Application to Become a Sensitive Customer

Please complete and send this form to fax 9225 2661 or
Manager Network Operations, Western Power, Locked Bag L921, Perth WA 6842.
For further information please email: sensitive.customers@westernpower.com.au or telephone 13 10 87.

Background Information

Setting restoration priority occurs on a day-to-day basis for fault situations. Occasionally, where widespread power interruptions are due to events like storms or bushfires, or in a generation shortfall where load shedding could occur, there will be a need to prioritise across all consequences. When damage occurs to the network because of events like storms, depending on the severity, the duration of interruptions to parts of the community can last from hours to days.

Please be aware that being registered as a sensitive customer does not guarantee the absence of power interruptions/outages. It may however influence the restoration priority of the distribution network in your area should an outage occur. If you need continuous uninterrupted power for your business, other methods of supply such as private backup generation should be considered.

Western Power has to maintain a fair and equitable approach in dealing with applications for sensitive status. The use of the Australian risk management standard AS/ISO 31000 provides a method for formally assessing customer requirements in the management of the network and is required as part of Western Power's social responsibilities.

By completing this application form, Western Power will be better informed of the particular needs of your business when planning work in your locality or in managing the restoration of power to your community in the event of unplanned interruptions.

Example factors affecting restoration priority

The following factors are examples of competing priorities when setting the priority of power restoration.

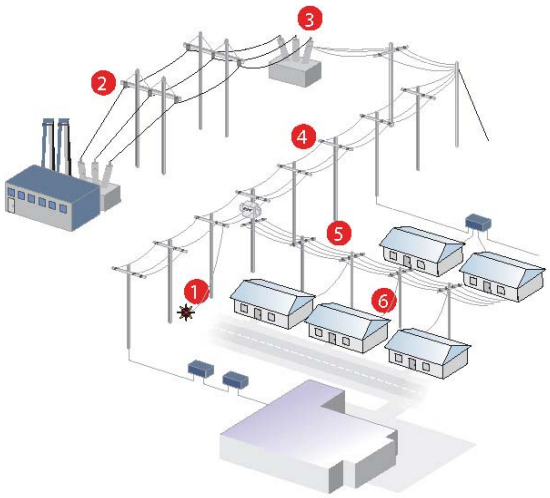
Example factors	Example details
Other utilities	Water, gas, telephones, emergency services, ambulance, police, electrical hazards.
Health and safety	Hospitals, traffic lights, aged care centre, life support equipment at home (e.g. dialysis), prisons etc.
Environmental implications	Sewage facilities and processing plants.
Special needs	Shopping centres, heavy industry, cold storage facilities, etc.
Animal suffering	Animal care or processing plants.
Food processing	Milk, bread, fresh producers.
Public communications	Emergency services communication sites.
Public infrastructure	Large crowds with lighting (e.g. concerts and sporting events).

Overview of the Restoration Process (General guideline)

If large areas are affected by a power interruption (e.g. storm or other event), Western Power uses the following guideline to decide which areas will have power restored first.

1. Situations hazardous to public safety - this includes fallen or arcing wires and supplies to critical facilities such as hospitals.
2. High-voltage transmission lines that ultimately supply hundreds of thousands of customers.
3. Substation sites that distribute power to tens of thousands of customers.
4. Distribution lines supplying thousands or hundreds of customers.
5. Localised lines supplying clusters of homes or businesses.
6. Service leads to individual customers.
   Note: Line implies either overhead conductor or underground cable.

In this way, as many people as possible have power restored at the earliest opportunity. Sometimes a crew may have to leave your area before power is restored. This may be because the cause of the interruption is elsewhere or because a public-safety hazard has been identified in the surrounding area.



The Application Process

This application to become a sensitive customer can only be processed if you complete a risk assessment as detailed below and provide supporting information.

The intent is to determine the worst risk (i.e. consequence x likelihood), and define that event with supporting information (i.e. a separate sheet describing the nominated risk). You must nominate the likely duration of outage before the described event occurs to the level of severity indicated. If the event escalates in severity or likelihood over time, then multiple copies of the matrix are to be submitted with the different nominated outage durations, severity and likelihood.

This information provided on this application allows us to determine a level of risk and sensitivity of your site. It does not necessarily guarantee you will be listed as a sensitive customer.

Consequence and Likelihood Matrix

CONSEQUENCE						LIKELIHOOD			
						Unlikely	May occur	Likely	Expected
Severity	People	Environment	Quality or asset or process impact	Cost $'s	Reputation community concern	10% likely	30% certain	50% certain	80% certain
1	First aid injury	Short term effect or limited breach. Large contained spill	Minor variation of product quality. Plant delay < 1hr	< $10k	Public awareness				
2	Miinor injury	Minor long term effect or limited breach. Uncontained discharge	Product out of specification. Plant delay > 1hr	$10k to $100k	Localised impact. Public complaint				
3	Serious	Serious long term effect or limited breach Possible licence downgrade	Major product loss, or plant shutdown. Plant delay > 1 day	$100k to $1M	State-wide impact Adverse media				
4	Fatality	Major long term effect or limited breach. Prosecution	Emergency shutdown. Plant delay > 1 week	$1M to $10M	National impact Adverse media				
5	Multiple Fatality	Permanent significant effect. Multiple prosecutions. Revoking of licence to operate.	Permanent plant loss	Greater than $10M	International impact. Adverse media				
Tick One Applicable Consequence	☐	☐	☐	☐	☐	Tick One Applicable Likelihood			

Duration of power interruption before nominated consequence occurs			Hours

Use separate copies of this matrix if more than one consequence applies to your situation

Notes

- Risk is calculated from the combination of the **consequence** and the **likelihood** parameters.
- Risk assessment rating increases in priority from the top left of the matrix to the bottom right.

The steps to be followed

1. Firstly, nominate an estimated duration of outage for a consequence (bad event) to occur during a power outage. Enter this at the bottom of the table. Please note the nominated duration is for analysis purposes and is **not** used to guarantee a restoration time in the event of an outage affecting your business.
2. Secondly, select a consequence type (People, Cost etc) and tick the column. Use a separate copy of the matrix if assessing multiple consequence types. Please note that the 'cost' refers to your costs and it includes all cost impacts from the categories: people, environment, process, and community concern.
3. Assess the severity and likelihood of the consequence. Take the maximum severity level and assess its likelihood.
4. Mark or cross (X) the appropriate cell according to your assessment of severity level and likelihood.
5. Provide an explanation in writing in the following section on page 3, describing why you have selected the applicable **consequence, severity** and **likelihood**.
6. If your situation escalates over time please complete a separate consequence and likelihood matrix for each timestamp, for example at two hours the consequences are... at eight hours the consequences are... etc.
7. Please note - If you highlight a likelihood of a high severity risk due to the loss of electrical supply, then we encourage you to perform an internal risk management assessment of your business practices and implement contingencies to mitigate this risk.

Contact Details

Company name

Common Site Name (if Applicable)

The following details should be about someone actively engaged in an operational role, for example a Shift Engineer, who is contactable during the hours you require power.

First name

Surname

Position in organisation

Telephone ( ) Mobile

Email

Site Information

Lot or unit or street number Street

Suburb or town Post code

Nearest power pole number (For country areas only)

Provide the following Site meter number and

+ National Metering Identifier - NMI (obtainable from your power bill)

Site description

Primary Activity at this site

Risk Assessment Information

Please describe the risk mitigation methods in place now within your business for the event of loss of power

Please provide a description and explanation of the consequence, severity and likelihood indicated in the completed matrix (matrices)

Please use a separate sheet(s) rather than providing too brief a listing of detail.

Network Connection

Is your site powered by a dedicated Western Power transformer or High Voltage Connection?	Yes	No	N/A
Does your site run a backup generator?	Yes	No	N/A
If you run a backup generator is it capable of feeding in to the Western Power Network?	Yes	No	N/A
Is your site supplied by more than one Western Power Feeder and capable of switching between them?	Yes	No	N/A

Industry Type

Transport	☐	Cold Storage and Distribution Centres	☐	Energy Generators	☐	Shopping Centres	☐
Mining	☐	Food and Beverage Manufacturers	☐	Hospitals & Hospices	☐	Utilities	☐
Entertainment Venues	☐	Government	☐	Education	☐	Large Industrial	☐
General Manufacturer	☐	Local Retailer	☐	Other	☐	_____	

Goods and Service Provision to Other Industries

In some instances a business can provide goods to another industry on a just in time basis or as a sole supplier, and disruption can cause a down stream run on effect to these industries. If you believe your business falls in this category, and believe it will support your application, please provide a description and explanation of the consequence, severity and likelihood on their business because of a disruption to your business, and also indicate the type of risk mitigation that may be in place in your business and theirs to cover such a disruption.

Multiple Site Registration

Please complete a separate risk assessment for each site and include each site's meter number and national metering identifier.

Acknowledgement

On behalf of the above mentioned site, I acknowledge that I have read and understood the information in this application to become a sensitive customer. I acknowledge that the information provided is complete and accurate to the best of my knowledge.

Name

Signature Date / /