



# NECF Update – SE ONLY

## Over Notifying and Exemption Requests

29 January 2020

Each month the CC&P Compliance team complete audits to ensure compliance with the NECF obligations. These audits are based on areas of concern raised by either our customers, the regulator or frequently occurring breaches.

Recently, we completed an audit of over-notifications and exemptions requests. Over notification was implemented to ensure life support customers are aware of any outage that will potentially impact their power supply. In addition to the over notification process, we also implemented the exemption process which gives applicants the ability to request not to over notify some/all of these auto added customers where scoping has been completed and the customer is not fed off an open/isolation point.

From July to December period 2019 there was a significant increase in blanket over notification with over 8,000 customers being over notified. In some instances, life support customers have been notified of up to 11 outages in a short period of time, none of which interrupted their supply. Examples like the Mater Hospital being overnotified are not acceptable from a business or customer perspective.

### Reminder of process

Rather than applying a blanket approach, applicants are urged to invest time in reviewing auto-added life support customers and requesting an exemption where appropriate, which is more often than not quicker and easier than over notifying all of these auto added customers.

To request an exemption, scope the network you're planning to isolate and confirm that isolation points and the network in field aligns with GIS. Once infield checks have confirmed that auto-added life support customers won't lose supply, send an email to [NECFhelp@energyq.com.au](mailto:NECFhelp@energyq.com.au) with the outage ID, a marked up GIS map of the outage area, the isolation points and the request to exempt specific life support customers from the outage. You may wish to over notify some of the auto added life support customers within proximity to your outage area (a span away from isolation points etc.) which is often an agreed logical approach.

Life Support customers fed directly from any isolation point MUST always be over notified. No exemption should be requested for any auto-added life support customer supplied from an isolation point.

Applicants in the SE should utilise the availability of the exemption process to seek permission to have auto-added life support customers who aren't closely located to the outage area updated as 'NO' however should never update a customer to "NO" if an exemption has not been formally granted.

**If you have any questions, please contact:**

**Darren Daley - 0421 517 419**

**Email [NECFHelp@energyq.com.au](mailto:NECFhelp@energyq.com.au)**