



Incident reporting

Electricity networks reporting manual

June 2023

Energy >>

Energy Networks Regulation Committee members

The Energy Networks Regulation Committee members are:

Carmel Donnelly PSM, Chair
Deborah Cope
Naveena Rajaretnam

Enquiries regarding this document should be directed to a staff member:

Jonathan Hopson (02) 9019 1915

Peter Cole (02) 9019 1934

The Independent Pricing and Regulatory Tribunal (IPART)

Further information on IPART can be obtained from IPART's [website](#).

Acknowledgment of Country

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders both past and present.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

Amendment record

Date issued	Amendments made
June 2016 to May 2017	See previous issues for related amendments.
October 2017	Separate Reporting Manuals published for reporting requirements. Inserting Chapter 1 – The purpose and status of this reporting manual. Minor wording changes to improve clarity. Addition to description of escalation factors, footnote 6. Addition of section 2.1.5 on confidential information. Inserting sign-off requirements on reports.
April 2018	Inserting sign-off requirements on reports. Inserting section on extensions to reporting deadlines. Minor formatting improvements.
December 2018	Requirement to report Category 5 Near misses has been removed. Changes to Table A.1 and clarification of some definitions.
March 2019	Inserted requirements for immediate reporting of serious breaches of Environmental Code of Practice and extended the date for providing detailed information about the breach from 5 business days to 30 calendar days.
November 2019	Removed references to reporting through the OSIRIS online reporting portal.
March 2021	Amendment to timeframes for Category 1 and Category 2 reliability and power quality incidents. Amendment to high voltage into low voltage intermix reportable events.
February 2022	Amended the description of Category 1, 2 and 3 incidents to align with the amendments to the <i>Electricity Supply Act 1995</i> relating to exclusions of motor vehicle accidents.
June 2023	<ul style="list-style-type: none">• Addition of Ms Carmel Donnelly PSM as Chair of the Committee, replacing Ms Sandra Gamble.• Added new requirements for the reporting of fatalities

-
- Clarified reporting timeframes for Category 1 and Category 2 reliability and power quality incidents
 - Added notes to Table A.1 in Appendix A to clarify timeframes for reporting some incidents involving minor injuries and some MEDs
 - Clarified reporting requirements for some Category 4 incidents
 - Added a requirement to notify SafeWork NSW when a network operator becomes aware of an incident where contact has been made with powerlines or cables, (including with plant such as cranes, scissor lifts, farm equipment and backhoes)
 - Added a note in Table A.1 in Appendix A to clarify the reporting requirement for secondary incidents
 - Included Great River City Light Rail in the list of network operators
 - Clarified other existing reporting requirements and made minor amendments to improve readability.

Contents

1	The purpose and status of this reporting manual	1
2	Incident reporting	2
2.1	Timing and lodgement	1
2.2	Incident definitions	3
2.3	Incident mechanism	5
2.4	Incident reporting stages	5
3	Reporting on compliance with the NSW Code of Practice for Authorised Network Operators	9
3.1	Immediate reporting of a breach of the Code	9
A	Incident reporting matrix	12
A.1	Introduction	12
B	Event classifications	20
C	Incident reporting – classification of causal factors	22

1 The purpose and status of this reporting manual

This Reporting Manual and other reporting manuals are issued by IPART. IPART will review and amend these reporting manuals from time to time.

Licence conditions for the licensed electricity network operators require that the licence holder complies with any reporting manuals issued by the Tribunal. Although no regulatory requirement to comply with a reporting manual exists for non-licensed network operators, IPART expects that all network operators will comply with the reporting manuals where applicable to their specific reporting obligations. Each reporting manual may not apply to all network operators, and this is specified where relevant.

The reporting requirements specified in these reporting manuals do not replace any requirements identified in licence conditions, legislation, statutory instruments or codes that apply to network operators. Compliance with reporting manuals is required in addition to, not in substitution for, compliance with other applicable obligations.

The information gathered through the reporting arrangements outlined in this document will allow IPART to:

- determine whether network operators are consistently and effectively meeting statutory obligations
- identify immediate risks and long-term trends, and
- identify trends that signify emerging issues across the industry with a view to developing safety measures or supporting industry safety initiatives where appropriate.

A review of the reporting requirements will be conducted periodically to accommodate any changes to statutory requirements and licence conditions.

IPART has also issued Audit Guidelines to guide network operators on how to maintain compliance with their obligations.^a

^a <https://www.ipart.nsw.gov.au/Home/Industries/Energy/Energy-Networks-Safety-Reliability-and-Compliance/Electricity-networks/Electricity-Networks-Auditing>.

2 Incident reporting

NSW network operators have reporting obligations under the *Electricity Supply Act 1995* (NSW) (ES Act) in relation to serious electricity works accidents. Additional, but similar, obligations exist under the licence conditions for transmission operators and distribution network service providers imposed by the Minister for Energy. Transgrid, Ausgrid and Endeavour Energy also have obligations under the *NSW Code of Practice for Authorised Network Operators* to report any serious breaches of the code.

This Reporting Manual describes the form in which network operators are to report network incidents.

The data collected will be used to monitor the safety and reliability of networks and the effectiveness of network operators' safety management systems. Data collected through incident reporting may be shared with SafeWork NSW and the Electrical Regulatory Authorities Council (ERAC) to facilitate a research and collaborative regulatory response, unless the network operator claims, and IPART assesses, the information to be confidential and such sharing is not required, or expressly authorised, by law (see section 2.1.6).

The full reporting requirements outlined in this document apply to:

- Ausgrid
- Endeavour Energy
- Essential Energy, and
- Transgrid.

The following network operators are required under the ES Act to report Serious Electricity Works Accidents (SEWAs) that occur on their electricity networks within NSW. However, IPART expects these network operators to comply with all the incident reporting requirements identified in this chapter:

- Sydney Trains
- Metro Trains Sydney
- Directlink
- Lord Howe Island Board
- Evoenergy (ACT)
- AusNet Services (Victoria)
- Powercor (Victoria)
- Energy Queensland^b (Queensland)
- ALTRAC Light Rail
- Keolis Downer Hunter, and
- Great River City Light Rail.

^b Energy Queensland was formed following the merger of Ergon Energy and Energex in 2016.

2.1 Timing and lodgement

Network operators must submit incident reports when required by this guideline. Depending on the category of incident, reports may be staged to accommodate the investigation process. The notification and reporting requirements for each category of incident are summarised in **Table 2.1** below.

Table 2.1 Notification and reporting requirements for incident categories

Category	Notification of SEWAs to SafeWork NSW	SEWA Site disturbance permission request to SafeWork NSW ^a	Stage 1 report	Stage 2 report	Stage 3 report
1. Major Incident	✓	✓	✓	✓ ^c	✓
2. Incident	✓	✓	✓	✓ ^c	✓
3. Other SEWAs	x ^b	✓	✓ ^b	x	x
4. Significant near miss	✓ ^d	x	✓	✓ ^c	✓

a. The requirements for interference with the site of a SEWA are outlined in section 63U of the ES Act which excludes accidents involving motor vehicles on land not owned or controlled by a network operator where electricity did not contribute to the incident.

b. The stage 1 report to IPART meets the notification requirement for Category 3 incidents.

c. Stage 1 and stage 2 reports are combined with a due date of 14 days for certain reliability and power quality incidents and 30 days after the incident for Category 4 incidents.

d. Only reportable to SafeWork NSW if a worker or member of the public makes contact with powerlines or cables with vehicles or plant.

A detailed description of the reporting timeframe and staging requirements for the submission of incident reports are in the reporting matrix in Appendix A.

2.1.1 Notification of SEWAs

IPART has developed a cooperative arrangement with SafeWork NSW for it to receive notifications of Category 1 and 2 SEWAs on IPART's behalf. Network operators are to provide notification of these SEWAs by contacting SafeWork NSW on 13 10 50. Where SafeWork NSW has been notified of a Category 1 or 2 SEWA, network operators must also submit an incident report to IPART in accordance with **Table A.1**.

In addition to any other obligations to report to SafeWork NSW, when a network operator becomes aware of an incident where contact has been made with powerlines or cables (including with plant such as cranes, scissor lifts, farm equipment and backhoes), the network operator shall notify SafeWork NSW as soon as possible.^{cd}

^c Unless the network operator is aware that SafeWork NSW has already been made aware of the incident.

^d Not applicable when the network has been de-energised as a safety precaution.

Notification for Category 3 SEWAs is made by emailing details to energyincidents@ipart.nsw.gov.au. IPART has developed an incident reporting template for this purpose.

2.1.2 Obtaining permission to disturb the site of a SEWA

As part of the arrangement with SafeWork NSW, it will receive and process requests for site disturbance under the ES Act on IPART's behalf.

The obligation to obtain site disturbance permission applies to anyone that seeks to disturb or interfere with the site of a SEWA for any reason other than to make it safe, or before the site has been inspected by an appointed inspector. This request may be made to SafeWork NSW concurrently with the notification of a SEWA and any notification that may be required under the *Work Health and Safety Act 2011* (NSW).

Call 13 10 50 to contact a SafeWork NSW inspector to seek site disturbance permission.

An inspector appointed under the ES Act may grant permission to disturb the site over the phone, or may decide an inspection is required prior to granting permission.

2.1.3 Submitting reports

Incident reports by Transgrid, Ausgrid, Endeavour Energy and Essential Energy should be submitted by emailing details to energyincidents@ipart.nsw.gov.au using the IPART incident reporting template we provide.

These staged reports are to be submitted to IPART in accordance with section 2.4.

The network operator is responsible for delegating to the appropriate officers, the authority to approve the submission of, or request the deletion of incident reports.

2.1.4 Irrelevance of legal professional privilege to compliance with the requirements of this Reporting Manual

Legal professional privilege protects certain confidential communications or the contents of certain confidential documents from being compulsorily disclosed if the communication or document was made or prepared for the dominant purpose of either:

- a lawyer providing legal advice to a client, or
- a client being provided with legal services relating to legal proceedings.

Reports required to be submitted under this Reporting Manual are to be prepared specifically for the purpose of meeting the requirements of this Reporting Manual. By definition, reports prepared for the purposes of meeting the requirements of this Reporting Manual will not be subject to legal professional privilege.

2.1.5 Extensions to reporting timeframes

For all stages of reporting (refer sections 2.4.1 to 2.4.4) the network operator may seek an extension where the facts around an incident are unclear or unknown, or the incident may reasonably be expected to result in legal proceedings. The network operator should provide a statement to that effect to IPART before the due date of the report including:

- the reasons why the applicable time frame for that reporting stage cannot be met
- a request for an extension to submit the report for that stage, and
- an estimate of when the network operator expects to complete and submit the report to IPART.

IPART recommends that network operators submit any extension requests well in advance of the due date to ensure that IPART can consider the request and make a decision on a case-by-case basis. As a guide, we recommend the network operators submit any requests for extensions for stage 3 reports at least 2 weeks before the due date of the report.

2.1.6 Confidential information

Any information which a network operator claims, and IPART assesses, to be confidential will be held by IPART and not shared with government agencies except as required, or expressly authorised, by law.^e

When providing an incident report, a network operator must clearly identify any parts of the report that it claims are confidential.

2.2 Incident definitions

Four event categories have been established for incident and near miss reporting. This allows for each event to be categorised, with sufficient information for each to be submitted within an appropriate timeframe. These event categories are listed below:

1. Major incident
2. Incident
3. Serious electricity works accident – other, and
4. Significant near miss.

Definitions and reporting requirements for each category have been provided in the reporting matrix in Appendix A.

These events shall be notified to IPART where electricity works are involved.

^e See, for example, section 63V of the ES Act.

Electricity works is defined in the ES Act to mean 'any electricity power lines or associated equipment or electricity structures that form part of a transmission or distribution system'. For the purposes of this Reporting Manual, this should also include extensions to the existing network (excluding private mains), replacement of existing assets, assets in the process of being decommissioned and assets in the process of being commissioned (greenfield sites).

For extensions to existing assets and work on greenfield sites and sites where assets are being decommissioned, IPART only requires reporting of incidents relating to the following activities:

- installation, testing, operation, commissioning or decommissioning of primary or secondary electrical plant
- installation, testing, operation, commissioning or decommissioning of overhead conductors, busbars, insulators and underground cables
- erection, dismantling or removal of any pole, tower or structure that is intended to support overhead conductors or busbars, and
- excavation or backfilling of any trench, hole or pit intended for the installation, jointing or termination of electrical cables.

The reporting matrix in Appendix A provides the relevant criteria for reporting incidents impacting the following classifications:

- people – safety of workers undertaking work on or near the network and safety of members of the public
- property of third parties, and
- reliability of the network.

Where an incident impacts on 2 or more of the above classifications, or event categories, reporting requirements will be informed by the classification with the worst-case severity, where Category 1 is the most severe and Category 4 is the least severe. For incidents which cover multiple geographic areas, only 1 incident report needs to be submitted.

2.2.1 Non-reportable incidents

The following incidents are not reportable to IPART:

- electric shocks from static discharge
- electric shocks from defibrillators (this is an incident recovery action – not an incident mechanism)
- electric shocks where the system is operating nominally at extra-low voltage (note that incidents where the shock is at extra-low voltage level, but the nominal system voltage is greater than extra-low voltage, are still reportable)
- incidents involving DC rail traction systems that are reportable to the Office of the National Rail Safety Regulator
- electric shocks from electrical installations, except as identified in **Table A.1**. These incidents are regarded as customer shocks.

2.3 Incident mechanism

Incidents are to be reported based on the event, sometimes referred to as the 'mechanism of incident', by which the incident occurred. To allow consistent entry of data, event classifications will be based upon the *Type of Occurrence Classification System 3rd Edition*, section F 'Mechanism of incident classification' published by the Australian Safety and Compensation Council in 2008. A summary of these events is provided in Appendix B.

2.4 Incident reporting stages

The reporting process has been designed to deliver timely reporting of an incident in a staged manner without compromising the network operators' ability to investigate and respond to the incident. Depending on the event category, up to 3 stages may apply to an incident report. Only the more significant events require reports at all 3 stages.

2.4.1 Stage 1 – initial report

The initial report of an incident outlines the basic information regarding the event.

Details required at the initial stage are:

- a description of the event:
 - where the incident occurred
 - when the incident occurred
 - initial indication of incident mechanism
 - initial indication of incident extent
- details of the person submitting the Stage 1 report, and
- where the incident has been identified as a SEWA and notified to SafeWork NSW, an incident notification number should be provided.

2.4.2 Stage 2 – interim report

The interim report stage allows the submission of factual information regarding the event.

Note that where actual details are yet to be confirmed, a best estimate should be used to populate data. Information can be revised when more accurate data becomes available, with notification to IPART.

The details required at the interim report stage are:

- general description of the geography and topography relating to the incident
- environmental conditions at time of incident including:
 - temperature
 - rainfall

- visibility, and
- wind
- whether the incident site is bushfire prone
- network assets related to the incident
- consequence of incident:
 - people:
 - i specify whether they were network operator workers, contractors, accredited service provider (ASP) workers, public workers or members of the public
 - ii extent of injury
 - iii treatment details
 - iv additional information about fatalities (as in section 2.4.3)
 - property:
 - i value of damage
 - ii area burnt by network initiated fire
 - iii environmental, cultural and heritage impact of incident
 - reliability:
 - i total outage duration (the amount of time in minutes that electricity supply was unavailable during an outage). For a Major Event Day (MED), the total outage duration refers to the highest customer minute impact (SAIDI) outage related to the MED
 - ii calculated system average interruption duration index (SAIDI), system average interruption frequency index (SAIFI) and customer average interruption duration index (CAIDI) impacts
- incident management/recovery steps and resource utilisation.^f

2.4.3 Report additional information about fatalities

IPART considers that additional information about fatalities may help to better identify the underlying issues and mitigate the future risk more effectively. This is also aligned to the ERAC⁹ standard for reporting of fatal accidents to achieve those purposes.

The following additional information must be collected by network operators about the victims of fatalities and included in the report to IPART:

- a. gender
- b. age
- c. industry of employment

^f Note that incident management/recovery steps are part of incident management controls and should be distinguished from corrective and preventive actions. Corrective and preventive actions are determined through the risk assessment process before or after an incident while incident management/recovery steps are taken during an incident.

⁹ ERAC compiles and publishes annual reports on electrical fatalities across Australia and New Zealand for research purposes.

- d. occupation
- e. electrical practitioner's category
- f. electrical practitioner's licence status, and
- g. electrical practitioner's qualification status.

Items (a) and (b) must be collected and provided to IPART in every instance. Items (c)-(d) must be collected and provided to IPART when the victim was working at the time of the incident and items (c)-(g) must be collected and provided to IPART when the victim was working as an electrical practitioner.

It is possible that the fatality incident data (including the additional information) that is collected by IPART may contain personal information about victims of fatalities despite IPART not collecting their personally identifiable information (such as names or dates of birth), in light of the small number of fatalities that are required to be reported to IPART.

IPART will share the fatality incident data with the ERAC member responsible for preparing ERAC reports from time to time,^h for the purpose of compiling statistics for research. The broader statistical research will be published in those reports and made available on [ERAC's website](#). ERAC membersⁱ are therefore intended recipients of some of the fatality incident data gathered. ERAC's privacy policy is available on its [website](#).

2.4.4 Stage 3 – final report

The final report stage is where all the details surrounding the event and subsequent investigations, including causal information and management review outcomes, will be submitted. This stage is used to demonstrate that the network operator has responded to an incident in accordance with section 4.5.2 of *Australian Standard AS 5577-2013 Electricity network safety management systems*. Sufficient detail must be submitted to allow IPART to determine if the requirements of section 4.5.2 have been adhered to, and a full understanding of the incident and the network operator's response can be achieved without inferences being drawn or clarifications being sought.

The details required at the final report stage are:

- Investigating the incident – Identifying the cause of the incident (descriptive text and a list of causal factors), including a description of the factors and events that have led to the occurrence of the reported incident and to the outcome of the incident. The causal factors are to be identified from the list in Appendix C.

^h Except where the ERAC member responsible for preparing ERAC reports is Energy Safety WA and it is not subject to a law, binding scheme or contract that effectively upholds principles for fair handling of the information that are substantially similar to the information protection principles under the *Privacy and Personal Information Protection Act 1998*.

ⁱ Except for Energy Safety WA.

-
- Investigating the incident – Identifying the escalation factors^j and how they escalated the incidents, including a description of any escalation factors that have contributed to the failure of a preventive or mitigative control relating to the incident. For example, weather or environmental conditions. Escalation factors can also be selected from the list in Appendix C.
 - Investigating the incident – network operators should identify any controls that were in place to prevent the event from occurring and describe why they did not work as expected, including:
 - preventive controls that were ineffective – a description of all the controls designed to prevent the event from occurring and why they did not work as expected.
 - mitigative controls that were ineffective – a description of all the controls designed to mitigate the outcome of the event that failed to achieve that outcome and an explanation of why they did not work as expected.
 - Management response – network operators should provide details of the analysis and decisions undertaken to identify preventive or mitigative actions to be adopted by the network operator, including:
 - details of all control options that have been identified to correct any gaps identified within the Electricity Network Safety Management Systems (ENSMS), and to prevent any repeat incidents of the same nature.
 - details of the assessment of each identified control option to determine whether it is able to, as far as reasonably practicable, eliminate or mitigate an identified risk.
 - details of the assessment of each identified control option to determine whether it is appropriate and commensurate to the identified risk (i.e. explain how the control does or does not address the risk).
 - An outline of how the network operator's management has responded to the incident investigation and outcomes, including:
 - which control options have been approved or agreed upon.
 - an explanation of why these control options have been approved or agreed upon.
 - estimates on when the control option will be implemented (i.e. include specific calendar dates for milestones and completion).

Specific requirements are included in the reporting matrix in Appendix A.

^j Escalation factors are factors external to the incident which have contributed to the failure of a preventive or mitigative control. For example, these factors may have contributed to the escalation of a significant near miss (Category 4) to an incident (Category 1, 2 and 3), and/or have contributed to the escalation in an injury's severity (e.g. from a Category 2 incident to a Category 1 incident, or increased the severity of an injury within a single incident classification category).

3 Reporting on compliance with the NSW Code of Practice for Authorised Network Operators

This chapter of the Reporting Manual applies to Authorised Network Operators (ANOs) only. The ANOs are Transgrid, Ausgrid and Endeavour Energy.

ANOs are required to comply with Part 5 of the *Environmental Planning and Assessment Act 1979* (NSW) (EP&A Act). The NSW Code of Practice for Authorised Network Operators (Code)^k, issued by the Department of Planning and Environment, refers to some, but not all, of the obligations under Part 5 of the EP&A Act. The Code has been developed by the Department of Planning & Environment to ensure assessments made under Part 5 of the EP&A Act, where the ANO is the determining authority, are conducted appropriately.

IPART is responsible for monitoring and enforcing compliance with the Code. This chapter of the Reporting Manual outlines reporting requirements that allow IPART to hold the ANOs accountable against their obligations under the Code. This is in addition to, not in substitution for, any other obligations under the EP&A Act, or any other legislation, statutory instrument, licence condition or applicable code.

ANOs must provide a report on any breaches of the Code along with other reporting requirements on Environment Impact Assessments (EIAs) for the preceding financial year to IPART as part of their annual compliance report. Refer to IPART's *Electricity networks reporting manual - Annual compliance reporting* for further details.^l

3.1 Immediate reporting of a breach of the Code

An ANO is required to report a serious breach of the Code to IPART as soon as reasonably practicable after the ANO becomes aware of the breach. A serious breach includes a breach which has, or is likely to have, a material adverse impact on the environment.

How to notify us of a breach of the Code

Immediate notification takes the form of a telephone call to the Director ((02) 9019 1915) or the Executive Director ((02) 9019 1904) of Regulation and Compliance at IPART. This is to be followed by written confirmation to IPART's Chief Executive Officer from the Chief Executive Officer (or equivalent) of the ANO concerned within 30 calendar days. The notification must include:

- the extent and nature of the non-compliance (including whether and how many customers and/or other licence holders have been affected)

^k Issued under clause 244K of the *Environmental Planning and Assessment Regulation 2000* (NSW) available at <https://www.planning.nsw.gov.au/-/media/Files/DPE/Guidelines/nsw-code-of-practice-for-authorised-network-operators-2015-09-04.pdf?la=en>.

^l Available at <https://www.ipart.nsw.gov.au/Home/Industries/Energy/Energy-Networks-Safety-Reliability-and-Compliance/Electricity-networks/Electricity-Networks-Reporting>.

- reasons for non-compliance
- actions taken to rectify the breach and to prevent it reoccurring, and
- actual or anticipated date of full compliance.

Appendices



A Incident reporting matrix

A.1 Introduction

The definitions of reportable events in **Table A.1** below apply to the following situations:

- Incidents or near misses involving network operator employees and contractors relating to bushfire risk management work within private electrical installations, or
- Where electricity works are involved^m, that is, any electricity power lines or associated equipment or electricity structures that form part of a transmission or distribution systemⁿ (also known within industry as electrical mains and apparatus). A distribution system also includes a regulated stand-alone power system.^o

For the purposes of this Reporting Manual, *electricity works* also includes extensions to the existing network (excluding private mains), replacement of existing assets, assets in the process of being decommissioned and assets in the process of being commissioned (Greenfield sites). Note that for extensions to existing assets and work on Greenfield sites and sites where assets are being decommissioned, IPART only requires reporting of incidents relating to the following activities:

- installation, testing, operation, commissioning or decommissioning of primary or secondary electrical plant
- installation, testing, operation, commissioning or decommissioning of overhead conductors, busbars, insulators and underground cables
- erection, dismantling or removal of any pole, tower or structure that is intended to support overhead conductors or busbars, and
- excavation or backfilling of any trench, hole or pit intended for the installation, jointing or termination of electrical cables.

The term 'Serious Electricity Works Accident' (SEWA) used in **Table A.1** below has the meaning given to it in the ES Act. That is, it is an accident:

- in which electricity works are involved, and
- as a consequence of which a person dies or suffers permanent disability, is hospitalised, receives treatment from a registered health practitioner or is unable to attend work for any period of time.

Shocks from electrical installations, except where identified in the table below, are not reportable to IPART as a SEWA. However, they may be reportable to the NSW Fair Trading as Serious Electrical Accidents under the *Gas and Electricity (Consumer Safety) Act 2017* (NSW).

^m The term 'electricity works are involved' refers to where the involvement of the electricity works has played a role in the occurrence or outcome of an incident.

ⁿ As defined in the ES Act.

^o The meaning of a distribution systems is set out in section 12A of the ES Act to include a regulated stand-alone power system.

Table A.1 Incident reporting notification requirements

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
1. Major Incident ^b	<p>Notification to the Minister's office Within 24 hours for all Major Incidents^c</p> <p>Notification of SEWAs to SafeWork NSW As soon as possible but within 24 hours^c Also see Note d regarding fatality or serious injury or illness notification under the <i>Work Health and Safety Act 2011</i> (NSW) (WHS Act).</p> <p>Notification to IPART Within 24 hours for fires which are reportable as major incidents.^c</p> <p>For all major incidents involving reliability and power quality except to significant community infrastructure</p> <ul style="list-style-type: none"> Combined Stage 1 and Stage 2 report to IPART: no later than 14 calendar days from the incident occurring or from becoming aware of the incident occurring.^e 	<p>SEWAs, or events rising from bushfire risk management work being undertaken on private overhead electricity lines^g, where there is significant injury to a person/s, resulting in:</p> <ul style="list-style-type: none"> fatality (refer to Sec 2.4.3 for additional reporting requirements) permanent disability permanent life changing injuries, or life threatening injuries. <p>Note the notification requirements of SEWAs are as per section 63R(4) of the ES Act which excludes notification of SEWAs involving motor vehicle accidents on land not owned or controlled by a network operator if (a) a fault or failure in electricity works did not contribute to the motor vehicle accident, and (b) electricity did not contribute to an injury or death.</p> <p>Also see Note d regarding fatality or serious injury or illness notification under the WHS Act.</p>	<p>Significant loss of property – damage >\$500,000</p> <p>or</p> <p>Fires which have burnt an area >10ha and where the Commissioner has taken charge under s44 of the <i>Rural Fires Act 1997</i> (NSW), and the network operator has reasonable suspicion that the cause of the fire may have been from electricity works.</p>	<p>Widespread supply interruption All network operators</p> <ul style="list-style-type: none"> where a state of emergency has been declared under the <i>State Emergency and Rescue Management Act 1989</i> (NSW) due to the impact of an outage^h, or the cause of the state of emergency places the network at risk of loss of supply/failure. the network operator has classified it as a significant outage (as part of their ENSMS or incident management system) due to adverse impact or disruption to the community. where a reliability or power quality issue resulted in a disruption, for greater than 2 hours, to the normal functioning of significant community infrastructure such as:^g <ul style="list-style-type: none"> peer group A1, A2, A3 and B hospitalsⁱ road tunnels on motorways that have emergency evacuation systems^j rail and air transport systems where travel is affected events and buildings where greater than 5000 people could be affected by an outage other community infrastructure determined by the network operator to be of National, State or Regional significance. <p>Distribution An Interruption > 5000 customers for > 4 hours.</p>

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
	<ul style="list-style-type: none"> Stage 3 report to IPART: no later than 90 calendar days from the incident occurring or from becoming aware of the incident occurring.^{e,f} <p>For all other major incidents (including reliability and power quality involving significant community infrastructure)</p> <ul style="list-style-type: none"> Stage 1 report to IPART: no later than 2 business days from the incident occurring or from becoming aware of the incident occurring.^e Stage 2 report to IPART: no later than 14 calendar days from the incident occurring or from becoming aware of the incident occurring.^e Stage 3 report to IPART: no later than 90 calendar days from the incident occurring or from becoming aware of the incident occurring.^{e,f} 			<p>Transmission An interruption amounting to >0.25 System Minutes.^k</p> <p>System Minutes is to be calculated in accordance with the loss of supply event frequency parameter applicable to the transmission operator in terms of the current AER STPIS determination.</p>
2. Incident	<p>Notification of SEWAs to SafeWork NSW</p> <ul style="list-style-type: none"> as soon as possible but within 24 hours 	<p>SEWA – injury that does not meet the criteria for a Category 1 – major incident, but leads to a person/s:</p> <ul style="list-style-type: none"> being hospitalised (where hospitalised means 'is admitted as an in-patient'), 	<p>Loss of property – damage >\$100,000</p> <p>or</p>	<p>All network operators An outage that has contributed to the declaration of, or resulted from, a Major Event Day (MED). Note that all outages related to a declared MED will be regarded as a single incident.</p>

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
	<ul style="list-style-type: none"> also see Note d regarding fatality or serious injury or illness notification under the WHS Act. <p>For all incidents except reliability and power quality</p> <ul style="list-style-type: none"> Stage 1 report to IPART: no later than 2 business days from the incident occurring or from becoming aware of the incident occurring. e,n Stage 2 report to IPART: no later than 14 calendar days from the incident occurring or from becoming aware of the incident occurring. e Stage 3 report to IPART: no later than 90 calendar days from the incident occurring or from becoming aware of the incident occurring. e,f <p>For all reliability and power quality incidents</p> <ul style="list-style-type: none"> Combined Stage 1 and Stage 2 report to IPART: no later than 14 calendar days from the incident occurring or from becoming aware of the incident occurring. e,m 	<ul style="list-style-type: none"> receiving treatment from a registered health care practitioner^l and is unable to attend work for a full shift or more (this does not include the shift during which the incident occurred). <p>Note the notification requirements of SEWAs are as per section 63R(4) of the ES Act which excludes notification of SEWAs involving motor vehicle accidents on land not owned or controlled by a network operator if (a) a fault or failure in electricity works did not contribute to the motor vehicle accident, and (b) electricity did not contribute to an injury or death.</p> <p>(Also see Note d regarding fatality or serious injury or illness notification under the WHS Act).</p>	<p>Fires for which the Commissioner has not taken charge under s44 of the <i>Rural Fires Act 1997</i> (NSW), but have burnt an area >10ha and where the network operator has reasonable suspicion that the cause of the fire may have been from the electricity network.</p> <p>or</p> <p>Fires that have impacted on environmentally sensitive areas, cultural or heritage sites.</p>	<p>Distribution N/A (addressed by quarterly licence compliance reporting).</p> <p>Transmission An interruption amounting to >0.05 System Minutes. k</p> <p>System Minutes is to be calculated in accordance with the loss of supply event frequency parameter applicable to the transmission operator's current AER STPIS determination.</p>

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
	<ul style="list-style-type: none"> Stage 3 report to IPART: no later than 90 calendar days from the incident occurring or from becoming aware of the incident occurring.e,f 			
3. Other SEWAs	<p>Report to IPART</p> <ul style="list-style-type: none"> Stage 1 report no later than 7 (calendar) daysⁿ <p>Note: the Stage 1 report to IPART meets the notification requirement for Category 3 incidents.</p>	<p>SEWAs that do not meet a Category 1 or Category 2 incident.</p> <p>Note the notification requirements of SEWAs are as per section 63R(4) of the ES Act which excludes notification of SEWAs involving motor vehicle accidents on land not owned or controlled by a network operator if (a) a fault or failure in electricity works did not contribute to the motor vehicle accident, and (b) electricity did not contribute to an injury or death.</p>	N/A	N/A
4. Significant Near Miss	<ul style="list-style-type: none"> Combined Stage 1 and Stage 2 report to IPART: no later than 30 calendar days from the incident occurring or from becoming aware of the incident occurring.e Stage 3 report to IPART: no later than 90 days from the incident occurring or from becoming aware of the incident occurring.e,f 	<ul style="list-style-type: none"> Electric shock or electrical burns originating from network assets where there has been no medical treatment, or only diagnostic monitoring has been carried out (e.g., ECG). Unintended exposure to any arc flash where there has been no medical treatment.g Reverse polarity that has resulted from work carried out by a network operator's employee or contractor, or by an ASP. Defective neutral connection that has resulted from work carried out, within the last 12 months, by network operator's employee or contractor, or by an ASP. High voltage into low voltage (high voltage injection or high low intermix), which results in damage to the customer appliances, switchboard, or premises, except where the incident is related to a major event on a declared MED. 	Electric shock or electrical burns originating from network assets that cause fatalities only to household pets.	N/A

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
		<ul style="list-style-type: none"> • Unintended contact with energised network asset by the network operator's employee or contractor, including machinery or other equipment (excludes insulated equipment, insulated to the appropriate voltage level), but excluding inadvertent contact from vegetation caused by the network operator's employee or contractor. • Unintended contact with energised network asset by falling vegetation caused by the network operator's employee or contractor, that does not result in another category of reportable incident (e.g. arc flash, high voltage into low voltage intermix). Note that this includes only incidents where the falling vegetation broke conductors or damaged network equipment. • Breach of safe approach distance by network operator's employee or contractor. • Inadvertent energisation of network assets resulting from switching and operating errors, equipment failure, operation of assets by an unauthorised person, connection to an alternate source of supply (customer generator) etc. This includes incidents where the network is intentionally switched when it should not be (e.g. energising a circuit intentionally before earths are removed). 		

Category	Notification/Report timeframe; information required	People – to both workers and members of public	Property - third party ^a	Reliability and power quality
4(a) Significant Near Miss	<ul style="list-style-type: none"> Notification to SafeWork NSW only: As soon as possible. 	<ul style="list-style-type: none"> In addition to any other obligations to report to SafeWork NSW, when a network operator becomes aware of an incident where contact has been made with powerlines or cables (including with plant such as cranes, scissor lifts, farm equipment, and backhoes), the network operator should notify SafeWork NSW as soon as possible. 		

a. Third party property damage is defined as property damage that is not loss or damage to a network's own assets.

b. Major incidents are regarded as 'High Level Severity' for the purpose of licence conditions for distribution network service providers.

c. Or as soon as reasonably possible after becoming aware of the incident.

d. Section 38 of the *Work Health and Safety Act 2011* (NSW) (WHS Act) requires that incidents that involve a worker or workplace resulting in a fatality or a serious injury or illness of a person, as defined by section 36 of the WHS Act, are notifiable to SafeWork NSW. Where these incidents involve electricity works, they are also to be notified to IPART as an Incident or Major Incident as applicable. In practice, these incidents are likely to meet the definition of a SEWA. For reference, serious injury or illnesses that are notifiable include where immediate treatment is required as an in-patient in a hospital, or is required for:

- the amputation of any part of his or her body
- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as degloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations, or
- where medical treatment has been provided within 48 hours of exposure to a substance.

e. Where the network operator can clearly demonstrate that it was not immediately aware of the incident occurring, the reporting timeframes apply from the time that it became aware of the incident occurring, provided that it continues to comply with the requirement of the *Electricity Supply Act 1995* (section 63R) which requires that notice of a SEWA is given within 7 days.

f. Where a network operator considers a 90-day reporting date is not achievable it may apply for an extension.

g. When this type of incident occurs, and if there is uncertainty about the need to report, the network operator can discuss this with IPART.

h. Includes loss of a single phase or an unintentional and sustained undervoltage which would affect the ability of customers to operate their plant, machinery or appliances.

i. As identified in the Bureau of Health Information, *Healthcare Quarterly* and NSW Ministry of Health, *NSW Hospital Peer Groups 2016*, April 2016.

j. Motorways are roads designated with an 'M' prefix as per the Transport for NSW classifications.

k. Due to the unique nature of the Directlink network, it is not required to report on reliability incidents.

l. Where treatment is 'any medical procedure, other than diagnostic medicine' and 'registered health practitioner' is as defined in the ES Act.

m. For incidents which result in a MED, the reporting timeframe of 14 days starts from when the SAIDI exceeds the threshold value T_{MED} and not from the incident date (date of the adverse weather). Refer to licence conditions for further details of MED calculations.

n. For 'People' incidents described in **Table A.1**, the reporting timeframe begins on the date when the resulting injury meets the definitions of a Category 2 or Category 3 incident (e.g. the date when medical treatment is first sought).

Notes:

Network operators are not required to submit a new or separate report for Secondary Injuries. Secondary Injuries should be reported:

- a) if known, in the same incident report for the initial incident, or
- b) in any future incident report(s) that flow from the initial report of the incident.

If the primary injury becomes more serious, such that the category of the incident escalates, network operators must submit a new report of the incident in accordance with the relevant category.

When an incident covers multiple Categories (e.g. Category 1 & Category 2), multiple Classifications (e.g. Property – third party & Reliability and Power quality), or multiple geographic areas, only 1 incident report need be submitted.

Reference Definitions

ASP	Accredited Service Provider as per Part 3 of the <i>Electricity Supply (Safety & Network Management) Regulation 2014</i> (NSW).
Electric shock or arc flash incidents	Events caused by network assets, network asset defects or network activities, including shocks received inside customer installations, are to be reported. Customer installation events not associated with network assets are not to be reported.
HV injection	High voltage to low voltage. May also be referred to as HV LV intermix.
Motor Vehicle	Defined as all public road vehicles including plant and equipment packed up for travel (i.e. plant and equipment travelling on a public road to or from worksite).
Network Employee/network contractor	Includes all classes of authorised persons (network employee and network contractor). Accredited Service Provider employees are not included.
OH	Overhead.
Secondary Injury	An injury that arises as a consequence of a primary injury sustained in a category 1, 2, 3 or 4 incident

B Event classifications

The event classification allows for consistent reporting of event types associated with incidents and near misses. Each classification has been assigned a code as described by the *Type of Occurrence Classification System*,^P (section F 'Mechanism of incident classification'). The event codes and associated classifications have been summarised below.

Table B.1 Event classification table

Code	Descriptor
GROUP 0	FALLS, TRIPS AND SLIPS OF A PERSON
01	Falls from a height
02	Falls on the same level
03	Stepping, kneeling or sitting on objects
GROUP 1	HITTING OBJECTS WITH A PART OF THE BODY
11	Hitting stationary objects
12	Hitting moving objects
13	Rubbing and chafing
GROUP 2	BEING HIT BY MOVING OBJECTS
21	Being hit by falling objects
22	Being bitten by an animal
23	Being hit by an animal
24	Being hit by a person accidentally
25	Being trapped by moving machinery or equipment
26	Being trapped between stationary and moving objects
27	Exposure to mechanical vibration
28	Being hit by moving objects
29	Being assaulted by a person or persons
GROUP 3	SOUND AND PRESSURE
31	Exposure to single, sudden sound
32	Long-term exposure to sounds
38	Explosion
39	Other variations in pressure
GROUP 4	BODY STRESSING
41	Muscular stress while lifting, carrying, or putting down objects
42	Muscular stress while handling objects other than lifting, carrying or putting down
43	Muscular stress with no objects being handled
44	Repetitive movement, low muscle loading

^P Australian Safety and Compensation Council Canberra, *Type of Occurrence Classification System*, Third Edition, May 2008.

GROUP 5	HEAT, ELECTRICITY AND OTHER ENVIRONMENTAL FACTORS
51	Contact with hot objects
52	Contact with cold objects
53	Exposure to environmental heat
54	Exposure to environmental cold
55	Exposure to non-ionising radiation
56	Exposure to ionising radiation
57	Contact with electricity
58	Drowning/immersion
59	Exposure to other and unspecified environmental factors
GROUP 6	CHEMICALS AND OTHER SUBSTANCES
61	Single contact with chemical or substance
62	Long term contact with chemicals or substances
63	Insect and spider bites and stings
64	Contact with poisonous parts of plant or marine life
69	Other and unspecified contact with chemical or substance
GROUP 7	BIOLOGICAL FACTORS
71	Contact with, or exposure to, biological factors of non-human origin
72	Contact with, or exposure to, biological factors of human origin
79	Contact with, or exposure to, biological factors of unknown origin
GROUP 8	MENTAL STRESS
81	Exposure to a traumatic event
82	Exposure to workplace or occupational violence
84	Work pressure
85	Suicide or attempted suicide
86	Other mental stress factors
87	Work related harassment and/or workplace bullying
88	Other harassment
GROUP 9	VEHICLE INCIDENTS AND OTHER
91	Slide or cave-in
92	Vehicle incident
93	Rollover
98	Other and multiple mechanisms of incident
99	Unspecified mechanisms of incident

C Incident reporting – classification of causal factors

The system of causal factor classifications provides a consistent approach to categorising the causal factors identified during the investigation of an incident. When reporting, each incident is to have its causal factor identified and classified to the most appropriate tier.

Table C.1 Classification of causal factors

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor
Organisational and System Factors	Hardware		
	Training		
	Organisation		
	Communication		
	Incompatible Goals		
	Procedures		
	Maintenance Management	Maintenance regime	
			Last maintained
			Last inspected
	Technical/Asset Management		Conductor clashing
			Design and maintenance
			Lubrication
			Calibration
			Moisture ingress
			Incorrect design
			Age
			Degradation
			Rot
			Fungal body
			Fatigue
		Electrical	
		Neutral fault	
		Earth fault	
		Induction	
		HV injection	
		Out of balance load	
		Reverse polarity	
		Failure	
		Electrical breakdown	
		Electrical overload	
		Mechanical breakdown	

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor	
Organisational and System Factors (continued)	Technical/Asset Management (continued)	Mechanical overload		
		Mechanical vibration		
		Insulator		
		Defective component		
		Design		
		Risk Management		
		Management of Change		
		Contractor Management		
		Organisational Culture		
		Regulatory influence		
		Organisational Learning		
		Vehicle Management	Vehicle impact	Pole
				Tower
				Conductor
		Pillar		
		Substation		
	Manned Aircraft impact	Pole		
		Tower		
		Conductor		
		Overhead electricity network maps requested		
	Unmanned Aircraft impact			
	Boat impact – waterway crossing	Pole		
		Tower		
		Conductor – Overhead		
		Conductor – Submarine		
Task and Environmental Conditions	Management Systems			
		Workplace/Environment	Task planning/ preparation/manning	
			Hazard analysis/ Job Safety analysis/take 5	
			Work procedures availability and suitability	
			Permit to Work availability and suitability	
			Abnormal operational situation/conditions	
			Tools/equipment condition/availability	
	Material availability and suitability			

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor		
Task and Environmental Conditions (continued)	Workplace/Environment (continued)	Equipment integrity			
		Housekeeping			
		Environmental	Weather conditions		
				Lightning	
				Precipitation	
				Fire	
				Flood damage	
				Wind	
				Humidity	
				Climate	
				Heat	
				Cold	
				Congestion/restriction/access	
				Routine/non-routine tasks	
				Fire and explosion hazard	
				Lighting	
				Equipment/material temperature/conditions	
				Noise	
				Ventilations	
				Gas, dust or fumes	
				Radiation	
				Chemical	
				Wildlife	Bird (large wader)
					Bird (raptor)
					Bird (other)
					Bat
					Reptile
					Possum (glider)
					Possum (other)
					Rodent
			Insect infestation		
			Termites		
			Other (specify)		
		Tree	Alive/dead		
			Falling/blown		
			Pruning/clearing		
			Within clearances		
		Location	Erosion		
			Unstable soil		
			Pollution		

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor
Task and Environmental Conditions (continued)	Workplace/Environment (continued)	Location (continued)	Coastal proximity
		Surface gradient/conditions	
		Community	Building structure Too close to no-go zone?
			No go zone (working too close) Overhead Underground/Submarine Cable plans (Dial before you dig) on site? Cable plans (Dial before you dig) request from network operator?
			Switchyard
			Wilful act
			Vandalism
			Theft
			Terrorism
			Interference
			Unauthorised work
			Public
			Recreation
			Fishing
			Kites
			Helium (party) balloons
		Other factors	
	Human factor	Complacency/motivation	
		Drugs/alcohol influence	
		Familiarity with task	
		Fatigue	
		Situational awareness	
		Time/productivity pressures	
		Peer pressure/supervisory example	
		Physical capability	
		Mental capability	
		Physical stress	
		Mental stress	
		Confidence level	
		Secondary goals	
		Personal issues	

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor
Task and Environmental Conditions (continued)	Human factor (continued)	Distraction/pre-occupation	
		Experience/knowledge/skill for task	
		Competency	
		Behavioural beliefs (gains > risks)	
		Personality/attitude	
		Poor communications	
		Poor shift patterns & overtime working	
		Passive tolerance of violations	
		Perceived licence to bend rules	
		Change of routines	
		Reliance on undocumented knowledge	
		Training	
		Other Human Factors	
Individual and Team Actions	Supervisory error or violation		
	Operating authority error or violation		
	Operating speed		
	Equipment use error or violation		
	PPE use error or violation		
	Procedural compliance		
	Electrical isolation and/or permits		
	Change management error		
	Equipment/material handling error or violation		
	Horseplay/thrill seeking error or violation		
	Hazard recognition/perception		
	Hazard management error or violation		
	Work method error or violation		
	Occupational hygiene practices		
	Other		

Tier 1 causal factor	Tier 2 causal factor	Tier 3 causal factor	Tier 4 causal factor	
Absent or Failed Defences	Awareness	Hazard identification		
			Communication	
			Competence knowledge	
			Supervision	
		Detection	Visual warning systems	
			Aural warning systems	
			Speed/movement detectors	
			Vigilance/fatigue	
			Gas/substance	
		Control and Recovery	Procedures	
			Bypass valves/circuits	
			Emergency shut down	
		Protection and Containment	PPE	
			Fire fighting	
			Split response	
		Bunding/barricading/exclusion zones		
	Escape and Rescue	Safe access/egress		
		Emergency planning/response		
		Emergency communication		
	Other			

© Independent Pricing and Regulatory Tribunal (2023).

With the exception of any:

- a. coat of arms, logo, trade mark or other branding;
- b. photographs, icons or other images;
- c. third party intellectual property; and
- d. personal information such as photos of people.

this publication is licensed under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Australia Licence.



The licence terms are available at the [Creative Commons website](#)

IPART requires that it be attributed as creator of the licensed material in the following manner: © Independent Pricing and Regulatory Tribunal (2023).

The use of any material from this publication in a way not permitted by the above licence or otherwise allowed under the Copyright Act 1968 (Cth) may be an infringement of copyright. Where you wish to use the material in a way that is not permitted, you must lodge a request for further authorisation with IPART.

Disclaimer

This reporting manual is published for the purpose of IPART specifying the reporting obligations of the regulated entity in the context of the relevant statutory framework. Use of this reporting manual for any other purpose is at the user's own risk, and is not endorsed by IPART.

This reporting manual does not displace any reporting obligation under any relevant licence or legislation. ISBN 978-1-76049-560-2