CM089 – Updated for Electricity System Restoration Standard

9 June 2023

STCP 04-5 Issue 005 Operational Telephony

STC Procedure Document Authorisation

Party	Name of Party Representative	Signature	Date
National Grid Electricity System Operator Ltd			
National Grid Electricity Transmission plc			
SP Transmission Ltd			
Scottish Hydro-Electric Transmission Ltd			
Offshore Transmission Owners			

STC Procedure Change Control History

Issue 001	14/03/2005	BETTA Go-Live Version
Issue 002	04/07/2005	Issue 002 incorporating PA027
Issue 003	25/10/2005	Issue 003 incorporating PA034 & PA037
Issue 004	24/06/2009	Issue 004 incorporating changes for Offshore Transmission
Issue 005	01/04/2019	Issue 005 incorporating National Grid Legal Separation Changes
Issue 006	26/04/2023	Issue 006 incorporating changes to facilitate the Electricity System Restoration Standard

1.1 Scope

1.1.1 The provision of a resilient operational telephony infrastructure is essential for the secure operation of the National Electricity Transmission System including under a System Restoration. This document details the responsibilities and obligations on NGESO and each TO with regard to the management and support of this infrastructure.

1.1.2 For the purposes of this STCP, TO means:

- NGET;
- SPT;
- SHETL; and
- All Offshore 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

1.2 Objectives

1.2.1 This process specifies responsibilities and obligations on NGESO and the TOs in relation to the operational telephony infrastructure, including:

- telephony infrastructure between NGESO and TOs;
- the use of the TO's telephony infrastructure by NGESO for NGESO to communicate with Users in the TO's licensed area and to communicate with other TOs; and
- arrangements for access to NGESO telephony infrastructure~~-~~ at TO Control Centres and remote locations.

1.3 Background

1.3.1 The telephony infrastructure is designed to provide resiliency to maximise the availability of voice communication services in line with Good Industry Practice. This includes operation under a System Restoration. Operational Telephony is considered in the same way as Control Telephony which is defined under the STC under the heading of "Critical Tools and Facilities".

1.3.2 The specific services and facilities provided to support the operation of the operational telephony infrastructure under the ownership of each TO are specified within the TO's Services Capability Specification. Service levels associated with the maintenance and restoration of those services and facilities will be specified in the standing TO Service Restoration Proposals which as a minimum shall include a mains independence period of up to 72 hours (or such longer period as agreed between the

TO and The Company) from the start of a Total Shutdown or Partial Shutdown. where appropriate.

1.3.3 The NGESO telephony infrastructure may where agreed be provided for the NGESO by a TO providing use of it's telephony infrastructure.

1.3.3

2 Key Definitions

2.1 For the purposes of STCP 04-5:

2.1.1 none

3 Procedure

3.1 New Telephony Systems

3.1.1 The telephony facilities to be provided at new User sites is described in STCP18-1: Connection and Modification Application.

3.1.2 At new or existing TO Control Centres, where new telephony systems are required the relevant TO will ensure that the design of the new telephony meets the requirements of STCP 18-1: Connection and Modification Application.

3.2 Management of Telephony Equipment

3.2.1 NGESO shall provide a resilient telephony infrastructure between the NGESO telephony system and an agreed connection point on the TO telephony system. The NGESO telephony infrastructure shall have the following features:

- the ability to withstand the loss of any single element of the configuration in line with Good Industry Practice;
- mains supply independence in line with Good Industry Practice for up to 72 hours;
- two way emergency calling facilities; and
- priority calling over existing call connections.

3.2.2 The TO shall provide access to TO owned telephony infrastructure at the agreed connection point on the TO telephony system with:

- the ability to withstand the loss of any single element of the configuration in line with Good Industry Practice (excepting the final handset);
- mains supply independence in line with Good Industry Practice for up to 72 hours;
- two way emergency calling facilities; and
- NGESO priority calling over existing call connections.

3.2.3 When a TO is in receipt of an alarm indicating a fault, or is otherwise made aware of a fault that may affect NGESO telephony equipment at a TO location, then that TO shall notify NGESO of the alarm or fault, in accordance with STCP 02-1 Alarm, Event and Fault management.

3.2.4 When a TO is in receipt of an alarm indicating a fault or is otherwise made aware of a fault that may affect telephony equipment under TO ownership and the fault has

significant implications for NGESO or a significant reduction in resilience, then the relevant TO shall notify NGEESO of the alarm or fault.

3.2.5 The TO shall arrange for resolution of faults or alarms on TO owned telephony infrastructure in line with the standing Service Restoration Proposal where appropriate.

3.2.6 Where NGESO is in receipt of an alarm indicating a fault, or is otherwise made aware of a fault, that may affect telephony equipment under TO ownership then NGESO shall notify the relevant TO of the alarm or fault.

3.2.7 Where TO telephony equipment installed on a User site has failed, NGESO shall ensure that the User shall advise the relevant TO, and that User shall provide the TO service provider with appropriate access.

3.3 Change Management

3.3.1 NGESO or the relevant TO will each provide the other Party with notification of proposed changes that the proposing Party deems may have a significant impact on its ability to provide a telephony infrastructure as outlined in 3.2.1 or 3.2.2 as appropriate.

3.4 Outage Coordination

3.4.1 NGESO or the relevant TO will each provide the other Party with notification of a significant outage on it's telephony infrastructure that the notifying Party deems to have a significant impact on it's ability to provide a telephony infrastructure as outlined in 3.2.1 or 3.2.2 as appropriate.

3.5 Site Access and Support Arrangements

3.5.1 Site access and support arrangements between NGESO and the relevant TO will allow the NGESO service provider reasonable access to NGESO's telephony infrastructure at TO sites.

3.5.2 Support arrangements with associated levels of service as part of the standing TO Service Restoration Proposals will be in place between NGESO and the relevant TO to enable restoration or maintenance of the TO telephony infrastructure as required.

3.5.3 Where a Generator or User consent for access to non-TO sites is required NGESO~~T~~ shall procure all necessary consents.

3.6 Telephony~~-~~ Infrastructure Reporting

3.6.1 Widespread failure of the telephony infrastructure may be assessed and reported in line with STCP 03-1 Post Event Analysis and Reporting.

3.7 Testing

3.7.1 TO's shall undertake regular testing of their operational telephony to the same standard and frequency of Control Telephony as required in CC.6.5.4.4 and CC.6.5.5.1, or ECC.6.5.4.4 and ECC.6.5.5.1 of the Grid Code as applicable.

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

SPT	SP Transmission Limited
SHETL	Scottish Hydro-Electric Transmission Limited
TO	Transmission Owner

Definitions

STC definitions used:

~~National Electricity Transmission System~~

Electricity System Restoration Standard

Generator

Good Industry Practice

National Electricity Transmission System

NGET

NGESO

Party

Services Capability Specification

Services Restoration Proposals

System Restoration

Transmission

User

Grid Code definitions used:

Control Telephony

Control Centre

Critical Tools and Facilities