

Case Study Five

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A case considered by the Committee last year illustrates the importance of not only having a backup system in place to acknowledge dispatch instructions, but also periodically testing that system.

In this case the participant had a system in place, but a loose power cable meant the system failed and the participant breached the Rules by failing to acknowledge receipt of a dispatch instruction within the required timeframe.

A dispatch instruction was issued at the same time as the sole operator briefly stepped out of the control room. Back up processes didn't alert the operator that the instruction hadn't been acknowledged after two minutes. The instruction was acknowledged only after the operator returned to the control room, over 6 minutes after the instruction was received.

In this case the backup system failed because a loose power cable meant a modem didn't make the call to alert the operator of the dispatch instruction. As a result of the breach the participant now has a monthly reminder to check the modem and do a test dial from the GENCO application. This relatively simple solution may prevent breaches of the Rules.

The case is particularly relevant for participants that have sole operators responsible for acknowledging dispatch instructions.

This case study is intended for information purposes only and does not create a precedent for future decisions. There's no substitute for Participants getting their own advice.

