

Incident Reporting Manual for Electricity, Gas and Water Licensees

Water Services Licensing Act 1995

Energy Coordination Act 1994

Electricity Industry Act 2004

Draft – February 2009

Economic Regulation Authority



WESTERN AUSTRALIA

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Glossary

Term	Meaning within the context of this guideline
<i>Authority</i>	The Economic Regulation Authority established by the <i>Economic Regulation Authority Act 2003</i> .
<i>Distribution System (electricity)</i>	Has the same meaning as in the <i>Electricity Act</i> .
<i>Distribution System (gas)</i>	Means a gas supply network that is the subject of a licence granted by the <i>Authority</i> under the <i>Energy Act</i> .
<i>Electricity Act</i>	Means the <i>Electricity Industry Act 2004</i> .
<i>Energy</i>	Has the same meaning as in the <i>Energy Act</i> .
<i>Energy Act</i>	Means the <i>Energy Coordination Act 1994</i> .
<i>Incident</i>	An event which would cause significant damage, loss or disruption to customers or would endanger or threaten to endanger the safety or health of a person or the environment.
<i>Licensee</i>	A holder of a licence granted by the <i>Authority</i> under the <i>Electricity Act</i> , the <i>Energy Act</i> or the <i>Water Act</i> .
<i>Manual</i>	Incident Reporting Manual
<i>Non-compliant gas</i>	Has the same meaning as in the <i>Gas Standards (Gas Supply and System Safety) Regulations 2000</i> .
<i>Outage</i>	Any full or partial unavailability of equipment or facility.
<i>System minutes</i>	For the meshed network - The summation of megawatt minutes of unserved energy at substations which are connected to the meshed transmission network divided by the system peak megawatt. For the radial network - The summation of megawatt minutes of unserved energy at substations which are connected to the radial transmission network divided by the system peak megawatt
<i>SWIN</i>	South West Interconnected Network operated by Western Power
<i>Transmission system</i>	Has the same meaning as in the <i>Electricity Act</i> .
<i>Water Act</i>	Means the <i>Water Services Licensing Act 1995</i> .
<i>Water services</i>	Has the same meaning as in the <i>Water Act</i> .
<i>Zone substation</i>	A distribution substation servicing a sub-transmission feeder typically having a voltage of 33 kilovolts or more and from which high voltage distribution feeders of a voltage typically of 11 kilovolts or 22 kilovolts emanate.

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1 Scope and Purpose

The Economic Regulation Authority (*Authority*) administers licensing schemes for electricity, gas and water services in Western Australia. The purpose of this *Manual* is to set out the basis on which information is to be provided to the *Authority* in relation to a major or significant *incident* across any of these industries which:

- has the potential to, or that has caused significant damage, loss or disruption to customers; or
- has endangered or threaten to endanger the safety or health of a person or the environment.

This *Manual* identifies:

- the nature of the *incidents* that should be reported by *licensees* to the *Authority* for each regulated industry;
- the form (i.e. written, electronic or verbal) in which the *licensee* should notify the *Authority* of the *incident* occurring;
- the nature and scope of the information to be provided to the *Authority*;
- the timeframes for the *licensee* to report an *incident* to the *Authority*; and
- the nature of the *Authority's* response to notification of an *incident* occurring.

This version of the *Manual*, Version 1, will become effective on 1 July 2009 and applies to all businesses that hold a licence issued by the *Authority* under the:

- *Electricity Act*;
- *Energy Act*; and
- *Water Act*.

2 Introduction

The *Authority* is responsible for administering the licensing schemes for:

- Electricity supply in Western Australia under the *Electricity Act*. The *Authority* is responsible for issuing and administering:
 - electricity generation licences;
 - electricity distribution licences;
 - electricity integrated regional licences;
 - electricity retail licences; and
 - electricity transmission licences.
- Gas supply in Western Australia under the *Energy Act*. The *Authority* is responsible for issuing and administering:
 - gas distribution licences; and
 - gas trading licences.
- Water services under the *Water Act*. The *Authority* is responsible for issuing and administering:

- water supply licences;
- sewerage services licences;
- irrigation licences; and
- drainage licences.

It is the *Authority's* legislative responsibility to monitor and report to the relevant Minister on the operation of the licensing schemes and to inform the relevant Minister of any failure by a *licensee* to comply with its licence conditions including compliance with the relevant regulations and codes.

2.1 Legislative Framework

The legislation governing electricity, gas and water licences includes provision for the *Authority* to determine licence terms and conditions. In particular, under:

- Section 11 and Schedule 1(m) of the *Electricity Act*,
- Section 11M and Schedule 1A(h) of the *Energy Act*, and
- Section 24 and Schedule 1(h) of the *Water Act*,

the *Authority* has powers to insert into licences a condition requiring *licensees* to provide to the *Authority*, in the manner and form determined by the *Authority*, specified information on any matter that is relevant to the operation and enforcement of the licence, the operation of the licensing scheme provided for in the legislation, or the performance of the *Authority's* functions under the legislation.

The provision of information clauses in electricity and gas licences require that *licensees* must:

- publish any information, within a specified timeframe, in connection with the *licensee* or the performance by the *licensee* of its licence obligations, as directed by the *Authority*; and
- provide to the *Authority*, in the manner and form determined by the *Authority*, specified information on any matter relevant to the operation or enforcement of the licence, the operation of the licensing scheme or the performance of the *Authority's* functions under the Act. This may relate to information beyond what is already required under the licence.

Water supply licences include a condition dealing with incident reporting that details the incidents that are reportable to the *Authority*. Other licences do not include a condition dealing with incident reporting. The *Authority* reviewed the content and format of water services licences¹. The review report² recommends that the information clause in the current licences is amended to be consistent with the provision of information clause in electricity licences.

2.2 Interaction with Compliance Reporting Manuals

This *Manual* recognises and complements other Compliance Manuals published by the *Authority* including the:

- Electricity Compliance Reporting Manual;
- Gas Compliance Reporting Manual; and
- Water Compliance Reporting Manual³.

¹ Further information on the review of water licences is available on the *Authority's* web site: http://www.era.wa.gov.au/2/469/51/reports__decisi.pm

² Recommendation Report – Review of Water Services Licences, March 2008, which is available on the *Authority's* web site: http://www.era.wa.gov.au/3/680/51/review_of_water.pm

³ The Water Compliance Reporting Manual complements the proposed standard form water licences

The Compliance Manuals differ from this *Manual* in that they focus on a *licensee's* compliance obligations, which derive from a variety of legislative and regulatory instruments. A small quantity of the compliance obligations identified in the Compliance Manuals are classified as “major” (Type 1) as they would:

- cause major damage, loss or disruption to a customer; or
- endanger, or threaten to endanger, the safety or health of a person.

Non-compliance with Type 1 obligations are immediately reportable by telephone with a written follow up within 5 business days. The Compliance Manuals also identify Type 2 obligations that are subject to annual reporting obligations using exception based reporting.

The Compliance Manuals also include annual⁴ performance reporting obligations. The non-financial performance data provided by licensees does provide a useful insight into the operational performance of the businesses and provides an indirect insight into the level of compliance with obligations related to customer and service standards.

It is important to note that a major or significant incident might occur that does not directly result in a non-compliance with licence conditions. The purpose of this Manual is to collect information on these incidents. If an incident occurs that is captured by the relevant Compliance Manual and this *Manual*, licensees are only required to submit a non-compliance report under the Compliance Manual. However, the *Authority* might elect to use its powers under the licence (section 4.5) to request further information from a *licensee*.

For example:

An incident occurs where a distributor has without notice inadvertently disconnected the electricity supply to a premises that has been registered as requiring life support equipment. The person requiring life support has been hospitalised as a direct result of the disconnection.

The disconnection is a breach of the distributor's obligations under clause 7.7(2)(c) of the Code of Conduct for the Supply of Electricity to Small Use Customers and it is categorised as a Type 1 (immediate reporting) obligation in the Electricity Compliance Reporting Manual.

The incident may also be captured by section 6.3 of this Manual (regulation 35 of the Electricity (Supply Standards and System Safety) Regulations) because a person has been hospitalised as a direct result of an incident that results in serious injury.

The distributor is required to immediately notify the Authority about the incident by submitting a Compliance Report in accordance with the Electricity Compliance Reporting Manual. The licensee is not required to provide the Authority with a copy of any report submitted to another regulatory authority unless requested to do so by the Authority.

2.3 Consistent with Good Regulatory Practice

The publication of this *Manual* is consistent with good regulatory practice. This is because it is important that the *Authority*, and the public, understand the causes and impacts of major or significant *incidents* in the businesses that the *Authority* regulates. It is generally an accepted principle that a regulatory authority should consider all relevant aspects of the operation of businesses that it licenses in order to form a complete picture of the compliance culture of the business and identify issues that might indicate an increased risk of non-compliance by the businesses.

There are a number of indirect sources that can provide the regulator with information on compliance, including overall business performance, complaints from customers and competitors,

⁴ Drinking water licences are subject to quarterly water quality and service quality reporting obligations.

media coverage and referrals from other, related, regulatory authorities. Reporting under this Manual is intended to gather information that, subject to the scope of the licence, gathers information on business performance in respect of incidents that have an adverse impact on customers, other licensees, the community or the environment. The *Authority* is particularly interested in keeping abreast of incidents that relate to the activities covered by the licence that involve a statutory obligation to notify another regulatory authority.

The *Authority* notes that other Australian jurisdictions have developed *incident* reporting procedures. For example:

- the Office of the Tasmania Energy Regulator has developed a guideline for the Tasmanian electricity supply industry for the reporting of *incidents* which have a significant effect on end-users; and
- the New South Wales Department of Energy Utilities and Sustainability has developed immediate reporting requirements for gas networks in relation to *incidents* that could cause serious public health concerns, injury or harm or that could result in supply disruptions.

In developing the Manual, the *Authority* has sought to minimise the costs of any additional reporting requirements on *licensees*. In order to develop efficient and effective reporting arrangements, the *Authority* has had regard to:

- existing *incident* reporting obligations;
- other documents it has published and that apply in Western Australia (including compliance reporting manuals); and
- reporting requirements of other government agencies or responsible Ministers of State.

2.4 Uses of Information

It is important that there is a shared understanding amongst stakeholders regarding the uses to which the *Authority* will put the information that has been provided by *licensees* under this Manual.

The *Authority's* purpose in collecting the information set out in this Manual is to monitor the operational performance of licensees in relation to the activities covered by a licence granted by the *Authority*.

Incident reports provided to the *Authority* will be treated as confidential. However, the *Authority* reserves the right to use certain information provided in incident reports to report on general matters related to the operational performance of particular groups of licensees, including the nature, type and quantity of reportable incidents notified to the *Authority* during a defined period of time.

2.5 Structure of the Incident Reporting Manual

The Manual is structured in sections as follows:

- section 1 and 2 provide information on the scope of the *Manual*, the legislative framework for the *Manual*, how the *Manual* links with other compliance and performance reporting manuals and provides an outline on the how information in *incident* reports will be used by the *Authority*;
- section 3 details the commencement date for licensees to comply with this *Manual*;
- section 4 details the incident reporting process, including the types of reporting obligations and the timing and format for reporting incidents;
- section 5 details the nature of incidents that all licensees must report to the *Authority*;

- section 6 outlines the nature of incidents that electricity licensees must report to the *Authority*;
- section 7 outlines the nature of incidents that gas licensees must report to the *Authority*, and
- section 8 sets out the nature of incidents that all water licensees must report to the *Authority*.

3 Commencement

The *Authority* recognises that licensees will need time to develop systems to identify and report incidents covered by this *Manual*. Consequently, licensees are required to comply with the incident reporting obligations set out in this *Manual* commencing on 1 January 2010.

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4 Incident Reporting Requirements

The *Authority's* approach to incident reporting is based on an incident classification scheme. Under this scheme, incidents are classified according to criteria that measure the impact of the incident with regard to public safety, damage to property, environmental harm and interruption to supply.

4.1 Classification of Incidents

The incident reporting obligations in sections 4.6 to 8 have been classified against the classification criteria set out in Table 1.

Table 1: Criteria for the Classification of Incidents

Priority	Classification of Incident	Criteria for Classification
1	Major	Classified on the basis that the incident has caused: <ul style="list-style-type: none"> • serious injury to persons; • serious environmental harm or pollution; • serious risk to public health, and the <i>licensee</i> has a legislative obligation to immediately notify a regulatory authority, other than the <i>Authority</i> , of the incident as soon as the <i>licensee</i> becomes aware of the incident or event ⁵ .
2	Significant	Classified on the basis that the incident: <ul style="list-style-type: none"> • has caused serious damage to property; • has caused significant interruption to customer supply; • has consequences that materially impact the effectiveness of the <i>licensee's</i> operations; • has adversely affected the operations of other licensees or customers; • requires the <i>licensee</i> to notify a regulatory authority, other than the <i>Authority</i>, within 24 to 72 hours after becoming aware of the incident⁶.

4.2 Format for Reporting Incidents

The *licensee's* Incident Report must include the following details:

- the *licensee's* full business name;
- the type of licence that the incident report refers to;
- the type of the *incident* that has occurred by reference to sections 5 to 8 of this *Manual*, as applicable;
- a brief description of the nature and extent of the *incident*;
- a brief description of the impact of the *incident*, including:

⁵ The legislation includes a requirement that a representative of the licensee will immediately contact the appropriate person in the regulatory authority by telephone immediately after becoming aware of the incident.

⁶ For the avoidance of doubt, the *Authority* does not require the licensee to report on incidents that are to be reported to another regulatory authority more than 72 hours after becoming aware of the incident.

- if applicable, details of serious injury or fatality that has been caused, or contributed to, by the incident;
- if applicable, details of serious damage to property that has been caused, or contributed to, by the incident;
- if applicable, details of the risk to public health that has been caused, or contributed to, by the incident;
- if applicable, details of any environmental damage or pollution that has been caused, or contributed to, by the incident;
- if applicable, the number of customers and other *licensees* affected;
- the reasons for the *incident* occurring⁷;
- the actions that the *licensee* has taken to rectify/address the impact(s) of the *incident*;
- if applicable, the date by which the *licensee* has, or expects to have:
 - removed the risk to public health;
 - contained and cleaned up environmental damage or pollution;
 - prevented further damage to property occurring;
 - fully restored supply to customers;
 - prevented the incident from adversely impacting the operations of other licensees or customers; or
 - fully restored the operations covered by the licence back to normal levels of performance.

The *Authority* recognises that some or all of the information detailed above may be included in documents that the *licensee* has prepared for other regulatory authorities concerning the same incident. In this case, the *licensee* may attach a copy of, or an extract from, these documents, to the Incident Report in lieu of completing the relevant parts of the Incident Report.

It may be the case that it is not possible to ascertain the full details of an incident within the specified deadline. There is scope for the *licensee* to submit a partial Incident Report and, at the same time, notify the *Authority* of the date by which any missing information will be provided.

4.3 Lodging an Incident Report

All *licensees* under the *Water Act*, the *Energy Act* or the *Electricity Act* must notify the *Authority* by:

- sending an electronic mail addressed to: incident.reporting@era.wa.gov.au

or, alternatively

- sending a facsimile addressed to:

Assistant Director Monitoring

Fax: (08) 9213 1999

⁷ The *Authority* acknowledges that the reasons may not be fully known, or not known at all at the time that the incident is being reported.

4.4 Timeframes for Submitting Incident Reports

The *Authority* understands that, when a serious incident occurs, the first priority of the *licensee* is to deal with the incident as promptly as possible and, where applicable, work with other regulatory authorities to mitigate the effect of the incident.

The reporting timeframes in this Manual provide the *licensee* with sufficient time to deal with the immediate impacts of the incident, gather together preliminary information about the cause and effect of the incident before submitting an Incident Report to the *Authority*.

4.4.1 Priority 1 Incident Reports

Licensees must notify the *Authority* of a Priority 1 incident within 24 hours after the *licensee* becomes aware that the incident has occurred.

4.4.2 Priority 2 Incident Reports

Licensees must notify the *Authority* of a Priority 2 incident within 72 hours after the *licensee* becomes aware that the incident has occurred.

4.5 The Authority's Response to an Incident Report

The *Authority* will respond to all Incident Reports that it receives from a *licensee*.

The *Authority*, when responding to an Incident Report, may request additional information from the *licensee* or request further investigation of the *incident* by the *licensee* or a third party. The *Authority's* further information request will detail:

- the additional information that is to be provided to the *Authority*; and
- the date by which the *licensee* is to provide the information to the *Authority*.

If a *licensee* has grounds to believe that the additional information requested by the *Authority* cannot be provided by the specified date, then this should be brought to the attention of the *Authority* at the earliest opportunity. The *licensee* should state, in writing, the reasons why the information cannot be provided by the due date.

4.6 Withdrawing an Incident Report

It is possible that an incident that has been reported to the *Authority* may, after further investigation, not meet the relevant criteria for reporting the incident. In this case, the *licensee* may write to the *Authority* requesting that the incident report be withdrawn. The *licensee* should clearly state the reasons why the incident report should be withdrawn, including any relevant supporting information.

5 Incidents to be Reported by all Licensees

Table 2 sets out the reportable incidents that apply to all electricity, gas and water licensees.

Table 2: Incidents to be reported by all licensees

Type of Incident	Description	Priority
Incidents, other than those specified in sections 6 to 8, where the <i>licensee</i> provides a report to a responsible Minister of State.	<p>The <i>licensee</i> is required to notify the <i>Authority</i> of any incident, or event related to the operation of a licence granted by the <i>Authority</i> that requires a <i>licensee</i> to inform:</p> <ol style="list-style-type: none"> 1) a responsible Minister of State; or 2) a government regulatory agency. <p>Note:</p> <ul style="list-style-type: none"> – Obligation 1 is limited to government owned enterprises and businesses that have protocols in place requiring the <i>licensee</i> to notify a Minister of State. – Obligation 2 includes reporting incidents, other than those specified in sections 6 to 8, that involve death or serious injury to persons. 	<p>2</p> <p>2</p>
Incidents, other than those specified in sections 6 to 8, that have attracted significant media attention	The <i>licensee</i> may, at its discretion, notify the <i>Authority</i> of any incident related to the operation of a licence granted by the <i>Authority</i> that has the potential to, or has, attracted significant interest from the media, other regulatory authorities or government agencies.	1/2 ⁸

⁸ It is left to the licensee's discretion to determine the priority that should be attached to a particular incident.

6 Electricity Incidents to be Reported

As noted in section 2, the *Authority* is responsible for issuing and administering the following licences under the *Electricity Act*:

- electricity generation licences;
- electricity distribution licences;
- electricity integrated regional licences⁹;
- electricity retail licences; and
- electricity transmission licences.

6.1 Electricity Generation Incidents

Table 3 sets out the incidents that are to be reported by electricity generators, or integrated regional licence holders who are permitted to generate electricity under the licence.

Table 3: Incidents to be Reported by Electricity Generators

Type of Incident	Description	Priority
Impact on the operations of other licensees or end users	Significant adverse impact on other licensees and end-users caused by the generation <i>licensee</i> . Note: significant adverse impact on other licensees might include damage to property, serious interruption of, or impairment to, normal operation of networks or systems belonging to other businesses.	1
Notification of an incident to another regulatory authority	1) Notification of an incident under regulation 35 of the Electricity (Licensing) Regulations 1991.	1
	2) Notification of an incident under section 72 of the <i>Environmental Protection Act 1986</i> .	1
	3) Notification of an incident under regulation 42 of the Gas Standards (Gasfitting and Consumer Gas Installations) Regulations 1999.	1
Forced unavailability of generation plant	1) Forced outage of a generator due to failure of the equipment covered by the generation licence for a period of 24 hours continuously.	2
	2) Forced reduction in generation capacity due to failure of the equipment covered by the generation licence for a period of 24 hours continuously.	2

⁹ Electricity integrated regional licence holders are required to report on the activities that are permitted under their licences, i.e. distribution, generation, retail or transmission as applicable.

6.2 Electricity Transmission Incidents

Table 4 sets out the incidents that are to be reported by electricity transmitters, or integrated regional licence holders who are permitted to transmit electricity under the licence.

Table 4: Incidents to be Reported by Electricity Transmitters

Type of Incident	Description	Priority
Notification of an incident to another regulatory authority	Notification of an incident under regulation 35 of the <i>Electricity (Supply Standards and System Safety) Regulations 2001</i> .	1
Failure of emergency telephone response service	1) Emergency telephone service is unavailable for more than 30 minutes continuously.	1
	2) Emergency telephone service is unavailable for more than 1 hour in aggregate during any 24-hour period. Note: this obligation only relates to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an emergency service number published by a <i>licensee</i> .	1
Loss of load (SWIN only)	1) Incidents that result in a loss of load ≥ 0.1 system minute (radial networks).	2
	2) Incidents that result in a loss of load ≥ 0.2 system minute (meshed networks). Note: the lower loss of load threshold for radial networks reflects the higher impact that a loss of load event has on the customers served by these networks.	2
Loss of load (non-SWIN)	Incidents that result in a loss of load ≥ 0.1 system minute. Note: the loss of load threshold is based on the assumption that transmission networks outside the SWIN are either radial networks or have limited protection against the loss of a feeder.	2

6.3 Electricity Distribution Incidents

Table 5 sets out the incidents that are to be reported by electricity distributors, or integrated regional licence holders who are permitted to distribute electricity under the licence.

Table 5: Incidents to be reported by Electricity Distributors

Type of Incident	Description	Priority
Notification of an incident to another regulatory authority	Notification of an incident under regulation 35 of the <i>Electricity (Supply Standards and System Safety) Regulations 2001</i> .	1
Failure of emergency telephone response service	1) Emergency telephone service is unavailable for more than 30 minutes continuously.	1
	2) Emergency telephone service is unavailable for more than 1 hour in aggregate during any 24-hour period.	1
Note: this obligation relates to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an emergency service number published by the <i>licensee</i> .		
Unplanned Interruptions - Distribution networks supplying ≤500 customer connections	1) Unplanned interruption of supply to one or more customer premises for ≥12 hours continuously.	1
	2) Unplanned interruption of supply to more than 50% of customer premises for ≥8 hours continuously.	2
Unplanned Interruptions - Distribution networks supplying >500 customer connections	1) Unplanned interruption of supply to one or more customer premises for ≥12 hours continuously.	1
	2) Unplanned interruption of supply to: <ul style="list-style-type: none"> - all customer premises connected to the network; or - more than 2000 customer premises, whichever is the greater, for ≥15 minutes continuously. 	1
	3) Unplanned interruption of supply to more than 50% of customer premises for ≥8 hours continuously.	2

6.4 Electricity Retail Incidents

Table 6 sets out the incidents that are to be reported by electricity retailers, or integrated regional licence holders who are permitted to retail electricity under the licence.

Table 6: Incidents to be reported by Electricity Retailers

Type of Incident	Description	Priority
Incidents affecting a retailers customer billing system	1) Systematically issuing customer bills that have been incorrectly calculated, or that contain material errors.	2
	2) Failure to issue customer bills more than 5 business days after the due date.	2
Incidents affecting a retailers customer service centre Note: this obligation only applies to retailers that operate customer call centres based on CTI technology.	1) Customer telephone service is unavailable for more than 30 minutes continuously during normal business hours.	1
	2) Customer telephone service is unavailable for more than 1 hour in aggregate during normal business hours.	1
	3) Unplanned outage of the customer information system ¹⁰ for more than 1 hour in aggregate during normal business hours.	1
Note: Obligations 1 and 2 relate to the infrastructure and systems, including those operated by a third party, that is used to handle calls to a customer service number published by the licensee.		

¹⁰ The customer information system is the IT infrastructure used to store customer data for the purposes of managing the relationship with the customer at the point of contact.

7 Gas Incidents to be Reported

As noted in section 2 above, the *Authority* is responsible for issuing and administering the following licences under the *Energy Act*:

- gas distribution licences; and
- gas Trading licences.

7.1 Distribution Licence Incidents

Table 7 sets out the incidents that are to be reported by gas distributors.

Table 7: Incidents to be reported by Gas Distributors

Type of Incident	Description	Priority
Notification of an incident to another regulatory authority	Notification of an incident under regulation 43 of the <i>Gas Standards (Gas Supply Standards and System Safety) Regulations 2000</i> .	1
Failure of emergency telephone response service	1) Emergency telephone service is unavailable for more than 30 minutes continuously.	1
	2) Emergency telephone service is unavailable for more than 1 hour in aggregate during any 24-hour period.	1
Note: this obligation relates to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an emergency service number published by the <i>licensee</i> .		
Unplanned Interruptions – >12 hours continuously	Unplanned interruption of supply to one or more customer premises for ≥12 hours continuously.	1
Unplanned Interruptions - Distribution networks supplying ≤500 customer connections	Unplanned interruption of supply to more than 50% of customer premises for ≥8 hours continuously.	1
Unplanned Interruptions - Distribution networks supplying >500 customer connections	1) Unplanned interruption of supply to:	
	– all customer premises connected to the network; or	1
	– more than 2000 customer premises, whichever is the greater, for ≥15 minutes continuously.	1
2) Unplanned interruption of supply to more than 50% of customer premises for ≥8 hours continuously.	2	

7.2 Trading Licence Incidents

Table 8 sets out the incidents that are to be reported by gas trading licensees.

Table 8: Incidents to be reported by Gas Traders

Type of Incident	Description	Priority
Incidents affecting a traders customer billing system	1) Systematically issuing customer bills that have been incorrectly calculated, or that contain material errors.	1
	2) Failure to issue customer bills more than 5 business days after the due date.	2
Incidents affecting a retailers customer service centre Note: this obligation only applies to retailers that operate customer call centres based on CTI technology.	1) Customer telephone service is unavailable for more than 30 minutes continuously during normal business hours.	1
	2) Customer telephone service is unavailable for more than 1 hour in aggregate during normal business hours.	1
	3) Unplanned outage of the customer information system ¹¹ for more than 1 hour in aggregate during normal business hours. Note: Obligations 1 and 2 relate to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an customer service number published by the licensee.	1
Termination of agreement to supply gas	Notice is given by a gas supplier or distributor regarding the proposed termination of an agreement to supply gas to the trader's customers that will, or have the potential to, result in an interruption to customer supply. Note: this obligation excludes terminations due to the expiry of, or mutual termination of, customer contracts.	1

¹¹ The customer information system is the IT infrastructure used to store customer data for the purposes of managing the relationship with the customer at the point of contact.

8 Water Services' Incidents to be Reported

As noted in section 2 above, the *Authority* is responsible for issuing and administering the following licences under the *Water Act*:

- water supply licences;
- sewerage services licences;
- irrigation licences; and
- drainage licences.

8.1 Water Supply Licence Incidents

Table 9 sets out the incidents that are to be reported by water supply licensees.

Table 9: Incidents to be reported by Water Supply Licensees

Type of Incident	Description	Priority
Notification of an incident to another regulatory authority	Notification of an incident: <ul style="list-style-type: none"> – that requires the <i>licensee</i> to immediately notify the Department of Health about a drinking water quality issue that has posed, or has the potential to pose, a serious risk to public health; or – that is subject to notification under section 72 of the <i>Environmental Protection Act 1986</i>. 	1
Failure of emergency telephone response service	1) Emergency telephone service is unavailable for more than 30 minutes continuously.	1
	2) Emergency telephone service is unavailable for more than 1 hour in aggregate during any 24-hour period. Note: this obligation relates to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an emergency service number published by the <i>licensee</i> .	1
Continuity of water supply	An incident that impacts on the bulk water collection, processing, storage and transfer capability or capacity, which has or, has the potential to have, a significant adverse impact on end-users, or a <i>licensee</i> , other than the <i>licensee</i> of the bulk water system.	1
Damage to property	An incident arising from an act or omission by the <i>licensee</i> that causes: <ul style="list-style-type: none"> – damage to property that does not belong to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$5,000 in total; or – damage to property belonging to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$50,000 in total. 	1

Type of Incident	Description	Priority
Incidents affecting a licensee's customer billing system	1) Systematically issuing customer bills that have been incorrectly calculated, or that contain material errors.	1
	2) Failure to issue customer bills more than 5 business days after the due date.	2
Incidents affecting a licensee's customer service centre Note: this obligation only applies to retailers that operate customer call centres based on CTI technology.	1) Customer telephone service is unavailable for more than 30 minutes continuously during normal business hours.	1
	2) Customer telephone service is unavailable for more than 1 hour in aggregate during normal business hours.	1
	3) Unplanned outage of the customer information system ¹² for more than 1 hour in aggregate during normal business hours. Note: Obligations 1 and 2 relate to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an customer service number published by the licensee.	1
Unplanned Interruptions	Unplanned interruption of supply to: <ul style="list-style-type: none"> – all customer premises connected to the supply scheme; or – more than 300 customer premises, whichever is the greater, for ≥8 hours. 	1
Water Pressure	Supply of water at a pressure outside of the minimum and maximum static pressure limits prescribed in the licence to: <ul style="list-style-type: none"> – all customer premises connected to the supply scheme; or – more than 300 customer premises, whichever is the greater, for ≥8 hours. Note: This excludes those customers who have entered into approved service agreements where supply pressure cannot be guaranteed.	2
Water Flow	Supply of water at a flow rate of <20L/minute to: <ul style="list-style-type: none"> – all customer premises connected to the supply scheme; or – more than 300 customer premises, whichever is the greater, for ≥8 hours. Note: This excludes those customers who have entered into approved service agreements where supply flow cannot be guaranteed.	2

¹² The customer information system is the IT infrastructure used to store customer data for the purposes of managing the relationship with the customer at the point of contact.

8.2 Sewerage Incidents

Table 10 sets out the incidents that are to be reported by sewerage licensees.

Table 10: Incidents to be reported by Sewerage Licensees

Type of Incident	Description	Priority
Notification of an incident to another regulatory authority	A wastewater or sewerage discharge or overflow that is subject to notification under section 72 of the <i>Environmental Protection Act 1986</i> .	1
Failure of emergency telephone response service	1) Emergency telephone service is unavailable for more than 30 minutes continuously.	1
	2) Emergency telephone service is unavailable for more than 1 hour in aggregate during any 24-hour period. Note: this obligation relates to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an emergency service number published by the <i>licensee</i> .	1
Operational capacity	An incident that has impacted on a sewage treatment plant's capability, or capacity, that has resulted in a significant impact on end-users or a <i>licensee</i> , other than the <i>licensee</i> of the sewage treatment plant.	1
Damage to property	An incident arising from an act or omission by the <i>licensee</i> that causes: <ul style="list-style-type: none"> – damage to property that does not belong to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$5,000 in total; or – damage to property belonging to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$50,000 in total. 	1

Type of Incident	Description	Priority
Incidents affecting a licensee's customer billing system	1) Systematically issuing customer bills that have been incorrectly calculated, or that contain material errors.	1
	2) Failure to issue customer bills more than 5 business days after the due date.	2
Incidents affecting a licensee's customer service centre Note: this obligation only applies to retailers that operate customer call centres based on CTI technology.	1) Customer telephone service is unavailable for more than 30 minutes continuously during normal business hours.	1
	2) Customer telephone service is unavailable for more than 1 hour in aggregate during normal business hours.	1
	3) Unplanned outage of the customer information system ¹³ for more than 1 hour in aggregate during normal business hours.	1
Note: Obligations 1 and 2 relate to the infrastructure and systems, including those operated by a third party, that is used to handle calls to an customer service number published by the licensee.		

8.3 Drainage Incidents

Table 11 sets out the incidents that are to be reported by drainage licensees.

Table 11: Incidents to be reported by Drainage Licensees

Type of Incident	Description	Priority
Damage to property	An incident arising from an act or omission by the licensee that causes: <ul style="list-style-type: none"> – damage to property that does not belong to the licensee or a contractor, or sub-contractor, to the licensee that is likely to exceed \$5,000 in total; or – damage to property belonging to the licensee or a contractor, or sub-contractor, to the licensee that is likely to exceed \$50,000 in total. 	1
Notification of an incident to another regulatory authority	Any incident, or event, relating to drainage operations covered by the licence that the licensee is required to notify the Department of Environment and Conservation within 72 hours of becoming aware of the incident, or event, occurring.	2
Inundation of land	An incident that results in land abutting a drain that forms part of a rural drainage system being inundated with water for a period of time exceeding 72 hours continuously.	2

¹³ The customer information system is the IT infrastructure used to store customer data for the purposes of managing the relationship with the customer at the point of contact.

8.4 Irrigation Incidents

Table 12 sets out the incidents that are to be reported by irrigation licensees.

Table 12: Incidents to be reported by Irrigation Licensees

Type of Incident	Description	Priority
Damage to property	<p>An incident arising from an act or omission by the <i>licensee</i> that causes:</p> <ul style="list-style-type: none"> – damage to property that does not belong to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$5,000 in total; or – damage to property belonging to the <i>licensee</i> or a contractor, or sub-contractor, to the <i>licensee</i> that is likely to exceed \$50,000 in total. 	1
Notification of an incident to another regulatory authority	Any incident, or event, relating to drainage operations covered by the licence that the <i>licensee</i> is required to notify the Department of Environment and Conservation within 72 hours of becoming aware of the incident, or event, occurring.	2
Unplanned interruptions	An results in a unplanned disruption of <i>water services</i> to a customer for a period of time greater than 24 hours continuously.	2

Document History

Version #	Date	Details
1	10 September 2008	Draft for public comment

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