

ATTACHMENT G – Incident management

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1 Incident management and Emergencies

The Storage Operator has a plan for incident management covering the various incidents and emergencies that may occur as provided for in the Code of Conduct. Regarding such incidents and emergency, the Storage Operator has: (i) determined the various phases (ii) defined the procedure to be followed (iii) described the possible measures to take by the Storage Operator as well as by the Storage User (iv) in consultation with the Transmission Operator.

1.1 Emergency on the Storage Installation (“Storage Emergency”)

Different incidents may occur at the Storage Facility of Loenhout that can have as a consequence that the system integrity of the Storage Installation cannot be maintained or which could escalate to such situation according to the assessment of the Storage Operator. Such situation is a situation of Storage Emergency.

1.2 Incident on the Transmission System (“Transmission Incident”)

Different incidents may occur on the Transmission System that can have as a consequence that the system integrity of the Transmission System cannot be maintained or which could escalate to such situation according to the assessment of the Transmission Operator. Such situation is a situation of Transmission Incident. During a Transmission Incident, Transmission Operator could request support from the Storage Operator.

1.2.1.3 Emergency as defined in the Security of Supply regulation (“SoS Emergency”)

For Emergencies as defined in the Security of Supply regulation, we refer to article 12.2 of the SSA.

2 Measures in case of Emergency

In the event of an Emergency Storage (Storage Emergency, Transmission Incident or SoS Emergency), the following measures, listed below (but not restricted thereto), are applied by the Storage Operator or the Storage User upon request of the Storage Operator both as a reactive and as a proactive measure. The application of these measures depends on the physical Operating Mode of both the Storage Installation according to the Emergency procedure in this annex and the provisions of annex D1 of the ACS.

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- Measures for the Storage Operator impacting the Storage User:
 - The interruption or reduction of the Injection flow;
 - The physical switching of Operating Mode;
 - The interruption or reduction of the Withdrawal flow (restricted to Storage Emergency and Transmission Incident).

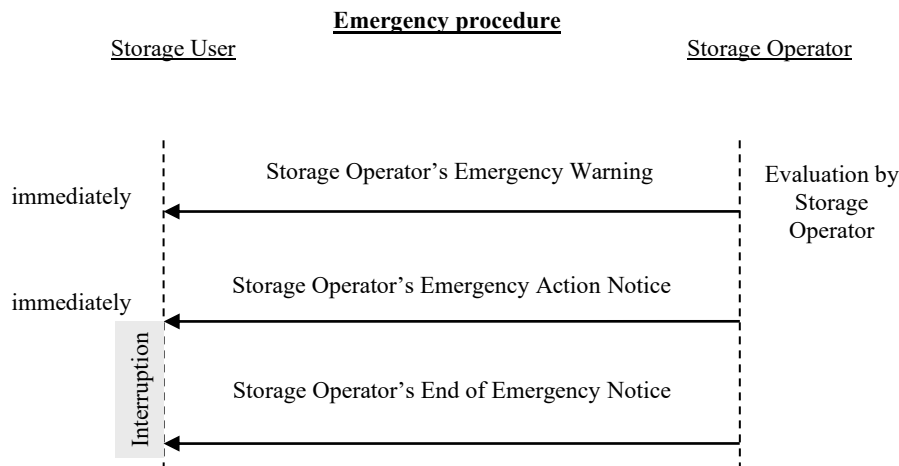
- Measures by the Storage User upon request of the Storage Operator:
 - Forced Withdrawal necessitating the immediate Withdrawal of GIS;

Such measures are temporary and have priority. They can, if necessary, without prejudice to the Emergency procedure, at any time without prior notice by the Storage Operator be changed and adjusted until the Emergency persists.

3 Emergency procedure

The Emergency procedure is applicable both for Storage Emergency and Transmission Incident. For SoS Emergency, the provisions of Security of Supply will apply.

In the following schedule, the Emergency procedure between Storage Operator and Storage User on the Storage Installation is reflected. This Emergency procedure consists of 3 steps:



In any case, the CREG and the relevant competent authority(ies) in case of an Emergency will be informed of its planned duration, its cause (if known), and the measures taken by the Storage Operator and consequences for the Storage User.

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Phase 1 – Emergency Warning

In case of Emergency and based on the available information, the Storage Operator evaluates the measures to be taken on the Storage Installation and the consequences for the Storage User. The Storage Operator sends as soon as reasonably possible a “Storage Operator’s Emergency Warning” announcing the possible impact on the Storage Services. If immediate action is required, the Storage Operator will not send a warning but immediately will send an Emergency action notice as provided for in phase 2 below.

Both the Storage User, the CREG, and the concerned competent authority(ies) are notified per telephone of such Emergency and receive a notice “Storage Operator’s Emergency Warning” by ~~fax~~-e-mail confirming such warning.

Phase 2 – Emergency Action Notice

The evaluation of the measures to be taken by the Storage Operator can lead to the Storage Services to be reduced, interrupted or forced to withdrawal. The Storage Operator calculates the quantity (Injection or Withdrawal) to be reduced or interrupted per Storage User (pro rata the (last) Nomination) or as the case may be the quantity of forced Withdrawal to be withdrawn (pro rata the subscribed Capacities). During the Emergency, in line with the plan for incident management of the Storage Operator, the subsequent actions (as the case may be) are also always notified to the Storage User by means of an action notice for such measure.

The Storage Operator confirms to the Storage Users and the CREG the Emergency measure(s) through a “Storage Operator’s Emergency Notice” by ~~fax~~-mail, specifying a start date/time and the action(s) to be taken by the Storage Users. In case of reduction or interruption the Storage Operator shall also constrain the Nominations by sending a revised “Storage Operator’s Daily Transport Notice” (TDT) in accordance with the attachment D1 of the ACS.

The Emergency action(s) remain(s) valid until the Storage Operator sends a “Storage Operator’s End of Emergency Notice” (see step 3 for more details).

As from the start of Emergency, up to the sending of a “Storage Operator’s End of Emergency Notice”, the Storage Operator will specify the quantity as mentioned in the “Storage Operator’s Emergency Notice” to be reduced or interrupted or, as the case may be, for forced Withdrawal.

Phase 3 – End of Emergency Notice

When the Storage Emergency or Transmission Incident is no longer applicable, based on the evaluation of Storage Operator and/or Transmission Operator and the competent governmental authority(ies) (as the case may be), and that the Emergency action(s) are no longer required, the Storage Operator sends a “Storage Operator’s End of Emergency Notice” by ~~fax~~-e-mail to the Storage User, and the CREG,

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specifying the Emergency end date, and lifting constraint(s) at the Interconnection Point or Storage Installation.

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