



# Emergency procedures (gas)

**Prepared by:** AEMO Gas Markets and Systems Operations

---

**Document ref:** TBC

---

**Version:** 9.0

---

**Effective date:** 1 January 2023

---

**Status:** DRAFT

---

**Approved for distribution and use by:**

**Approved by:** TBC

---

**Title:** Executive General Manager Operations

---

**Date:** / / 22

---

[aemo.com.au](http://aemo.com.au)

New South Wales | Queensland | South Australia | Victoria | Australian Capital Territory | Tasmania | Western Australia

Australian Energy Market Operator Ltd ABN 94 072 010 327

<b>Contents</b>	<b>Current version release details</b>	<b>3</b>
<b>1. Introduction</b>		<b>4</b>
1.1. Purpose and scope		4
1.2. Definitions and interpretation		5
1.3. Related documents		6
1.4. Legislation and regulation		6
<b>2. Gas event and emergency</b>		<b>6</b>
2.1. Normal operating state		6
2.2. Gas event		7
2.3. Gas emergency		7
2.4. Event and emergency levels		7
2.5. Emergency powers		9
<b>3. Obligations</b>		<b>11</b>
3.1. AEMO obligations		11
3.2. ESV and the Department		12
3.3. Participant obligations		13
<b>4. Response process</b>		<b>14</b>
4.1. Maintain normal operating state		16
4.2. Identify a threat		16
4.3. Activate Emergency Procedures (Gas)		16
4.4. Notify a threat to the normal operating state		17
4.5. Emergency declaration		17
4.6. Enact Emergency powers		18
4.7. Revoke an emergency		19
4.8. Event and emergency response measures		19
<b>5. Communication and Co-ordination</b>		<b>20</b>
5.1. Market notice		21
5.2. Duty Officer Teleconference		21
5.3. Industry Teleconference		21
5.4. Emergency Teleconference		21
5.5. Gas Emergency Management Group		22
5.6. National Gas Emergency Response Advisory Committee		22
5.7. Single Industry Spokesperson		23
5.8. Emergency Management Joint Public Information Committee		23
5.9. State emergency management response		23
5.10. Victorian Gas Emergency Communications Protocol		24
<b>6. Levelled response</b>		<b>24</b>
6.1. Business as usual		24
6.2. Level 1		24
6.3. Level 2		28
6.4. Level 3		33
6.5. Level 4		39
6.6. Level 5		45
<b>7. Reporting</b>		<b>51</b>

**Appendix A. Abbreviations and acronyms** 52

**Appendix B. Legislation and regulation** 53

**Version release history** 55

## Tables

Table 1 Levels of gas emergency..... 8

Table 2 ESV direction authorities (emergency powers) ..... 9

Table 3 Ministerial direction authorities ..... 10

Table 4 Gas company Emergency powers..... 10

Table 5 AEMO direction authorities..... 10

## Figures

Figure 1 Emergency Procedures (Gas) – flowchart ..... 15

Figure 2 Level 1 event and emergency response ..... 25

Figure 3 Level 2 event and emergency response. .... 29

Figure 4 Level 3 event and emergency response. .... 34

Figure 5 Level 4 event and emergency response. .... 40

Figure 6 Level 5 event and emergency response. .... 46

## Current version release details

Version	Effective date	Summary of changes
9.0	January 2023	Restructure and update to detail the primary communication and response procedure for gas emergencies in Victorian Declared systems.

**Note: There is a full version history at the end of this document.**

# 1. Introduction

## 1.1. Purpose and scope

This document is the Emergency Procedures (Gas) (**Procedures**) and is a component of the Gas Emergency Protocol (**Protocol**) made by AEMO under clause 53 of the National Gas (Victoria) Act 2008.

These Procedures have effect only for the purposes set out in the National Gas Rules (**NGR**). The NGR and the National Gas Law (**NGL**) prevail over these Procedures to the extent of any inconsistency.

The Protocol consists of three component parts:

1. Emergency Procedures (Gas);
2. Gas Load Curtailment and Gas Rationing and Recovery Guidelines; and
3. Gas Curtailment List.

The Procedures represent the procedural element of the Protocol. The purpose of the Procedures is to provide a broad and flexible process that triggers an appropriate response, outlines responsibilities, and facilitates timely and effective communication between all organisations in the situation of a threat to a Victorian Declared Transmission System and/or Declared Distribution System (**Declared system**). The Procedure achieves this through:

- classifying gas events and emergencies into categories, having regard to their scale, effect, or any other relevant matter of circumstance.
- describing the actions to be taken by the Australian Energy Market Operator (**AEMO**), Energy Safe Victoria (**ESV**), the department that is the control agency for energy emergencies (**Department**), *Registered participants*, and any other relevant party for each category of gas event or emergency in order to allow effective communication and coordination of respective organisational response plans.
- outlining responsibilities for how gas events and emergencies are to be managed and coordinated, and by whom, including activation of other related protocol, as required.
- providing for any other matter relating to gas events and emergencies which threaten Victorian Declared systems.

These Procedures apply to situations relating to the conveyance, supply or use of gas where AEMO reasonably believes there is a threat to the reliability of supply, security of a Declared system or public safety. For clarity these Procedures do not apply to a situation within the Victoria gas system that do not threaten a Declared system.

Actions of AEMO under these Procedures are directed at dealing with an emergency, even if AEMO has not declared an emergency under the NGR. Actions will be taken by AEMO as necessary or convenient for, or in connection with, AEMO's function in making the Protocol.

The Procedures have been made by AEMO in consultation with the Minister of the Department (**Minister**), ESV and *Registered participants*. They include any written direction given to AEMO by the Minister in relation to the making and administration of the Protocol.

## 1.2. Definitions and interpretation

### 1.2.1. Glossary

Terms defined in the NGL and the NGR have the same meanings in these Procedures unless otherwise specified in this clause.

Terms defined in the NGR are intended to be identified in these Procedures by italicising them, but failure to italicise a defined term does not affect its meaning.

In addition, the words and phrases in the table below have the meanings set out opposite them when used in these Procedures.

Abbreviations used in these Procedures are given in **Error! Reference source not found.**

Term	Definition
As Low As Reasonably Practicable	Residual risk of a threat (after treatment to mitigate that risk) is as low as reasonably practicable.
Declared Distribution System	Gas distribution pipeline network declared by the Minister by Order published in Government Gazette.
Declared system	A transmission pipeline, distribution pipeline, part of a distribution or transmission pipeline, situated wholly or partly in Victoria that is declared by the Minister by Order published in Government Gazette.
Declared Transmission System	Gas transmission pipeline network declared by the Minister by Order published in Government Gazette and operated by AEMO.
Department	the Victorian government department that is the control agency for energy emergencies.
Emergency powers	Emergency powers is the authority invested in: <ul style="list-style-type: none"> <li>• Energy Safe Victoria, under the Gas Safety Act</li> <li>• the Minister, under the Gas Industry Act; and</li> <li>• A gas company, under the Gas Industry Act</li> </ul> to respond to a threat to the reliability of supply, the security of a Declared system and/or public safety.
emergency representative	a representative of the organisation that can be contacted 24 hours a day and that has authority and responsibility within the organisation to act as the primary contact for AEMO in an event or emergency
Gas emergency	a gas event that AEMO in its absolute discretion considers to be an emergency and declares there to be an emergency under NGR 333 or when AEMO declares there to be an emergency under NGR 333 at the direction of a government authority authorised to give such directions.
Gas event	a situation that threatens the normal operating state of a Declared system and where AEMO has not declared an emergency under NGR 333
gas company	refer to the Gas Industry Act.
Market	the Declared Wholesale Gas Market
Minister	The Minister of the Department (refer "Department" definition above) (or delegate).
normal operating state	an operating condition relating to the conveyance, supply or use of gas that does not threaten the reliability of gas supply, security of a Declared system or public safety.
system security	refer to the Wholesale Market System Security Procedures (Victoria).
System security procedures	the Wholesale Market System Security Procedures (Victoria).

### 1.2.2. Interpretation

The following principles of interpretation apply to these Procedures unless otherwise expressly indicated:

- (a) These Procedures are subject to the principles of interpretation set out in Schedule 2 of the National Gas Law.

## 1.3. Related documents

[Include references to related procedures, instructions or forms if relevant, otherwise delete this section.]

Reference	Title	Location
N/A	Gas Distribution System Code of Practice	<a href="https://www.esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/gas-distribution-system-code-practice">https://www.esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/gas-distribution-system-code-practice</a>
N/A	Gas Load Curtailment, Gas Rationing and Recovery Guidelines	<a href="https://aemo.com.au/energy-systems/gas/emergency-management/victorian-role">https://aemo.com.au/energy-systems/gas/emergency-management/victorian-role</a>
N/A	Single Industry Spokesperson Protocol	<a href="https://aemo.com.au/-/media/files/gas/emergency_management/aemo-single-industry-spokesperson-protocol-vic-gas.pdf">https://aemo.com.au/-/media/files/gas/emergency_management/aemo-single-industry-spokesperson-protocol-vic-gas.pdf</a>
N/A	State Emergency Management Plan	<a href="https://www.emv.vic.gov.au/responsibilities/sempp">https://www.emv.vic.gov.au/responsibilities/sempp</a>
N/A	State Emergency Management Plan – Energy Sub-Plan	<a href="https://www.emv.vic.gov.au/responsibilities/sempp-sub-plans/sempp-energy-sub-plan">https://www.emv.vic.gov.au/responsibilities/sempp-sub-plans/sempp-energy-sub-plan</a>
N/A	Wholesale Market Electronic Communication Procedures (Victoria)	<a href="https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides">https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides</a>
N/A	Wholesale Market Gas Scheduling Procedures (Victoria)	<a href="https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides">https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides</a>
306195	Wholesale System Security Procedure	<a href="https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides">https://aemo.com.au/energy-systems/gas/declared-wholesale-gas-market-dwgm/procedures-policies-and-guides</a>

## 1.4. Legislation and regulation

Legislation and regulation relevant to the Procedures are listed in Appendix B.

# 2. Gas event and emergency

Organisations and participants may internally refer to a situation in the terms outlined in their response procedures, however, in all dealings outlined in the Protocol, they must use the following terms as described below.

## 2.1. Normal operating state

A normal operating state is an operating condition relating to the conveyance, supply or use of gas that does not threaten the reliability of supply, security of a Declared system or public safety. This is achieved when the following conditions are met:

- there is As Low As Reasonably Practicable (ALARP) risk to the reliability of gas supply for customers;

- Declared systems operate in compliance with accepted gas quality standards;
- Declared system pressures and flows are within, and likely to remain within, the operating limits of the Declared system; and
- risk to the personal safety of any person is ALARP.

Where a threat to the normal operating state does occur, it will be categorised as either an event or an emergency, subject to the response measures required to overcome that threat.

## 2.2. Gas event

A Gas event (**event**) is a situation that threatens the normal operating state of a Declared system and where AEMO has not declared an emergency under NGR 333. Refer to section 2.3 for detail of when AEMO will declare an emergency under NGR 333.

Events will be categorised according to the extent and possible impact of the event, from level 1 through to level 5. AEMO will determine this categorisation based on an assessment of its overall impact to the reliability of supply, security of a Declared system and/or public safety.

For the purposes of this document a situation remains an event until AEMO declares an emergency under NGR 333 or the situation de-escalates and is no longer a threat to the normal operating state of a Declared system.

## 2.3. Gas emergency

A Gas emergency (**emergency**) occurs when AEMO in its absolute discretion considers that a situation is an emergency and declares there to be an emergency under NGR 333 or when AEMO declares there to be an emergency under NGR 333 at the direction of a government authority authorised to give such directions.

AEMO may reasonably believe a situation is an emergency (and declare an emergency) when the use of Emergency powers of a gas company, ESV or the Minister are reasonably required to overcome a threat to the normal operating state of a Declared system.

In determining whether an event should be declared an emergency, AEMO will consider the scope, extent and duration of the threat and the response options available to overcome that threat.

## 2.4. Event and emergency levels

Event and emergency levels are defined in Table 1.

**Table 1 Levels of gas emergency**

LEVELS OF GAS INCIDENTS AND EMERGENCIES	
BAU	<p><b>Business As Usual:</b> Gas Network is operating in a stable condition</p>
Level 1	<p style="text-align: center;"><b>Site Asset-Based Emergency</b></p> <p>Can be dealt with by the site resources without any additional assistance. There is no injury, environmental impacts, or involvement of the Emergency Services beyond routine response, there is minimal customer impact, and no adverse publicity.</p>
Level 2	<p style="text-align: center;"><b>Operational Response</b></p> <p>May involve minor injury, have environmental impacts, result in minor loss of supply, and may have minor business continuity or Information Technology impacts, and may attract some adverse publicity.</p>
Level 3	<p style="text-align: center;"><b>Operational and Management Response – Single Industry Participant</b></p> <p>Could involve substantial risk of serious injury or death, may have serious environmental impacts, result in serious loss of supply, and may have serious business continuity or Information Technology impacts, and may attract adverse publicity.</p>
Level 4	<p style="text-align: center;"><b>Impacts Multiple Industry Participants</b></p> <p>An emergency that has escalated to the extent that the impacts of the emergency are beyond a single distribution company or a transmission company. Requiring a coordinated response and possibly requiring the use of emergency powers.</p>
Level 5	<p style="text-align: center;"><b>System Wide Threat, Public Safety Issue or Power Invoked by ESV or the Governor-in-Council</b></p> <p>An emergency that has escalated to the extent that the impacts are widespread or state-wide, normally requiring the use of emergency powers.</p>

Events and emergencies will be classified based on a common set of agreed level descriptions. For example, if AEMO declares a level 4 event, as an emergency, it will be classified as a level 4 emergency, unless the situation changes, and another description becomes more appropriate.

Referencing a situation using both a classification and categorisation provides a convenient way to instantly assess both its severity and likely response requirements. The classification as either an event or emergency will imply the use (or otherwise) of Emergency powers. The categorisation from level 1 through to level 5 will give an indication of its extent and impact to the reliability of supply, public safety and/or the security of a Declared system.

*For example:*

*A level 3 event is a localised threat which is likely to impact a single participant and may be managed using AEMO’s authority to implement market intervention measures.*

*Alternatively, a level 4 emergency is a more widespread threat which is likely to impact multiple participants, and which requires the use of Emergency powers to overcome the threat to the normal operating state of a Declared system.*



## 2.5. Emergency powers

Emergency powers, as defined for these Procedures, is the authority invested in:

- ESV, under the Gas Safety Act;
- the Minister, under the Gas Industry Act; and
- a gas company, under the Gas Industry Act

to overcome a threat to the normal operating state of a Declared system.

For the sake of clarity, AEMO operates within its standing legislative powers and functions, and cannot invoke additional powers. Response measures that AEMO may utilise to respond to a threat, are outlined in the Wholesale Market System Security Procedures (Victoria) (**System security procedures**) and are NOT Emergency powers.

### 2.5.1. ESV authorities (Emergency powers)

The ESV Chairpersons authority to give a direction under Sections 107(1) and 107(1A) of the Gas Safety Act, as outlined in Table 2, are Emergency powers.

**Table 2** ESV direction authorities (emergency powers)

<b>Legislative instrument/s</b>	Gas Safety Act 1997 (section 107(1))
<b>What</b>	The Chairperson can direct <u>any person</u> <sup>1</sup> do anything necessary to make a gas emergency situation safe.
<b>Who</b>	The Chairperson can direct any person.
<b>Why</b>	For any safety reason
<b>How</b>	Directions must be in writing.
<b>Legislative Instrument/s</b>	Gas Safety Act 1997 (section 107(1A))
<b>What</b>	The Chairperson can direct any <u>person</u> to do anything necessary to secure the gas system and/or facilitate the reliability of supply.
<b>Who</b>	The Chairperson can direct any person.
<b>Why</b>	To ensure gas reliability and security of the system for the transmission or distribution of gas.
<b>How</b>	Directions must be in writing.

### 2.5.2. Ministerial authority (Emergency powers)

Ministerial authorities to give a direction, as outlined in Table 3, are Emergency powers.

Upon recommendation by the responsible Minister, the Governor in Council may proclaim an emergency under Part 9 of the Gas Industry Act. Only after this proclamation has been officially gazetted can the Minister, or their delegate, issue directions.

<sup>1</sup> A 'person' includes an unincorporated body or association and a partnership.

**Table 3 Ministerial direction authorities**

<b>Legislative Instrument/s</b>	<i>Gas Industry Act 2001</i> , Part 9, Gas Emergency Provisions, sections 206 & 207
<b>What</b>	While an emergency proclamation is in force, the Minister, or delegate, may, having regard to the needs of the community, give any directions that the Minister, or delegate, thinks necessary.
<b>Who</b>	The Minister, or delegate, can direct any person.
<b>Why</b>	To ensure safe and sure gas supply or regulate use of the available supply.
<b>How</b>	Proclamation of emergency provisions must have been made and gazetted by the Governor in Council as follows: If it appears to the Governor in Council that the available supply of gas is or is likely to become less than is sufficient for the reasonable requirements of the community, the Governor in Council may, by proclamation, declare that Part 9 is to apply. The proclamation must be published in the Government Gazette. The proclamation takes effect on the date of its publication. Subsequent Ministerial directions must be in writing.

### 2.5.3. Gas company authorities (Emergency powers)

The authorities of a gas company (**gas company**), as defined by the Gas Industry Act, are Emergency powers and are outlined in Table 4.

**Table 4 Gas company Emergency powers**

<b>Legislative instrument/s</b>	<i>Gas Industry Act 2001</i> , Part 7, Gas company property and works, section 156
<b>What</b>	If an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.
<b>Who</b>	A gas distribution company, a gas retailer or a gas transmission company.
<b>Why</b>	To ensure the security or safety of any pipeline used by the gas company.
<b>How</b>	Action taken by an officer or employee of the gas company.

### 2.5.4. AEMO authorities (not Emergency powers)

AEMO authorities to intervene in the market, as outlined in Table 5, are not Emergency powers.

**Table 5 AEMO direction authorities**

<b>Legislative instrument/s</b>	NGL (section 91BC)
<b>What</b>	AEMO can issue directions to <u>Registered Participants</u> in relation to: <ul style="list-style-type: none"> <li>• Operation or use of any equipment or installation,</li> <li>• Control of the flow of natural gas, or</li> <li>• Any other matter that may affect the safety, security or reliability of the declared gas systems.</li> </ul> Must be consistent with other relevant jurisdictional legislation.
<b>Who</b>	AEMO can only direct Registered participants.
<b>Why</b>	<ul style="list-style-type: none"> <li>• To maintain and improve the reliability of the supply of gas,</li> <li>• To maintain and improve the security of a Declared system, and/or</li> <li>• In the interests of public safety.</li> </ul>
<b>How</b>	Directions must be in writing.

## 3. Obligations

Obligations of groups involved in gas events and emergencies and that are directly relevant to the Procedures are given in this section. Additional obligations relevant to the Protocol are also provided in the Guidelines.

Three distinct groups are primarily responsible for the management of, and recovery from, an event and/or emergency, that being:

- AEMO;
- The Victorian Government, comprising:
  - Energy Safe Victoria; and
  - the Department.
- *Registered participants*.

While these groups have their own internal emergency management procedures, the basis for any response to an event or emergency will be the co-operation and co-ordination between them. This co-ordination and co-operation require expedient and effective communication and the fulfilment of obligations as detailed in this section.

### 3.1. AEMO obligations

AEMO is obligated to manage and co-ordinate the response to an event or emergency as appropriate to its declared system functions defined by the NGL 91BA.

Actions of AEMO under these Procedures are directed at dealing with an emergency, even if AEMO has not declared an emergency under the NGR. Actions will be taken by AEMO as necessary or convenient for, or in connection with, AEMO's function in making the Protocol.

#### 3.1.1. Planning and preparation

In accordance with the National Gas (Victoria) Act, section 53, AEMO is obligated to make, keep up to date and publish a gas emergency protocol which stipulates the processes through which gas emergencies are managed within Declared systems. This Protocol consists of these Procedures, the Guidelines and the Curtailment List.

Section 53 of the National Gas Act requires AEMO to have regard, in the making of the Protocol, for the economic and social needs of the Victorian community and to consult with the Minister, ESV and *Registered participants*. Furthermore, section 54 of that act requires AEMO to comply with a direction given to it by the Minister of the Department in relation to the making of the Protocol.

#### 3.1.2. Event

In accordance with NGR 341, if AEMO believes there to be a threat to system security it must provide *Registered participants* without delay details of that threat including AEMO's estimate of:

1. the nature and magnitude of the threat, including an estimate of the likely duration and shortfall in gas supplies; and

2. whether AEMO will need to intervene in the market to avert the threat and, if so, the time by which intervention will be required if the threat has not subsided; and
3. the system withdrawal zones within the Declared Transmission System in which the threat is likely to be located.

In accordance with NGR 342, if AEMO reasonably considers that a threat to system security will subside without intervention, AEMO must provide information to *Registered participants* and request a market response to resolve the threat.

In accordance with NGR 343, if AEMO reasonably considers that a threat to system security is unlikely to subside without intervention, it must intervene by taking any measures it believes are reasonable and necessary to overcome the threat. Those measures are authorised under legislative powers and functions granted to AEMO and do not require the use of Emergency powers. They are considered standard business as usual processes and are outlined in the System security procedures. They include AEMO's authority to direct *Registered participants* to curtail customers under NGL 91BC and as detailed in the Guidelines.

AEMO must inform *Registered participants* immediately when it reasonably considers that the threat to the system security is at an end.

### 3.1.3. Emergency

In accordance with NGR 333, AEMO must assess an event and where appropriate declare an emergency. In accordance with NGR 339, when an emergency arises AEMO must:

1. liaise with any jurisdictional safety body as required by applicable regulatory instruments or as directed by a government authority.
2. inform *Registered participants*, as soon as reasonably practicable, of the commencement, nature, extent and expected duration of the emergency and the way in which AEMO reasonably anticipates it will act in response to the emergency; and
3. keep these *Registered participants* informed of any material changes in the nature, extent and expected duration of an emergency.

In accordance with NGR 333, AEMO will determine when an emergency has ended and will notify *Registered participants* that this has occurred.

## 3.2. ESV and the Department

The Department and ESV should consult with AEMO in the development and update of the Protocol (including this document) and be prepared to assist with implementation and the associated training and exercises.

The Department and ESV should also provide to AEMO the contact details of an emergency representative that can be contacted 24 hours a day. The representative should have appropriate authority and responsibility within the organisation to act as the primary contact for AEMO in an event or emergency.

The Department and ESV should establish and maintain their own procedures necessary to enable them and where relevant, AEMO, *Registered participants*, customers and any other relevant party to implement and/or comply with the Protocol. This should include processes for enacting Emergency powers under the Gas Industry Act and/or the Gas Safety Act and giving directions using those powers.

### 3.3. Participant obligations

In accordance with section 55 of the National Gas (Victoria) Act, a *Registered participant* must comply with a Protocol published by AEMO. A *Registered participant* is not required to comply with the Protocol, or a part of the Protocol, that is inconsistent with a direction given under Emergency powers to the *Registered participant* by ESV or the Minister.

#### 3.3.1. Planning and preparation

##### Contact details

*Registered participant* must provide AEMO with:

- a single phone number, email and facsimile number at which a representative of that participant can be contacted, 24 hours a day; and
- the name of the *Registered participant's* representative which is contactable at those numbers.

The representative of each *Registered participant* must be a person having appropriate authority and responsibility within the organisation to act as the primary contact for AEMO in an event or emergency.

In maintaining this single point of contact, it is suggested that if a rotating duty phone number is used through a forwarding system, the system be checked for its ability to receive SMS messages. This is important to ensure attention is rapidly drawn to emerging issues and emails containing critical details.

Each *Registered participant* must immediately notify AEMO of a change to contact details provided to AEMO and where possible in advance.

##### Safety plan and/or procedures

In accordance with NGR 333 each *Registered participant* must use its best endeavours to ensure that its safety plan (if any) permits it to comply with *emergency directions*, where *emergency directions* are directions issued by AEMO under 91BC of the NGL. The plan should also permit it to comply with any direction given to it by either ESV or the Minister through use of Emergency powers.

In accordance with NGR 335, to the extent that a *Registered participant* is not required to have its own safety plan (or that the plan does not provide for all emergencies and situations), the *Registered participant* must establish and maintain its own internal safety procedures necessary to enable it and, where relevant, its customers to comply with:

- *emergency directions* given by AEMO; and
- directions given by the Victorian Government through use of Emergency powers.

The Plan and/or Procedures should ensure the *Registered participant* complies with the Protocol in accordance with the National Gas (Victoria) act, clause 55.

##### Procedural awareness

In accordance with NGR 336, each *Registered Participant* must at all times ensure that any of its relevant officers and staff and, where relevant, its customers, are familiar with the Protocol and their internal safety plan and/or procedures. Relevant officers and staff are those whose

functions or areas of responsibility are such that they are likely to be required to make decisions or take action in an emergency.

### 3.3.2. Event

In accordance with NGR 333, a *Registered participant* must notify AEMO as soon as practicable of:

- any event or situation which the Registered participant becomes aware of where, in the reasonable opinion of the Registered participant, the event or situation is of a kind that AEMO may reasonably believe there to be a situation which may threaten:
  - (i) reliability of gas supply; or
  - (ii) system security or the security of a declared distribution system; or
  - (iii) public safety.
- any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to that event or situation.

This notification to AEMO must include an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or the *Registered participant* will need to act, and where the threat is likely to be located.

A *Registered participant* must not unreasonably withhold information required by AEMO, if requested to do so by AEMO in a notice given in accordance with NGR 343. Information must be provided as soon as practicable after the participant has received the notice from AEMO.

### 3.3.3. Emergency

In accordance with NGR 333, a *Registered participant* must notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to an emergency.

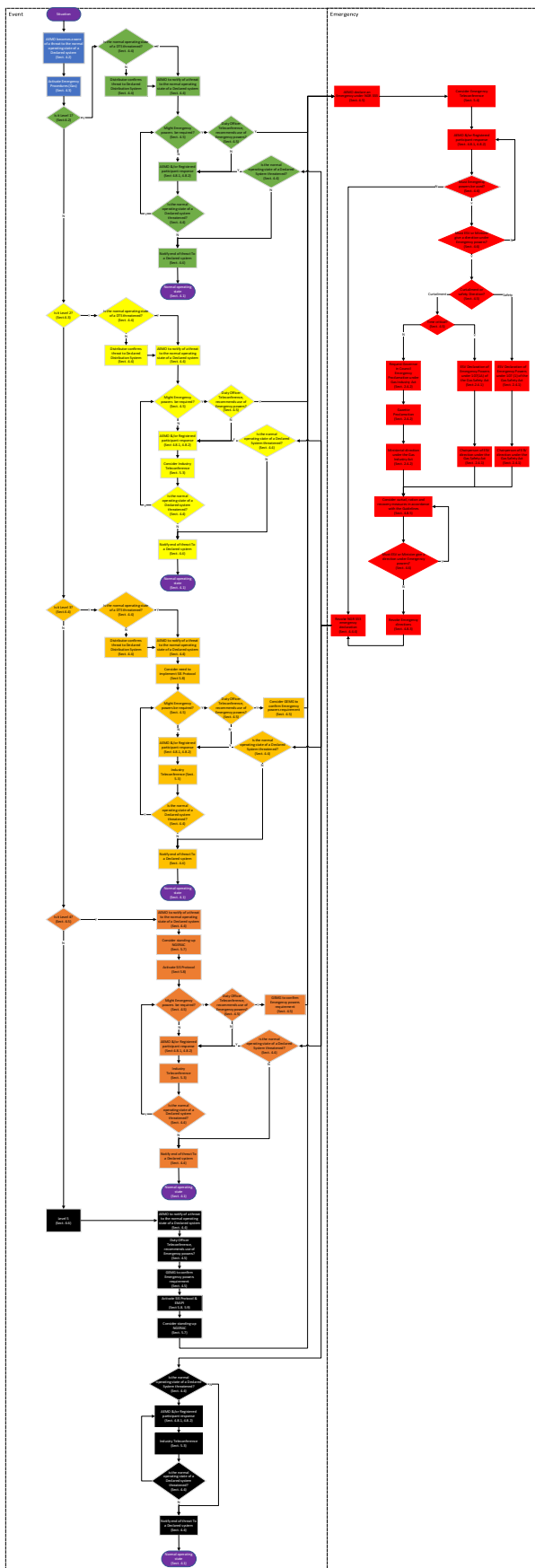
### 3.3.4. Briefing responsibilities

Participants must be prepared to brief the situation, or specific elements of it, when and as required at any of the teleconferences outlined in this document, as it relates to their asset.

## 4. Response process

The response to an event and emergency as outlined in the Procedures is depicted by Figure 1. Additional detail related to a response to a specific event and emergency level is given in section 6.

Figure 1 Emergency Procedures (Gas) – flowchart



## 4.1. Maintain normal operating state

AEMO must monitor and control the operation and security of a Declared Transmission System to maintain a normal operating state. This is undertaken through a 24 hour a day Gas Control Centre and adherence to relevant published Declared Wholesale Gas Market procedures.

A *Distributor* must monitor and control the operation and security of a Declared Distribution System to maintain a normal operating state. This is undertaken through a 24 hour a day Gas Control Centre and adherence to the Gas Distribution System code and their own Safety Case.

## 4.2. Identify a threat

AEMO may become aware of a potential threat to the normal operating state of a Declared system through their function in monitoring and control of a Declared Transmission System or when notified of a threat to a Declared system by a *Registered participant*.

*Distributors* and other *Registered participants* must notify AEMO as soon as practicable of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the situation is of a kind that AEMO may reasonably believe there is a threat to the normal operating state of a Declared system.

AEMO may reasonably believe there is a threat to the normal operating state of a Declared system when there is a threat to:

- the supply of gas to customers;
- compliance with accepted gas quality standards;
- Declared system pressures and flows being within, and likely to remain within, the operating limits of the Declared system; and
- the personal safety of any person.

The *Registered participants* notice to AEMO of any event or situation must, where possible, include an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene or the *Registered participant* will need to act, and where the threat is likely to be located.

## 4.3. Activate Emergency Procedures (Gas)

When AEMO becomes aware of a likely threat to the normal operating state of a Declared system it will without delay activate these Procedures. This will enable AEMO to implement processes that have been developed to issue information and warnings to stakeholders and co-ordinate or facilitate a response that is reasonable and necessary to overcome the threat.

The situation will initially be classified as an event until any requirement to utilise Emergency powers has been determined. It will be assigned a level, between 1 (least severe) to 5 (most severe) to communicate the estimated extent and possible impact of the event and guide the response process.



#### 4.4. Notify a threat to the normal operating state

If AEMO believes that there is a threat to the normal operating state then it will, without delay, notify *Registered participants*, ESV and the Department of that threat via a market notice.

If the threat is isolated to a Declared Distribution System, prior to issuing a market notice AEMO will confirm the threat details with the emergency representative of the *Distributor* and may convene a Duty Officer Teleconference for this purpose.

The market notice issued by AEMO will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located. It will also provide notification of any planned Industry Teleconference arranged in response to the event.

AEMO will inform *Registered participants*, ESV and the Department immediately when it reasonably considers that the threat to the normal operating state of a Declared system is at an end. Where the threat was isolated to a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the *Distributor*.

#### 4.5. Emergency declaration

AEMO will declare an emergency when the use of Emergency powers by a gas company, ESV or the Minister are reasonably required to respond to a threat. This declaration provides the impetus for the gas company, ESV and/or the Department to commence preparatory steps of their respective processes to activate their Emergency power authorities (refer 2.5). An emergency declaration by AEMO does not of itself activate Emergency powers.

Emergency powers may be used prior to an AEMO emergency declaration where the use of those powers prior to such a declaration is necessary to ensure the security of a Declared system or safety.

In determining whether a situation requires the use of Emergency powers and should be declared an emergency, consideration will be given to the scope, extent and duration of the threat and the response options available to overcome that threat.

Where AEMO or a gas company believe it is reasonable and necessary to use these powers, and where practicable, AEMO will convene a Duty Officer Teleconference to seek a recommendation from this group on:

- the requirement to use Emergency powers;
- the appropriate legislation through which those powers should be enacted; and
- any need to confirm this requirement through the Gas Emergency Management Group.

The requirement to confirm a need to enact Emergency powers at the Gas Emergency Management Group will be guided by the following:

- a gas company use of Emergency powers will not typically require prior validation at the Gas Emergency Management Group; and
- ESV and/or a Ministers use of Emergency powers will typically require prior validation at the Gas Emergency Management Group.

If the Duty Officer Teleconference recommends the use of Emergency powers, and any need to validate this requirement through the Gas Emergency Management Group is fulfilled, AEMO will declare an emergency under NGR 333.

A decision to declare an emergency will be made by an authorised officer of AEMO and will be communicated to *Registered participants* via a market notice. This notification will likely be accompanied with details of a scheduled Emergency Teleconference, although this teleconference may, on occasion, be conducted prior to a declaration.

After issuing a notice of an emergency declaration, AEMO will immediately contact ESV, the Department and any gas company that intends to use Emergency powers to confirm their awareness of the declaration.

The declaration itself does not necessarily indicate the degree or seriousness of the situation, merely that a direction under Emergency powers is required to overcome a threat. Any declaration will include an associated level (e.g. between 1 (least severe) to 5 (most severe)). This assigned level will typically be equivalent to any event level ranking assigned to the situation prior to the emergency declaration.

## 4.6. Enact Emergency powers

Emergency powers may be enacted by either ESV, the Minister or a gas company. Where practicable, AEMO will declare an emergency under NGR 333 prior to the use of these powers however their use is not dependent on such a declaration, and they may be taken if it is determined necessary.

The appropriate legislation under which the Victorian Government (ESV or the Department) are to enact Emergency powers will depend on the circumstances specific to the situation and the suitability of those powers under that legislation to address the threat.

### 4.6.1. Gas Industry Act considerations

Where practicable, a requirement for the Victorian Government to enact Emergency powers in response to a non-safety related emergency will be implemented via the Minister through the Gas Industry Act. It is recognised that the process to enact these powers, including a requirement for the Governor in Council to first proclaim an emergency, may delay the issuance of directions given under those powers. Where this delay is likely to result in a material and unacceptable increase in risk, then the use of the Gas Safety Act to enact Emergency powers may be considered.

### 4.6.2. Gas Safety Act considerations

Enacting Emergency powers via the Gas Safety Act does not require a prior proclamation of an emergency by the Governor in Council and so can be implemented faster than those powers under the Gas Industry Act. As such if there is a need for the rapid implementation of Victorian Government Emergency powers, then those powers may be sort via the Chairperson of ESV through the Gas Safety Act, Section 107 (1A).

Any requirement to activate Emergency powers to counter a safety hazard will immediately be referred to ESV, where the Chairperson of ESV may enact Emergency powers through the Gas Safety Act, Section 107 (1).

### 4.6.3. Transition and co-ordination of powers

The Department is the control agency for energy emergencies within Victoria and as such consideration will be given to the transition from any direction given under the Gas Safety Act, to a direction given by the Minister under the Gas Industry Act. Additionally, consideration will also be given to the transition from directions (non-Emergency powers) given by AEMO under NGL 91BC to directions given by the Minister.

An example of this is the use of directions given by AEMO (not Emergency powers) and by ESV to rapidly arrest gas consumption during the initial curtailment period. These directions could then be replaced at a later stage with directions given by the Minister under the Gas Industry Act, to provide the Minister and the Department an improved ability to control the energy emergency.

## 4.7. Revoke an emergency

A declaration of an emergency will be revoked when AEMO determines that the emergency has ended, and this will occur when the use of Emergency powers is no longer reasonable or necessary to overcome a threat to a Declared system. For clarity, the threat that initiated the emergency may still exist after the emergency declaration has been revoked and AEMO may still intervene in the market to address that threat however Emergency powers will not be used.

AEMO will communicate the end of the emergency to *Registered participants*, ESV and the Department via a market notice and this may be confirmed via an Emergency Teleconference.

## 4.8. Event and emergency response measures

Measures taken to respond to an event or emergency will typically occur at the lowest possible level, using the least intrusive powers necessary to appropriately address the threat.

AEMO will determine the response measures reasonably required to respond to a threat in a Declared Transmission System, and a *Distributor* will perform this function for their Declared Distribution System.

### 4.8.1. Registered participant response

A *Registered participant* will respond to an event or emergency in accordance with their safety plan and/or procedures and this may include the use of Emergency powers by a gas company as permitted under the Gas Safety Act section 156.

As permitted by the Emergency powers of a gas company, if an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.

Where practicable, the gas company must communicate to AEMO if the use of their Emergency powers is reasonable and necessary to overcome the threat.

A *Registered participant* must also notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to that event or situation.

#### 4.8.2. AEMO market request and intervention

AEMO will respond to an event or emergency by taking any measures AEMO believes are reasonable and necessary to overcome the threat. These measures are given in the System Security procedures which outline a graduated set of responses aimed at mitigating or eliminating a threat and restoring system security, with the minimal disruption to the market, participants and the community. The measures include:

- a request for Market Response;
- out of merit order gas;
- ad-hoc operating schedules;
- direction to *Registered participants*; and
- AEMO directed curtailment (see also section 4.8.4).

These measures are authorised under legislative powers and functions granted to AEMO and do not require the use of Emergency powers. They are considered standard business as usual processes.

#### 4.8.3. Victorian Government Emergency powers

Using Emergency powers, defined in section 2.5, the Minister or ESV may direct any person to do anything necessary to ensure the reliability and security of a Declared system and to maintain safety.

The Minister or ESV will revoke directions given under Emergency powers when, at their complete discretion, they determine the need for such directions is at an end.

#### 4.8.4. Curtailment, rationing and recovery

Curtailment, rationing and recovery may be implemented via a combination of directions given by AEMO through permitted market intervention measures and using directions given or actions taken under Emergency powers. The Guidelines provide the priorities, principles, considerations, measures and processes that will be applied in curtailment, rationing and recovery in response to an event or emergency. These processes are described as the co-ordinated:

1. **Curtailment:** rapid and controlled reduction in customer load.
2. **Rationing:** allocation of insufficient gas supply to customers.
3. **Recovery:** restoration of supply to customers and normal Market function

## 5. Communication and Co-ordination

In dealing with an event or emergency, several communication channels are used to convey essential information and to co-ordinate the response. This section provides information on the general communication and co-ordination structure that will be used to effectively manage the response.

It will be the responsibility of the respective emergency representative to keep their organisations, and their hierarchies, fully informed of the situation so their organisations can

activate their emergency procedures and personnel to the appropriate degree, in accordance with the gas event/emergency level. They are to act as a conduit for decisions and determinations.

## 5.1. Market notice

A market notice issued by AEMO will be published via a System Wide Notice (**SWN**) and will communicate operational issues to the market in accordance with the Wholesale Market Electronic Communication Procedures (Victoria). SWNs are posted on the Market Information Bulletin Board and sent via SMS and/or email to each *Registered participant's* registered contact.

## 5.2. Duty Officer Teleconference

To be responsive to fast emerging issues, and to ensure ESV and the Department (holders of Emergency powers) are kept informed and ready to respond at the appropriate time, the emergency representatives of ESV, the Department and AEMO may liaise regularly throughout the relevant event or emergency via the Duty Officer Teleconference. AEMO may also request the emergency representative of a *Registered participant* attend this teleconference where relevant to the assessment of a threat in a Declared Distribution System or relevant to the use of Emergency powers by a gas company.

## 5.3. Industry Teleconference

An Industry Teleconference may be initiated by AEMO during an event and where AEMO determines there is a requirement to brief *Registered participants* (beyond a market notice). This may occur when measures taken by AEMO to intervene in the market, or when action taken by a gas company in response to a threat, may impact *Registered participants* or where a market response is requested by AEMO.

The teleconference will provide a forum for participants to seek more information or to provide feedback or additional information about response options. It will also provide AEMO and/or a gas company with the opportunity to explain its reasoning for the measures being implemented (or proposed to be implemented) in response to the threat.

AEMO will activate and lead the Industry Teleconference by scheduling, facilitating and chairing the teleconference, with details of the proposed teleconference communicated via a market notice (refer section 5.1). AEMO will invite *Registered participants* to this teleconference and also ESV and the Department, who may participate as observers.

## 5.4. Emergency Teleconference

An Emergency Teleconference is initiated following a declaration of an Emergency by AEMO and will replace the use of the Industry Teleconference to brief participants. The teleconference provides a forum for stakeholders to seek more information or to provide feedback or additional information about the emergency response options. It also allows AEMO, ESV, the Department and a gas company (as appropriate) to explain its reasoning for the measures being implemented (or proposed to be implemented).

Emergency Teleconferences are usually initiated for a level 4 or 5 emergency, but this ultimately depends on the reasonable requirement for the use of Emergency powers to overcome a threat and the need to hold such teleconferences.

AEMO will activate and lead the Emergency Teleconference by facilitating and chairing the teleconference and will advise of the teleconference details via a market notice (refer section 5.1).

AEMO will invite to the teleconference *Registered participants*, ESV and the Department and may also request government agencies attend this teleconference including (but are not limited to) Victoria Police, Emergency Management Victoria, the Fire Services and departments responsible for health and safety or other relevant responsibilities.

If a dual energy emergency occurs, that impacts both the National Electricity Market and the Declared Wholesale Gas Market, a joint Emergency Teleconference may be organised by AEMO to combine representatives from both the electricity and gas sectors.

## 5.5. Gas Emergency Management Group

The Gas Emergency Management Group co-ordinates and plans the gas industry's response to, and recovery from, a severe and extended emergency (typically level 4 or 5). The group will provide the principal consultation path between ESV, the Department, AEMO and *Registered participants* during a gas emergency while the Emergency Teleconference will provide a working level consultation forum.

Attendees of the group are to include:

- the Officer in Charge of the Department (or appointee) as Chair;
- the Chief Executive Officer of Energy Safety, ESV (or delegate);
- the Chief Executive Officer of AEMO (or delegate);
- invited Chief Executives Officers or General Managers from affected entities as determined by the Chair; and
- other invitees as appropriate.

The Gas Emergency Management Group may establish working groups, consisting of appropriate persons to provide specialist advice or other support and to assist it in considering matters.

AEMO will provide secretariat services when the Gas Emergency Management Group is convened, including providing notification of the meeting.

## 5.6. National Gas Emergency Response Advisory Committee

The National Gas Emergency Response Advisory Committee is an advisory committee comprised of officials from the Commonwealth, state and tertiary governments. Its role is to be a source of advice for energy ministers and jurisdictions on the efficient and effective response to, and management of, a gas supply shortage that impacts multiple jurisdictions (states).

NGERAC will be notified if an emergency has, or is likely to, impact supply to multiple jurisdiction (states). Additional information on the National Gas Emergency Response Advisory Committee and the operational processes that support it are provided in the National Gas

Emergency Response Advisory Committee, Interruption to Supply Process, available from the Commonwealth government.

## 5.7. Single Industry Spokesperson

The Single Industry Spokesperson Protocol Gas is a documented procedure between AEMO and participating *Registered participants* which is enacted during major, widespread, distribution-level gas supply shortages in Victoria or significant events/emergencies which have a large public profile.

It establishes a process by which a single source of truth is established for all media messaging to the public and where AEMO takes a leadership role in media relations during the event or emergency. In this role AEMO will speak publicly on behalf of the Victorian gas supply industry to ensure media, customers, and the general public receive coordinated and timely responses that communicate the agreed key messages and give clear advice about the status of the emergency.

The dedicated AEMO spokesperson is typically involved in the Emergency Teleconferences to ensure correct information and efficient flow of information. The spokesperson must align and coordinate with the Emergency Management Joint Public Information Committee (if convened) to avoid confusion and contradictory information being released.

Any messaging by the gas industry (including individual *Retailers* or *Distributors*) should align with Single Industry Spokesperson Protocol and government messaging.

## 5.8. Emergency Management Joint Public Information Committee

The Emergency Management Joint Public Information Committee is a government committee, raised during State emergencies, which comprises senior communications officers from all government agencies and is chaired by either Emergency Management Victoria or the Victorian Police (depending upon the Class of the Emergency).

It is designed to:

- Assist the Emergency Management Commissioner and/or Chief Commissioner of Police with public, stakeholder, and government communications including warnings and engagement.
- Ensure the messages of all agencies are included in public communications for major emergencies.
- Form and implement strategic media and communication if an emergency requires a multiple-agency response, is the portfolio responsibility of multiple Ministers, or is an event that has the potential for major consequences for communities.
- Support agencies to strengthen whole of Victorian Government communications and regional and event communications.

## 5.9. State emergency management response

The State Emergency Management Plan outlines the arrangements for a co-ordinated response to emergencies by all agencies with a role or responsibility in emergency response. The Energy Sub-Plan outlines the Victorian arrangements to deliver a co-ordinated response to

energy emergencies. The processes given in the protocol have been developed to align with these plans.

## 5.10. Victorian Gas Emergency Communications Protocol

The Victorian Gas Emergency Communications Protocol (VEGCP) complements the Emergency Protocol and provides a structure in which to:

- address and communicate situations that threaten, or have the potential to threaten, the Victorian gas system (including non-declared assets) but which do not yet threaten a Declared system; and
- provide a platform for the establishment of groups to share information, communicate and collaborate on the identification and resolution of threats to the Victorian gas system, including threats to a Declared system (which may be classified as an event or emergency under this Procedure).

Processes described in the VEGCP will be initiated where there is a need for information sharing that extends beyond the processes described in this Procedure. This may include:

- a “Heads Up” notification of a potential threat to a Declared system;
- notification of threats to non-declared Victorian gas assets; or
- for communication with stakeholders beyond primarily *Registered participants*.

## 6. Levelled response

An event and/or emergency will be categorised into one of the five defined levels, based on industry and government agreed descriptions. The categorisation of an event or emergency at a particular level is not an authority for the commitment of resources and does not in any way affect the contractual or legal obligation to respond to the event or emergency. The levels are simply an agreed description to contextualise the scale of the situation, the expertise and response required, and the likely response and communication arrangements to be instigated to manage the threat. The actual response should consider specifics of the situation and how best to overcome the threat.

### 6.1. Business as usual

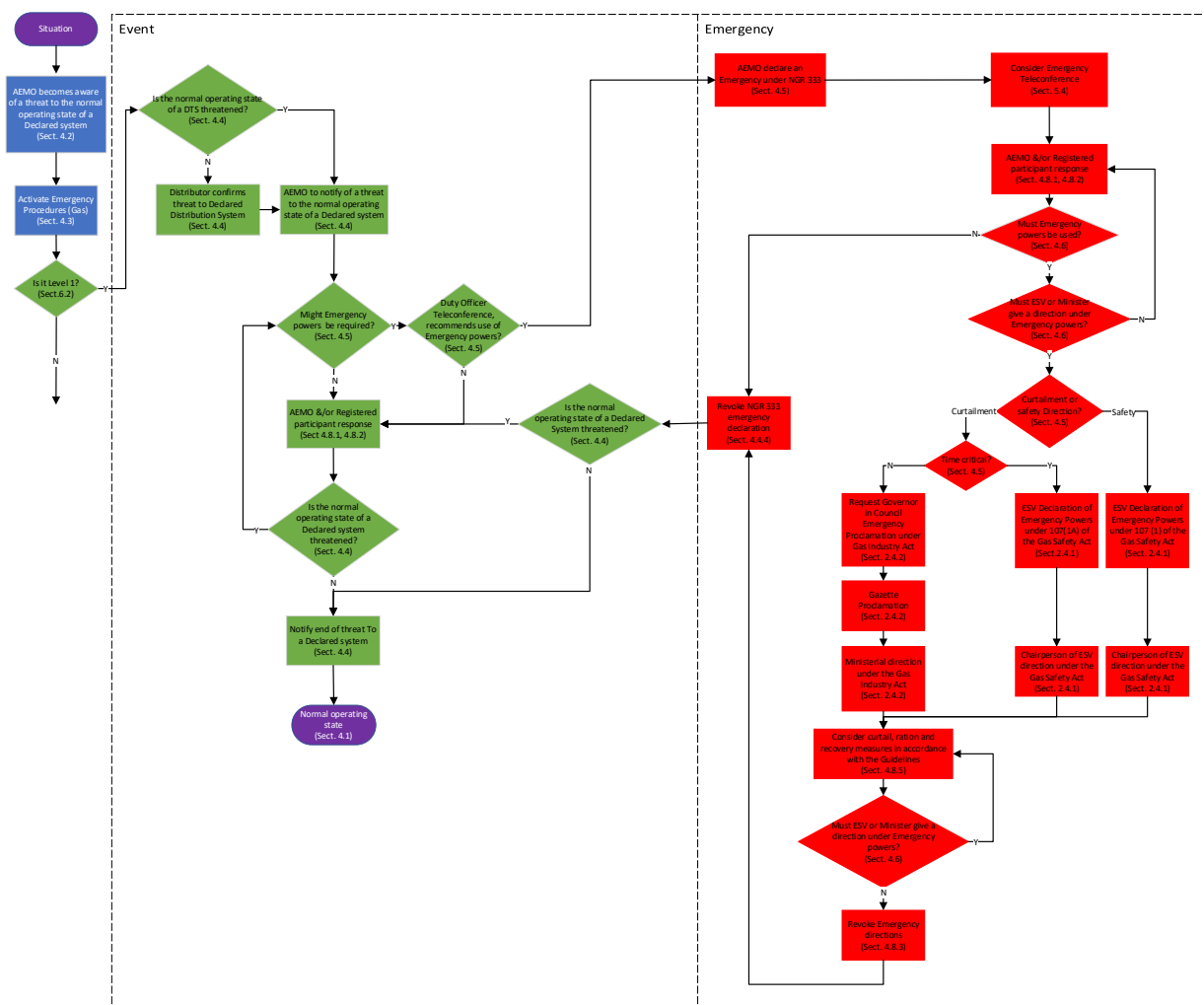
It is business as usual when a Declared system operates within a normal operating state. AEMO and a *Distributor* must monitor and control the operation of the Declared system for which they are responsible for to achieve and maintain this state. *Registered participants* (including *Distributors*) must notify AEMO of any event or situation that may threaten this state.

### 6.2. Level 1

The response to a level 1 event and emergency is depicted by Figure 2.



Figure 2 Level 1 event and emergency response



### 6.2.1. Level description

A level 1 event is described as a situation relating to the conveyance, supply or use of gas where:

- it can be dealt with by resources available on-site without the need for additional assistance;
- there is no requirement for involvement of Emergency Services;
- there are no injuries, environmental impacts; or
- there is minimal customer impact, and no adverse publicity.

### 6.2.2. Event response

The direct response to a level 1 event will typically be limited to a single *Registered participant* (e.g. *Producer* or *Distributor*) through the initiation of standard procedures and use of pre-allocated resources to remedy the situation immediately.

A typical response to a level 1 event may include the following:

**AEMO:**

- Control the operation and security of the Declared Transmission System.
- Identify a threat to the normal operating state of a Declared system, either by being made aware of the situation by a *Registered participant* or by monitoring and controlling the operation of a Declared Transmission System, and activate these Procedures.
- Where the normal operating state of a Declared Transmission System is threatened, AEMO will estimate the nature and magnitude of that threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located. This will include an estimate of the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Where the normal operating state of a Declared Distribution System is threatened, AEMO will confirm with the emergency representative of the *Distributor*, either on a one-on-one basis and/or via a Duty Officer Teleconference, an estimate of the nature and magnitude of that threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located. This will include identification of any need for the use of Emergency powers.
- Classify the situation as an event and assign it a level 1.
- Issue a market notice advising of a threat to the normal operating state of a Declared system. The notice will be issued to *Registered participants*, ESV and the Department. It will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located.
- If AEMO or a gas company believe it is reasonable and necessary to use Emergency powers, AEMO will convene a Duty Officer Teleconference to seek a recommendation on the requirement to use Emergency powers, the appropriate legislation through which those powers should be enacted and any need to confirm this requirement through the Gas Emergency Management Group.
  - It is expected that any requirement to use Emergency powers at this level will be enacted by a gas company, the approvals of which do not typically require a Gas Emergency Management Group confirmation prior to use.
- If the Duty Officer Teleconference recommends the use of Emergency powers AEMO will declare an emergency under NGR 333 and implement the emergency response outlined in section 6.2.3.
- If it is determined the use of Emergency powers is not reasonable and necessary, then AEMO will issue a market request, or intervene in the market, as reasonable and necessary to overcome the threat (refer section 4.8.2). This will be implemented through measures outlined in the System security procedures. AEMO will notify the market (refer section 5.1) of any request or intervention.
- Subject to the success of measures implemented:
  - if the threat is not resolved, AEMO will re-consider any market request and/or intervention measure, re-assess the need for Emergency powers and consider escalating to a higher event level; or

- if the threat has been resolved, AEMO will issue a market notice advising the end of the threat to the normal operating state of a Declared system. Where the threat is isolated to a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the *Distributor*.
- Provide any requested assistance within its capability, authority and statutory obligations.
- Satisfy any applicable event report obligation.

**The Department and ESV:**

- The Department and ESV may be called upon to consult on the need for Emergency powers, either on a one-on-one basis or via a Duty Officer Teleconference, however neither party are likely to be required to take any action.

**Registered participant:**

- Respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- (*a Distributor*) will control the operation and security of a Declared Distribution System.
- (*a Distributor*) will estimate the current and ongoing response required to overcome a threat within the Declared system for which they are responsible.
- Notify AEMO of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the event or situation is of a kind that AEMO may reasonably believe threatens the normal operating state of a Declared system.
- Provide AEMO with an estimate of the nature and magnitude of any threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where that threat is likely to be located.
- Assess, and communicate to AEMO, if the use of Emergency powers by the gas company is reasonable and necessary to overcome the threat. This assessment will consider the measures that could be implemented by the gas company, AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Implement any appropriately authorised and issued direction given by AEMO, ESV or the Minister.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the event or situation.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.
- Where the threat is isolated to a Declared Distribution System (i.e. does not threaten a Declared Transmission System) the responsible Distributor will notify AEMO when it reasonably considers that the threat to the normal operating state of the Declared Distribution System is at an end.

### 6.2.3. Emergency response

A level 1 event will transition to a level 1 emergency following an AEMO declaration of an emergency under NGR 333. AEMO will declare a level 1 emergency when Emergency powers are reasonable and necessary to overcome a threat to the normal operating state of a Declared system.

Emergency powers may be used prior to an AEMO emergency declaration where the use of those powers prior to such a declaration is necessary to ensure the security of a Declared system or safety.

A level 1 event is unlikely to progress to an emergency as Emergency powers are unlikely to be required to manage a situation that meets the Level 1 description. As such no detailed guidance has been provided in the Protocol on the typical response to an emergency at this level. If a level 1 emergency does occur it will reflect the response to a level 2 emergency as outlined in section 6.3.3.

### 6.2.4. Communication and co-ordination

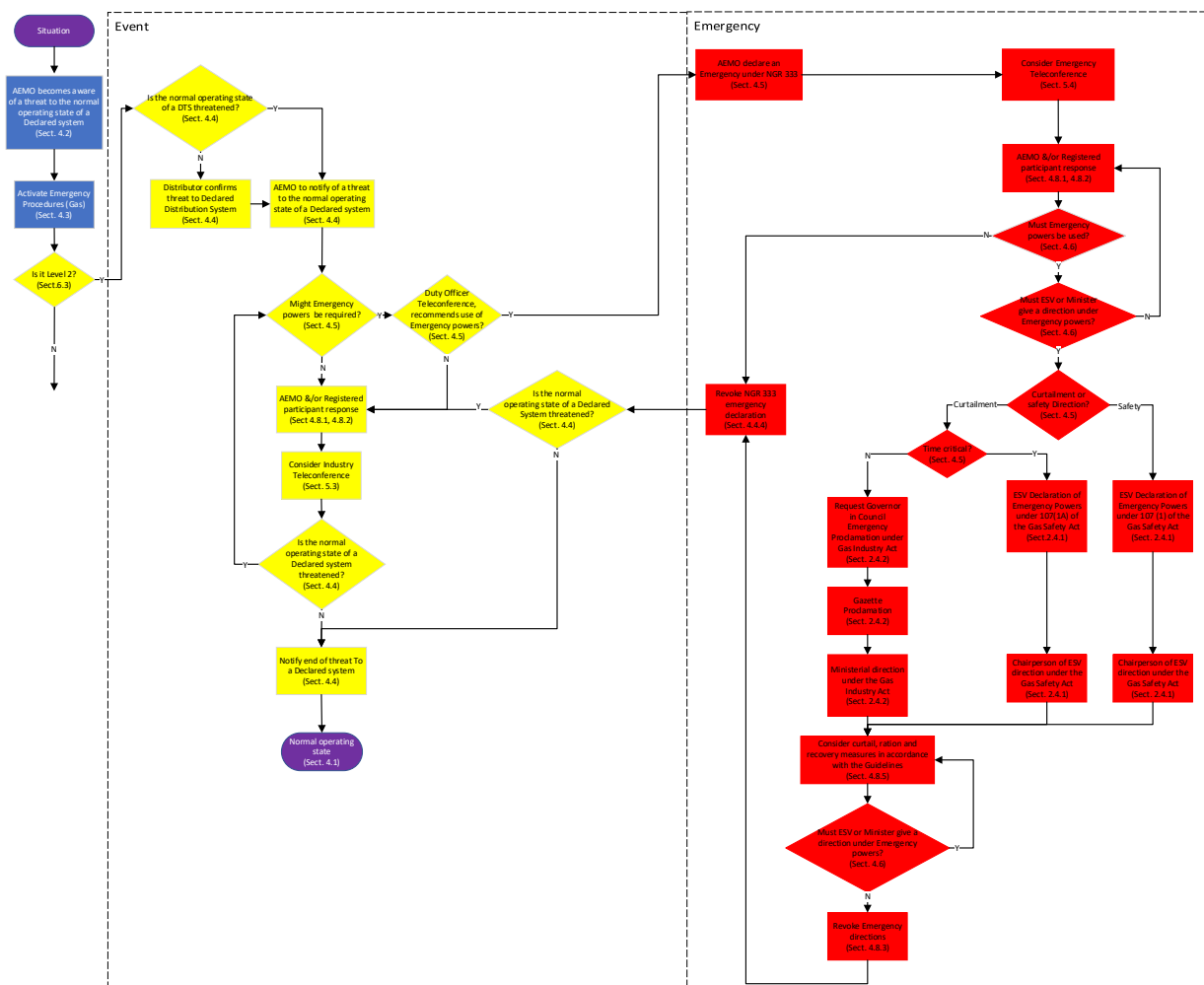
Communication and co-ordination of *Registered participants* will occur primarily through AEMO. Any public communication required in relation to impacted customers, will typically be undertaken by the impacted *Registered participant* (e.g. *Retailer* and/or *Distributor*).

Duty Officer, Industry and Emergency teleconferences are not typically required for a level 1 event or emergency. Emergency management and advisory groups referenced in section 5 are also unlikely to be activated for a level 1 event or emergency.

## 6.3. Level 2

The response to a level 2 event and emergency is depicted by Figure 3.

Figure 3 Level 2 event and emergency response.



### 6.3.1. Level description

A level 2 event is described as a situation relating to the conveyance, supply or use of gas that:

- may involve minor injury;
- have environmental impacts;
- result in a minor loss of supply;
- have minor business continuity or information technology impacts; or
- attract some adverse publicity.

### 6.3.2. Event response

A typical response to a level 2 event may include the following:

**AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.

- Identify a threat to the normal operating state of a Declared system either by being made aware of the situation by a *Registered participant* or by monitoring and controlling the operation of a Declared Transmission System, and activate these Procedures.
- Where the normal operating state of a Declared Transmission System is threatened, AEMO will estimate the nature and magnitude of that threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located. This will include an estimate of the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Assess if the use of Emergency powers is reasonable and necessary to overcome a threat to a Declared Transmission System. This assessment will consider the measures that could be implemented by AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Where the normal operating state of a Declared Distribution System is threatened, AEMO will confirm with the emergency representative of the *Distributor* either on a one-on-one basis and/or via a Duty Officer Teleconference an estimate of the nature and magnitude of that threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located. This will include identification of any need for the use of Emergency powers.
- Classify the situation as an event and assign it a level 2.
- Issue a market notice advising of a threat to the normal operating state of a Declared system. The notice will be issued to *Registered participants*, ESV and the Department. It will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located.
- If AEMO or a gas company believe it is reasonable and necessary to use Emergency powers, AEMO will convene a Duty Officer Teleconference to seek a recommendation on the requirement to use Emergency powers, the appropriate legislation through which those powers should be enacted and any need to confirm this requirement through the Gas Emergency Management Group.
  - It is expected that the use of Emergency powers for this level event will be enacted by a gas company, the approvals of which do not typically require a Gas Emergency Management Group confirmation prior to use.
- If the Duty Officer Teleconference recommends use of Emergency powers, AEMO will declare an emergency under NGR 333 and implement the emergency response as outlined in section 6.3.3.
- If it is determined the use of Emergency powers is not reasonable and necessary, then AEMO will issue a market request, or intervene in the market, as reasonable and necessary to overcome the threat. This will be implemented through measures outlined in the System security procedures. AEMO will notify the market of any request or intervention.
- Convene an Industry Teleconference if there is a need to brief *Registered participants* (beyond a market notice) or a need to provide a forum for participants to provide feedback or additional information about response options.
- Subject to the success of measures implemented:

- if the threat has been resolved, issue a market notice advising the end of the threat to the normal operating state of a Declared system. Where the threat is isolated to a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the *Distributor*; or
  - if the threat is not resolved, AEMO will re-consider market request and/or intervention measures, re-assess the need for Emergency powers and consider escalating to a higher event level.
- Provide any requested assistance within its capability, authority and statutory obligations.
  - Satisfy any applicable event report obligation.

#### The Department and ESV:

- May participant as an observer in any Industry Teleconference called by AEMO.
- The Department and ESV may be called upon to consult on the need for Emergency powers however they are unlikely to be required to take any action.

#### Registered participants:

- Respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the event or situation.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- Notify AEMO of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the event or situation is of a kind that AEMO may reasonably believe threatens the normal operating state of a Declared system.
- Provide AEMO with an estimate of the nature and magnitude of any threat, whether AEMO or the *Registered participant* will need to intervene and where that threat is likely to be located
- Assess, and communicate to AEMO, if the use of Emergency powers by the gas company is reasonable and necessary to overcome the threat. This assessment will consider the measures that could be implemented by the gas company, AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Implement any appropriately authorised and issued direction given by AEMO, ESV or the Minister.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Attend any Industry Teleconference called by AEMO.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.

- Where the threat is isolated to a Declared Distribution System (i.e. does not threaten a Declared Transmission System) the responsible Distributor will notify AEMO when it reasonably considers that the threat to the normal operating state of the Declared Distribution System is at an end.

### 6.3.3. Emergency response

A level 2 event will transition to a level 2 emergency following an AEMO declaration of an emergency under NGR 333. AEMO will declare a level 2 emergency when Emergency powers are reasonable and necessary to overcome a threat to the normal operating state of a Declared system.

Emergency powers may be used prior to an AEMO emergency declaration where the use of those powers prior to such a declaration is necessary to ensure the security of a Declared system or safety. If not already declared, AEMO will declare an emergency under NGR 333 as soon as practicable after Emergency powers are used.

It is expected a level 2 emergency response will be initiated by either the use, or intended use, of Emergency powers by a gas company. A typical response to such a scenario may include the following:

#### **AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Declare an emergency under NGR 333 as recommended by a Duty Officer Teleconference.
- Issue a market notice advising of a level 2 emergency. The notice will likely be accompanied with details of a scheduled Emergency Teleconference and be issued to *Registered participants*, ESV and the Department.
- After issuing an emergency declaration market notice, AEMO will immediately contact ESV, the Department and the gas company (that have or intend to use Emergency powers) to confirm their awareness of the declaration.
- Remain aware of the ongoing emergency response through regular discussions with the party enacting Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Implement and co-ordinate the use of any required AEMO market request and/or intervention in the market, with measures taken under Emergency powers by a gas company.
- Convene an Emergency Teleconference if there is a need to brief *Registered participants* (beyond a market notice) or a need to provide a forum for participants to provide feedback or additional information about response options. This will also give AEMO and/or a gas company an opportunity to explain the reasoning for the measures being implemented.
- Subject to the success of measures implemented:
  - if the use of Emergency powers is no longer reasonable and necessary, revoke the NGR 333 emergency declaration and issue a market notice advising the end of the emergency. If a threat remains (but does not require the use of Emergency powers) revert to the Event response; or



- if the continued use of Emergency powers is reasonable and necessary, remain aware of directions given under these powers and continue to co-ordinate those directions with any action taken by AEMO.

**The Department and ESV:**

- Consult and co-ordinate with AEMO and a gas company on the use of Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Attend and participant in any Emergency Teleconference and Duty Officer Teleconference called by AEMO.

**Registered participants:**

- Respond to the situation in a manner that is consistent with the Emergency Protocol and their internal safety plan and/or procedures.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the emergency.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- If an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.
- Implement any appropriately authorised and issued direction given by AEMO.
- Attend any Duty Officer Teleconference as requested by AEMO.
- Attend any Emergency Teleconference called by AEMO.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.

#### 6.3.4. Communication and coordination

Communication and co-ordination between Registered participants will occur primarily through AEMO issued market notices and this may be supplemented with an Industry Teleconference as determined necessary by AEMO.

Duty Officer and Emergency teleconferences are not typically required for a level 2 event or emergency. Emergency management and advisory groups referenced in section 5 are also unlikely to be activated for a level 2 event or emergency.

Any public communication required in relation to impacted customers, will typically be undertaken by the *Registered participant* (e.g. *Retailer* and/or *Distributor*).

## 6.4. Level 3

The response to a level 3 event and emergency is depicted by Figure 4.



**AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Identify a threat to the normal operating state of a Declared system either by being made aware of the situation by a *Registered participant* or by monitoring and controlling the operation of a Declared Transmission System, and activate these Procedures.
- Where the normal operating state of a Declared Transmission System is threatened, AEMO will estimate the nature and magnitude of that threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located. This will include an estimate of the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Assess if the use of Emergency powers is reasonable and necessary to overcome a threat to a Declared Transmission System. This assessment will consider the measures that could be implemented by AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Where the normal operating state of a Declared Distribution System is threatened, AEMO will confirm with the emergency representative of the *Distributor* either on a one-on-one basis and/or via a Duty Officer Teleconference an estimate of the nature and magnitude of that threat, whether AEMO or a *Registered participant* will need to intervene and where the threat is likely to be located. This will include identification of any need for the use of Emergency powers.
- Classify the situation as an event and assign it a level 3.
- Issue market notice advising of a threat to the normal operating state of a Declared system. The notice will be issued to *Registered participants*, ESV and the Department. It will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO or a *Registered participant* will need to intervene and where the threat is likely to be located.
- If AEMO or a gas company believes it is reasonable and necessary to use Emergency powers, AEMO will convene a Duty Officer Teleconference to seek a recommendation on the requirement to use Emergency powers, the appropriate legislation through which those powers should be enacted and any need to confirm this requirement through the Gas Emergency Management Group.
- If convened, attend any Gas Emergency Management Group meeting and provide secretariat services to the group.
- If the Duty Officer Teleconference recommends the use of Emergency powers, and any need to confirm this requirement through the GEMG is fulfilled, AEMO will declare an emergency under NGR 333 and implement the emergency response outlined in section 6.4.3
- If it is not reasonable and necessary to use Emergency powers, AEMO will:
  - issue a market request, or intervene in the market, by implementing measures outlined in the System security procedures and notify the market; and
  - initiate an Industry Teleconference to provide a forum for *Registered participants* to seek more information or to provide feedback or additional information about the response

options. AEMO will also use this forum to explain its reasoning for the measures being implemented.

- Activate the Single Industry Spokesperson Protocol if the criteria for activating the protocol have been satisfied, although this is unlikely to be met during a level 3 event. If the activation criteria are satisfied, AEMO will co-ordinate public messaging with the Department and take a leadership role in media relations on behalf of the Victorian gas supply industry.
- Subject to the success of measures implemented:
  - if the threat is resolved, issue a market notice advising the end of the threat to the normal operating state of a Declared system. Where the threat is isolated to a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the *Distributor*, or
  - if the threat is not resolved, AEMO will re-consider market request and/or intervention measures, re-assess the need for Emergency powers and consider escalating to a higher event level.
- Provide any requested assistance within its capability, authority and statutory obligations.
- Satisfy any applicable event reporting obligation.

#### The Department and ESV

- May participant in any Industry Teleconference as an observer.
- May be called upon through a Duty Officer Teleconference to consult with AEMO regarding the prospect of declaring an emergency and the use of Emergency powers.
- Where the Duty Officer Teleconference recommends the use of Emergency powers, consider if the Gas Emergency Management Group should confirm the proposed use of those powers.
- If convened, the Department will attend any National Gas Emergency Response Advisory Committee meeting.

#### Registered participants:

- Will respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- Notify AEMO of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the event or situation is of a kind that AEMO may reasonably believe threatens the normal operating state of a Declared system.
- Provide AEMO with an estimate of the nature and magnitude of any threat whether AEMO will need to intervene, or the *Registered participant* will need to act and where that threat is likely to be located
- Assess, and communicate to AEMO, if the use of Emergency powers by the gas company is reasonable and necessary to overcome the threat. This assessment will consider the

measures that could be implemented by the gas company, AEMO and/or ESV and the Minister and the time in which those measures may be implemented.

- Implement any appropriately authorised and issued direction given by AEMO.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Attend any Industry Teleconference called by AEMO.
- If the Single Industry Spokesperson Protocol has been activated, align any public messaging with that issued via this protocol.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.
- Where the threat is isolated to a Declared Distribution System (i.e. does not threaten a Declared Transmission System) the responsible *Distributor* will notify AEMO when it reasonably considers that the threat to the normal operating state of the Declared Distribution System is at an end.

#### 6.4.3. Emergency response

A level 3 event will transition to a level 3 emergency following an AEMO declaration of an emergency under NGR 333. AEMO will declare a level 3 emergency when Emergency powers are reasonable and necessary to overcome a threat to the normal operating state of a Declared system.

Emergency powers may be used prior to an AEMO emergency declaration where the use of those powers prior to such a declaration is necessary to ensure the security or safety of any pipeline used by the gas company. If not already declared, AEMO will declare an emergency under NGR 333 as soon as practicable after being notified that Emergency powers have been enacted.

The response to a level 3 event may include the following:

##### **AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Declare an emergency under NGR 333 as recommended by a Duty Officer Teleconference and confirmed by the Gas Emergency Management Group (as applicable).
- Issue a market notice advising of an emergency. This notice will likely be accompanied with details of a scheduled Emergency Teleconference and be issued to *Registered participants*, ESV and the Department.
- After issuing the emergency declaration market notice, AEMO will immediately contact ESV, the Department and a gas company (that have or intend to use Emergency powers) to confirm their awareness of the declaration.
- Remain aware of the ongoing emergency response through regular discussions with the party enacting Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Estimate the current and ongoing response required to overcome the threat within a Declared Transmission System.

- Implement and co-ordinate the use of any required AEMO market request and/or intervention in the market, with measures taken under Emergency powers by either ESV, the Minister and/or a gas company.
- Convene an Emergency Teleconference to brief *Registered participants* and provide a forum for participants to provide feedback or additional information about the response options. This will also give AEMO, ESV, the Department and/or a gas company an opportunity to explain the reasoning for the measures being implemented.
- Subject to the success of measures implemented:
  - if the use of Emergency powers are no longer reasonable and necessary, revoke the NGR 333 emergency declaration and issue a market notice advising the end of the emergency. If a threat remains (but does not require the use of Emergency powers) revert to the Event response; or
  - if the continued use of Emergency powers is reasonable and necessary, remain aware of directions given under these powers and continue to co-ordinate those directions with any action taken by AEMO.

#### **The Department and ESV**

- Consult and co-ordinate with AEMO and a gas company on the use of Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Where deemed necessary, authorise the use of Emergency powers and give a direction as permitted by the authorising legislation.
- Attend and participant in any Emergency Teleconference and Duty Officer Teleconference called by AEMO.

#### **Registered participants:**

- Respond to the situation in a manner that is consistent with the Emergency Protocol and their internal safety plan and/or procedures.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the emergency.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- If an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.
- Implement any appropriately authorised and issued direction given by either AEMO, ESV or the Minister.
- Attend any Duty Officer Teleconference as requested by AEMO.
- Attend any Emergency Teleconference called by AEMO.

- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.

#### 6.4.4. Communication and coordination

Communication and co-ordination between Registered participants will occur through an Industry Teleconference and/or an Emergency Teleconference (where AEMO has declared an emergency) and AEMO issued market notices.

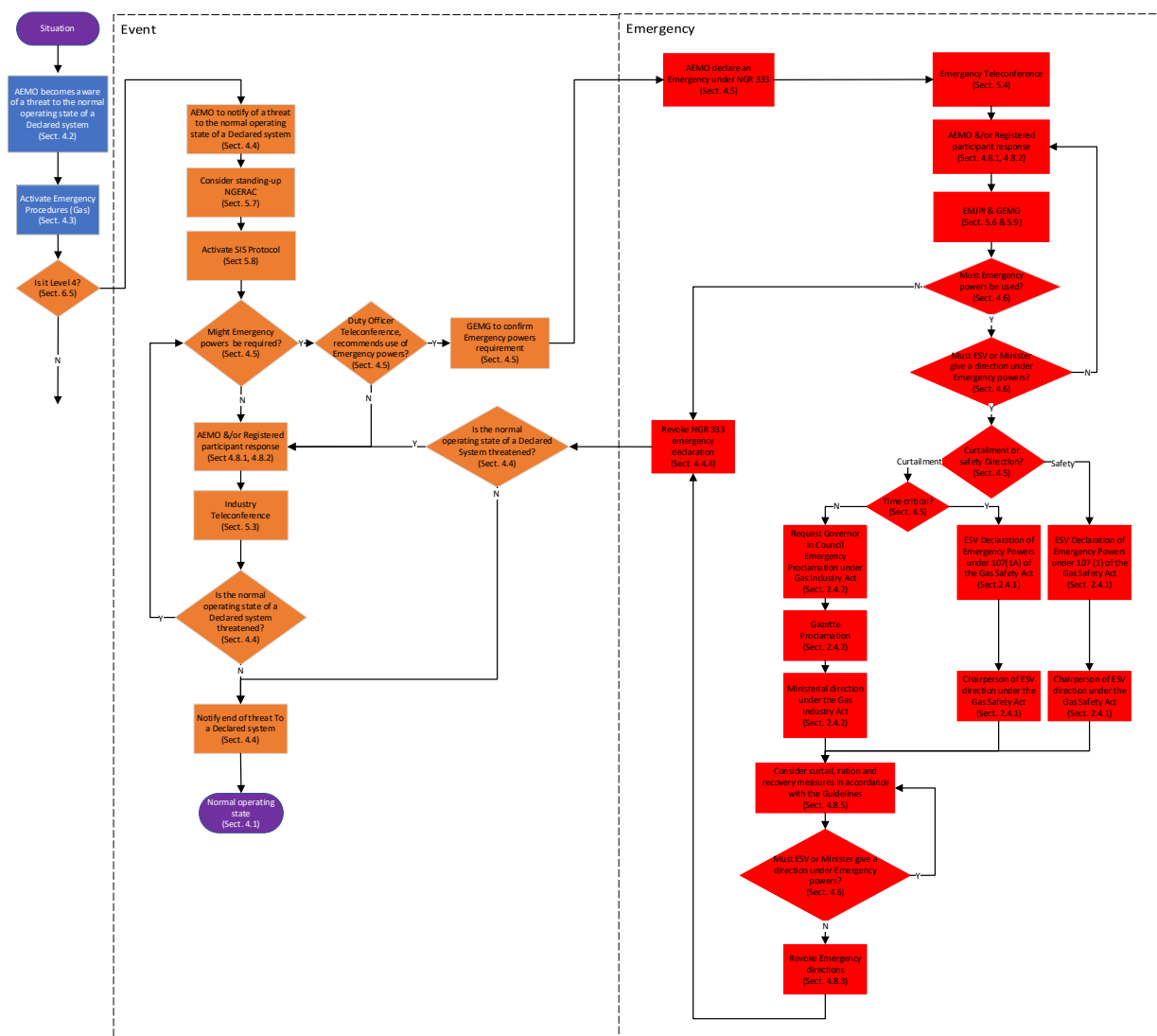
The Emergency teleconferences and emergency management and advisory groups referenced in section 5 are unlikely to be activated for a level 3 emergency.

Consideration will be given to the activation of the Single Industry Spokesperson Protocol (refer section 5.7) which, if activated, will result in AEMO taking a leadership role in media relations. Alternatively, any public communication required in relation to impacted customers, will typically be undertaken by the impacted *Registered participant (Retailer and/or Distributor)*.

### 6.5. Level 4

The response to a level 4 event and emergency is depicted by Figure 5.

Figure 5 Level 4 event and emergency response.



### 6.5.1. Level description

A level 4 event is described as a situation relating to the conveyance, supply or use of gas:

- where the extent of impacts extends beyond a single distribution or transmission company.
- which will most likely require a coordinated response; and
- may require the use of Emergency powers.

### 6.5.2. Event response

As impacts extend beyond a single distribution system or transmission company, it is expected a level 4 event will threaten a Declared Transmission System. A typical response to such a scenario may include the following:



**AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Identify a threat to the normal operating state of a Declared system either by being made aware of the situation by a *Registered participant* or by monitoring and controlling the operation of a Declared Transmission System, and activate these Procedures.
- Where the normal operating state of a Declared Transmission System is threatened, AEMO will estimate the nature and magnitude of that threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located. This will include an estimate of the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Assess if the use of Emergency powers is reasonable and necessary to overcome a threat to a Declared Transmission System. This assessment will consider the measures that could be implemented by AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Where the normal operating state of a Declared Distribution System is threatened, AEMO will confirm with the emergency representative of the *Distributor* either on a one-on-one basis and/or via a Duty Officer Teleconference an estimate of the nature and magnitude of that threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where the threat is likely to be located. This will include identification of any need for the use of Emergency powers.
- Classify the situation as an event and assign it a level 4.
- Issue market notice advising of a threat to the normal operating state of a Declared system. The notice will be issued to *Registered participants*, ESV and the Department. It will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located.
- If AEMO believes it is reasonable and necessary to use Emergency powers, AEMO will convene a Duty Officer Teleconference to seek a recommendation on the requirement for their use, the appropriate legislation through which those powers should be enacted and any need to confirm this requirement through the Gas Emergency Management Group.
  - It is expected that any requirement to use Emergency powers at this level will be enacted by ESV and/or the Minister and will typically require a Gas Emergency Management Group confirmation.
- If convened, attend any Gas Emergency Management Group meeting and provide secretariat services to the group.
- If the Duty Officer Teleconference recommends the use of Emergency powers, and any need to confirm this requirement through the Gas Emergency Management Group is fulfilled, AEMO will declare an emergency under NGR 333 and implement the emergency response outlined in section 6.5.3.
- If it is not reasonable and necessary to use Emergency powers, AEMO will:
  - issue a market request, or intervene in the market, by implementing measures outlined in the System security procedures and notify the market;

- initiate an Industry Teleconference to provide a forum for *Registered participants* to seek more information or to provide feedback or additional information about response options. AEMO will also use this forum to explain its reasoning for the measures being implemented.
- Activate the Single Industry Spokesperson Protocol (it is expected the activation criteria is met for a level 4 event/emergency) and speak publicly on behalf of the Victorian gas supply industry. AEMO will co-ordinate public messaging with the Department and take a leadership role in media relations on behalf of the Victorian gas supply industry.
- Notify the National Gas Emergency Response Advisory Committee (refer section 5.6) of the threat if it is likely to impact supply to another jurisdiction (direct or indirect). AEMO will also attend committee meetings as convened.
- Subject to the success of measures implemented:
  - if the threat is resolved, issue a market notice advising the end of the threat to the normal operating state of a Declared system. Where the situation has threatened a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the responsible *Distributor*; or
  - if the threat is not resolved, AEMO will re-consider market request and/or intervention measures, re-assess the need for Emergency powers and consider escalating to a higher event level.
- Provide any requested assistance within its capability, authority and statutory obligations.
- Satisfy any event reporting obligation.

#### **The Department and ESV:**

- May participant in an Industry Teleconference as an observer.
- May be called upon through a Duty Officer Teleconference to consult with AEMO regarding the prospect of declaring an emergency and the use of Emergency powers.
- Where the Duty Officer Teleconference recommends the use of Emergency powers, the Officer in Charge of the Department (or appointee) will activate the Gas Emergency Management Group to co-ordinate the gas industry's emergency response and consider validation of any need to enact Emergency powers. The Department will chair the meeting and ESV will attend (amongst other representatives).
- If convened, the Department will attend any National Gas Emergency Response Advisory Committee meeting.

#### **Registered participants:**

- Will respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- Notify AEMO of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the event or situation is of a

kind that AEMO may reasonably believe threatens the normal operating state of a Declared system.

- Provide AEMO with an estimate of the nature and magnitude of any threat, whether AEMO will need to intervene, or the *Registered participant* will need act and where that threat is likely to be located.
- Assess if the use of Emergency powers by the gas company is reasonable and necessary to overcome the threat. This assessment will consider the measures that could be implemented by the gas company, AEMO and/or ESV and the Department and the time in which those measures may be implemented.
- Implement any appropriately authorised and issued direction given by AEMO, ESV or the Minister.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Attend any Industry Teleconference called by AEMO.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.
- Align any public messaging with the Single Industry Spokesperson Protocol.
- Where the situation has threatened a Declared Distribution System the responsible *Distributor* will notify AEMO when it reasonably considers that the threat to the normal operating state of the Declared Distribution System is at an end.

### 6.5.3. Emergency response

A level 4 event will transition to a level 4 emergency following an AEMO declaration of an emergency under NGR 333. AEMO will declare a level 4 emergency when AEMO reasonably believes Emergency powers are required to overcome a threat to normal operating state of a Declared system.

Emergency powers may be used prior to an AEMO emergency declaration where the use of those powers prior to such a declaration is necessary to ensure the security or safety of any pipeline used by the gas company. If not already declared, AEMO will declare an emergency under NGR 333 as soon as practicable after being notified that Emergency powers have been enacted.

A response to a level 4 emergency may include the following:

#### **AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Declare an emergency under NGR 333 as recommended by a Duty Officer Teleconference and confirmed by the Gas Emergency Management Group.
- Issue a market notice advising of an emergency. The notice will likely be accompanied with details of a scheduled Emergency Teleconference and be issued to *Registered participants*, ESV and the Department.

- After issuing an emergency declaration market notice, AEMO will immediately contact ESV, the Department and a gas company (that have or may use Emergency powers) to confirm their awareness of the declaration.
- Remain aware of directions given or actions taken under Emergency powers through regular discussions with the party enacting Emergency powers, either on a one-on-one basis or via a Duty Officer Teleconference.
- Estimate the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Implement and co-ordinate the use of any required AEMO market request and/or intervention in the market, with measures taken under Emergency powers by either ESV, the Department and/or a gas company.
- Convene an Emergency Teleconference to brief *Registered participants* and provide a forum for *Registered participants* to seek more information or to provide feedback or additional information about response options. This will also give AEMO, ESV and the Department and/or a gas company an opportunity to explain the reasoning for the measures being implemented.
- Attend any Gas Emergency Management Group meeting and provide secretariat services to the group.
- Subject to the success of measures implemented:
  - if the use of Emergency powers are no longer reasonable and necessary, revoke the NGR 333 emergency declaration and issue a market notice advising the end of the emergency. If a threat remains (but does not require the use of Emergency powers) revert to the Event response; or
  - if the continued use of Emergency powers is reasonable and necessary, continue co-ordination of the emergency response and consider the need to change the defined emergency level ranking.

### **The Department and ESV**

- Consult and co-ordinate with AEMO on the use of Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Where deemed necessary, authorise the use of Emergency powers and give a direction as permitted by the authorising legislation.
- Attend and participant in any Emergency Teleconference and Duty Officer Teleconference called by AEMO.
- The Department will activate the Gas Emergency Management Group to co-ordinate the gas industry's emergency response. The Department will chair the meeting and ESV will attend (amongst other representatives).
- Attend any convened National Gas Emergency Response Advisory Committee meetings.
- Co-ordinate public messaging through the Emergency Management Joint Information Committee.

**Registered participants:**

- Respond to the situation in a manner that is consistent with the Emergency Protocol and their internal safety plan and/or procedures.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the emergency.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- If an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.
- Implement any appropriately authorised and issued direction given by either AEMO, ESV or the Minister.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Attend any Emergency Teleconference called by AEMO.
- Attend the Gas Emergency Management Group if convened by the Department.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.
- Align any public messaging with that issued by the State Emergency Management Public Information Committee and via the Single Industry Spokesperson Protocol.

#### 6.5.4. Communication and coordination

Communication and co-ordination between *Registered participants* (excluding gas customers) by AEMO issued market notices and during the event phase through Industry teleconferences, or during the emergency phase through Emergency teleconferences.

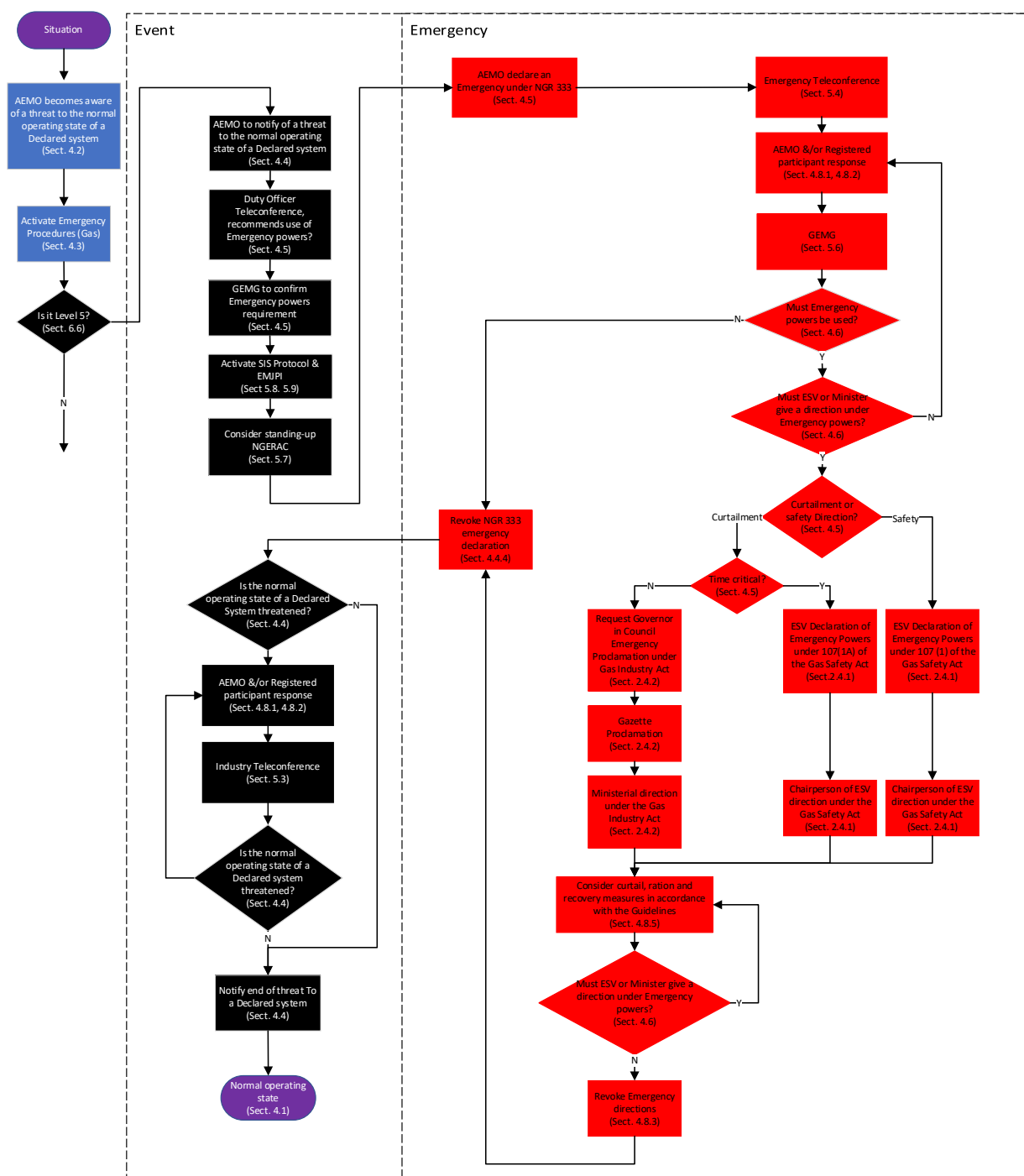
If an event transitions to an emergency, then the Gas Emergency Management Group will be convened to provide the principal consultation path between ESV, the Department, AEMO and *Registered participants*. The processes defined in the VGECP may also be implemented to establish stakeholder (extending beyond *Registered participants*) working level communication and collaboration.

Public messaging will be co-ordinated by the Emergency Management Joint Public Information Committee and AEMO may speak publicly on behalf of the Victorian gas supply industry under the Single Industry Spokesperson Protocol. Messaging by *Registered participants* should align with the Department and the Single Industry Spokesperson.

## 6.6. Level 5

The response to a level 5 event and emergency is depicted by Figure 6.

Figure 6 Level 5 event and emergency response.



### 6.6.1. Level description

A level 5 emergency is described as a situation relating to the conveyance, supply or use of gas:

- where the extent of impacts is widespread or state-wide; and
- which require the use of emergency powers.

### 6.6.2. Event response

A level 5 event will immediately trigger an activation of all emergency protocols and procedures, including the highest levels of government and industry, to achieve the required co-ordination and cooperation. A typical response to such a scenario may include the following:

#### **AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Identify a threat to the normal operating state of a Declared system either by being made aware of the situation by a *Registered participant* or by monitoring and controlling the operation of a Declared Transmission System, and activate these Procedures.
- Where the normal operating state of a Declared Transmission System is threatened, AEMO will estimate the nature and magnitude of that threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located. This will include an estimate of the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Assess if the use of Emergency powers is reasonable and necessary to overcome a threat to a Declared Transmission System. This assessment will consider the measures that could be implemented by AEMO and/or ESV and the Minister and the time in which those measures may be implemented.
- Issue market notice advising of a threat to the normal operating state of a Declared system. The notice will be issued to *Registered participants*, ESV and the Department. It will include information relevant to the event including an estimate of the nature and magnitude of the threat, whether AEMO will need to intervene, or a *Registered participant* will need to act and where the threat is likely to be located.
- If AEMO believes it is reasonable and necessary to use of Emergency powers, AEMO will convene a Duty Officer Teleconference to seek a recommendation on the requirement to use Emergency powers, the appropriate legislation through which those powers should be enacted and any need to confirm this requirement through the Gas Emergency Management Group.
  - It is expected that any requirement to use Emergency powers at this level will be enacted by ESV and/or the Minister, and will typically require a Gas Emergency Management Group confirmation.
- If convened, attend any Gas Emergency Management Group meeting and provide secretariat services to the group.
- If the Duty Officer Teleconference recommends the use of Emergency powers, and the Gas Emergency Management Group has verified this requirement, AEMO will declare an emergency under NGR 333 and implement the emergency response outlined in section 6.6.3.
- Activate the Single Industry Spokesperson Protocol and speak publicly on behalf of the Victorian gas supply industry. AEMO will take a leadership role in media relations on behalf of the Victorian gas supply industry and co-ordinate public messaging with the Emergency Management Joint Public Information Committee.

- Notify the National Gas Emergency Response Advisory Committee of the threat if it is likely to impact supply to another jurisdiction (direct or indirect). AEMO will also attend committee meetings as convened.
- Subject to the success of measures implemented:
  - if the threat is resolved, issue a market notice advising the end of the threat to the normal operating state of a Declared system. Where the situation has threatened a Declared Distribution System, AEMO will determine if the threat has been resolved in consultation with the responsible *Distributor*; or
  - if the threat is not resolved, AEMO will re-consider market request and/or intervention measures and re-assess the need for Emergency powers.
- Provide any requested assistance within its capability, authority and statutory obligations.
- Satisfy any event reporting obligation.

**ESV and the Department:**

- Consult with AEMO regarding the requirement to initiate Emergency powers either on a one-on-one basis or via a Duty Officer Teleconference.
- Where the Duty Officer Teleconference recommends the use of Emergency powers, the Officer in Charge of the Department (or appointee) will activate the Gas Emergency Management Group to co-ordinate the gas industry's emergency response and consider validation of any need for ESV or the Minister to enact Emergency powers. The Department will chair the meeting and ESV will attend (amongst other representatives).
- Co-ordinate public messaging through the Emergency Management Joint Information Committee;
- If convened, the Department will attend any National Gas Emergency Response Advisory Committee meeting.

**Registered participants:**

- Will respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- Notify AEMO of any event or situation which the *Registered participant* becomes aware of where, in the reasonable opinion of the *Registered participant*, the event or situation is of a kind that AEMO may reasonably believe threatens the normal operating state of a Declared system.
- Provide AEMO with an estimate of the nature and magnitude of any threat, whether AEMO will need to intervene, or the *Registered participant* will need to act and where that threat is likely to be located
- Assess if the use of Emergency powers by the gas company is reasonable and necessary to overcome the threat. This assessment will consider the measures that could be



implemented by the gas company, AEMO and/or ESV and the Department and the time in which those measures may be implemented.

- Implement any appropriately authorised and issued direction given by AEMO.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.
- Align any public messaging with that issued via the Single Industry Spokesperson Protocol.
- Where the situation has threatened a Declared Distribution System the responsible *Distributor* will notify AEMO when it reasonably considers that the threat to the normal operating state of the Declared Distribution System is at an end.

### 6.6.3. Emergency response

A level 5 event will transition to a level 5 emergency following an AEMO declaration of an emergency under NGR 333.

A response to a level 5 emergency may include the following

#### **AEMO:**

- Control the operation and security of the Declared Transmission System and issue market notices to communicate operational issues to the market.
- Declare an emergency under NGR 333 as recommended by a Duty Officer Teleconference and confirmed by the Gas Emergency Management Group.
- Issue a market notice advising of an emergency. The notice will likely be accompanied with details of a scheduled Emergency Teleconference and will be issued to *Registered participants*, ESV and the Department.
- After issuing an emergency declaration market notice, AEMO will immediately contact ESV and the Department to confirm their awareness of the declaration.
- Remain aware of directions given or actions taken under Emergency powers through regular discussions with the party enacting Emergency powers, either on a one-on-one basis or via a Duty Officer Teleconference.
- Estimate the current and ongoing response required to overcome the threat within a Declared Transmission System.
- Implement and co-ordinate the use of any required AEMO market request and/or intervention in the market, with measures taken under Emergency powers by either ESV or the Department.
- Convene an Emergency Teleconference to provide a forum for *Registered participants*, the Department and ESV to seek more information or to provide feedback or additional information about response options. This will also allow AEMO, ESV and the Department to explain the reasoning for the measures being implemented.
- Attend the Gas Emergency Management Group meetings and provide secretariat services to the group.
- Issue market notices to communicate operational issues to the market.

- Subject to the success of measures implemented:
  - if the use of Emergency powers is no longer reasonable and necessary, revoke the NGR 333 emergency declaration and issue a market notice advising the end of the emergency. If a threat remains (but does not require the use of Emergency powers) revert to the Event response; or
  - if the continued use of Emergency powers is reasonable and necessary, continue co-ordination of the emergency response.

#### The Department and ESV

- Consult and co-ordinate with AEMO on the use of Emergency powers.
- Where deemed necessary, authorise the use of Emergency powers and give a direction as permitted by the authorising legislation.
- Attend and participant in any Emergency Teleconference and Duty Officer Teleconference called by AEMO.
- The Department will activate the Gas Emergency Management Group to co-ordinate the gas industry's emergency response. The Department will chair the meeting and ESV will attend (amongst other representatives).
- Attend any convened National Gas Emergency Response Advisory Committee meetings.
- Raise the Emergency Management Joint Public Information Committee and co-ordinate public messaging.

#### Registered participants:

- Respond to the situation in a manner that is consistent with the Protocol and their internal safety plan and/or procedures.
- Notify AEMO of any action taken by the *Registered participant* under its safety plan and safety procedures or otherwise in response to the emergency.
- (a *Distributor*) will control the operation and security of a Declared Distribution System.
- (a *Distributor*) will estimate the current and ongoing response required to overcome the threat within the Declared system for which they are responsible.
- In accordance with Emergency powers awarded to it under the Gas Industry Act, an officer or employee of the gas company considers that security or safety of any pipeline used by the gas company can only be ensured by stopping the conveyance of gas through or to the pipeline the officer or employee may take such steps as are necessary to stop the conveyance of gas.
- Implement any appropriately authorised and issued direction given by either AEMO, ESV or the Minister.
- Attend any Duty Officer Teleconference as requested to do so by AEMO.
- Attend any Emergency Teleconference forum as called upon by AEMO.
- Attend the Gas Emergency Management Group as convened by the Department
- Not unreasonably withhold information required by AEMO, if requested in a notice given by AEMO in accordance with NGR 343.

- Align any public messaging with that issued by the State Emergency Management Public Information Committee and via the Single Industry Spokesperson Protocol.

#### 6.6.4. Communication and coordination

During the emergency communication and co-ordination between *Registered participants* will primarily be conducted via the Duty Officer and Emergency teleconferences and market notices. The Gas Emergency Management Group will be convened to provide the principal high level consultation path between ESV, the Department, AEMO and *Registered participants*. The processes defined in the VGECP may also be implemented to establish stakeholder (extending beyond *Registered participants*) working level communication and collaboration.

Public messaging will be co-ordinated by Emergency Management Joint Public Information Committee and AEMO under the Single Industry Spokesperson protocol. Messaging by *Registered participants* should align with the committee and the Single Industry Spokesperson.

## 7. Reporting

Following revocation of the emergency declaration and restoration of a normal operating state, AEMO will complete an industry post-emergency report and applicable statutory reports (for example, to ESV in accordance with Gas Safety Act). The reports will include, but are not limited to:

- Cause of the situation and other contributing factors.
- Mitigating actions taken.
- Effectiveness of the Emergency Protocol
- Preventive actions required for the future.

This process is to support incremental improvement in the procedure and the overall response by industry and government to a gas emergency. Action items as a result of any recommendations made through this reporting process are to be progressed through the Gas Emergency Management Consultative Forum.

## Appendix A. Abbreviations and acronyms

Term	Definition
emergency	Gas Emergency
ESV	Energy Safe Victoria
event	Gas event
NGL	National Gas Law
NGR	National Gas Rules
Procedures	Emergency Procedures (Gas)
Protocol	Gas Emergency Protocol
SWN	System Wide Notice
System security procedures	Wholesale Market System Security Procedures

## Appendix B. Legislation and regulation

### A.1 Gas Industry Act 2001

Part 9 of this Act allows for the proclamation of emergency provisions by the G-in-C if it appears that the available supply of gas is, or is likely to become, less than is sufficient for the reasonable requirements of the community. Once the emergency provisions have proclaimed and the proclamation gazetted, the Minister can exercise broad direction powers. Penalties apply for non-compliance with emergency directions.

### A.2 Gas Safety Act 1997

Part 6 of this Act allows for the Chairperson or ESV to issue emergency directions. Section 107(1) is a broad power to give any directions that the Chairperson considers necessary to make a gas emergency situation safe. Section 107(1A) allows for emergency directions to regulate the use of the available supply of gas, facilitate the reliability of the supply of gas and facilitate the security of systems for the transmission and distribution of gas. Compared with the *Gas Industry Act* powers, Part 6 of the *Gas Safety Act* provides a more expedient means by which gas curtailment can be mandated for maintaining safe operating conditions in an emergency, as there is no need for a proclamation by the G-in-C. Penalties apply for non-compliance with directions.

### A.3 National Gas (Victoria) Act 2008

Part 6 of this act provides for the development of the gas emergency protocol and places an obligation on *Registered participants* to comply with the gas emergency protocol as published by AEMO.

### A.4 Emergency Management Act 2013

This Act broadly defines Victoria's emergency management structure, assigns significant roles and responsibilities, and provides for special needs concerned with the management of emergencies. The operational roles of most of the organisations that participate in emergency management are detailed elsewhere in specific legislation, charter or in the Emergency Management Manual.

### A.5 Emergency Management Manual Victoria (EMMV)

The EMMV contains policy and planning documents for emergency management in Victoria and provides details about the roles different organisations play in these emergency management arrangements.

### A.6 National Gas (Victoria) Law (NGL)

The National Gas (Victoria) Law gives AEMO powers to give directions to *Registered Participants*, for the purposes of maintaining or improving gas system security or reliability, or in the interests of public safety. AEMO directions must be consistent with the exercise of powers other Victorian legislation. Penalties apply for non-compliance with directions.

## A.7 National Gas Rules (NGR)

The NGR govern the natural gas markets and further define the powers and responsibilities of both AEMO and Market Participants. The NGR have the force of law and are made under the NGL.

## Version release history

Version	Effective Date	Summary of Changes
9.0	TBC	Periodic update
8.0	February 2015	Periodic update
7.0	February 2011	Legislative and rule changes, updated VENCORP to AEMO
6.0	February 2008	Reviewed and published
5.0	November 2006	Periodic update
4.0	February 2004	Updated to reflect changes in GEMG and GEMCF
3.0	August 2003	Updated to correct incorrect reference in Section 7.1
2.0	March 2003	Updated to reflect changes in legislation
1.0	March 2001	Initial release