

Incident Report – Telford Power Disruption

Report Date: 23rd December 2013



Introduction:

The report below is a breakdown of the events and issues surrounding the power disruption experienced on Sunday 15th December between approximately 10:00 and 13:00.

Breakdown of the events:

At 10.00hrs a significant local mains power issue was experienced which resulted in the loss of power to Entanet's Telford Headquarters and other properties within the local area. This loss has been confirmed by our suppliers. The backup generator took over the supply as expected and services were maintained for all our customers. At 10.16hrs power was restored and this is confirmed in our UPS logs. The generators returned to standby.

Although the power had been restored our support team who were on site report a number of power dips and brown-outs over the next 2 hours. We experienced a further incident at 12:00hrs, however our power company is not able to confirm that they experienced a further issue at this time. We have engaged a 3rd party independent company to review the events and their conclusion is that the most likely cause of the power failure was a local surge which tripped the breakers across the main power feed bus bar. These breakers prevented the switchover to the generator supply and hence services were running for a period on UPS power only. When the power from the individual rack based UPS systems drained, services in the racks began to fail. As each rack draws a separate amount of power, the timings for each rack is typically different.

Senior engineers attended site and power was restored to the building and the affected racks at 12:39hrs. This was achieved by resetting the affected breakers. Work was then undertaken to bring further services back online cleanly, with the focus being on the core network.

As a result of these events we are currently exploring several options with 3rd parties to minimise the risk of future incidents, however due to the approaching holiday period it is unlikely any new implementations will be put in place before further investigations take place in the New Year.

Please accept our apologies for any inconvenience these events may have caused.