

Incident Reporting Guideline for the Tasmanian Electricity Supply Industry

Version 5, November 2022



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GLOSSARY

Words that have been defined in the Glossary are *italicised* in the guideline

Term	Meaning within the context of this guideline
<i>AEMO</i>	Australian Energy Market Operator Limited (ABN 94 072 010 327).
<i>AER</i>	Australian Energy Regulator (ABN 94 410 483 623).
<i>Basslink</i>	The electricity interconnector between Tasmania and Victoria.
<i>Business day</i>	Has the same meaning as in the <i>Code</i>
<i>Code</i>	The Tasmanian Electricity Code.
<i>Customer</i>	Has the same meaning as in the <i>ESI Act</i> .
<i>Day</i>	Has the same meaning as in the <i>Code</i> .
<i>Director of Energy Planning</i>	Means the person appointed as Director of Energy Planning pursuant to section 4 of the <i>Energy Co-ordination and Planning Act 1995</i> .
<i>Distribution Network</i>	Has the same meaning as in the <i>Code</i> .
<i>Energy</i>	Has the same meaning as in the <i>Code</i> .
<i>ESI Act</i>	The <i>Electricity Supply Industry Act 1995</i> (Tasmania).
<i>Generation</i>	Has the same meaning as in the <i>Code</i> .
<i>Good electricity industry practice</i>	Has the same meaning as in the <i>Code</i> .
<i>Guaranteed Service Level payment</i>	Has the same meaning as <i>GSL payment</i> in the latest version of the <i>Guaranteed Service Level (GSL) Scheme Guideline</i> issued by the Regulator.
<i>Incident</i>	A deviation from normal operating conditions.
<i>Licence</i>	Has the same meaning as in the <i>Code</i> .
<i>Licensed Operator</i>	The entity, or entities, licensed to operate <i>Basslink</i> .
<i>Licensee</i>	A holder of a licence granted under the <i>ESI Act</i> .
<i>Load</i>	Has the same meaning as in the <i>Code</i> .
<i>Month</i>	Has the same meaning as in the <i>Code</i> .
<i>Major event day boundary</i>	Has the same meaning as in the most recent version of the STPIS issued by the AER.
<i>National Electricity Rules</i>	Has the same meaning as in the <i>ESI Act</i> .
<i>NEL</i>	National Electricity Law.
<i>NEM</i>	National Electricity Market.
<i>Ombudsman</i>	Has the same meaning as in the <i>Code</i> .
<i>Outage</i>	Has the same meaning as in the <i>Code</i> .

<i>Plant</i>	Has the same meaning as in the <i>Code</i> .
<i>Power System</i>	Has the same meaning as in the <i>Code</i> .
<i>Power System Security</i>	Has the same meaning as in the <i>Code</i> .
<i>Regulator</i>	The Tasmanian Economic Regulator appointed under the <i>Economic Regulator Act 2009</i> .
<i>Reliable</i>	Has the same meaning as in the <i>Code</i> .
<i>SAIDI</i>	System Average Interruption Duration Index (the total interruption duration in minutes per year experienced by an average <i>customer</i> from both planned and unplanned <i>supply</i> interruptions).
<i>STPIS</i>	Service Target Performance Incentive Scheme.
<i>Supply</i>	Has the same meaning as in the <i>Code</i> .
<i>System minutes</i>	The amount of energy, expressed in MWh, divided by system maximum demand expressed in MW, and multiplied by 60 to convert into <i>system minutes</i> . For the purpose of calculating <i>system minutes</i> : <ul style="list-style-type: none"> • system maximum demand is the maximum half hour average system demand to date; and • system demand is the sum of MW values for the generating units in the Tasmanian region (excluding embedded generators) plus the net MW flows into the Tasmanian region.
<i>TasNetworks</i>	Tasmanian Networks Pty Ltd (ABN 24 167 357 299).
<i>Time</i>	Has the same meaning as in the <i>Code</i> .
<i>Transmission</i>	Has the same meaning as in the <i>Code</i> .
<i>Transmission System</i>	Has the same meaning as in the <i>National Electricity Rules</i> .
<i>x parameter</i>	AER's measure of the frequency and duration of outages
<i>y parameter</i>	AER's measure of the frequency and duration of outages

PURPOSE OF THE GUIDELINE

The purpose of this guideline is to specify when Tasmanian electricity entities must investigate and report on an *incident*.

This guideline establishes:

- the trigger levels for generating a report for the *Regulator*;
- the information to be provided in such a report;
- the reporting timeframes; and
- the procedure for further investigation and disseminating information to the public.

The requirements in this guideline are additional to the *incident* investigation arrangements prescribed in the *National Electricity Rules* and any requirements arising from the establishment of the Monitor and Assessor under the *Energy Co-ordination and Planning Act 1995*.

AEMO investigates *incidents* that affect the maintenance or restoration of *power system security*. In most instances, *customers* are not directly affected by the effects of such *incidents* as they may only involve a change in the classification of *power system security* from a 'reliable' or 'secure' operating state to a 'satisfactory' operating state for a period of time without affecting customer supply.

There is an underlying assumption that, in addition to the *incident* investigation scheme in the *NEM*, participating jurisdictions will establish an *incident* investigation scheme which examines *incidents* that affect, or have the potential to affect, the supply of electricity within the jurisdiction but may not impact on power system security. To that extent there is no duplication or inconsistency between this guideline and *NEM* arrangements.

1 APPLICATION OF THE GUIDELINE

This version of the guideline [Version 5] becomes effective on 1 December 2022 and applies to the holders of *licences* issued under the *Electricity Supply Industry Act 1995*).

2 PROCEDURES

2.1 REPORTING INCIDENTS RELATING TO GENERATION

2.1.1 *Incidents to be notified*

An *incident* which impacts on the *energy* production capability, and/or the capacity of a *generation plant* and which has, or has the potential to have, a significant adverse impact on *customers* or a *licensee*, other than the *licensee* of the *generation plant*, in Tasmania is a notifiable incident. The relevant *generation licensee* is required to follow the procedure outlined in clauses 2.1.2, 2.1.3 and 2.1.4 of this guideline for a notifiable incident.

2.1.2 *Initial Report*

The *licensee* must provide to the *Regulator*, by the close of business on the *next business day* after a notifiable incident, an initial report stating:

- the *time*, location, nature and impact or potential impact of the *incident*; and
- immediate actions taken to minimise the impact on *customers*.

The report must be emailed to: office@economicregulator.tas.gov.au.

2.1.3 *Follow-up Report*

Within fourteen (14) *days* of the notifiable incident, the *licensee* must provide a report to the *Regulator* that includes details of the *incident*, including:

- the impact of the *incident* on *customers*;
- the approximate duration of the *incident*; and
- preliminary comments regarding possible causes and rectifying actions taken or to be taken.

2.1.4 *Full Report*

If required by the *Regulator*, the *licensee* must produce a detailed report in accordance with clause 2.5 of this guideline.

This requirement does not apply to *incidents* which are being or have been investigated by *AEMO*. However, the *licensee* is required, if requested by the *Regulator*, to provide to the *Regulator*, a copy of any report provided to *AEMO* in relation to such an *incident*.

2.2 REPORTING INCIDENTS RELATING TO BASSLINK

2.2.1 *Incidents to be notified*

An *incident* which impacts on the capability and potentially on the capacity of *Basslink*, and which has or has the potential to have a significant adverse impact on a *licensee* or customers in Tasmania is a notifiable incident. The *Licensed Operator* is required to follow the procedure outlined in clauses 2.2.2, 2.2.3 and 2.2.4 of this guideline for a notifiable incident.

2.2.2 *Initial Notice*

The *Licensed Operator* must notify the *Regulator*, by the close of business on the next *business day* after a notifiable incident, of the *incident*, stating: the *time*, location (if known), nature and impact or potential impact of the *incident*.

The notice must be emailed to: office@economicregulator.tas.gov.au.

2.2.3 *Update the Regulator*

The *Licensed Operator* must keep the *Regulator* updated about the expected duration of an outage and the expected return to service date, or when such information may be available.

2.2.4 *Full Report*

If required by the *Regulator*, the *Licensed Operator* must produce a detailed report in accordance with clause 2.5 of this guideline.

This requirement does not apply to *incidents* which are being or have been investigated by *AEMO*. However, the *Licensed Operator* is required, if requested by the *Regulator*, to provide to the *Regulator* a copy of any report provided to *AEMO* in relation to such an *incident*.

2.3 REPORTING INCIDENTS RELATING TO THE TRANSMISSION SYSTEM

2.3.1 *Incidents to be notified*

An *incident* which affects the *transmission system*, whether or not the cause was in the *transmission system*, and causes the loss of *load* greater than the *x parameter* as defined by the *AER's* most recent version of the *STPIS*, but excluding any *incident* where *load* is shed as agreed by contract, is a notifiable incident. *TasNetworks* is required to follow the procedure outlined in clauses 2.3.2, 2.3.3 and 2.3.4 of this guideline for a notifiable incident.

2.3.2 *Initial Report*

TasNetworks must provide an initial report to the *Regulator* by the close of business on the next *business day* after a notifiable incident. The report must include:

- the *time*, location, duration, nature and impact or potential impact of the *incident*;

- cause of *incident*, or if the cause is as yet unknown, preliminary comments regarding possible causes;
- rectifying action taken;
- measures put in place to avoid reoccurrence of the *incident*;
- action taken to prevent the *incident* re-occurring;
- the *system minutes* lost;
- the estimated number of *customers* affected;
- immediate actions taken to minimise the impact on *customers*; and
- whether the *incident* is to be investigated by *AEMO*.

If *TasNetworks* is unable to provide the information within the timeframe it must notify the Regulator in its report why the information is not available.

The report must be emailed to: office@economicregulator.tas.gov.au.

TasNetworks' annual performance report must include a schedule describing *time*, location and nature of notifiable incidents, including the impact on *customers*, causes, and measures put in place to rectify or avoid repeat occurrence.

2.3.3 Follow-up Report

TasNetworks must provide, by the end of the month following the month during which the notifiable incident occurred, a report to the *Regulator* that provides any information required under clause 2.3.2 but not provided in the initial report.

2.3.4 Full Report

For an *incident*:

- causing the loss of *load* greater than the *y parameter* as defined by the AER's most recent version of the *STPIS*; or
- considered by *TasNetworks* to be a major *power system incident* for Tasmania, as the entity with responsibility for:
 - jurisdictional planning; and
 - Tasmanian residual *power system security*;

TasNetworks must produce a full report in accordance with clause 2.5 of this guideline, unless otherwise advised by the *Regulator*.

If the *incident* is to be investigated by *AEMO*, then the report prepared by *TasNetworks* for submission to *AEMO* will suffice as the report to be provided to the *Regulator* in accordance with clause 2.5 of this guideline.

2.4 REPORTING INCIDENTS RELATING TO THE DISTRIBUTION NETWORK

2.4.1 *Incidents to be notified*

An *incident* which affects the *distribution network* on mainland Tasmania and Bruny Island, whether or not the cause was in the *distribution network*, and which causes a loss of load that adds at least one minute to *SAIDI*, is a notifiable incident.

TasNetworks is required to follow the procedure outlined in clauses 2.4.2, 2.4.3, 2.4.4 and 2.4.5 of this guideline for a notifiable incident.

2.4.2 *Monthly Report*

TasNetworks must provide a report to the *Regulator* by the fourteenth (14th) day of each *Month* summarising the notifiable incidents that occurred during the preceding *Month*. For each notifiable incident, the report must include:

- the *time*, location, duration, nature and impact or potential impact of the *incident*;
- the cause of *incident*, or if the cause is as yet unknown, preliminary comments regarding possible cause;
- the estimated increase to *SAIDI* arising from the *incident*;
- the estimated number of *customers* affected; and
- any actions proposed to prevent the *incident* re-occurring (both immediately and systematically).

If *TasNetworks* is unable to provide the information within the timeframe it must notify the *Regulator* in its report why the information is not available.

The report must be emailed to: office@economicregulator.tas.gov.au.

2.4.3 *Widespread event Report*

When an *incident* affects the *distribution network* on mainland Tasmanian and Bruny Island, whether or not the cause was in the *distribution network*, and causes a loss of load that is estimated to exceed the *major event day boundary*¹ at the time of the *incident*, *TasNetworks* must provide a report to the *Regulator* once the event has concluded or within 48 hours, whichever occurs first. The report must include:

- the *time*, location, likely duration, nature and forecast impact of the *incident*;
- the cause of the *incident*, or if the cause is as yet unknown, preliminary comments regarding the possible cause;
- the estimated number of *customers* affected; and

¹ Calculated in accordance with Appendix D of the most recent version of the *STPIS issued by the AER*.

- immediate actions being taken to minimise the impact on *customers*.

If *TasNetworks* is unable to provide the information within the timeframe, it must notify the Regulator in its report why the information is not available.

The report must be emailed to: office@economicregulator.tas.gov.au.

2.4.4 Widespread event - Follow-up Report

When an *incident* affects the *distribution network* on mainland Tasmania and Bruny Island, whether or not the cause was in the *distribution network*, and causes a loss of load that exceeds the *major event day boundary*¹ at the time of the *incident*, *TasNetworks* must provide a follow-up report to the Regulator by the end of the *Month* after the *Month* during which the *incident* occurs. The report must include:

- the total number of *customers* affected;
- how long *customers* were without *supply*, on average;
- the maximum period that *customers* were without *supply*;
- information on the communities affected, including information on the most severely affected communities;
- the cause or causes of the *incident*;
- any actions proposed to prevent the *incident* re-occurring (both immediately and systematically); and
- the number of *Guaranteed Service Level payments* that were made as a consequence of the *incident*.

2.4.5 Full Report

If required by the *Regulator*, *TasNetworks* must provide a report in accordance with clause 2.5 of this guideline.

2.5 PRODUCING A FULL REPORT

If a full report is required, the relevant *licensee* must investigate the notifiable incident and prepare a report on the findings of that investigation. The report must include an assessment of:

- the causes of, and contributing factors to, the *incident*;
- the adequacy of the *facilities* and services associated with the *incident*, noting compliance with '*good electricity industry practice*';
- the adequacy and appropriateness of *facilities* and services in responding to the *incident* to restore or maintain *power system security or supply* and to minimise the impact on *customers*; and
- measures proposed to be taken to reduce the probability of an occurrence, or a repeat, of similar *incidents*.

If applicable, the report may be prepared, in conjunction with other relevant *licensees*.

Unless otherwise agreed by the *Regulator*, the *licensee's* report under clause 2.5 must reach the *Regulator* no later than one (1) *month* after the date of the *incident*. After receiving the report, the *Regulator* may request clarification or additional information.

If appropriate, the report may include recommendations for follow-up actions. The *Regulator* will monitor compliance to ensure any follow-up actions are completed.

3 REGULATOR'S FURTHER INVESTIGATION AND REPORT

3.1 FURTHER INVESTIGATION

The *Regulator* may engage an independent investigator in regard to an *incident* on terms of reference established by the *Regulator*. The relevant *licensee* must co-operate with the independent investigator.

The *Regulator* will provide details of the appointment of an independent investigator and the terms of reference for that appointment to the relevant *licensee* within seven (7) *days* of any such appointment.

The *Regulator* will require *the licensee* to respond to the content and any recommendations in the independent investigator's report. Where the independent investigator's report includes recommendations for follow-up actions the *Regulator* will monitor compliance to ensure any follow-up actions are completed.

3.2 REGULATOR'S REPORT

After considering the *licensee's* full report and any report from the independent investigator, the *Regulator* will prepare and publish on its website a report having regard to the requirements of section 16 of the *ESI Act*.²

The level of detail included in the *Regulator's* report will vary according to the circumstances of the *incident*.

² **Section 16 of ESI Act - Obligation to preserve confidentiality**

- (1) The Regulator must preserve the confidentiality of information that –
 - (a) could affect the competitive position of an electricity entity or other person; or
 - (b) is commercially sensitive for some other reason.
- (2) Information classified by the Regulator as confidential is not liable to disclosure under the *Right to Information Act 2009*.
- (3) A classification of information by the Regulator as confidential (or not confidential) is not reviewable.

A draft of the report will be provided to any directly affected *licensee* for comment prior to publication. The *Regulator* may amend the report, having regard to the comments of the *licensee*.

3.3 PUBLIC STATEMENTS

The *Regulator* may make such public statements concerning an *incident* and any report as the *Regulator* considers appropriate, having regard to the significance of the *incident* and the level of public interest.

Having regard to the circumstances of the *incident*, the *Regulator* may advise any interested party as appropriate of the publication of any report. Such interested parties may include any or all of the following:

- *AEMO*;
- *Licensees*;
- *Ombudsman*;
- WorkSafe Tasmania;
- *Director of Energy Planning*;
- Minister administering the *ESI Act*;
- Minister for Energy; and
- OTTER Customer Consultative Committee.