

OPERATING PROTOCOL
Between
INSERT
and
ESSENTIAL ENERGY

Insert Logo

Record of Revisions of this Document

Revision	Date	Revision Description
0	[Insert]	Initial documented Operating Protocol between the Parties.
1		
2		
3		
4		

Version OP 20140122

Date: **[Insert]**

Prepared by:

Approved by:



1.0 INTRODUCTION

This Operating Protocol outlines the procedures to be followed for the safe and efficient operation of the system arrangements.

This Operating Protocol shall be read in conjunction with the relevant Essential Energy connection contract associated with this connection.

Parties to the Operating Protocol are [Insert Customer Name] (“the Customer”) and Essential Energy.

This Operating Protocol covers:

- Supply Configuration;
- Operational Responsibilities;
 - Connection Point
 - Asset Ownership
 - System Constraints and limitations
 - Network Configuration
- Communications;
- Training and HV Operator Authorisation;
 - Training and Authorisation of Staff
 - Essential Energy
 - The Customer
- Authorised Network Operators;
- Site access;
- Planned Switching;
- Emergency and Unplanned Switching;
- Faults and Incidents;
- Operating Agreement; and
- Duration of Protocol.

2.0 SUPPLY CONFIGURATION

The Customers facility ([Insert Premise Name]) is connected to the Essential Energy network at [Insert Connection Point Location if different to address location] and the premise located at [Insert Premise Address].

Premise No.: [Insert] NMI: [Insert]

A single line diagram (SLD) of the interconnection is shown in Appendix A.

3.0 OPERATIONAL RESPONSIBILITIES

Operational responsibilities for each party is restricted to their own sites except where explicitly indicated in this Operating Protocol or referenced in Appendix A.

3.1 Connection Point

The high voltage (HV) installation is connected to Essential Energy’s network via [Insert]kV feeder ([Insert]) feeder, emanating from the [Insert] [Insert]kV Substation. The (Connection Point) shall be the [Insert], located at [Insert].

3.2 Asset Ownership

Essential Energy will own, operate and maintain the [Insert]kV network assets up to the connection point, including [Insert] as shown on the Single Line Diagram referenced in Appendix A.

All assets beyond the connection point will be owned, operated and maintained by the Customer.

Date: [Insert]

Prepared by:

Approved by:

3.3 System Constraints and Limitations

A Maximum Demand of [Insert] MVA at [Insert] kV, with a power factor at a value of not less than 0.90/0.95 lagging to unity.

3.4 Network Configuration

The Subtransmission/Distribution network supplying the Customer is normally configured as shown in Appendix B.

At no time are the two points of supply to be made parallel at either high voltage or low voltage within the customer’s installation without informing Essential Energy. [Delete if single point of supply]

4.0 COMMUNICATIONS

Contact details for the Customer and Essential Energy are attached as Appendix C.

5.0 TRAINING AND HV OPERATOR AUTHORISATION

5.1 Training and Authorisation of Staff

Both parties agree that only suitably trained and authorised network operators will be used to enter substations, supervise other personnel in substations or carry out operating work.

5.2 Essential Energy

In accordance with Essential Energy’s policy document System Operations Communication and Control (CEOP2059).

5.3 The Customer

In accordance with the Customers “Electrical Safety Rules” or the electrical safety rules of their nominated Accredited Service Provider (ASP)/electrical contractor if more stringent than those of the Customer.

6.0 AUTHORISED NETWORK OPERATORS

The table below lists the Customers authorised network operators:

Name	Customer / ASP / Electrical Contractor Position or Role	Safe Working Practice Authority Number	Telephone number	
			Business	Mobile

The Customer must notify Essential Energy (networkconnections@essentialenergy.com.au) of any changes to their authorised network operators. Details of the new authorised network operators must be provided so that the records held in Essential Energy's System Control can be updated accordingly.

If an ASP/electrical contractor has been appointed to be the Customers authorised network operator, a copy of the following must be forwarded to Essential Energy (networkconnections@essentialenergy.com.au) to be included in the Operating Protocol under Appendix D:

- a Letter of Authorisation from the Customer to the ASP/electrical contractor and signature executed by both parties, authorising the ASP/electrical contractor to fulfil their operational switching requirements in accordance with Section 7 of the Service and Installation Rules of NSW;
- or
- an Operating and Maintenance Services Agreement between the Customer and the ASP/electrical contractor, which complies with all Customer High Voltage Installation requirements in accordance with Section 7 of the Service and Installation Rules of NSW.

7.0 SITE ACCESS [Generic wording, to be amended to suit the Customers requirements]

Access to the Customers site shall be arranged by contacting representatives as nominated for the Customer referenced in Appendix C.

All persons visiting the site for the purposes of inspections or to perform work, must hold a current site safety induction approval. The approval is granted when each individual undertakes a site safety induction as conducted by the Customers site representative. The approval must be renewed annually in order to be valid.

Prior notice of 24 hours (minimum) is recommended before entering the site. The induction of personnel may necessitate more liberal notification. It is recommended that arrangements are made as early as practicable. All work on the site is to be carried out under the direct supervision of the Customers site representative.

Under emergency conditions, the site shall be available to Essential Energy staff 24 hours a day seven days a week, providing that such staff are working under the direct supervision of the Customers site representative. Staff not holding a current site safety induction approval will, under emergency conditions only, be allowed on site as long as they are accompanied by the Customers site safety inducted representative.

All visitors shall report directly to the main office for further directions, before accessing the site.

Access to site is conditional upon compliance with all the Customers safety requirements.

8.0 PLANNED SWITCHING

Other than for emergency conditions Essential Energy requires the following notification periods for the planned isolation or switching of equipment:

- **Fifteen (15)** working days when there will be no interruption to other Essential Energy customers.
- **Twenty One (21)** working days when the planned work will result in the interruption of supply to other Essential Energy customers.

All notifications regarding planned switching are to be referred to Essential Energy - System Control as referenced in Appendix C.

Date: [Insert]

Prepared by:

Approved by:

When Essential Energy requires isolation of the Customers equipment for routine work on Essential Energy's equipment, **ten (10)** working days prior notice will be provided to the Customer. Where possible, Essential Energy will provide earlier notification.

The party requesting the switching shall indicate:

- the date and time;
- the expected duration of the work; and
- any requirements expected from the other party.

Where work requires switching operations to be carried out, each party shall pay their own network operator costs, irrespective of who initiated the switching request.

Restoration of the network to normal will not commence until a completed or cancelled Operating Agreement has been returned to Essential Energy, and confirmation has been received by the Essential Energy Network Operator and the Customer or their nominated ASP/electrical contractor, that restoration has been approved.

9.0 EMERGENCY AND UNPLANNED SWITCHING

During emergency situations, in the event of a fault or incident that has affected or may possibly affect the supply security of either network best endeavours are to be made to contact the other party (refer Appendix C) to ensure both parties are aware of the event.

10.0 FAULTS AND INCIDENTS

In the event of a fault on the Customers network that impacts Essential Energy, the Customers representative is to contact Essential Energy System Control (refer Appendix C) to confirm the system status and agree on a course of action.

The course of action may contain but is not limited to:

- coordination of switching
- interchange of operating agreements
- the arrangements for dispatch of field staff
- site access

11.0 OPERATING AGREEMENT

An operating agreement is to be exchanged between parties when one party carries out operating work necessary to isolate interconnecting electrical apparatus for the other party. Essential Energy Network Operator will prepare the operating agreement and the operating agreement will be used by both parties.

12.0 DURATION OF PROTOCOL

This Operating Protocol will be in force from [Insert] for a period of [Insert] Years, and shall be reviewed three months prior to expiry by the parties.

Cancellation or amendment of this protocol can be made by mutual consent.

Signed on behalf of

Geoff Burgess
Manager System Control
ESSENTIAL ENERGY

[Insert Name]
[Insert Title]
[Insert Customer Name]

Date:

Date:

Appendix A: Single Line Diagram (SLD)

Sample

Appendix B: Network Configuration

Sample

Appendix C: Contact Details

Essential Energy

System Control (SC)	Phone	Other form of contact
Essential Energy [Queanbeyan SC] or [Port Macquarie SC]	[Insert]	outage.arrangements@essentialenergy.com.au or networkoperations.north@essentialenergy.com.au

The Customer – HV Outage and Switching Notification

The following table should list the primary contact details for direct communication to the Customer or their nominated ASP/electrical contractor. Subject to the appointment of an ASP/electrical contractor, Essential Energy should have the confidence that the ASP/electrical contractor will liaise with the Customer on all HV outage and switching operational matters with respect to the site stated under Section 2, and there will be a prompt and timely response to notifications.

PRIMARY CONTACT		
Customer/ASP Name, Title and Location/Site	Operational Phone	Other form of contact

The following table should list the secondary contact details and the order of preference for direct communication to the Customer or their nominated ASP/electrical contractor in the event that the primary contact is non-responsive.

SECONDARY CONTACTS (in order of preference)				
Area	Customer/ASP Name, Title and Location/Site	Phone	Fax	Email

Appendix D: Letter Authorising ASP from the Customer

Sample