

# FACT SHEET: Operating Protocol for Major Customers

February 2022 – Version 2

## Purpose

A lot of Major Customer internal networks are of significant size that operating and switching these assets typically results in greater impacts to Ergon Energy's electricity network. Ergon Energy may require these Major Customers to have an Operating Protocol with Ergon Energy, as referenced as part of the connection agreement between Ergon Energy and the Major Customer.

The Operating Protocol is an operationally focused document that relates to how the customer and Ergon Energy interact and operate across the Connection Point. Typically, an Operating Protocol may be required in situations with multiple connection points to a customer or large-scale embedded generation paralleled with the grid.

The Operating Protocol is created by Ergon Energy's Network Operation's Control Centre and is finalised between representatives of Network Operations and the Major Customer before or after the time of connection to Ergon Energy's electricity network.

The Operating Protocol is a live document. As relevant operational practices evolve over time, when hardware gets replaced, and as relevant contacts move and leave the business, the Operating Protocol is updated by either party to reflect these changes and an updated version of the Operating Protocol is provided to the other party.

## Contents of an Operating Protocol

Broadly, an Operating Protocol is intended to cover situations where a party's actions on its side of the Connection Point require the cooperation of both parties, for example, in relation to:

- planned outages;
- unplanned outages;
- repairs and maintenance;
- switching procedures;
- network disturbances;
- adjusting the power flow across the connection point.

The Operating Protocol generally includes the following information:

- communication procedures between the parties for planned and unplanned outages;
- each party's contact details for day-to-day management of operational matters;
- minimum notification periods for planned outages or curtailment;
- site access requirements;
- switching and access procedures;
- other site-specific conditions and agreements between Ergon Energy and the Major Customer.

## Further Information

Major Customers may contact their Project Sponsor to obtain further specific information.