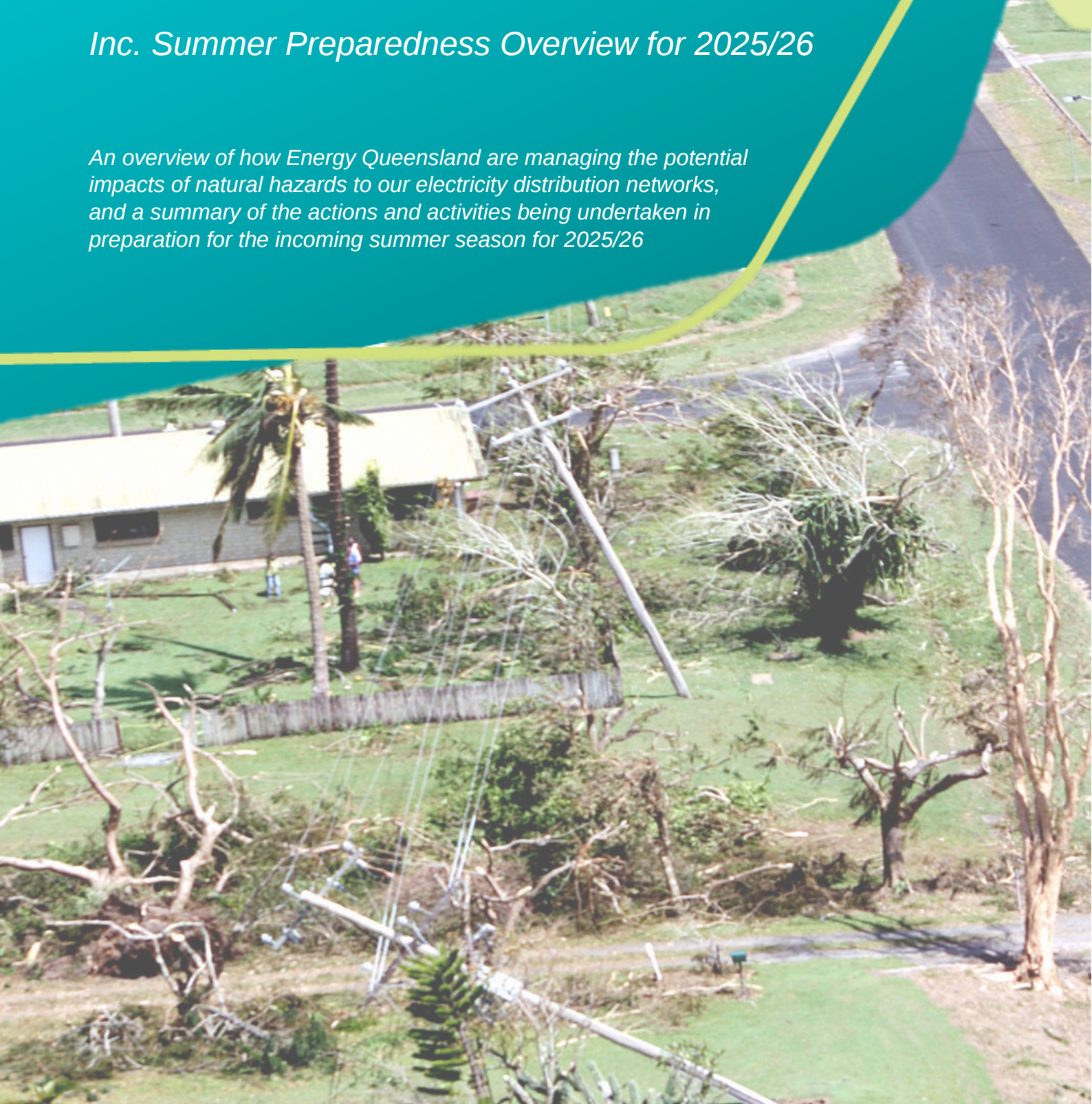


Energy Queensland

Natural Hazards Strategy

Inc. Summer Preparedness Overview for 2025/26

An overview of how Energy Queensland are managing the potential impacts of natural hazards to our electricity distribution networks, and a summary of the actions and activities being undertaken in preparation for the incoming summer season for 2025/26



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Availability of the Natural Hazard Strategy document

This plan is available on the Ergon Energy and Energex websites www.energex.com.au and www.ergon.com.au

Version	Date	Description
1.0	November 2025	Annual review and update

Executive Summary

Each year Ergon Energy Network and Energex, as part of Energy Queensland Limited (EQL), undertake diligent preparation and planning activities to ensure we are prepared for the potential impact of the numerous natural hazards that occur in Queensland each year.

As the climate, our environment, and our customer needs change, we are presented with a myriad of challenges. To minimise impact to our customers and communities we need to ensure our organisation and network is resilient, able to withstand the impact of natural hazards, and our response capability is efficient and effective.

This Natural Hazards Strategy document has been developed on behalf of both Ergon Energy Network and Energex. It details our planning and preparation activities critical to providing Queensland with a reliable network where disruptions are minimised during natural hazard events. When disruptions do occur, we will ensure we respond as quickly as possible to restore supply safely and maintain our vision to Energise Queensland Communities.

This document supersedes the Natural Hazards Strategy and Energy Queensland's Summer Preparedness Plans from previous years. It acknowledges the changing climate, and an expanded view of natural hazards and the additional preparation, planning and response now required outside the typical summer period. An overview of our Summer Preparedness actions and activities for the 2025-26 season is in Attachment A of this document.

It has been developed to assist both internal and external stakeholders to understand the arrangements in place.

What's New This Year (2025/26)

EQL's approach to natural hazards and resilience continues to evolve in response to a changing climate, new regulatory requirements, and lessons learned from recent events. Key updates and enhancements in this year's strategy include:

- **Integrated Strategy:** This document now supersedes previous standalone Natural Hazards and Summer Preparedness Plans, providing a single, comprehensive strategy that addresses year-round hazards and preparedness activities.
- **Expanded Hazard Coverage:** The strategy now includes a broader range of natural hazards, such as space weather and pandemics, reflecting the increasing complexity and frequency of disruptive events.
- **Climate Adaptation and Disclosure:** EQL is progressing actions to meet new mandatory climate-related financial disclosure obligations, with reporting commencing in 2026. This includes enhanced alignment with the Queensland Climate Adaptation Strategy 2017–2030 and a stronger focus on climate risk assessment.
- **Enhanced Interagency Collaboration:** Updated Memoranda of Understanding (MoUs) and strengthened relationships with emergency services, government agencies, and other Distribution Network Service Providers ensure a more coordinated and effective response to major events.
- **Continuous Improvement:** The strategy incorporates learnings from recent severe weather events, with annual reviews, debriefs, and scenario-based exercises informing updates to emergency plans, training, and operational procedures.
- **Digital and Operational Readiness:** Increased focus on digital readiness, including IT/OT system upgrades, improved communication protocols, and enhanced use of geospatial and weather intelligence tools to support rapid decision-making and response.

- **Community Engagement:** Expanded outreach and education initiatives, including targeted safety campaigns and the use of digital platforms to keep customers informed before, during, and after hazard events.
- **Summer Preparedness:** Attachment D provides a detailed summary of new and ongoing actions to prepare for the 2025/26 summer season, including emergency training, network readiness, business continuity, and control centre arrangements.

These enhancements reflect EQL's ongoing commitment to building a safer, more resilient electricity network for Queensland communities.

A stylized, handwritten signature in black ink, consisting of several sharp, overlapping strokes.

PETER SCOTT
Chief Executive Officer

A handwritten signature in black ink, featuring a series of connected loops and a long horizontal tail stroke.

JEFF GREEN
Chief Operating Officer

A handwritten signature in black ink, with a cursive style that includes the name "Suzanne Shipp" clearly visible.

SUZANNE SHIPP
Chief Engineer

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Section 1 – Introduction

1.1. Purpose

Our climate is changing and presenting numerous challenges for us and our communities. The traditional focus on the summer storm season has shifted, and natural hazard emergency events are occurring with increased frequency and severity across a larger portion of the calendar year.

As the primary distribution network service providers for all of Queensland, Ergon Energy Network and Energex are responsible for maintaining the delivery of electricity to Queensland communities in all climates and changing environmental conditions.

This Natural Hazards Strategy has been developed on behalf of both Ergon Energy Network and Energex to address the risks natural hazards present to our infrastructure to ensure we are ready to respond and support the community in a safe and timely manner, so far as is reasonably practical. When disruptions do occur, we are prepared to respond as quickly as possible to restore supply safely and maintain our vision to Energise Queensland Communities.

1.2. Scope

This document includes the strategic approach to the management of natural hazard risks and events that impact our Ergon Energy and Energex distribution networks.

This document does not include the operational details associated with the risk management arrangements. This sensitive operational information is contained in Energy Queensland's risk management, emergency management and response, and business continuity plans.

1.3. Context

Climate Change

Our environment and climate are changing, and we are experiencing a shift in the seasons, severity of hazards and subsequent impacts of events on the electricity network.

Like other disaster management groups and response agencies, EQL must reassess the applicability of these

hazards on our operations and integrate into all aspects of Prevention, Preparedness, Response and Recovery.

Ergon Energy Network and Energex operate an extensive electrical distribution network covering an area of 1.7 million sq km of diverse terrain, climatic and ecological conditions across Queensland. The impact of climate change is expected to vary across different areas. EQL acknowledges and aligns with the Queensland Climate Adaptation Strategy 2017-2030.

EQL is progressing preparation actions required for mandatory climate-related financial disclosure obligations. EQL will commence reporting under this new legislation in 2026.

1.4. EQL Organisational Resilience Strategy

EQL's Organisational Resilience Strategy outlines our approach to the management of the threats and hazards that pose a risk to the continued operation of our critical business functions and the safe and reliable delivery of essential services to our customers, the community, businesses, and other critical infrastructure sectors. This includes natural hazards.

As the owner and operator of critical infrastructure, a key stakeholder in state and national resilience arrangements; and a Queensland Government owned corporation; EQL must ensure that there are suitable strategies, frameworks and plans in place to ensure the appropriate management of our risks and hazards. The intent of the Organisational Resilience Strategy is to guide EQL's ability to prepare for, anticipate, respond to, adapt, and evolve from short term disruptions and long-term disruptive events and changing environments. EQL's Organisational Resilience strategic approach aligns with the Queensland State Resilience and National Resilience Strategies and Plans; to ensure the continued operation of our critical business functions and the safe and reliable delivery of essential services to our customers, the community, businesses, and other critical infrastructure sectors.

1.5. Disaster Management Arrangements

EQL aligns its planning and preparation actions and activities with the Queensland Disaster Management Arrangements. Refer to [Queensland Interim State Disaster Management Plan 2024-25](#) for further details.

1.6. *Security of Critical Infrastructure (Act 2018 (Cth) (SoCI Act)*

The [SoCI Act](#) requires a responsible entity to have in place a specific risk and control management program to protect the ongoing availability of the critical infrastructure it operates. The SoCI Act identifies the requirement to identify and control multiple hazard streams which may present a threat to critical infrastructure. One identified stream is 'Natural Hazards'. This SoCI Act requirement presents an additional element of EQL's Natural Hazard planning.

Section 2 – Governance

2.1. Strategy and Framework

EQL has developed an Organisational Resilience Strategy that provides the strategic intent for its Organisational Resilience. This Strategy outlines how various sub-strategies and frameworks are integrated across the organisation including this Natural Hazard Strategy and the Resilience Framework to guide EQL in the management of crisis, emergencies, and business disruptive events. This strategy and associated frameworks adopt an 'All Hazards Approach' to guide EQL in the Prevention, Preparedness, Response and Recovery (PPRR) for emergencies and business disruptions, including natural hazard events.

EQL has modelled its Resilience Framework on the Queensland Government's Emergency Risk Management Framework; and applies the principles of the Australasian Inter-service Incident Management System (AIIMS) to align EQL's response to emergencies and business disruptive events with that employed by the emergency services and other response agencies and organisations.

2.2. Roles and Responsibilities

A dedicated organisational structure has been established to provide clear oversight and support for emergency management teams. This includes command, control and coordination during an activation. Charters and role statement handbooks outline each role, and the associated responsibilities required for an emergency response.

2.3. Processes

Detailed guidelines, processes and checklists have been developed to assist roles in preparation for and during events.

2.4. Reviews and Updates

The EQL Natural Hazard Strategy and Summer Preparedness Summary will be reviewed annually to ensure currency and application of learnings from previous events and to identify improvement opportunities.

2.5. Reporting

A Summer Preparedness Working group operates to ensure our business divisions have conducted preparations throughout the year and in the lead up to the summer storm season. This assures a safe and robust network, sound emergency response procedures and safety awareness to our employees and the broader community.

There are also hazard specific committees and technical advisory groups covering bushfire, hot weather, space weather and pandemic hazards.

2.6. Continuous Improvement

To ensure EQL continues to maintain a current and effective emergency management framework to safely support the community, EQL conduct regular assurance checks of its framework, procedures, processes, and work practices.

EQL conducts hazard specific reviews to identify the risk and exposure to business continuity, its functions and assets and the potential effect on customers and the community.

Following the activation of escalated emergency response functions, debriefs are conducted to identify both success and improvement opportunities for application in future events.

Section 3 – Natural Hazard Profiles

3.1. Summary of Profiles

Queensland is vulnerable to a range of natural hazards including severe storms, tropical cyclones, bushfires, and heatwaves. The following table is a summary of the natural hazards that are addressed by this strategy, with a detailed description, including the potential impacts on its assets, capabilities, and arrangements included in **Attachment A – Natural Hazard Profiles**.

Hazard	Overview
Storms	Tropical Monsoon Lows, East Coast Lows, Supercells, Thunderstorms, Tornados, Pulse Storms, and Squall Lines. Exposed during summer season commencing in October in Southeast Queensland and November in regional Queensland, through to March.
Tropical Cyclone	Extreme winds, rains, flooding, and tidal surge. Cyclone season traditionally commences on 1 November through to 30 April each year.
Bushfire	Bushfires, wildfire, grass fires and seasonal mitigation burns. Fire season in Queensland commences in the Gulf Country and Cape York Peninsula during July and progresses south into the central inland and coastal areas during spring and south to the NSW border in early summer. The season extends into February for the southern part and for southwest Queensland.
Heatwave	Long period of very hot weather, usually ranging from 37°C to 42°C'. Calculated by The Bureau of Meteorology using the forecast maximum and minimum temperatures over the upcoming three days.
Tsunami	Significant increase in sea level and waves/tidal/surge resulting in inundation along coastal areas.

Hazard	Overview
Flood - Riverine and Coastal	Rainfall and run off in river systems, tidal changes or secondary from other weather-related events (e.g., cyclone). May have an immediate or delayed flood impact.
Earthquake	Significant ground movements and shifts. May trigger secondary events such as landslides, tsunamis and fires.
Landslide	Ground movement. May occur as a secondary hazard from either storms, cyclones, earthquakes, flooding, or infrastructure failure such as water main.
Pandemic	Pandemic or epidemic event, or outbreak of a communicable disease.
Space Weather	Release of magnetic energy from the Sun resulting in Solar Flare and Geomagnetic Storms which may cause changes in the earth's atmospheric conditions.

3.2. Alignment with State

EQL aligns its natural hazard risk management profiles with the Queensland Government to ensure a consistent approach; and utilises the Queensland Government risk assessments to understand the changing climate and challenges including (but not limited to):

- [Queensland 2023 State Disaster Risk Report](#)
- [Queensland Prevention Preparedness Response and Recovery Disaster Management \(PPRR DM\) Guideline](#)
- [Queensland State Heatwave Risk Assessment 2019](#)
- [Queensland 2024 State Earthquake Risk Assessment](#)
- [2024 Tsunami Guide for Queensland](#)
- [Severe Wind Hazard Assessment Queensland](#)

As the seasons change, EQL adjusts its preparations and response plans as necessary to ensure readiness. The expansive distances of Queensland also mean that the exposure to the numerous hazards is different for each part of the state and therefore to the electricity network, depots, and customers.

Section 4 – Interagency Cooperation

4.1. Mutual Support and Cooperation

EQL maintains a range of mutual support and cooperation arrangements with other Distribution entities, infrastructure owners, and supporting bodies to strengthen its ability to prepare for, plan, and respond to emergency events.

4.2. Distribution Network Service Providers

MoU's have been developed with other Distribution Network Service Providers (DNSP's) including Essential Energy, Endeavour Energy, Ausgrid and Power and Water Corporation outlining the key support principles and arrangements between the companies, including additional resources to assist with large scale responses.

As part of the annual preparation, a review of these MoU's is conducted. Arrangements are also in place for assistance from approved contractors and suppliers.

4.3. QLD Fire Department

An MoU has been established with the Queensland Fire Department (QFD) for data sharing including licensed data relating to all Hazards/Incident events, risks, and operational responses.

This data includes planning and operational data within the Queensland Emergency Management Risk Framework (QERMF) tool within the Queensland Disaster Management Arrangements (QDMA). The data layers from the QDMA sharing group are used by Ergon Energy Network and Energex for planning and operational purposes.

4.4. QFD and Powerlink

An MoU with the QFD and Queensland Electricity Transmission Corporation Limited (Powerlink Queensland) includes protocols for joint response to extreme or catastrophic bushfire conditions. It outlines the approaches relating to bushfires, emergency contacts, and communication protocols for significant incidents and emergency events where the assets of the parties are impacted. During a significant network emergency, each emergency management team considers common issues and priorities to ensure the optimum state response.

4.5. Interagency Co-Operation

Ergon Energy Network and Energex have responsibilities under the [Disaster Management Act 2003 \(Qld\)](#) to ensure adequate liaison occurs with emergency services. The [Queensland Disaster Management Arrangements \(QDMA\)](#) outlines the various committees and governance across the State for stakeholders and inter-agency collaboration and co-operation.

EQL maintains representation on the following groups to ensure appropriate collaboration and interagency information sharing with emergency services. These committees are convened throughout the year (both during and outside emergency events):

- Queensland Disaster Management Committee (QDMC)
- State Disaster Co-Ordination Group (SDCG)
- District Disaster Management Group (DDMG)
- Local Disaster Management Groups (LDMG)
- State Bushfire Committee (SDC)
- Technical Working Groups (TWG).

Field Operational Managers establish and maintain relationships with local emergency services leaders through disaster management groups and regular stakeholder interactions. These ensure the ability to work co-operatively during emergencies as well as support community resilience and continuity.

The Ergon Energy Network and Energex Operational Control Centres maintain protocols for direct contact with QFD FIRECOM ensuring rapid response to incidents.

Section 5 – Resilience Approach (Planning, Preparation, Response and Recovery)

5.1. Prevention

Risk Frameworks

Natural hazard risks are managed in accordance with the EQL Risk Management Policy and Framework. The Risk Management Process aligns with the internationally recognised Standard AS/NZ ISO 31000:2018 Risk Management – Principles and Guidelines. Management of risk is critical to effective asset management and is integral to the ISO 55000 Asset Management suite of Standards. EQL regularly reviews risks to the network.

Regulatory Frameworks

EQL complies with the relevant industry legislation and codes of practices that pertain to the management of the identified natural hazards and risks. The most recent piece of legislation applied is the [SoCI Act, Security Legislation Amendment \(Critical Infrastructure Protection\) Act 2022 \(Cth\)](#), [Security of Critical Infrastructure and Other Legislation Amendment \(Enhanced Response and Prevention\) Act 2024 \(Cth\)](#) that requires EQL to have appropriate plans in place to mitigate the risks of natural hazards to our distribution networks as far as reasonably practicable to do so.

Mitigation and Resilience Activities

With a large overhead electricity network traversing long distances through densely vegetated areas in rural Queensland, there is a high exposure to the elements, and severe weather events can have a significant impact on supply reliability. To minimise these impacts, EQL has identified and implemented critical maintenance activities, including a vegetation management and cyclical maintenance program. Energex and Ergon Energy Network also employ an extensive asset refurbishment, replacement, and augmentation program to provide a resilient and safe network.

EQL has a range of measures in place to protect its depots and offices that may be impacted by these natural hazards as they support the network response effort of our teams in the field.

Inspection and Maintenance Programs

Assets

Ergon Energy Network and Energex operate an ongoing asset inspection and maintenance program on the network which complies with the *Electrical Safety Act 2002 (Qld)* and the Electrical Safety Code of Practice – Works.

These inspections include:

- Routine inspections of substation equipment
- Routine ground-based inspections of overhead lines and poles
- Periodic Light Detection and Ranging (LiDAR) inspections of feeders to identify vegetation and conductor clearance issues.

Issues identified through routine inspections are prioritised for rectification. Corrective maintenance activities include:

- Lines defect remediation for the repair and remediation of defects identified through asset inspection, such as cross-arms
- Programs for condemned pole replacement
- Customer Service line replacement programs.

Vegetation

Ergon Energy Network and Energex actively seek to minimise the risk of vegetation encroachment around overhead assets using a cyclical maintenance program to ensure that adequate clearances are maintained and reactive treatment activities where encroachments are identified.

Privately Owned Assets

Ergon Energy Network, Energex and the Electrical Safety Office provide safety and maintenance advice on privately owned electric lines. The owners of private overhead electric lines and poles are obliged to maintain them in a safe condition. This includes keeping their assets free from obstruction of vegetation and ensuring that trees planted in the vicinity of powerlines are appropriate low growing species.

Poorly maintained private lines and poles have the potential to pose significant electrical risk or to start bushfires. Ergon Energy Network and Energex are not responsible for the condition or maintenance of privately owned electric lines within Queensland but perform a visual inspection of private overhead electric lines and assessment of the first pole on the private property, advising the customer of defects noted. These notices are followed up and failure to rectify these defects in the required timeframe will result in disconnection of supply.

Ergon Energy Network and Energex are responsible for the inspection of private property poles in New South Wales that are connected to the Ergon Energy Network and Energex Network, in accordance with [NSW Independent Pricing and Regulatory Tribunal](#) (IPART) requirements. The private property poles inspected in NSW are assessed and the owners are advised of defects. These notices are followed up and failure to rectify these defects in the required timeframe will result in disconnection of supply.

Asset Design

Ergon Energy Network and Energex design our electrical network to maximise safety, reliability, security, resilience, performance, and shareholder value over the

long term (commensurate with the life expectancy of network assets) whilst meeting community expectations for environmental impact and regulatory expectations, so far as is reasonably practical. This design approach is guided by EQL's board-approved risk appetite, ensuring that decisions regarding asset planning and investment are aligned with the organisation's tolerance for risk across health and safety, network reliability & performance, and financial sustainability.

Standards have been developed to ensure optimum design, configuration, and construction quality across the network. All EQL's assets and other structures are designed to comply with relevant standards.

The design and construction of new power lines consider a range of potential hazards that the network may be impacted by such as bushfire and floods. For example:

- Identification of high bushfire risk areas using geographic information systems assists better planning and reduces the risk to assets through improved route selection and placement
- Trialling and development of a range of pole materials/technologies (such as composite fibre) along with the ongoing use of concrete and steel rebutted poles where appropriate
- Routine application and continuous improvement of fire-resistant coatings, including specialized paints and wraps, on wood poles in fire-prone areas to enhance resilience and reduce fire risk.

Capital Investment Programs

We are required to ensure adequate system capacity and maintain an acceptable customer service level under the respective Distribution Authority. Capital investment programs have been developed and implemented to achieve the outcomes end users of electricity seek regarding the safety, quality, and reliability of electricity services. The capital investment programs are based on the following five key criteria:

- Safety Net Targets for restoration of supply following a contingency event
- Minimum Service Standards (MSS) that set a level of required reliability
- Feeder improvement programs to improve reliability on constrained 11kV feeders
- Regulatory requirements as per the National Electricity Rules (NER)

- Asset refurbishment programs aimed at achieving the optimal service life from assets.

Examples of the range of initiatives undertaken by Ergon Energy Network and Energex include, but are not limited to:

- Line refurbishment programs such as the replacement of aged (or corroded) conductor, and installation of insulated/covered conductors
- Line Recloser upgrades to improve supervision and control of protection equipment on the overhead network.

These programs help to improve safety, resilience, and reliability across the entire network.

5.2. Preparedness

Preparedness activities occur all year round, however specific focus commences annually in June and continues throughout the year to prepare for the commencement of the bushfire season (typically August) and into the summer storm season (October) and cyclone season (November). These activities include planning, contact information and documentation updates, training in the Emergency and Business Disruption Framework, familiarisation of emergency management plans, conducting emergency response exercises, emergency response refresher training for all field personnel, and providing online training to all EQL employees involved in emergency management.

Preparing the Network

The specific activities undertaken to prepare the network and improve resilience against natural hazards include network capacity and security improvement programs, safety net requirements, plant emergency rating information, strategic spare components, peak load monitoring, temporary load support, demand management and inspection programs. Contingency plans are developed to ensure security and encompass several aspects:

- Network contingency and load transfer plans to cater for single contingencies
- Strategies for spares and replacement of major plant such as power transformers
- Critical spares and storm stock quarantined for emergency response to events such as severe storms and cyclones

- Mobile generators for deployment to provide an emergency supply in situations where practicable
- Mobile substations for deployment to provide an emergency supply where practicable noting that they can be moved across regions
- Application of available demand management options.

Contingency Plans

System Normal

Each year, the entire network is reviewed to ensure that all substations and feeders can supply forecast peak load under system normal conditions. A process has been implemented to monitor loads during the summer peak period so that as hot weather develops, emerging “hot spots” where demand growth may have exceeded the previous annual forecasts are identified. In these cases, corrective action to avoid an overload is taken well before a capacity constraint occurs.

Safety Net

Network contingency plans detail the load transfer and load management options available to restore supply following a single contingency event affecting bulk supply substations, zone substations and sub-transmission feeders. In cases where existing capacity or load transfer capability is not sufficient to enable supply to be restored following a single contingency, more comprehensive plans are developed depending on the tolerability of the risk level identified.

Restoration targets are defined in schedule 4 of Ergon Energy Network’s Distribution Authority and schedule 3 of Energex’s Distribution Authority “to the extent reasonably practicable”.

Under Frequency Load Shedding

Natural hazards pose a significant risk to our network. Under Frequency Load Shedding (UFLS) is an automatic load shedding process that happens almost instantaneously to protect the power system if there is a major unplanned outage in the National Electricity Market caused by events such as natural hazards. For example, a sudden failure of a major generator or transmission line that may cause a reduction in system frequency and potential instability.

To prevent this, the electricity grid is equipped with under frequency relays. The relays and this automatic load shedding process is developed to minimise impact on critical loads.

Each event which initiates load shedding is quite different and the amount and type of load shed depends on system loading (day of the week, the time of day and season) and available generation. Similarly, the time required to restore electricity supply after UFLS is also variable.

Demand Management

Ergon Energy Network and Energex have a Demand Management (DM) Program, which involves working with our customers and industry partners to reduce demand to maintain system reliability in the short term and over the longer term to defer capital projects. Each year load at risk areas on the network are identified through the Distribution Annual Planning Report (DAPR).

These areas are analysed for suitability for DM solutions. Where deemed suitable, target areas are established, and incentives offered to customers for DM solutions. Contracts are established with customers to provide permanent or point in time (e.g., at certain times in summer) load reduction. DM solutions can include energy efficiency, power factor correction, load curtailment, load shifting and customer embedded generation. Details of target area locations and constraint are found on the Ergon Energy Network and Energex websites.

Several non-network alternative generation contracts exist which provide network support, if needed, over higher risk periods. Broad based DM is also incentivised across the State. It delivers demand reductions across the whole network, rather than just in a local load at risk area. These demand reductions are achieved from appliances connected to control load and Peak Smart air conditioners, which can be called upon during emergency or extreme peak demand summer events.

The 2025/26 Ergon Energy Network and Energex Demand Management Plans¹ highlight the DM capability that can be called upon during times of peak network demand or as part of emergency response. This capability is called upon to minimise interruptions from extreme weather conditions. This same capability can also be called upon to provide network demand response to the Australian Energy Market Operator (AEMO) i.e., lack of reserve events.

Critical Community Assets

There are several locations throughout the network where continual electricity supply is considered critical to the health and wellbeing of the general community. These installations include hospitals, life support systems, water supply pumping stations, sewerage pumping stations and communications infrastructure.

Ergon Energy Network and Energex representatives work collaboratively with local councils, other agencies, and customers to ensure that these locations are known, prioritised, and incorporated into restoration plans. Listings of these installations are integrated into our disaster management plans, network control centre restoration plans and our geospatial information system. Restoration of supply to these locations is considered for inclusion as a higher priority where possible during emergency events to ensure essential services are provided to the community as soon as safely possible.

Emergency Mobile Generation

Mobile standby generators are used to provide tactical emergency response to selected sub-transmission and distribution network faults that cannot be rectified by switching or immediate fault restoration. This assists in restoration of supply in a manner that minimises customer disruption and supports community resilience. The fleet of mobile generators also provide flexibility for feeder support during extreme temperature/load events where existing network assets need to be supplemented.

These generators may also be pre-emptively deployed to locations likely to be isolated during significant flooding or storm damage.

In addition to our own generation equipment, EQL has arrangements in place to hire low voltage generators to ensure adequate generators for unplanned and planned feeder support.

Where flooding has potential to interrupt supply to critical sites or groups of customers, generators may be mobilised on a priority basis as approved by Emergency Managers (including advice from Disaster Management Groups). Where there is major flooding and access to communities is likely to be inaccessible, generators will be considered for strategic early deployment.

¹ [Ergon Demand Management Plan 2025-26](#) - [Energex Demand Management Plan 2025-26](#)

Seasonal Outlooks and Forecasts

EQL source updated information relating to long term seasonal outlooks and predictions of natural hazards from various sources including Bureau of Meteorology (BOM), Natural Hazards Research Australia, and the National Council for Fire and Emergency Services (Australasian Fire and Emergency Service Authorities Council or AFAC).

Access to this type of information enables us to make informed decisions on the potential impact of the threat and prepare the necessary organisational response.

Annual pre-season briefings are also provided to key response and operational teams to assist in understanding the driving factors and potential impacts of the impending season.

Training and Exercises

A suite of emergency training and exercise activities is conducted annually to ensure employees and response teams undertake refreshers and understand their roles and responsibilities.

Hazard specific communications and awareness sessions are conducted for field employees including appropriate work practices and vehicle use during natural hazard conditions.

Preparing Customers

Both Ergon Energy Network and Energex use targeted awareness campaigns to educate customers about how to prepare for storm and cyclone season, and how to be safe around fallen powerlines. The 'Safe Actions' media campaign is used across both Ergon Energy Network and Energex areas to promote important safety messages and educate customers about the dangers of fallen powerlines, how to prepare for storms and cyclones, and where to find outage information and updates.

Safety advertising is placed across a wide variety of channels including television (including catch up TV), digital (radio, YouTube, online websites), press, social media, and outdoor billboard advertising. The messaging helps reinforce awareness of the dangers of fallen powerlines during storms, staying clear of fallen powerlines and contacting emergency services, Energex, or Ergon Energy Network to report the danger. Our Safety Heroes education program in primary schools is a key component of readiness activities and electrical safety awareness.

The primary communication channels with our customers include direct contact via our National Contact Centres (including interactive voice recording (IVR) messages), traditional media (print, radio, and television), online (Ergon Energy Network and Energex websites, including Outage Finder tools) and social media (Facebook and Twitter).

We also utilise State Government media channels, via the Crisis Communication Network, and through the partnership of Queensland Government Departments and Agencies.

5.3. Response

Intelligence Systems

Internal

Ergon Energy Network and Energex use Geographic Information Systems (GIS) which utilise corporate data and enable the retrieval of relevant information about our electricity assets. This includes the physical location, layout of the assets, specification of equipment and the types and lengths of overhead lines and underground network. The GIS system also includes visual layers that provides the high bushfire risk areas in Southeast Queensland, regional Queensland and current QFD known fires, amongst other natural hazard information.

External

There are a variety of online resources, web links and interactive mapping available from external agencies and organisations. Where possible these have been integrated into our GIS platform or links made available through a centralised internal Emergency Information Centre. Resources include:

- Weather forecasting through the BOM
- Storm surge and inundation information collected during previous flooding events across Queensland depot areas. This is recorded in the internal systems and flood plans
- Bushfire real time and forecast mapping to assist in fire response
- Critical community asset locations.

Weather Forecasting

EQL engage the BOM and specialist weather forecasting services to assist in short term preparation for severe weather events and natural hazards.

Hazard Specific Alerts

Key response employees are registered to receive information through the hazard specific alert systems and warnings including storms, cyclones, bushfire, tsunami, earthquakes and space weather.

Emergency Response Levels

Ergon Energy Network and Energex will respond to various levels of incidents through a standard fault response and emergency escalation framework. An initial assessment of potential or actual damage will determine whether the response is managed using local arrangements or escalated to a level 2 or level 3 emergency management structure.

- **Level 1 Event** – response utilises local resources, routine business structures and processes without the need to escalate to a full emergency framework or additional command and control structures.
- **Level 2 Event** – requires escalation and support from an emergency management structure, framework, and processes relevant and scalable for the nature and location of the event.
- **Level 3 Emergency** – event may severely disrupt the supply and distribution of electricity or the provision of related services to customers and communities. The Emergency Management Plan (EMP) Distribution Network details the framework and processes to be applied. For predicted level 3 events with lead times or advance warning, the business will advise of its response status utilising phases aligned with Queensland Disaster Management Arrangements (Alert, Lean Forward, Stand Up and Stand Down).

The response is managed within an escalation process that increases resource capabilities and coordination, drawing across regions as required to meet the response requirements in the impacted area.

Priority Assets and Restoration Approach

The main priorities immediately following the impact of an event is safety of employees and the community, identifying the number of customers affected, extent of damage, types of customers and availability of response teams. This information allows review and refinement of

resourcing and restoration strategies and plans. Ensuring the network is safe, so far as is reasonably practicable, for staff and the public occurs before restoration activities commence.

Isolation for Safety

During major storms, flood events, bushfire events or on days where a total fire ban has been declared, Ergon Energy Network or Energex may be directed or be requested to isolate sections of the network in the immediate area of the event. These requests may be received from appropriately authorised Officers of Qld Police Service (QPS) or QFD. There may be instances where Ergon Energy Network and Energex may proactively isolate during forecast flood and fire events in the interests of public safety and protection of its equipment and private property.

5.4. Recovery

Recovery is the coordinated process to permanently restore operational capability, the network infrastructure or electricity supply to the community. This is usually conducted in parallel with the emergency response and these activities may occur in the Stand Up and Stand Down stages. Follow on recovery activities can also be triggered when further permanent works have been identified to be completed after the emergency event during planned programs of work.

Emergency and disaster recovery requires a collaborative, coordinated, adaptable and scalable approach in which responsibility for delivery is shared between all sectors of the community and all levels of government. Ergon Energy Network and Energex play a key role in both immediate recovery activities, as well as working with government agencies on infrastructure resilience, business continuity, reliability and community and customer support.

5.5. Community Engagement

Ergon Energy Network and Energex have built strong brand recognition as the public face of the electricity network to our customers and the primary information broker for electricity supply outage and restoration information. We have a strong and proven reputation of providing effective, timely, and accurate information during significant disruption events such as cyclones, floods, storms, bushfires, and peak demand (heatwave) events.

The EQL media and community engagement teams deliver timely, accurate and targeted communications to internal and external stakeholders before, during, and after an emergency response.

EQL utilise its local and state-wide media and community stakeholder relationships to keep the important storm season messages “top-of-mind” throughout the storm season. Key messages are delivered through proactive and reactive media releases and targeted stakeholder engagement to raise community awareness of weather-related issues, such as cyclone preparation and electrical safety.

These communications focus on delivering key safety messages through awareness and advice on safe actions to take, direct customers to the online Outage Finder for updates, or to the National Contact Centre to report damage and faults.

Event Community Outreach

During significant events, EQL community outreach teams are mobilised within impacted communities to provide face-to-face customer engagement focusing on safety messages, restoration updates, the re-connection process (following inundation/structural damage), as well as referrals to Ergon Energy Retail for account services and assistance. EQL also engage and inform customers on social media and the online Outage Finder to provide relevant and timely updates.

These digital platforms have now become the more popular information and communication channels for customers.

Online Event Storm Centre

EQL’s event-activated online Storm Centre directs customers visiting our websites to important information on preparations, what to do during major storms and cyclones, and the general process we follow to restore supply to our customers in impacted areas. During major events the site is updated regularly with the latest information regarding the response and restoration efforts.

Safety

The safety of personnel and the community is paramount. EQL employees will not put themselves at risk either prior, during or immediately following a natural hazard impact or emergency event. EQL teams seek advice and direction from several intelligence

sources including the BoM, Department of Transport and Main Roads, QFD and Emergency Services personnel before moving into an area to respond.

The safety and wellbeing of EQL response teams are critical considerations in responding to natural hazards. Challenging conditions, risk of injury and infection, heat stress, dust and smoke, flood waters, use of personal protective equipment and minimising fatigue are considered and revised with response employees.

Community Safety Programs

EQL’s commitment to safety is also demonstrated by our determination to highlight safety messages through a program of public awareness campaigns. Underpinned by a detailed analysis of incident data, the programs address known community electrical incident problem areas using awareness campaigns targeted at industry sectors or extreme risk activities.

Attachment A – Natural Hazard Profiles

1. Storms

While severe storms are predominantly seasonal, storms may occur at any time throughout the year. They can be unpredictable and occur with little warning to prepare.

The main exposure risk timeframe is the summer season commencing in October in Southeast Queensland and November in regional Queensland, through to March.

Storms hazards include:

- Thunderstorms
- Tornados
- Pulse Storms
- Squall Lines
- Supercells
- Tropical Monsoon Lows
- East Coast Lows.

Potential Impacts

EQL is exposed to and experiences storms of varying intensity across the state in all its depots and areas of responsibility.

The exposure of overhead assets and poles and wires to these storms may result in:

- Clashing conductors
- Catastrophic failure due to lightning strike
- Vegetation falling across wires, poles and/or assets
- Inundation of lower lying areas and assets.

While there are established and maintained clearance zones to minimise vegetation impacts on assets, the risk of vegetation falling into clearance zones is still present.

Storm Alerts and Warnings

EQL engages with weather service providers daily to receive weather forecasts and updates.

EQL also monitors the BOM storm warning system to ensure it receives current information relating to potential or actual storms. This includes weather radars, subscription to automated emails and alerts.

During the peak storm season, EQL participate in regular weather update meetings with BOM weather specialists.

2. Tropical Cyclone

The cyclone season traditionally commences on 1 November through to 30 April each year². Queensland communities are vulnerable to cyclones throughout Far North Queensland (including islands in the Gulf and the Torres Strait), on the mainland in the Cape and along the east coast as far south as Central Queensland.

Potential Impacts

Ergon Energy Network and Energex networks, depots and supported communities are exposed to tropical cyclones due to the extensive electricity network that is constructed as overhead poles and wires. In addition, the associated rainfall, storm surge and coastal inundation can also impact on the underground electricity network.

High winds, rain and flooding potentially causes damage to the electricity network including:

- Destabilising poles and overhead wires
- Damage from debris contacting the electricity network assets including vegetation and community infrastructure
- Movement of assets foundation due to movement and flooding.

Tropical Cyclone Outlooks

EQL utilises the tropical cyclone outlooks provided by the BOM each year as the official prediction of the upcoming cyclone season.

During the cyclone season, seven-day forecasts provided by the BOM are utilised to assist in planning and monitoring.

Tropical Cyclone Alerts and Warnings

When cyclones enter Australian waters, the BOM will issue a cyclone tracking map. Depending on the severity, and/or direction it may also issue cyclone warnings and advice to ensure preparations can be made. EQL monitor and subscribe to the BOM automated alerts and

emails and during the cyclone season and participate in regular weather update meetings with BOM weather specialists.

3. Bushfire

The fire season in Queensland normally commences in the Gulf Country and Cape York Peninsula during July. It progresses south into the central inland and coastal areas during spring and south to the NSW border in early summer. The season extends into February for the southern part and for southwest Queensland.

These timeframes can vary significantly from year to year due to fuel availability and condition, long term climate conditions and variations on short-term weather conditions in each area. Dependant on seasonal predictions and local weather forecasts, QFD may declare a fire danger period or declare local fire ban or state of fire emergency.

Potential Impact

Bushfires are an inherent part of the Queensland environment. The vastness of the land, community centres and the resulting electricity network increases the risk of potential impact to the network from planned burns, grass and vegetation fires, lightning fires, and other sources.

Damage to assets includes burnt or heat affected assets (poles, wires, and equipment), and subsequent restricted access to restore electricity supply.

Bushfire Alerts and Warnings

Geographical spatial systems and publicly available mapping layers are made available to the emergency planning and response staff to identify high risk bushfire zones to assist in planning and mitigation strategies as well as response activities.

QFD provide an automated email system to communicate the declaration of fire bans or fire weather warnings during high bushfire danger conditions.

Ergon Energy Network and Energex's Local Area Managers are also registered to receive automated bushfire update emails, warnings, and alerts.

4. Heatwave

Queensland is exposed to varying climatic conditions including prolonged heat. As EQL has employees and assets across the state, heatwave is a major consideration in the summer months.

The [Queensland 2023 State Disaster Risk Report](#) indicates that Queensland is projected to become increasingly hotter, with increases in mean daily maximum and mean overnight maximum temperatures. Parts of Queensland are also expected to become significantly drier.

Queensland health defines a heatwave as 'any long period of very hot weather, usually ranging from 37°C to 42°C'³ and the BoM calculate heatwaves using the forecast maximum and minimum temperatures over the upcoming three days.

Potential Impact

Heatwave conditions can have an impact on EQL employees where there is an increased risk of heat-related illnesses for field-based employees.

Impacts on the electricity network can range from increased demand for electricity by customers and the direct heat onto the network assets (e.g., wires sagging and some equipment overheating).

Heatwave Protocols

EQL has procedures and protocols in place to monitor and manage both its employees and the electricity network during heatwave conditions.

Heatwave Alerts and Warnings

The BoM maintains a Heatwave Knowledge Centre and during the summer season, activate a Heatwave Service to provide current assessments on heatwaves, including the lead up conditions and a detailed forecast with predictions.

³ <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/heatwave>

Hot Weather Response Technical Committee

A Hot Weather Response Technical Committee may be convened to discuss any warnings and advice from the BoM to gauge the potential impact on the electricity network and identify appropriate actions to implement proactively or in response to heatwave conditions.

Network Configuration

Strategies that are implemented range from returning network configuration to normal arrangements, minimising planned works on the electricity networks, strategic placement of mobile generation, operational management of network assets that are potentially at risk of exceeding designed limits, stockpiling adequate quantities of consumable items and ensuring sufficient response staff are available.

Safety

EQL has a Heat Stress Policy to assist in maintaining the safety of employees. EQL has heat stress kits and deployed appropriate field workwear across the business to reduce the impacts of heat stress.

5. Flood – Riverine and Coastal

Many Queensland towns and cities are located within catchment areas, along major waterways, and the east coast areas.

Queensland has many climatic zones across the state and as such experiences a range of storms, tropical lows and cyclones which can cause flash flooding and rises in river and coastal levels.

Potential Impact

The increase in rainfall and run off from these systems may have an immediate or delayed flood impact on population centres or electrical assets. This may present unsafe conditions if assets remain energised when inundated and/or flood waters may inundate assets and cause failure, severe damage and corrosion to the electrical assets.

Flood Planning

Flood Planning data is collected to assist in the mitigation, planning and response to potential flood events. A consolidated mapping system utilising internal collated data relating to asset impact in previous events, and externally sourced information from government organisations assists to improve our knowledge, planning and response activities.

Operational flood plans for the management of distribution network assets have been developed for major river systems within the two distribution network companies. These plans identify critical customer sites, community assets and flood height data, allowing field staff to isolate or redirect the electricity supply, at specific flood heights, to ensure safety of the community or maintain supply without risk of inundation.

Flood Specific Mitigation

Planning and design consider potential installation of mitigation measures including permanent or temporary bunding, barriers around key substation equipment, sealing wall and floor penetrations in substation buildings to withstand a major flood event, raising ground pad mounted transformers on plinths, or the relocation of critical substation assets above flood levels.

Isolation for Safety

In some circumstances, supply may be required to be isolated to areas at risk of inundation. This may have subsequent impact on areas not inundated by flood waters but are supplied by the same system.

Liaison officers work with the Local and/or District Disaster Management Group to implement any proactive or reactive isolation required.

Flood Alerts and Warnings

Network Operations staff, regional operational staff, and our Emergency Planning and Response team monitor storm and flood events using information from various organisations including BOM, disaster management groups, local council hydrologists, water agencies and flood modelling experts.

6. Tsunami

The Queensland coastline is exposed to potential impact from tsunamis which may cause an increase in sea levels, significant wave action, surge, and abnormal tides.

Potential Impact

The threat of tsunami may have a direct impact on the Ergon Energy Network and/or Energex electricity network due to our location along coastal areas due to inundation and/or cause severe damage and corrosion to the electrical assets from salt water. This may also present unsafe conditions if assets remain energised.

Tidal Inundation Mapping

Like coastal flood inundation, flood mapping and inundation data mapping is available to assist in any response to a tsunami threat.

The safety of EQL employees is the priority and providing advice to move to a safe place is a higher priority over assets and equipment.

Tsunami Alerts and Warnings

EQL uses The Joint Australian Tsunami Warning Centre ((JATWC) operated by the BoM and Geoscience Australia) warnings for Tsunami threats with the following escalation levels⁴:

- No Threat
- Watch
- Marine Warning
- Land Warning
- Cancellation.

Proactive De-energisation

Where there is a risk of inundation to electrical assets and time permits, EQL may de-energise its assets for safety. If there is insufficient time to de-energise assets, automatic safety protections devices installed will operate.

⁴ <http://www.bom.gov.au/tsunami/>⁵
<https://www.getready.qld.gov.au/understand-your-risk/types-natural-disasters/landslide>

7. Earthquake

Earthquakes and tremors may cause significant movement of the earth resulting in significant property or infrastructure damage. Earthquakes can trigger secondary events such as landslides, tsunamis and fires caused by downed power lines and ruptured gas mains.

Potential Impacts

Direct damage to the electricity network from the earth's movement may include but is not limited to:

- Damaged wire conductors due to clashing because of pole movement
- Fallen powerlines due to disturbed foundations
- Twisted/snapped power poles (metal and wood)
- Ruptured underground electricity cables
- Undue pressure on underground cables and connections
- Damage to electricity substations – e.g. buildings and equipment structures or foundations and fixed electrical switching equipment.

8. Landslide

The Queensland Government defines a landslide as the movement of large amounts of earth, rock, sand or mud, or any combination of these. Landslides can be sudden and fast moving, moving millions of tons of debris⁵

Landslide may occur as a secondary hazard from either storms, cyclones, earthquakes, flooding, or infrastructure failure such as water mains. The damage is therefore normally more isolated to the landslide area rather than widespread damage.

Potential Impacts

Landslides and the movement of the earth may impact both overhead and underground assets as the Ergon Energy Network and Energex network traverse hills and mountains, follows escarpments and follows low areas along rivers and creeks, roads, drainage systems and beach fronts.

⁵ <https://www.getready.qld.gov.au/understand-your-risk/types-natural-disasters/landslide>

9. Pandemic

The term 'pandemic' is used generically to describe an event classified by Queensland Health including an epidemic or the outbreak of a communicable disease.

Potential Impacts

A pandemic or epidemic event, or outbreak of a communicable disease may impact individual or larger groups of EQL employees and prevent their ability to work in nominated roles. These include critical roles and capabilities to support the network.

Planning

EQL has developed a Pandemic, Epidemic or Outbreak Event Plan for the management of a pandemic.

The purpose of the plan is to outline the strategic and tactical arrangements, activities and actions required when managing an actual or potential pandemic or epidemic event, or outbreak of a communicable disease that impacts EQL.

It can be used for the management of any contagious disease that has caused (or has the potential to cause) harm to EQL employees and/or our ability to continue our critical business function.

The objectives of this plan are to:

- Provide a practical, scalable and risk-based approach to the management of a pandemic event
- Establish command, control, and coordination arrangements
- Clarify roles and responsibilities of EQL, including relationships with State and National arrangements
- Describe the context within which the Australian and State Governments and EQL will function during an event
- Describe the mechanisms through which a pandemic, epidemic, or communicable disease incident of national interest (CDNI) is declared, how this plan will be escalated and stood down
- Describe the preparedness and response measures that may be taken by EQL and/or State and National Departments in anticipation of or during an event.

EQL also maintains specific protocols to respond to pandemics and ensure the safety of employees.

Pandemic Alerts and Warnings

EQL monitors National and State Government Health Department sites and has subscriptions for alerts, restrictions and guidelines relating to pandemics.

10.Space Weather

Space Weather relates to changes that may occur between Earth and the Sun in the space environment. Natural occurrences and changes in the Sun cause solar anomalies generating solar winds that are directed towards the Earth. The Earth's atmosphere in many cases deflects these solar winds, however if significant enough, the release of magnetic energy from the Sun (solar flare) may cause changes in the Earth's atmospheric conditions. This burst of magnetic energy may affect the various technological systems.

Potential Impacts

The Ergon Energy Network and Energex electricity networks are vulnerable to geomagnetic storms which can occur at any time.

The effects are assessed by levels and vary from minor (weak power grid fluctuations can occur) to extreme (where widespread voltage control problems and protective system problems can occur, and/or some grid systems may experience complete collapse or blackouts).

Transformers may experience damage, HF (high frequency) radio propagation may be impossible in many areas for one to two days, satellite navigation may be degraded for days, low-frequency radio navigation can be out for hours.

Additionally, loss of satellite communications may impact on the ability for both planning and field teams to communicate.

Space Weather Alerts and Warnings

The BoM provide space weather forecasts and warnings for HF Radio, satellite and geophysical operations

including potential dates times and severity⁶. EQL monitors and subscribes to both automated alerts and warnings and receives regular space weather updates.

Space Weather Technical Committee

Where required and depending on the severity and potential impact of a space weather event, EQL may

activate a Space Weather Technical Committee to discuss, analyse potential risks and advise operational teams. Operational teams may take proactive measures to reduce damage to equipment and minimise impact to the community.

⁶ <https://www.sws.bom.gov.au/>

Attachment B - Definitions, Abbreviations and Acronyms

BAU	Business as Usual – describes the planned and budgeted work required to operate and maintain electricity infrastructure, its operational functions, and capabilities.
Disaster	A disaster is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption (<i>definition: Disaster Management Act 2003, Section 13</i>). NOTE: a disaster can only be declared by a Disaster District or the State Government with the specific approval of the responsible Minister.
Disaster Management	Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to, and recovering from a disaster (<i>definition: Disaster Management Act 2003</i>).
Disruption Events	Events that disrupt the normal functions of businesses, the economy and/or communities and include those that are human caused (e.g., terrorist attack, bomb threat) and natural (e.g., storm, cyclone, fire, flood, network or non-network asset failure, influenza pandemic).
Emergency	A sudden and unexpected event that disrupts the normal operating functions, capabilities, resource and/or people of the organisation and requires an immediate response to prevent escalation of its scale or severity. For example, but not restricted to: • Localised electricity network damage, or potential damage, due to fire, flood, storm, or accident etc. • Loss of operating facilities and/or resources • Loss of ICT operating systems.
Flooding-Major	In addition to the criteria for moderate flooding, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required.
Flooding-Minor	Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed, and low-level bridges submerged.
Flooding-Moderate	In addition to the criteria for minor flooding, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock.
Flooding-Q100	Refers to a flood level or peak that has a one in a hundred, or 1%, chance of being equaled or exceeded in any year (also referred to as annual exceedance probability).
Hazard	An event, object or scenario that has the potential to cause harm to people and/or cause damage to property or assets.
LiDAR	Light Detection and Ranging is a remote sensing method that uses light in the form of a pulsed laser to measure ranges which are transformed to measurements of actual three-dimensional points of the reflective target in object space. LiDAR produces mass point cloud datasets that

can be managed, visualised, analysed, and shared using ArcGIS.

**Level 1
Emergency**

Events are routine incidents that are managed as part of normal business operations and are not managed through emergency, or crisis management arrangements.

**Level 2
Emergency**

These events are the first level of non-routine events. They are more complex either in size, resources, or risk; and are events that are beyond the capability of normal business operations and require specific command and control arrangements. e.g., Impacts to EQL's normal operations may be substantial but may be relatively foreseeable and contained.

**Level 3
Emergency**

These events are the most significant emergencies. They require substantial effort and resources across different regions / areas of EQL and have the potential to substantially disrupt business operations or significantly harm EQL's reputation. These emergencies require specific command and control arrangements and resourcing to a much greater degree than a level 2 event.

Risk

Potential impact on objectives (either losses or opportunities) due to a particular event, hazard, or scenario. Risk is the product of likelihood and consequence.

Attachment C – References

Internal References	EQL Bushfire Risk Management Plan 2024/26
	Emergency Management Plan – Distribution Network
	Energy Queensland Crisis Management Charter
	Energy Queensland Emergency and Business Disruption framework
	Energy Queensland Organisational Resilience Strategy
	Energy Queensland Risk Management Policy
	Energy Queensland Union Collective Agreement 2024
	EQL Environmental Substantiality and Cultural Heritage Policy
External References	EQL Low Carbon Future Statement
	AS ISO 31000:2018 Risk Management - Guidelines
	Critical Infrastructure Risk Management Program Rules 2023 (The Rules)
	Disaster Management Act 2003 (Qld)
	Electricity Act 1994 (Qld) Electricity Regulation 2006 (Qld)
	Electrical Safety Act 2002 (Qld)
	Electrical Safety Regulation 2013 (Qld)
	Emergency Management Assurance Framework (QLD)
	ISSC 31 Guideline for the management of private overhead lines
	ISSC 33 Guideline for network configuration during high bushfire risk days
	NSW Legislation obligations under the <i>Electricity Supply (Safety and Network Management) Regulation 2014</i> (NSW) under section 7(2)(b)
	Queensland Bushfire Plan 2020
	Queensland Climate Adaption Strategy 2017-2030
	Queensland Disaster Management Arrangements
	Queensland Prevention Preparedness Response and Recovery Disaster Management (PPRR DM) Guideline
	Interim State Disaster Management Plan (SDMP) 2024-25
	Security of Critical Infrastructure Act 2018 (SoCI)
	Security Legislation Amendment (Critical Infrastructure Protection) Act 2022
	Security of Critical Infrastructure and Other Legislation Amendment (Enhanced Response and Prevention) Bill 2024
	Severe Wind Hazard Assessment for Queensland
	State Earthquake Risk Assessment
	Work Health and Safety Act (Qld) 2011
	Work Health and Safety Regulation (Qld) 2011

Attachment D – 2025-26 Summer Preparedness Actions and Activities Overview

Each year EQL works through a series of actions and activities to prepare for the incoming summer season. This is typically in relation to the planning, preparation, response, and recovery arrangements regarding those natural hazards that are typical to the summer season in Queensland e.g., Severe weather (e.g., wind and rain), Tropical cyclones, Storm surges and Riverine flooding. The following information is a summary of those actions and activities being outworked by the EQL Summer Preparedness Working Groups to support the resilience of our electricity networks and communities during this season.

Summer Preparedness Focus Area	Overview of the focus area key actions and activities being undertaken
Emergency Training and Scenario Exercises	• EQL conducts detailed training in the emergency and business disruption framework, familiarisation of emergency management plans, emergency response refresher training for field personnel and providing online training to EQL employees involved in emergency management. • Scenario based desktop and practical exercise activities are conducted to test and confirm processes and application of knowledge for key emergency and support roles and teams. • Additionally, specific bushfire hazard preparations are conducted including general awareness and safety training and emergency response bushfire scenario exercises.
Emergency Documentation and Processes	• Key emergency plans, guidelines and templates are reviewed and updated to ensure the inclusion of previous event learnings and updated policies. These include Emergency Management Plans, process guidelines, role statements and responsibilities, checklists, meeting agendas, and document templates. • Key processes are also tested and practiced. Access for emergency response teams to relevant documents, processes and information is confirmed. • A review of emergency support plans for other EQL support groups outlining specific season preparations, activation processes and support tasks are conducted. These include fleet, supply, administration, finance, engineering and digital teams.
Rosters	• Emergency response rosters over key holiday periods and leave arrangements involving emergency employees are reviewed to ensure appropriate resources are available for coverage throughout the summer storm and cyclone seasons. This includes emergency management coordination teams, field employees, network controllers, call centres and support employees.

Summer Preparedness Focus Area	Overview of the focus area key actions and activities being undertaken
Pre-contingent Network Preparations	• Network performance has been evaluated and planning undertaken to identify portions of the network that warrant augmentation in order to keep pace with growing demand or improve system reliability and security, resulting in operating and capital programs being established to minimise the impact of summer weather conditions on customers' electricity supply.
Business Continuity Arrangements	• EQL monitors the forecast short-term demand on the network ahead of the predicted hot weather events and undertakes appropriate pre-contingent actions such as pre-emptive load transfers and deployment of mobile generators to mitigate the risk of customer outages for the areas where the demand is in excess of the network capacity.
Control Centre Arrangements	• Business Continuity Plans and arrangements are reviewed annually to ensure critical and key capabilities can be maintained within determined maximum acceptable disruption timeframes throughout the season.
Communication Arrangements	• Alternative processes and contingency arrangements are confirmed to ensure continuity of capabilities.
	• Key control centre specific processes, rosters, IT hardware, control consoles and systems, communications equipment, and access to control the network are checked and confirmed.
	• Communication protocols are reviewed to ensure reporting requirements and formats for both internal and external stakeholder are refined.
	• External facing web pages are reviewed and updated with relevant safety and emergency contact information for communities.
	• Appropriate relationships and contacts with emergency services and disaster management groups are confirmed pre-season and during heightened risk timeframes.
	• This includes representation at State, District and Local Disaster Management Groups, the State Bushfire Committee and direct contacts with Regional Bushfire Committees and Area Fire Management groups.
Digital Readiness	• Information Technology (IT) and Operational Technology (OT) systems and platforms are checked and tested to ensure they are running at the most recent versions and issues rectified before peak season.
	• Upgrades of critical systems are conducted as required.
	• A review of service level agreements for response to faults and outages are conducted including contact with external service providers.