

# VICTORIAN ENERGY EMERGENCY COMMUNICATIONS PROTOCOL

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This document outlines the Victorian energy emergency communications process.



## Version Release History

VERSION	DATE	AUTHOR	PEER REVIEW	APPROVED	COMMENTS
1	29 Jul 11	Paul Farley	Industry	Draft distributed for comment to industry	Amalgamation of Gas and Electricity Protocols
2	Sept 12	Shonal Dessmann	Graham Manson	Matt Zema	Amendment to Appendix B & C to include "Business-in-Confidence" header and footer. Amend DPI to DEPI
3	22 Jul 13	Cherry Harrop	Shonal Dessmann	Graham Manson	
4	26 Sep13	Paige Robinson	Shonal Dessmann	Graham Manson	Amend DEPI to DSDBI and EMS Team to ESS Team. Legal review and inclusion of disclaimer
5	4 Nov 13	Megan Bracksley	Shonal Dessmann	Matt Zema	No updates – issued prior to summer
6	2 Dec 14	Megan Bracksley	Matt Howe	Matt Zema	Periodic update pre summer
7	11 May 16	Michael Pintabona	Daniel Lavis	Matt Zema	Update following consultation with VEEC – OWG members, including changes to the VEECP electricity activation triggers, confirmation of key contact details, and administrative changes/updates
8	April 2017	George Tsaikos			
9	October 17	Serge Stojanovic	Shonal Dessmann	Damien Sanford	Update following consultation with VEEC members, including the addition of the E-EMLO process, full review of electricity areas throughout whole document and administrative changes/updates.
10	May 18	Serge Stojanovic	Shonal Dessmann	Joe Adamo	Update following consultation with VEEC members, including moving the E-EMLO process to an appendix, clarifying preparedness activities, review of triggers and administrative changes/ updates throughout whole document.
11	December 18	Serge Stojanovic	Shonal Dessmann	Joe Adamo	Addition of Appendix H – Reporting Arrangements for power outage events.

This document has been created by the AEMO Emergency Preparedness Team and will be reviewed bi-annually.

Any queries or suggestions for improvement should be addressed to AEMO's Emergency Preparedness team by emailing [Emergency@aemo.com.au](mailto:Emergency@aemo.com.au).

## Important Notice

This Victorian Energy Emergency Communications Protocol has been made by AEMO for the purposes of its functions under the National Electricity (Victoria) Law and the National Gas (Victoria) Law. Those Laws and other applicable Acts and statutory instruments will prevail over this Protocol to the extent of any inconsistency.

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# 1 Emergency Communications Protocol Overview

This Victorian Energy Emergency Communications Protocol (VEECP) has been developed by the Australian Energy Market Operator (AEMO) and the energy industry to facilitate timely sharing of information between industry, government agencies and emergency services in preparedness for a potential emergency event and when responding to an actual emergency event.

The protocol has been endorsed by the Gas Emergency Management Consultative Forum (GEMCF) and the Victorian Electricity Emergency Committee (VEEC) and does not operate in isolation but complements existing AEMO, industry, and government emergency policies and procedures.

For gas, this means any incident that involves Victorian participants that draw gas from the Declared Transmission System (DTS).

## 1.1 Purpose

The purpose of this protocol is to outline how industry, government and the emergency services can share relevant information to support the preparedness, response and recovery activities to an actual or potential emergency event.

# 2 Triggers for Notification and Assessment

Below is a list of triggers for notification and assessment for potential activation of the VEEC protocol. Consideration may be given to convergence of threats where a network impact is likely.

Notification to government regarding other issues is outside of the scope of the VEEC protocol.

Table 1.0 Triggers for Notification and Assessment

Electricity	
Actual Trigger	Preparedness Trigger
<ul style="list-style-type: none"> <li>Actual unplanned off supply &gt; 20,000 customers in a single Distribution Business' distribution zone.</li> <li>Unplanned transmission or distribution equipment failure resulting in a single credible contingency event which reduces redundancy for greater than 12 hours.</li> <li>Potential for load shedding following Vic RO assessment of reserve conditions.</li> <li>External security threat or occurrence threatening system security.</li> <li>High profile event or natural disaster (includes prolonged electricity related community emergencies).</li> </ul>	<ul style="list-style-type: none"> <li>Forecast of extreme weather event:                             <ul style="list-style-type: none"> <li>Two days with maximum forecast temperatures &gt; 38 degrees in the central weather forecast district.</li> <li>Two days with maximum forecast temperatures &gt; 45 degrees in any other weather forecast district.</li> <li>Forecast wind gusts over 110km/h, and 130km/h in Alpine areas.</li> <li>Fire danger rating of Extreme or Code Red.</li> <li>DHHS Heat Health Alert issued for three or more regions or in any instance where Heat Health Alert has been issued for the "Central" region and alerts remain current within the next 24 hours.</li> </ul> </li> <li>External security threat or occurrence threatening system security.</li> </ul>

Gas	
Actual Trigger	Preparedness Trigger
<ul style="list-style-type: none"> <li>High profile event or natural disaster that is likely to impact reputation and or supply.</li> <li>External security threat or occurrence (e.g. a cyber security or activist group threat).</li> <li>Significant facility outage or equipment failure that is likely to affect supply.</li> <li>Any impact due to loss of supply or safety implications to customers.</li> </ul>	<ul style="list-style-type: none"> <li>Forecast potential impact due to loss of supply or safety implications to customers.</li> <li>Forecast supply shortfall (including a high GPG demand forecast and or an extreme high temperature forecast).</li> <li>Forecast extreme weather event:                             <ul style="list-style-type: none"> <li>Two consecutive extreme cold days with maximum forecast temperatures &lt; 12 degrees in Melbourne.</li> <li>One extreme cold day with maximum forecast temperature &lt; 10 in Melbourne.</li> </ul> </li> </ul>

In some cases, a core group of stakeholders may convene to further assess potential impacts for the gas and/or electricity industry and the Victorian Community. These include:

- The potentially affected business or businesses.
- The Department of Environment, Land, Water, and Planning (DELWP).
- Energy Safe Victoria (ESV).
- Emergency Management Victoria (EMV).
- Victoria Police.
- Department of Health and Human Services (DHHS).
- AEMO.
- Any other stakeholders that may be required depending on the incident including emergency services.

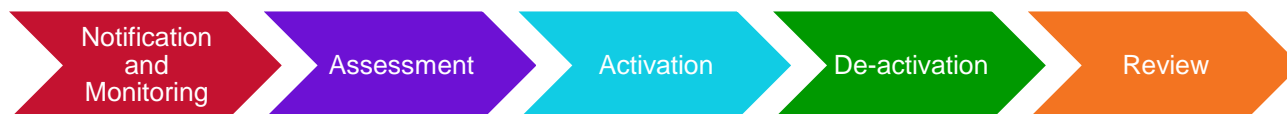
Stakeholders may request activation of the protocol by contacting the  
 AEMO Emergency Duty Manager  
**0439 202 469**

### 3 Communications Process

The protocol supports the timely gathering and analysis of information through the Preparedness, Response and Recovery phases of an emergency.

All communication that takes place following activation of the protocol is disseminated to industry and government stakeholders through existing IT systems and established communication channels.

There are five identified phases to the protocol that are outlined in detail below.



### 3.1 Notification & Monitoring

All energy stakeholders monitor their assets and systems through existing operational structures and control centres. Stakeholders routinely share information which may lead to notification of an event or impending trigger resulting in a direct or indirect threat to Victorian gas and/or power systems.

The activation triggers of the protocol do not necessarily imply an emergency but means AEMO, industry, and relevant stakeholders are monitoring gas and/or electricity assets more closely. Where there is a likelihood for an escalation to occur, the protocol may be activated. The requirement for AEMO notification is generally triggered by a specific event as outlined in the list of triggers in table 1.0. However, unusual occurrences may activate this process outside of the normal trigger mechanisms where the triggers have not been met. This type of activation may occur following consultation between the affected business and the AEMO Emergency Duty Manager. The AEMO Emergency Duty Manager will inform DELWP of the outcome from this consultation.

In some instances, information will become available through the notification and monitoring process that indicates a credible risk to critical assets and supply. While the forecast conditions may not yet have eventuated, activation of the protocol in line with pre-determined triggers in table 1.0 may be warranted. In this instance, the protocol may be activated at the discretion of the affected businesses in consultation with the AEMO Emergency Duty Manager and DELWP will be informed of the outcome from this consultation.

If activation is not required, all other preparatory communications will revert to one of the following where further clarification is needed on the information available on the power outage dashboard in EMCOP:

- Email communications between DELWP and affected participants.
- Telephone discussion between DELWP and the affected participants.

### 3.2 Assessment

Once AEMO becomes aware of an actual or potential event, an assessment will be made against the pre-determined triggers (see Table 1.0). The outcome of this assessment will result in one of the below actions:

- A threat has been identified that may not meet the predefined triggers and the electricity or gas system continues to operate securely. In this instance, AEMO would advise relevant stakeholders. However, a stakeholder teleconference may not be convened. AEMO, along with VEECP electricity and/or gas stakeholders, will continue to monitor the situation. Consequence management discussions between industry and DELWP may take place without activation of the protocol.

- One of the triggers has been met or a risk has been identified on either the electricity or gas system, the protocol will be activated. Where a trigger has not been met, and the assessment process identifies a credible risk, the protocol will be activated. Stakeholders will be convened via teleconference to provide an update of the situation and to discuss any consequence management issues.

As an event develops, VEECP electricity and/or gas stakeholders will continue to monitor, evaluate and assess the risk to gas and/or electricity systems until resolved. Agencies may access electricity outage information from spatial data feeds (EM-COP) to inform their response decisions. DELWP may contact the affected industry participant directly to gain further clarification of the information provided.

### 3.3 Activation

The VEEC may be activated when potential or actual impacts threatening the supply of either gas and/ or electricity are identified and assessed or when the triggers outlined in Table 1.0 are met. Industry participants and VEEC members may undertake a range of additional activities to those already undertaken in the preparatory phase of the event to mitigate the impacts.

Industry participants may activate their own emergency procedures; however, the protocol will provide the platform for industry and government collaboration and information sharing. Where there is a need for an Electricity Emergency Management Liaison Officer (E-EMLO) to attend the SCC, such requests are to be channelled through DELWP as the controlling agency as defined in **Appendix C** of this document.

The following steps are to be undertaken by the AEMO Emergency Duty Manager in relation to emergency communications:

- Scheduling and facilitation of teleconferences when the protocol is activated.
- Issue of Victorian Electricity or Gas Update.
- Review and assessment of the wider impact to electricity or gas networks.

In some instances, industry participants may require short term assistance in the form of personnel, equipment, materials, and other related services from other industry participants. This process is managed by the affected industry participants as defined in the *Guidelines for Requesting Mutual Aid*, without VEEC intervention unless further assistance is requested.

During an electricity system security incident, the Victorian Responsible Officer (VIC RO) and/ or Jurisdictional System Security Coordinator (JSSC) will be the primary point of contact to communicate with DELWP (Jurisdictional Designated Officer and/ or DELWP Energy Emergency Duty Officer) and ESV.

During a gas system security incident, the AEMO Gas Duty Manager will be the primary point of contact to communicate with DELWP (Jurisdictional Contact Officer (JCO) / DELWP Energy Emergency Duty Officer) and ESV.

The advice provided by either the Victorian Responsible Officer or the Gas Duty Manager may involve recommendations concerning the use of the State Government's emergency powers or advice on AEMO or industry's intentions for the conduct of load shedding and/or curtailment.

If required, AEMO's Public Affairs team will assist in preparing media statements, in accordance with the Single Industry Spokesperson Protocol.

Where a dual energy event occurs in Victoria, a joint teleconference between the gas and the electricity sector may be called by AEMO. This ensures that the situation is understood and allows both sectors an opportunity to discuss the impacts and ask questions.

### 3.3.1 Multi-jurisdictional Activations

When an energy event impacts or may impact multiple jurisdictions, AEMO's operational response will be managed in collaboration with the National Gas Emergency Response Advisory Committee (NGERAC), Interruption to Supply Process and/or the National Electricity Market Emergency Management Forum (NEMEMF), Power System Emergency Management Plan (PSEMP).

The protocol will remain operating in support of the Victorian response. AEMO and DELWP will provide the conduit between the Victorian jurisdiction and the national response processes.

### 3.4 De-activation

The De-activation Process can commence during any phase of the event and lasts until the event has been resolved. Commencement of the de-activation Process will be recommended during a VEEC teleconference and agreed to by all participants. This closes the need for the protocol to be activated and allows for participants to return to BAU. The aim of the de-activation Phase is to:

- Agree to ongoing communications to be employed prior to business as usual (BAU) being declared.
- Scale back the level of response / support to the VEEC and the VEECP process to normal operating levels.
- Ensure that ongoing operations conducted during the de-activation phase where the protocol is not activated are still reported on by affected industry participants to the appropriate agencies. This includes public messaging and communication to affected customers.
- Continue to publish the number of customers who continue to be affected by the event in EM-COP for electricity events and through the direct liaison between DELWP and the affected businesses where applicable.
- Prepare for any subsequent inquiries or investigations.

It is fundamental during the De-Activation Process that communication continues with all relevant stakeholders.

### 3.5 Review

Once the VEEC has been deactivated and all participants have returned to BAU, a review of the event is to be considered.

This review will be conducted by the VEEC within two weeks after the event has ended and participants have returned to BAU. All participants will be invited to participate in the review. Submissions and any recommendations will be reported to the relevant committees (GEMCF or the VEEC) for consideration.

Where appropriate, all stakeholders involved in the event should aim to gather information on the overall performance of the VEEC process to assist in improving future collaboration and communications between industry and government during emergencies.



The review should assess whether or not activation of the protocol was justified, and whether or not triggers should be reviewed (this may also apply where there should have been an activation of the protocol, but there was none). The review should consider:

- The nature of the emergency.
- The adequacy of the protocol.
- Stakeholder feedback.
- Improvement initiatives.

#### **4 Public Information / Media Liaison**

In an event, AEMO may be asked to play a role in providing public information and/or media liaison. AEMO's Public Affairs team is responsible for this activity.

AEMO's Public Affairs team may refer to the Single Industry Spokesperson Protocol (SISP) to manage media communications.

In consultation with industry and government, AEMO's Public Affairs team may assist with the preparation of media material for release in emergencies that require curtailment or load shedding. The preparation of this material however, remains the overall responsibility of DELWP and may be provided to the Emergency Management Joint Public Information Committee (EMJPIC) where appropriate.

AEMO's Media Duty Manager participates in the VEECP teleconferences to ensure there are appropriate linkages during an emergency between industry, corporate and media communications and government.

Depending on the nature of the emergency DELWP may consider the use of the VicEmergency platform to communicate warnings and information to the community. VicEmergency uses a range of systems, such as website, application, social media, and hotline.

#### **5 Review and Preparedness**

In order to maintain currency of the protocol, AEMO in conjunction with industry and government agencies will perform a bi-annual review of the document pre winter (April) and pre summer (October) as well as incorporating any improvement opportunities that may arise out of the activation of the protocol.

AEMO will also test the Whispir SMS and teleconference facilities that are used during the activation of the protocol bi-annually to verify contact details remain current/correct.

The protocol is exercised bi-annually through the GEMCF and the VEEC.

#### **6 Access to, or changing details on contact groups**

It is the responsibility of each organisation to ensure that the relevant contact details of protocol signatories are current. This can be done by advising the AEMO Emergency Team at [emergency@aemo.com.au](mailto:emergency@aemo.com.au)

## 6.1 Electricity contact groups

Electricity stakeholders/participants are requested to provide and update their respective emergency contact details. As highlighted in the NER section 4.11.3 Network Service Providers, System Operators, Distribution System Operators, Generators and Market Participants must advise AEMO of each nominated person for the purposes of giving or receiving operational communications in relation to each of its facilities.

The persons nominated must be those responsible for undertaking the operation of the relevant equipment of the relevant Registered Participant (as defined in the NER).

Details provided are to be updated to ensure that all respective VEECP participants are invited and informed of any activation.

## 6.2 Gas contact groups

For gas stakeholders all contact lists will be kept in line with the Market Information Bulletin Board (MIBB). Participants here are required to adhere to the National Gas Rules (NGR) requirements as listed in Part 19, Sub Division 2, and Sections 333 to 336.

This is also described in the Emergency Procedures Gas. Representatives listed as a contact must be a person who has the authority and responsibility within the registered participant's organisation to act as the primary contact (as defined in the document) for AEMO in the event of an emergency.

Gas participants who are not affected by the NGR requirements are requested to maintain and update their respective contacts when changes occur or when requested by AEMO.

## **Members of the VEECP**

### **Australian Energy Market Operator (AEMO)**

The Australian Energy Market Operator's (AEMO's) role in Victoria is to operate the gas and electricity markets and is the owner of the protocol. AEMO is the Victorian Responsible Officer (VIC RO) and Jurisdictional System Security Coordinator (JSSC) in Victoria.

### **Department of Environment Land Water and Planning (DELWP)**

Control agency for class 2 electricity and gas emergencies under the EMMV. DELWP employees fulfil the role of Jurisdictional Designated Officer (JDO) for electricity and Jurisdictional Contact Officer (JCO) for gas in Victoria.

### **Department of Health and Human Services (DHHS)**

DHHS has a role in minimising the impact of emergencies on the health and wellbeing of communities and individuals, especially the most disadvantaged and vulnerable. The role of DHHS during widespread and prolonged power outages is to ensure that adequate monitoring is in place to ensure that life support customers' planning and support systems remain adequate to protect their health and wellbeing. DHHS receives information from the VEEC during energy emergencies.

### **Emergency Management Victoria (EMV)**

EMV is an emergency management coordinating body for emergency preparedness, response and recovery across Victoria's emergency management sector in conjunction with communities, government, agencies and business. EMV may receive information from and provide information to the VEEC during energy emergencies.

EMV provides support to the Emergency Management Commissioner (EMC) in performing his/ her functions.

### **Emergency Services**

Emergency services consists of the Country Fire Authority (CFA), Metropolitan Fire Brigade (MFB), Ambulance and State Emergency Services (SES). Emergency services may receive information from and provide information to the VEEC during energy emergencies and may assist industry and other agencies during response and recovery activities.

### **Energy Safe Victoria (ESV)**

Energy Safe Victoria (ESV) is the independent technical regulator responsible for electricity, gas and pipeline safety in Victoria. ESV may receive information from and provide information to the VEEC during energy emergencies.

**Industry**

The industry consists of the Generators, Transmission Network Service Providers, Distribution Businesses and retailers who work collaboratively to manage the Victorian Power supply and system.

Industry participants provide information to and receive information from the VEECP during energy emergencies.

**Victoria Police**

Control agency for class 3 emergencies under the EMMV. Victoria police may receive information from and provide information to the VEEC during energy emergencies and may assist industry and other agencies during response and recovery activities.

Victoria Police support the EMC in response coordination at the regional and incident level.

## Appendix B

### **Victorian Energy Industry Emergency Response Notification Groups**

AEMO maintains a series of contact lists for activation at specific levels of the protocol. The contact lists are scaled to support information flow as a specific threat or incident escalates.

#### **POWER VIC - Teleconference**

The power teleconference group is a group of government, emergency services, and industry (AEMO, distribution, transmission and generation) organisations that is convened to discuss likely or actual electricity emergencies in Victoria. This group may be contacted collectively or individually depending on the nature of the event and is brought together through the AEMO Emergency Duty Manager.

#### **POWER VIC - Update**

The power update group is the primary group of stakeholders that may receive information for a likely or actual electricity emergency in Victoria. Primarily this group consists of industry, government and emergency services representatives who receive information about the emergency and act on that information in an operational, public information, or briefing capacity.

#### **GAS VIC – Teleconference Group**

The Gas Teleconference Group is a group of government, emergency services, and industry (AEMO, distribution, retailers and transmission) organisations that is convened to discuss gas incidents in Victoria. This group may be contacted collectively or individually depending on the nature of an incident and is brought together through the AEMO Emergency Duty Manager.

#### **GAS VIC - Update**

The Gas Update group is the primary group of industry stakeholders that may participate in a response to a gas incident in Victoria. Primarily this group is for industry, government and emergency services representatives who need to access information about the emergency and act on that information in an operational, public information or briefing capacity.

#### **Weekly Supply and Demand Balance (Electricity)**

The Weekly Supply and Demand Balances group receives routine and re-issues of the Weekly Supply and Demand Balances.

Appendix C

**Electricity Emergency Management Liaison Officer (E-EMLO)**

The E-EMLO is the conduit for the provision of information and situational awareness between the electricity industry and government agencies at the SCC. An EMLO from a DB may be requested to provide support to a control centre as required and agreed.

**State**

An E-EMLO may be requested by DELWP in an electricity emergency to provide support at the SCC in one of the following capacities:

<b>Tier 1 (Blue)</b>	No requirements for E-EMLO at the SCC. DELWP supports any requests for information through direct contact with relevant industry participants as required.
<b>Tier 2 (Orange)</b>	In readiness for an anticipated electricity disruption as a result of an emergency event the DELWP Energy Services Specialist will attend the SCC as required. The industry (DB) E-EMLO is available on the phone during this time to participate in relevant meetings.  Once an electricity disruption occurs or is considered imminent, whether as a result of another emergency or as a result of an impact directly on the network, then a DB E-EMLO may be requested by DELWP to provide support to the SCC in person within an agreed timeframe.
<b>Tier 3 (Red)</b>	E-EMLO positioned within the SCC alongside the DELWP Energy Services Specialist when requested, and attends meetings as scheduled. Operational hours will be based around the risk on the electricity network, but will generally operate between 1000 - 2000hrs.

When requested and agreed to with DELWP, the DBs will resource the E-EMLO role as follows:

Single affected	Affected provides the E-EMLO.	It is the responsibility of DELWP as the State Agency Commander (SAC) Control Agency for a Class 2 Energy Emergency or Support Agency for other Classes of emergency to: <ul style="list-style-type: none"> <li>• Activate the E-EMLO in conjunction with the DBs at the request of the SCC *. The request will generally be made by the DELWP Energy Emergency Duty Officer.</li> </ul>
Multiple DBs affected	Resourcing of the E-EMLO will revert to the roster.	
Prolonged emergency	DBs will pool their available resources to maintain the E-EMLO role.	

\*E-EMLO will be sourced from the affected DB as far as practicable.

Providing an E-EMLO from the affected Industry participant should also be a consideration during recovery from an emergency.

When state and regional and/or local teams are activated simultaneously, the DELWP E-EMLO will be positioned in the RCC best suited for the situation while the DB E-EMLO will be positioned in the SCC.

## Regional

During regional events, when Regional Control Centres (RCC) have been activated, DELWP regions will provide the electricity point of contact and will coordinate the provision of an E-EMLO with the affected DBs. Affected industry participant E-EMLOs may be available by phone if necessary.

## Local

During local events, information is to be accessed through EM-COP in the first instance. Where required, further information is to be channelled through already defined communications processes between the SCC, RCC and Incident Control Centres (ICC).

ESTA ('000') will liaise directly with the appropriate DB control room about wires down as required.

## Handover

Handover processes help manage shift changes during an emergency and allows incoming personnel to be briefed on the current situation. Handovers are required to be conducted by all E-EMLOs and should include;

- The current Situational report.
- Completed and outstanding actions.

The incoming E-EMLO should also be given access to all logbooks used by the previous E-EMLO.

To maintain situational awareness, the below email addresses are to be included in all communications including shift changeover updates:

- Jemena – [sccemlo@jemena.com.au](mailto:sccemlo@jemena.com.au)
- CitiPower Powercor – [sccemlo@powercor.com.au](mailto:sccemlo@powercor.com.au)
- AusNet Services – [emergency@ausnetservices.com.au](mailto:emergency@ausnetservices.com.au)
- United Energy – [emergency@ue.com.au](mailto:emergency@ue.com.au)
- AEMO – [emergency@aemo.com.au](mailto:emergency@aemo.com.au)

## Training and familiarisation

EMV (SCC) have on-line training resources and materials to support E-EMLOs in training and familiarisation of the SCC and the roles and responsibilities of the E-EMLO.

## Appendix D

## Glossary

<b>AEMO</b>	Australian Energy Market Operator
<b>BAU</b>	Business as Usual
<b>DB</b>	Distribution Business
<b>DELWP</b>	Department of Environment, Land Water and Planning
<b>DHHS</b>	Department of Health and Human Services
<b>DTS</b>	Declared Transmission System
<b>EMC</b>	Emergency Management Commissioner
<b>E-EMLO</b>	Electricity Emergency Management Liaison Officer
<b>EM-COP</b>	Emergency Management Common Operating Picture
<b>EMJPIC</b>	Emergency Management Joint Public Information Committee
<b>EMLO</b>	Emergency Management Liaison Officer
<b>EMV</b>	Emergency Management Victoria
<b>ESTA</b>	Emergency Services Telecommunications Authority
<b>ESV</b>	Energy Safe Victoria
<b>GEMCF</b>	Gas Emergency Management Consultative Forum
<b>GPG</b>	Gas Powered Generation
<b>ICC</b>	Incident Control Centre
<b>ITS</b>	Interruption to Supply
<b>JCO</b>	Jurisdictional Contact Officer
<b>JDO</b>	Jurisdictional Designated Officer
<b>JSSC</b>	Jurisdictional Responsible Officer
<b>MIBB</b>	Market Information Bulletin Board
<b>NEMEMF</b>	National Electricity Market Emergency Management Forum
<b>NER</b>	National Electricity Rules
<b>NGERAC</b>	National Gas Emergency Response Advisory Committee
<b>NGR</b>	National Gas Rules
<b>PSEMP</b>	Power System Emergency Management Plan
<b>RCC</b>	Regional Control Centre
<b>SAC</b>	State Agency Commander
<b>SCC</b>	State Control Centre
<b>SISP</b>	Single Industry Spokesperson Protocol
<b>VEEC</b>	Victorian Electricity Emergency Committee
<b>VEECP</b>	Victorian Energy Emergency Communications Protocol
<b>VIC RO</b>	Victorian Responsible Officer



Appendix E

VICTORIAN ENERGY EMERGENCY PREPAREDNESS UPDATE

Situation update

Trigger

Key Risks

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

Resourcing Issues (if any)

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

High level update on status of planned works

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

Any significant backlog of existing unplanned works

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

Any customer or public messaging

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

Additional information

<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	
<i>[Insert participant name]</i>	

**VICTORIAN POWER UPDATE  
SITUATION REPORT (NOT FOR CIRCULATION)**

**DATE:**

**TIME:**

**TOTAL CUSTOMERS OFF SUPPLY AT TIME OF BULLETIN:**

**Distribution**

**AusNet Services**

Current Customers off supply	
Current life support customers off supply	
Where (Areas of greatest impact)	
Wires down	
Other damage	
Customers off supply > 20 hours	
Life support customers off supply > 20 hours <ul style="list-style-type: none"> <li>• Contact status</li> </ul>	
Duration	
Peak (max # off at any one time]	
Number of sustained customers restored (> 1min)	
Expected return to service	
Restoration priorities	
Call Centre Reports	
Have customers been communicated with and are there any communications issues?	
Additional Information <ul style="list-style-type: none"> <li>• Issues with feed to EM-COP</li> <li>• Status of public-facing websites</li> <li>• Status of planned outages</li> </ul>	

## CitiPower

Current Customers off supply	
Current life support customers off supply	
Where (Areas of greatest impact)	
Wires down	
Other damage	
Customers off supply > 20 hours	
Life support customers off supply > 20 hours <ul style="list-style-type: none"> <li>• Contact status</li> </ul>	
Duration	
Peak (max # off at any one time]	
Number of sustained customers restored (> 1 min)	
Expected return to service	
Restoration priorities	
Call Centre Reports	
Have customers been communicated with and are there any communications issues?	
Additional Information <ul style="list-style-type: none"> <li>• Issues with feed to EM-COP</li> <li>• Status of public-facing websites</li> <li>• Status of planned outages</li> </ul>	

## Powercor

Current Customers off supply	
Current life support customers off supply	
Where (Areas of greatest impact)	
Wires down	
Other damage	
Customers off supply > 20 hours	
Life support customers off supply > 20 hours <ul style="list-style-type: none"> <li>• Contact status</li> </ul>	
Duration	
Peak (max # off at any one time]	
Number of sustained customers restored (> 1min)	
Expected return to service	
Restoration priorities	
Call Centre Reports	
Have customers been communicated with and are there any communications issues?	
Additional Information <ul style="list-style-type: none"> <li>• Issues with feed to EM-COP</li> <li>• Status of public-facing websites</li> <li>• Status of planned outages</li> </ul>	

## United Energy – UE

Current Customers off supply	
Current life support customers off supply	
Where (Areas of greatest impact)	
Wires down	
Other damage	
Customers off supply > 20 hours	
Life support customers off supply > 20 hours <ul style="list-style-type: none"> <li>• Contact status</li> </ul>	
Duration	
Peak (max # off at any one time]	
Number of sustained customers restored (> 1 min)	
Expected return to service	
Restoration priorities	
Call Centre Reports	
Have customers been communicated with and are there any communications issues?	
Additional Information <ul style="list-style-type: none"> <li>• Issues with feed to EM-COP</li> <li>• Status of public-facing websites</li> <li>• Status of planned outages</li> </ul>	

## Jemena – JEN

Current Customers off supply	
Current life support customers off supply	
Where (Areas of greatest impact)	
Wires down	
Other damage	
Customers off supply > 20 hours	
Life support customers off supply > 20 hours <ul style="list-style-type: none"> <li>• Contact status</li> </ul>	
Duration	
Peak (max # off at any one time]	
Number of sustained customers restored (> 1min)	
Expected return to service	
Restoration priorities	
Call Centre Reports	
Have customers been communicated with and are there any communications issues?	
Additional Information <ul style="list-style-type: none"> <li>• Issues with feed to EM-COP</li> <li>• Status of public-facing websites</li> <li>• Status of planned outages</li> </ul>	

## Other Reports

### AEMO (Victorian Responsible Officer)

- Generation
- Transmission

### Department of Environment, Land, Water, and Planning

#### Emergency Management Victoria

- Fire Threat/ Fire activity
- Weather Information

#### Victoria Police

#### Energy Safe Victoria

#### Other business

- Communication requirements
- Mutual Aid

## NEXT TELECONFERENCE:

### **Contact Details**

	<b>Customer Contacts</b>		<b>Media Contacts</b>
AusNet Services	131 799	AusNet Services	03 9483 0989
CitiPower	13 12 80	CitiPower/Powercor	03 9683 4342
Powercor	13 24 12	CitiPower/Powercor	As above
Department of Environment, Land, Water, and Planning	1300 583 972	DELWP	1300 583 972
Jemena	131 626	Jemena	1300 331 239
United Energy	132 099	United Energy	03 8846 9998
AEMO	1300 858 724	AEMO	0409 382 121
Energy Safe Victoria	1800 800 158	Energy Safe Victoria	0400 948 934

## Definitions

- Customer off supply = any premise which has lost supply for more than one minute.
- Where = a suburb description of where the majority of customers are affected.
- Wires down = an estimate of number of wires down and issues.
- Current = the customers off supply at the time of the bulletin.
- Duration = the total number of customers affected from event start.
- Peak = the maximum number of customers off supply at any one time.
- Call centre reports: Caller wait time – **reducing**; Caller wait time – **stable**; Caller wait time – **increasing**; **Average wait time**; **number of calls received**.
- Customers off supply for > 24 hours = Department of Health and Human Services protocol is considered.

**THESE FIGURES ARE ONLY INDICATIVE AND ARE TO BE AUDITED AT A LATER TIME. NOT FOR CIRCULATION. TOTAL NUMBERS CAN BE QUOTED AS INDICATIVE.**



Appendix G

**VICTORIAN GAS UPDATE  
SITUATION REPORT (NOT FOR CIRCULATION)**

<b>DATE:</b>	
<b>TIME:</b>	
<b>TOTAL CUSTOMERS OFF SUPPLY AT TIME OF BULLETIN:</b>	

**Transmission Reports**

<b>APA</b>	
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<b>AEMO</b>	
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<b>Jemena</b>	
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**Distribution**

**Multinet**

<b>Situational Update</b>	
<b>Current Customers off supply</b>	
<b>Where (areas of main concern)</b>	
<b>Expected return to service (return to BAU)</b>	
<b>Potential Impacts</b>	
<b>Additional Information</b>	

## AusNet Services

<b>Situational Update</b>	
<b>Current Customers off supply</b>	
<b>Where (areas of main concern))</b>	
<b>Expected return to service (return to BAU)</b>	
<b>Potential Impacts</b>	
<b>Additional Information</b>	

## Australian Gas Networks

<b>Situational Update</b>	
<b>Current Customers off supply</b>	
<b>Where (areas of main concern))</b>	
<b>Expected return to service (return to BAU)</b>	
<b>Potential Impacts</b>	
<b>Additional Information</b>	

## Retailers / Facility Operators

AGL	ERM Power Limited
Energy Australia	TPG
Origin	<i>CLICK GROUP</i>
Lumo / Red Energy Australia Pty Ltd	<i>Alinta</i>
M2 DODO (M2 Group)	ENGIE – was (International Power Mitsui (Loy Yang B))
Origin Energy Limited	Visy
Simply Energy	Santos Direct
Powershop	CovaU
Momentum / Hydro Tasmania	APT Pipelines
<i>Gas Victorian Pipeline</i>	Coastal Pipeline
<i>Iona / Lochard</i>	<i>South East Australia Gas Pty Ltd</i>

Jemena	
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## Other Reports

Energy Safe Victoria

Department of Environment, Land, Water, and Planning

Victoria Police

AEMO

Weather Information (relevant to the situation and location)

EMV

Public Safety Messages

<b><u>Next Teleconference:</u></b>	
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**Glossary Adjust glossary to provide detail on acronyms within document**

- Current customers off supply = any premise which has lost supply of gas.
- Where = a suburb description of where the majority of customers are affected.

**THESE FIGURES ARE ONLY INDICATIVE AND ARE TO BE AUDITED AT A LATER TIME. NOT FOR CIRCULATION. TOTAL NUMBERS CAN BE QUOTED AS INDICATIVE.**

Acronym	Meaning
AEMO	Australian Energy Market Operator
VEECP	Victorian Energy Communications Protocol
GEMCF	Gas Emergency Management Consultative Forum
NGERAC	National Gas Emergency Response Advisory Committee
PSEMP	Power System Emergency Management Plan
NEMEMF	National Electricity Market Emergency Management Forum
SIS	Single Industry Spokesperson Protocol
LOR	Lack of Reserve
DELWP	Department of Environment, Land, Water and Planning
EMV	Emergency Management Victoria
ESV	Energy Safe Victoria
BAU	Business as Usual
DM	Duty Manager

## Appendix H

The below Reporting Arrangements for Power Outage Events protocol is used to facilitate timely information sharing from DNSPs to DELWP about the cause, nature, expected restoration time and other issues associated with power outage events.

The Reporting Arrangements for the Power Outage Events protocol has been developed in addition to the VEECP and is a standalone protocol that has been agreed to by Victoria's five DNSPs and DELWP. It is not a VEEC or a legislative instrument and is included as an appendix to the VEECP for information only. DNSPs will nonetheless commit to using best endeavours to report against the protocol as outlined below.

Governance of this protocol and any activities associated with it is the responsibility of DELWP in consultation with the Victorian DNSPs. This protocol does not influence the review and sign-off or any other activities associated with the VEECP.

AEMO, the generators and other VEEC members are not parties to this protocol and therefore do not have any responsibilities for its activation and are not required to participate in these arrangements.



# REPORTING ARRANGEMENTS FOR POWER OUTAGE EVENTS

October 2018

### Parties to the protocol

The *Reporting Arrangements for Power Outage Events Protocol* (the Protocol) has been agreed between Victoria's five distribution network service providers (DNSPs) (Citipower/Powercor, United Energy, Jemena and AusNet Services) and the Department of Environment, Land, Water and Planning (DELWP) (the Parties).

### Purpose

The purpose of the Protocol is to facilitate timely information sharing from DNSPs to DELWP about the cause, nature, expected restoration time and other issues associated with power outage events.

The Parties acknowledge that while power outages on the electricity distribution network are common and most often restored as part of DNSPs' business-as-usual arrangements rather than emergency processes, there will be instances of heightened community impact, such as during heatwave conditions, that can result in acute community fatigue, where enhanced customer communications and communications to Government are appropriate. As such, the Protocol has been developed to complement other protocols in place between industry, Victorian government agencies, and the Australian Energy Market Operator (AEMO) that detail arrangements for managing emergency events, which generally have higher thresholds for activation.

## Reporting thresholds

THRESHOLD (PER SINGLE DISTRIBUTION AREA)	ACTION
<b>5,000 or less customers off-supply in a single power outage event</b>	DELWP may contact DNSPs for an update on an event. DELWP will endeavour to keep these requests to a minimum, noting that these types of events are very common. DELWP will also use best endeavours to limit requests for information to between the hours of 8am and 8pm.
<b>5,000 or more customers off-supply in a single power outage event</b>	DNSPs will provide an update to DELWP via phone or email when event is occurring. The update will include an overview of information known at the time and may include cause (where known), response, estimated time of restoration and any other relevant detail.
<b>15,000 or more customers off-supply at peak of event</b>	DNSPs will provide a report to DELWP within 48 business hours of the event ending using the attached template.

NB: Reporting relates to sustained interruptions (greater than one minute), not momentary outages (less than one minute), as defined under the *Electricity Distribution Code*.

## Communication

All communication is to occur between the relevant Corporate Affairs representative in each DNSP and the Energy Emergency Duty Officer on 1300 583 972 to ensure a single line of contact is established and maintained.

## Commencement of the protocol

This protocol commences upon DELWP's receipt of written confirmation from AusNet Services, Jemena, Citipower/Powercor and United Energy and can be amended by agreement of the Parties. It will be reviewed annually.

This protocol will be appended to the *Victorian Energy Emergency Communications Protocol*, noting that it is not an instrument of the Victorian Electricity Emergency Committee and will operate independently of whether arrangements under the VEECP have, or have not, been escalated.