

VICTORIAN ENERGY EMERGENCY COMMUNICATIONS PROTOCOL

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This document outlines the Victorian energy emergency communications process.

Approved for distribution and use



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Version Release History

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2	Sept 12	Shonal Dessmann	Graham Manson	Matt Zema	
3	22 Jul 13	Cherry Harrop	Shonal Dessmann	Graham Manson	Amendment to Appendix B & C to include "Business-in-Confidence" header and footer. Amend DPI to DEPI
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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

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

Any queries or suggestions for improvement should be addressed to AEMO's Emergency Management Services team by emailing 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 industry to ensure timely advice and information is shared between stakeholders when responding to an energy incident.

The VEECP 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 rather complements existing AEMO, industry, and government emergency policies and procedures.

Triggers for Activation of the Protocol

Electricity	
Actual	Forecast
<ul style="list-style-type: none"> Actual off supply > 20,000 customers in a single Distribution Business' distribution zone. <ul style="list-style-type: none"> Any event where customers are expected to remain off supply > 24hrs Significant transmission or distribution equipment failure or an outage which would potentially impact > 50,000 customers following the next single credible contingent event Inadequate supply with potential for load shedding (forecast or actual LOR 3 conditions, where an event is likely to occur in the next 72 hours) External security threat (eg. a cyber security or activist group threat) High profile event or natural disaster 	<ul style="list-style-type: none"> Forecast of extreme weather event: <ul style="list-style-type: none"> Two days > 40 degrees in the central weather forecast district Two days > 45 degrees in any other weather forecast district Forecast wind gusts over 100km/h (in other than Alpine areas) Fire danger rating of Extreme or Code Red
Gas	
Actual	Forecast
<ul style="list-style-type: none"> Natural disaster High profile event External security threat Significant equipment failure that may affect supply 	<ul style="list-style-type: none"> Potential off supply > 100 customers Forecast supply shortfall Extreme weather event: <ul style="list-style-type: none"> Two consecutive extreme cold days < 12 degrees Flood warnings/Flood watch

1.1 Potential Emergencies, High Profile or Smaller Events

While the triggers for the activation of the VEECP have been designed to encompass the majority of scenarios that may potentially threaten the gas and/or power systems, there will be instances where situations or events fall outside the scope of these triggers. These instances may include indirect threats to the gas and/or power systems such as protest activity, or an incident that may attract a high level of media attention (for example 10,000 customer off supply in the Melbourne CBD).

Where this occurs, a core group of stakeholders will convene to further assess potential impacts for the gas and/or electricity industry. These include:

- The impacted business or businesses
- the Department of Environment, Land, Water, and Planning (DELWP)
- Energy Safe Victoria (ESV)
- Emergency Management Victoria (EMV)
- Victoria Police
- AEMO
- Any other stakeholders that may be required depending on the incident

This group will be convened in the same way the larger group is convened when activated under the predefined triggers.

**The protocol is activated by contacting the AEMO Emergency Duty Manager
0439 202 469**

1.2 Communications Process

The VEECP supports the timely gathering and analysis of information through the Response and Recovery Phases of an incident.

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

There are four identified phases to the VEECP that are outlined in detail below.



1.2.1 Notification & Monitoring

All stakeholders conduct environmental monitoring through existing operational structures and control centres, and routinely share information which may lead to a notification where something may directly or indirectly threaten Victorian gas and/or power systems.

The activation of the VEECP does not necessarily imply a supply shortfall – it simply means AEMO, industry, and relevant stakeholders are monitoring gas and/or electricity supply and demand more closely and there is potential for some supply challenges. The requirement for AEMO notification is generally triggered by a specific event as outlined in the list of triggers on page 4, however unusual occurrences on either the supply or demand side (such as protest activity which threatens electricity generation or gas production, or significant community disruption from minor distribution or transmission failures) may activate this process outside of the normal trigger mechanisms.

1.2.2 AEMO Assessment

Once AEMO is notified of an incident or potential incident, an assessment will be made regarding the impact on the gas and/or electricity system against the pre-determined triggers. The outcome of this assessment will result in one of the below actions:

- None of the triggers have been met and the incident is managed as Business as Usual (BAU);
- One of the triggers has been met, however the electricity or gas system continues to operate securely. In this instance, AEMO would advise relevant stakeholders – including the Victorian Government, and Distribution Businesses. A stakeholder teleconference will not be convened, and AEMO will continue to monitor the situation;
- One of the triggers has been met and the VEECP will be activated. Stakeholders will be convened via teleconference to provide a situation report as part of this activation.

As an incident or situation develops AEMO, industry and relevant stakeholders will monitor the event and may choose to increase the response where there is an increased risk to gas and/or electricity systems. A process of continuous review and assessment will occur until the situation is resolved.

1.2.3 Response

Where an actual incident has occurred that impacts directly on the supply or demand side of the energy system and meets the triggers outlined on page 4 of this document, AEMO, industry and relevant stakeholders will undertake a range of responses to mitigate the impacts of the incident. The incident is then in the Response Phase. Industry participants will activate their own emergency procedures; however the VEECP will provide the platform for industry wide collaboration and information sharing.

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

- Scheduling of teleconferences
- Issue of Victorian Power or Gas Update
- Reissue of the Supply/Demand Balance if required
- Review and assessment of the situation

If required, AEMO's Media and Corporate Affairs team would also assist in the preparation of media statements in response to the incident, in accordance with the Victorian Single Industry Spokesperson process.

1.2.3.1 Multi-jurisdictional Incident

Where an incident impacts or may impact multiple jurisdictions, AEMO's operational response will be managed in collaboration with the National Gas Emergency Response Advisory Committee (NGERAC) and/or the Power System Emergency Management Plan (PSEMP).

In this situation the VEECP process will remain operating in the Victorian jurisdiction; however the contact groups may be expanded to include stakeholders from other jurisdictions as required.

During a major electricity system security incident the Victorian Responsible Officer/Jurisdictional System Security Coordinator will communicate with DELWP. This advice may involve recommendations concerning the use of the State Government's emergency powers.

All AEMO emergency communications will be channelled through the AEMO Emergency Duty Manager.

1.2.4 Recovery

Once it has been agreed that an incident is moving into the resolution phase, AEMO, industry and relevant stakeholders will initiate the Recovery process. Recovery can occur at any time in the process where an incident or potential incident has been resolved.

The aim of the Recovery Phase is to:

- Agree to ongoing communication processes to be employed prior to business as usual being declared.
- Scale back the level of response to normal operating levels.
- Through the Victorian Power or Gas Update, publish a total number of customer's impacted during the event.
- Conduct a review of AEMO's and industry's response to the incident, focusing on areas for improvement.
- Prepare for any subsequent inquiries or investigations.

It is fundamental during the Recovery that communication continues with all relevant stakeholders. Where appropriate, all stakeholders should aim to gather information assessing their performance throughout the emergency. This information should inform and assist in improving how the industry collaborates and communicates during future incidents.

A review of the incident should also be conducted with the relevant emergency forum (VEEC – OWG, GEMCF, NGERAC or NEMEMF). This review should assess whether or not activation of the VEECP was justified, and whether or not triggers should be reviewed (this may also apply where there should have been an activation of the VEECP, but there was none). The review should consider:

- The nature of the event
- The performance of the process
- Stakeholder feedback
- Improvement initiatives

Any actions should be allocated to the relevant forum working group and reported formally.

2 Heat Health Alerts

In the event a *Heat Health Alert* is issued by the Victorian Government, AEMO will conduct a high level assessment of the power system - including an overview of supply/demand - and communicate the result of this assessment with DELWP. AEMO will endeavour to provide this information to the department prior to the State Emergency Management Team (SEMT) meeting.

3 Public Information / Media Liaison

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

AEMO's Media and Corporate Affairs team may refer to the Victorian Single Industry Spokesperson process to manage media events in Victoria as well as the NGERAC and PSEMP processes for larger multi-jurisdictional events.

In consultation with industry and government, AEMO's Media and Corporate 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.

AEMO's Media and Corporate Affairs team may participate in teleconferences as part of the VEECP to ensure there are appropriate linkages during an emergency between industry, corporate and media communications, government, and emergency management.

4 Review and Preparedness

In order to maintain currency of the VEECP, the AEMO Emergency Management Services team 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 VEECP.

The Emergency Management Services Team will also test the Whispir SMS and Teleconference facilities that are used during the activation of the VEECP bi-annually to verify contact details remain current/correct.

5 Access to, or changing details on contact groups

It is the responsibility of each organisation to ensure that the relevant contact details of VEECP signatories are current. This can be done by advising the AEMO Emergency Management Services Team at emergency@aemo.com.au

Appendix A

Victorian Energy Industry Emergency Response Notification Groups

AEMO maintains a series of contact lists for activation at specific levels throughout the VEECP. 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 electricity incidents in Victoria. This group may be contacted collectively or individually depending on the nature of the incident 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 participate in a response to an electricity distribution incident in Victoria. Primarily this group is for industry (AEMO and distribution businesses), 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.

GAS VIC – Teleconference Group

The Gas Teleconference Group is a group of government, emergency services, and industry (AEMO, distribution 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 distribution incident in Victoria. Primarily this group is for industry (AEMO and distribution businesses), 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.

Weather Warnings

The Weather Warnings group automatically receives emergency weather forecasts and fire briefings for stakeholder emergency management liaison officers via email.

Weekly Supply and Demand Balance

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

**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	
Where	
Wires down	
Customers off supply > 20 hours	
Duration	
Peak (<i>max # off at any one time</i>)	
Expected return to service	
Call Centre Reports	
Additional Information	

Citipower

Current Customers off supply	
Where	
Wires down	
Customers off supply > 20 hours	
Duration	
Peak (<i>max # off at any one time</i>)	
Expected return to service	
Call Centre Reports	
Additional Information	

Powercor

Current Customers off supply	
Where	
Wires down	
Customers off supply > 20 hours	
Duration	
Peak (<i>max # off at any one time</i>)	
Expected return to service	
Call Centre Reports	
Additional Information	

Jemena – JEN

Current Customers off supply	
Where	
Wires down	
Customers off supply > 20 hours	
Duration	
Peak (<i>max # off at any one time</i>)	
Expected return to service	
Call Centre Reports	
Additional Information	

United Energy – UE

Current Customers off supply	
Where	
Wires down	
Customers off supply > 20 hours	
Duration	
Peak (<i>max # off at any one time</i>)	

Expected return to service	
Call Centre Reports	
Additional Information	

Other Reports

Transmission

Generation

Energy Safe Victoria

Department of Environment, Land, Water, and Planning

Victoria Police

AEMO

Weather Information

Public Safety Messages

Fire threat

Mutual Aid

NEXT TELECONFERENCE:

Contact Details

	Customer Contacts		Media Contacts
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	Energy Duty Officer (not for public dissemination) 1300 583 972	DELWP	TBC
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 000 158	Energy Safe Victoria	0427 990 834

Glossary

- 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 impacted.
- 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 impacted 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.

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

DATE:

TIME:

TOTAL CUSTOMERS OFF SUPPLY AT TIME OF BULLETIN:

Transmission Reports

APA	
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AEMO	
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Distribution

Multinet

Current Customers off supply	
Where	
Expected return to service	
Duration	
Peak (max # off at any one time)	
Call Centre Reports	
Additional Information	

AusNet Services

Current Customers off supply	
Where	
Expected return to service	
Duration	
Peak (max # off at any one time)	

Call Centre Reports	
Additional Information	

Envestra

Current Customers off supply	
Where	
Expected return to service	
Duration	
Peak (<i>max # off at any one time</i>)	
Call Centre Reports	
Additional Information	

Retailers

AGL	
Energy Australia	
ESSO	
Jemena	
Lumo	
M2 Energy	
Origin	
Red Energy	
Simply Energy	

Other Reports

Energy Safe Victoria

Department of Environment, Land, Water, and Planning

Victoria Police

AEMO

Weather Information

Public Safety Messages

NEXT TELECONFERENCE:

Contact Details

	Customer Contacts	Media Contacts
Multinet	13 26 91	03 8846 9998
AusNet Services	13 67 07	03 9483 0989
Australian Gas Networks	1800 427 532	(08) 8418 1114
AEMO	1300 858 724	0409 382 121
Department of Environment, Land, Water, and Planning	Energy Duty Officer (not for public dissemination) 1300 583 972	TBC
Energy Safe Victoria	1800 000 158	0427 990 834

Glossary

- Customer off supply = any premise which has lost supply of gas.
- Where = a suburb description of where the majority of customers are impacted.
- Current = the customers off supply at the time of the bulletin.
- Duration = the total number of customers impacted 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**.

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