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**Stability Provider Outage Request Process with NESO – Network Access Planning.**

This document aims to outline the process for a stability provider to request an outage or reduction in available service as part of the user compliance process. The following steps should be adhered with the end result of an eNAMS (Outage Planning database) booking and confirmation that the outage is acceptable for the dates and times requested

1. Provider outages should be formally requested at least 28 days in advance to NESO, and the attached proforma should be used to capture details of the outage. This request should be sent to the following email addresses based on the location of the provider

**England & Wales:** [tranreq@nationalenergyso.com](mailto:tranreq@nationalenergyso.com)

**Scotland:** [TRScotland@nationalenergyso.com](mailto:TRScotland@nationalgrideso.com)

1. An eNAMS number will be issued for reference, with the booking left as ‘With SO’ status
2. The request will be assessed by the planning team to understand the system impact.
3. Once this assessment has been carried out, if the outage can be agreed, NESO will officially confirm the acceptance of the request. At this point the eNAMS booking will be set to Planned status. If assessment shows the outage cannot be agreed, this will be communicated to the provider and NESO planning will liaise with the provider to determine a date where the outage can be accepted

**Note that requests for cross-boundary isolation/safety/RISSP from TOs should be sent to Tranreq or TRScotland as well, but that these may require a separate eNAMS booking even if there is an associated stability provider outage, as TOs are not able to view stability provider bookings directly. Requests for isolation from DNOs should be communicated directly to the relevant DNO.**

**STABILITY OUTAGE NOTIFICATION**: Information Requirement from **User**

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| --- | --- | --- |
| Item No. | Information required | User Response |
| 1 | **Provider, site and, if relevant, specific unit if at a site with multiple units** |  |
| 2 | **Start and end dates and times –** *these do not have to be exact as eNAMS times for other outages are typically indicative* |  |
| 3 | **Type of outage** *– total, partial OR change to SCL/inertia. The outage can also be In Service (i.e. the plant continues to provide services) or Out Of Service* |  |
| 4 | **Contact details -** *both for planning timescales and operational (control room) timescales* |  |
| 5 | **Detail of work** *– one-line overview is sufficient, e.g. “maintenance of switchgear associated with [unit name]”* |  |
| 6 | **Detail of changes to SCL available (if not a simple shutdown) -** *Again, a simple overview is sufficient, e.g. “Reduction of SCL by 50% for 8h on 01/10/2024, starting around 09:00, then a reduction by 25% until 17:00 on 03/10/24* |  |
| 7 | **Detail of changes to Inertia available (if not a simple shutdown) -** *Again, a simple overview is sufficient, e.g. “Reduction of Inertia by 50% for 8h on 01/10/2024, starting around 09:00, then a reduction by 25% until 17:00 on 03/10/24* |  |
| 8 | **Existing eNAMS number -** *if this is a request to change or update an outage rather than create one* |  |
| 9 | **Outage working time -** *This can be daily (the plant return to service over the night) or continuous.* |  |
| 10 | **Emergency Return To Service (ERTS)** - *This can be either OnCom (i.e. return On Completion) or Day and night time return (i.e. in hours/minutes)* |  |
| 11 | **Any additional comments which may be relevant** |  |