

## MANAGEMENT OF SERVICE EMERGENCIES

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## 20.1 INTRODUCTION

This Chapter aims to define the procedures to be implemented and the relevant affected Parties involved, should an equipment (or "service) emergency occur on the Transmission Network, i.e. an emergency due to the temporary unavailability of the transmission infrastructure.

The Transmission System Operator has the right/obligation to implement all appropriate procedures for dealing with the emergency in order to restore system safety as soon as possible and minimise service failures.

This Chapter does not cover general emergencies caused by system Gas shortages due to adverse weather conditions, and emergencies that occur in the event of interruption/reduction of the Gas supply, which shall be discussed in the Chapter on "Procedure for switching from standard to emergency operating conditions".

With respect to the activities described in this Chapter, the Transmission System Operator shall refer to current technical standards, to the extent that they are applicable.

## 20.2 SERVICE EMERGENCIES

### *20.2.1 Types of emergency*

The term "Service emergency" defines an abnormal, unforeseen and temporary situation that affects the Transmission Network's standard operations or constrains them in any way and may have adverse effects on the safety of individuals or causes damages to property or the environment.

Service Emergencies may be subdivided into different categories, as follows, depending on whether the Gas leak was controlled or uncontrolled:

- total or partial unplanned pipeline outage;
- total or partial unplanned line equipment outage;
- total or partial unplanned compression station outage.

The Transmission System Operator is equipped with tools and procedures that support the safe management of the service emergency through co-ordination with the competent local authorities and law enforcement authorities.

The procedures entail:

- a) the appointment of an employee responsible for emergency management;
- b) an emergency plan;
- c) the guidelines for creating the emergency report.

### **20.2.2 Information on emergencies**

The Transmission System Operator shall keep a record of a number of pieces of information relating pertaining to service emergencies, which describes their key aspects, such as:

- type of emergency (according to the classification at Sub-paragraph 20.2.1);
- date/time of the event;
- description of the facility affected by the emergency;
- the most accurate assessment of any possible gas leakage occurred following the emergency situation;
- description of the event and the grounds that caused it;
- local Unit in charge;
- subject requesting the intervention (Third Party; Transmission System Operator, Fire Department, etc.);
- responsibility for the emergency (*Force Majeure*; Third Party; Transmission System Operator), following objective verification of such emergency by the competent Authority.

By 31 March each year, the Transmission System Operator shall provide the Authority with a summary of the information pertaining to service emergencies that took place on the Transmission Network over the previous reference year.

### 20.3 DESCRIPTION OF ESTABLISHED PROCEDURES: EMERGENCY MANAGEMENT AND DETECTION

As mentioned in the Chapter on "Description of the Network and its management", the Transmission System Operator has equipped the Gas pipeline it manages with a remote monitoring and remote alarm system. Therefore, in the event of an anomaly of such magnitude that the pressures or flows rates of the tranche in question do not comply with the normal operating range, the system shall send an automatic warning to the dispatching centre. With respect to the distribution's dedicated organisational structure and the technical systems, see the Transmission System Operator website.

In the event the emergency occurs outside of working hours, the remote control system shall send the warning directly to the employees who are on call.

Another method for detecting emergencies consists in external notification. To this extent, a 24-hour free-phone emergency number is available on the Transmission System Operator's website and on the signal poles of Gas pipelines belonging to the Transmission Network, through which individuals can notify an existing or supposed emergency status.

Details of personnel to be contacted in the event of emergency are available on the Transmission System Operator's website.

A 24-hour on-call assistance service consisting of a supervisor and a dedicated technical team, has been put in place for the Transmission Network.

Moreover, agreements with local specialised companies that can provide equipment, devices and sufficient personnel - where needed even within a short time scale - have been underwritten.

Finally, a similar on-call service has been put in place at the Operating District in order to monitor and co-ordinate the different activities that are carried out in the event of an emergency and anticipate their relevant impact on the network.

Through this structure, the Transmission System Operator guarantees prompt action on the Transmission Network in order to safeguard the continuity and the efficiency of the service provided also under critical conditions.

Notwithstanding the type of alarm, both the local supervisor and the District supervisor shall be alerted.

The former is responsible for:

- restoring the safety conditions of facilities as soon as possible, in order to ensure the safety of individuals and property;
- liaising with the Operating District's available supervisor on a constant basis, in order to jointly define the intervention strategy;
- warning, if necessary, the available Companies described in this Paragraph;
- co-ordinating the deployment of personnel and available resources;
- supplying the lines through alternative routes, where possible;
- restoring the service once the cause of the emergency has been removed;
- checking and reporting on the emergency's causes;

The District supervisor is responsible for:

- assessing the possible impact of the emergency on the entire network through the ongoing monitoring system;
- defining the intervention strategy supported by the local supervisor;
- activating all procedures needed to safeguard the supply of the Users affected;
- requesting, if necessary, the intervention of the local authorities, such as the Fire department, Police etc.;
- ensuring the information exchange towards other corporate functions as well as towards Shippers and Connected Operators involved in the emergency in order to define, transmission reduction/interruption procedures, where needed;
- ensuring the information exchange towards the Regasification company upstream the Transmission Network and towards the Leading Company;
- notifying the District supervisor who, based on gravity of the event, can activate the "crisis team" consisting of the managers affected by this type emergency. In this case, the District supervisor is directly responsible for managing the emergency.

In the event of a service emergency, the Transmission System Operator notifies the CIG (Italian Gas Committee) accordingly within 5 calendar days from the event.

Within 30 calendar days from the resolution of the service emergency, the Transmission System Operator sends the CIG an emergency report that includes the causes -where ascertained - and the actions taken to restore service continuity and safety.

## 20.4 SHIPPER'S OBLIGATIONS

The Shipper is obliged to notify the Transmission System Operator<sup>1</sup> within 1 October of each Thermal Year (within the first 20 working days from the Network Code's entry into force with respect to the first Thermal Year) the list of employees available on a 24-hour basis and End Customers on the Transmission Network to be contacted in the event of emergencies described in this Chapter, in order to allow a correct and prompt information exchange.

The Shipper undertakes to promptly notify any changes to the aforementioned list to the Transmission System Operator in a timely manner.

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<sup>1</sup> The notification form for the information required is available on the Transmission System Operator's website.