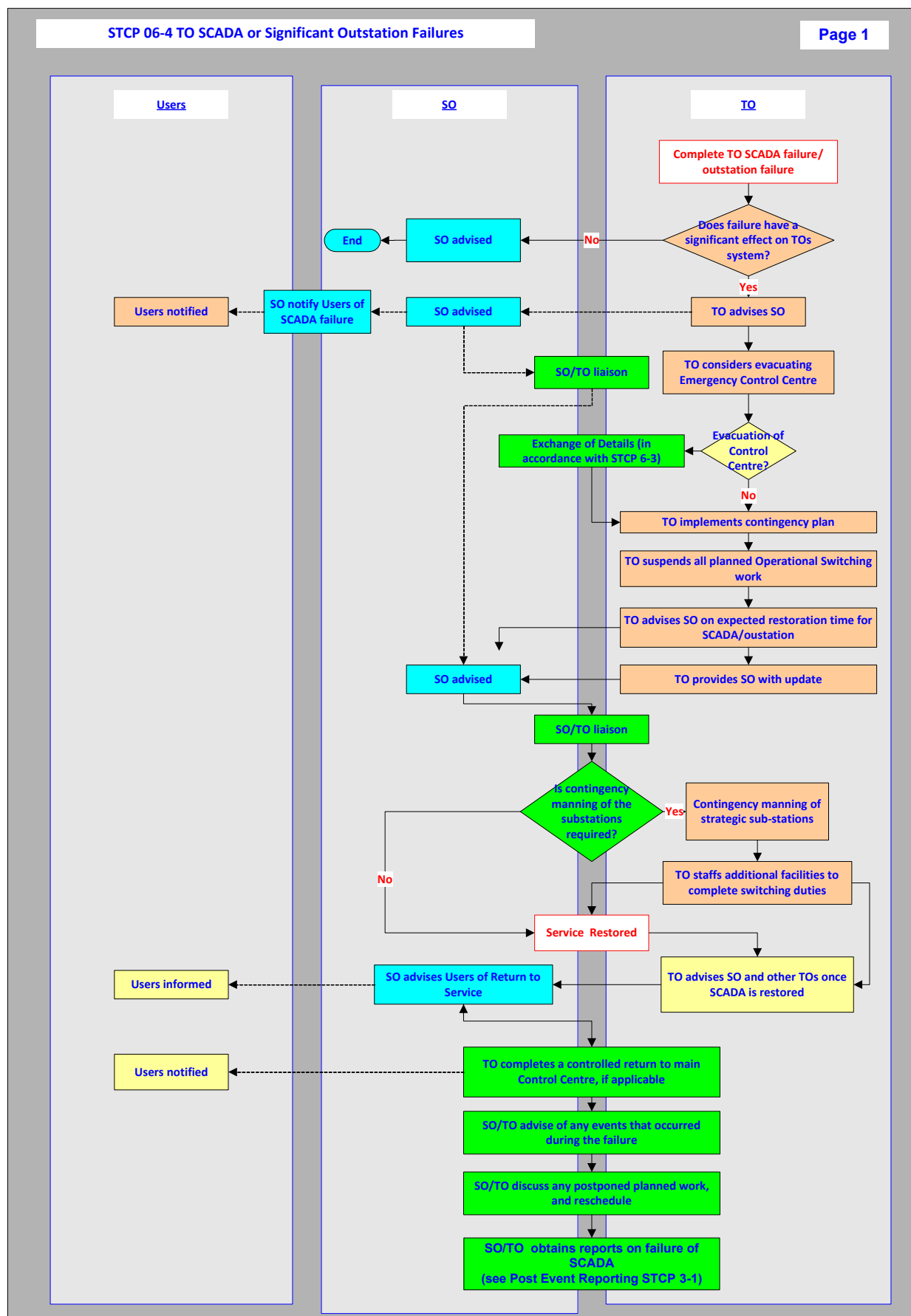


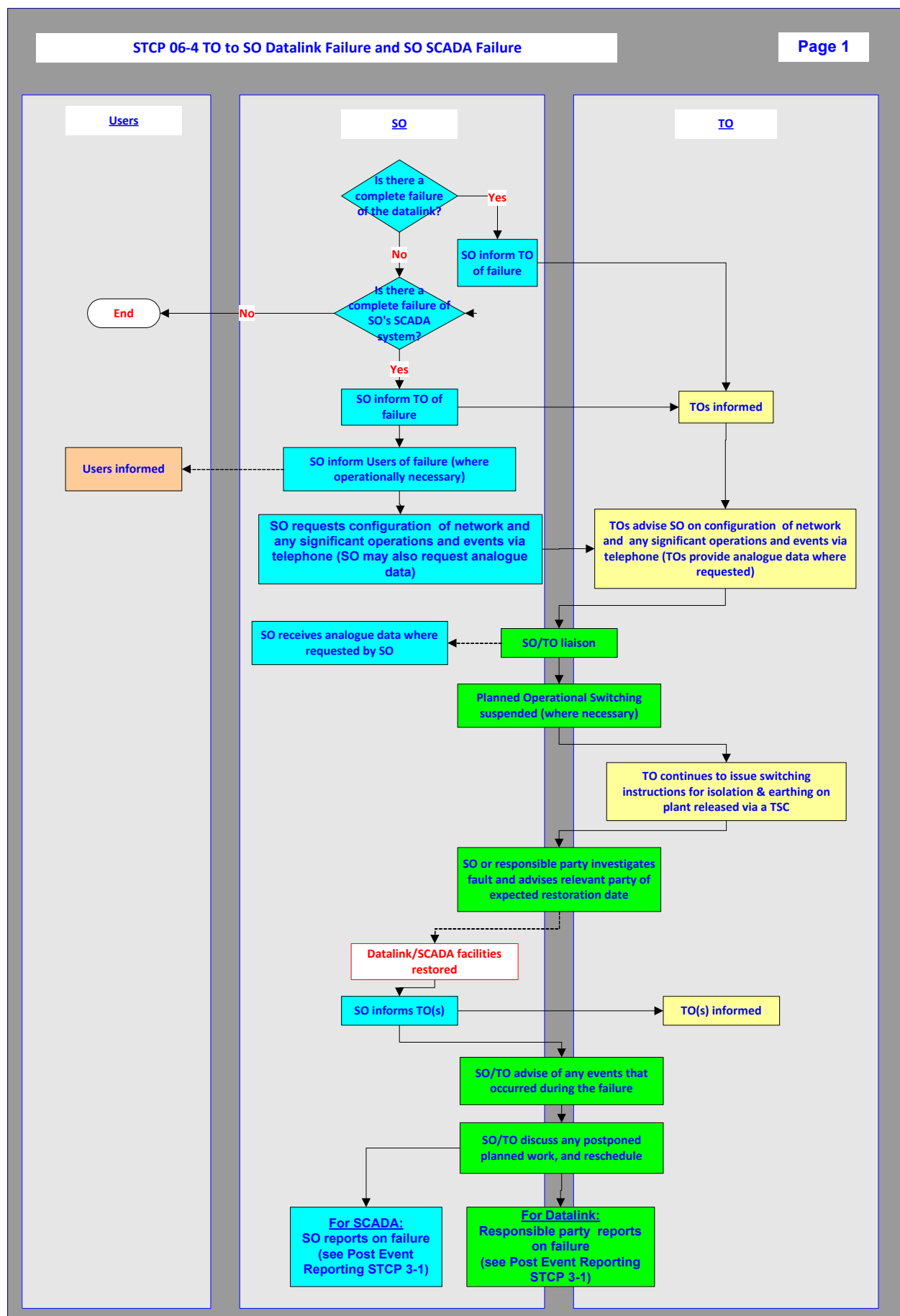
## **Appendix A: Flow Diagram**

Note that the Process Diagrams shown in this Appendix A are for information only. In the event of any contradiction between the process represented in this Appendix and the process described elsewhere in this STCP, then the text elsewhere in this STCP shall prevail.









## ***Appendix B: Abbreviations & Definitions***

### ***Abbreviations***

IS	Information Systems
PSTN	Public Service Telephone Network
PTN	Private Telephone Network
SCADA	Supervisory Control And Data Acquisition system
SHETL	Scottish Hydro Electric Transmission Ltd
SPT	SP Transmission Ltd
STCP	System Operator –Transmission Owner Code Procedure
TO	Transmission Owner
TSC	Transmission Status Certificate

### ***Definitions***

#### **STC definitions used:**

Code Effective Date  
Critical Tools and Facilities  
Earthing  
National Electricity Transmission System  
Isolation  
NGET  
Party  
SHETL  
SPT  
System  
System Restoration  
The Company  
Transmission System  
User

#### **Grid Code definitions used:**

Control Centre  
Event  
Operation  
Operational Switching

#### **Definition used from other STCPs:**

Transmission Status Certificate    STCP 01-1: Operational Switching