PowerWater

Power and Water Corporation

Emergency Management

Plan

Contents

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1 Aim

The aim of this document is to detail Power and Water Corporation's approach to emergency management within the organisation and in the whole of government space.

2 Emergency Management Group

The Emergency Management Group (EMG) is a core group responsible for coordinating the Power and Water Corporation (PWC) strategic management of emergency events.

2.1 Membership

Membership of the EMG is based on positions within PWC. The following positions are permanent members of the EMG:
- General Manager Regions and Remote (EMG Leader)
- Manager Security and Emergency Management (Core Member)
- Senior Executive Manager Customer and Stakeholder (Core Member)
- Senior Operations Manager Customer Service Centre (Core Member).

Each core or primary member of the EMG has a dedicated deputy or alternate. These individuals will undertake the role of their respective primaries when the primary member is unavailable. The dedicated alternates are:
- Executive General Manager Water Services
- Security Manager
- Senior Manager Government and Stakeholder Relations
- Service Assurance Manager.

The following positions are advisors to the EMG and attend by invitation only:

- Executive General Manager Power Networks
- Executive General Manager Water Services
- General Manager System Control
- General Manager Shared Services
- General Manager Gas Unit
- Chief Financial Officer.

Other positions may be required on occasion due to the specific nature of an event and individual invitations will be issued as necessary.

2.2 Roles and Responsibilities

Role	Responsibilities	Position
EMG Leader	• Convene meetings of the EMG as required • Oversee the running of meetings of the EMG • Ensure the focus of meetings remains at a strategic level	General Manager Regions and Remote
Core Member	• Support the EMG Leader by participating in the EMG and providing specialist knowledge and advice	Senior Executive Manager Customer and Stakeholder Senior Operations Manager Customer Service Centre Manager Security and Emergency Management
Advisor (attendance by invitation only)	• Participate in the EMG and provide specialist knowledge and advice as required	As required, will usually be drawn from the Executive Leadership Team

3 Incident Management

In PWC, Incident Management involves 5-steps. These are:

1. Classification

2. Notification and Escalation

3. Activation

4. Recovery

5. Lessons Management.

3.1 Classification

Incident Classification is a critical first step as it will determine what actions are required and who needs to be notified. Within PWC, incidents are categorised in three levels: Level 1; Level 2; and Level 3. These levels are based on

pre-determined criteria specific to each Business Unit (BU). Each incident level entails slightly different actions and notifications, escalating in line with the severity of the incident. A Severity Assessment Matrix is located at Appendix A. *The classification of an incident gives some sense of its potential consequence and impact.* [1]

3.2   Notification and Escalation

All incidents that occur within or have the potential to impact PWC require a degree of notification across the Corporation. The greater the severity of the incident the higher and wider the notifications will be required. For example, a Level 1 incident may only require advice to be provided to the direct supervisor while a Level 3 Incident will require notification to the Emergency Management Group (EMG). Notification arrangements and requirements are determined based on the level of the incident. A Notification Guide is located at Appendix B.

Occasionally an incident can start out small but can quickly develop into a large-scale incident. It is always important to consider the likelihood of an incident escalating. It is better to escalate earlier and to a higher incident level, than to wait and be unable to respond appropriately.   The Emergency Management Group Checklist available at Appendix C has been designed to assist members of the EMG perform immediate actions during such incidents.

3.3   Activation

How activation is undertaken depends on the type of event. Essentially activation involves identification of the problem and determining if there is an existing plan which outlines how to respond. If a dedicated plan exists to manage the hazard or threat, this plan is to be activated. If there is no existing plan then the manager in charge will need to develop one. This may be a draft version until there is an opportunity to formulate a more refined plan.

3.4   Recovery

Planning to recover should commence concurrently with the initial response; therefore recovery from an incident needs to start being considered early in the response phase. The actions needed to respond will influence the degree of recovery required. Recovery actions may include activities such as reordering tools and supplies, servicing vehicles and equipment, finalising work orders and timesheets or compiling legislative incident reports. It is important to identify these recovery activities progressively throughout the response to enable a coordinated and thorough recovery. It is recommended that a Recovery Officer is identified to undertake this.

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[1] *The Australasian Inter-service Incident Management System* 4th Edition, AFAC, 2013.

3.5   Lessons Management

Lessons Management is a process of learning from experience in order to achieve improvements. Its intent is to reduce the risk of repeating mistakes while building on the successes. Successful management of lessons learnt can lead to a reduction in operational and strategic risk, increased cost efficiency and improved operational safety and effectiveness. In PWC this is undertaken through a post-emergency event debrief process.

The debrief process encompasses everyone involved in the emergency event. A debrief may involve all participants at once, or several smaller debrief sessions may be held based around roles or involvement level in the emergency event. It is preferable to conduct debrief sessions as soon as practical after an event to avoid loss of documentation, diminished recollection and competing priorities. Refer to Appendix D for a Lessons Management Guideline.

4   Meetings

4.1 Frequency

Meeting frequency will be determined at the first meeting by the EMG Leader and will be dependent on the specifics of the event. Members should be advised at the initial meeting of the intended meeting times with the proviso that this may be amended as the event unfolds.

4.2 Location

The primary meeting location for the EMG is the Ben Hammond Room at the Ben Hammond Complex. Alternatives sites may be chosen dependant on event location.

4.3 Record keeping

It is the responsibility of the EMG Leader to ensure minutes are taken at each meeting and that these are disseminated to all attendees in a timely manner. Key decisions as well as attendance at these meetings must be recorded for reference and compliance purposes.

4.4 Agenda

The focus of the EMG is at a strategic level. It is the responsibility of the Leader to ensure that discussions and decisions remain at this level and not at the operational level. A Meeting Agenda Template has been provided at Appendix E.

4.5   Reporting

The EMG will be required to provide regular reports to the Executive Leadership Team (ELT), the PWC Board and the Minister depending on the event. While the reporting frequency and medium to ELT and the Board is negotiable, EMG will be required to report to the Minister in the timeframe and medium directed. A comprehensive list of Key Contacts can be located at Appendix F.

Internal reporting by Business Units to the Emergency Management Group will be completed using the template at Appendix G. the first report will be expected within the first hour of the event and until directed otherwise, will continue hourly throughout the event.

Additionally, reporting to other external stakeholders, e.g. Territory Generation and Jacana, will need to be determined based on the type of event and its impact on their business. It is important to remember that any Level 3 incident impacting PWC will be of interest to all of PWC's stakeholders regardless of any direct impact to their respective businesses. Therefore it will be important to ensure communication occurs with each, scaled to the situation.

The development of a Stakeholder Communication Strategy is considered beneficial for recording which stakeholders have been contacted, by which PWC staff member, when they were contacted and the content of the communication. This will help to avoid any stakeholders being overlooked. A Stakeholder Management Guide template has been provided at Appendix H.

5 Appendices

5.1 Appendix A – Severity Assessment Matrix

LEGEND	EMG not notified	EMG notified/ possibly convened	EMG convened

Incident Type	Level 1	Level 2	Level 3
Personal injury to employees or contractors	Minor injury requiring medical treatment	Injury or disease requiring hospital admission	Single or multiple fatalities
Missing personnel	Staff member missing	Staff member(s) confirmed missing Police Involvement	Staff member(s) confirmed missing >8hrs or overnight Police involvement
Terrorism, Kidnap, Extortion, Sabotage, Bomb or Arson Threat/Action	Threats or actions involving harm and/or damage to people or infrastructure	Threats or actions involving harm and/or damage to people or infrastructure Police involvement	Threats or actions involving harm and/or damage to people or infrastructure Police involvement
Environmental Pollution	Low level incident with negligible impact resulting in courtesy notification to EPA	Incident requiring regulatory reporting and/or possible threat of action	Significant incident which has major implications
Continuity of Services / Failure of Supply - Distribution network	Minimal restriction to supply, managed locally	Moderate restriction to supply Customer disruption >1hr Minor load shedding	Significant loss of supply Complex or multi-jurisdictional event Customer disruption >5hrs Major load shedding
Asset/ Infrastructure Damage	Measurable effect managed locally	Measureable effect requiring complex repairs Non-routine repairs required	Significant repairs required impacting on operations Widespread impacts
Contractor, supplier or partner Issue	Normal business issue that can be resolved in an agreed timeline	Supply or services potentially disrupted with threat to operations	Impact to a critical business function due to supply or services disruption impacting operations
Dam Failure		Measureable effect requiring complex repairs Non-routine repairs required	Significant repairs required impacting on operations Widespread impacts

Loss of Generation	Measurable effect Routinely managed	Measureable effect requiring complex repairs Non-routine repairs required	Significant repairs required impacting on operations Widespread impacts
Water Contamination	Measurable effect Routinely managed	Measureable effect requiring complex management	Significant management required impacting on operations Widespread impacts Major Health Issue
Loss of Treatment Plant	Measurable effect Routinely managed	Measureable effect requiring complex repairs Non-routine repairs required	Significant repairs required impacting on operations Widespread impacts
Human Resource and/or Industrial Relations Issues		Disruption affecting operations	Disruption affecting ability to perform a critical business function
Natural environment threat e.g. Cyclones		Significant weather event forecast	Extreme weather warning
Business Systems Continuity		Significant disruption of communications, network, applications or hardware	Loss of communications, network, applications or hardware affecting critical business functions
Loss of Major Facility / Control Room		Evacuation of a building or operational site Short term impact Switch to secondary site	Physical loss / damage to a major facility / control room Long term impact
Criminal / negligent acts			Illegal / negligent act which threatens Company governance or reputation
Loss of Senior / Key Personnel		Accident / illness affecting business unit / local operational capabilities	Accident / illness affecting Company-wide capabilities
Pandemic / Epidemic	Minor impact on staff numbers and operational capability	Moderate impact to staff numbers limiting operational capability	Significant impact on staff numbers resulting in major impact to operational capability
Fire / Explosion	Measurable effect Restored locally	Measureable effect requiring complex repairs Non-routine repairs required Emergency services involved	Significant repairs required impacting on operations Widespread impacts Emergency services involved

5.2 Appendix B – Notification Guide

This is a guide only. Each incident is different and consideration will need to be given as to who requires immediate notification. Notification can take time and where possible, this role is often best to be undertaken by a nominated person separate from the operational response activities. In the event of a life threatening situation the first call is always to 000.

Incident Level	Incident Coordinator	MUST Notify	Consider Notifying
Level 1 Incident	• Manager • Supervisor		• Senior Manager • System Control • Health, Safety & Environment
Level 2 Incident	• Senior Manager • Group Manager	• Executive/General Manager • SEM team	• Other BUs that may potentially be impacted • Corporate Communications • Customer Service Centre • Health, Safety & Environment • External Stakeholders
Level 3 Incident	• EMG	• Chief Executive • Minister	• External Stakeholders • ELT • Health, Safety & Environment

Legend	
BU	Business Unit
SEM team	Security and Emergency Management team
EMG	Emergency Management Group - Includes representatives from SEM, Corporate Communications and Customer Service Centre
ELT	Executive Leadership Team
External Stakeholders	May include: • Generators • Retailers • NT Police • NT Fire, Rescue & Emergency Services • System Participants • Local Council • Dept. Housing & Community Development / IES • Dept. Health

5.3 Appendix C – Emergency Management Group Checklist

No.	Actions - EMG	Completed Y/N	Time and Date
1	Notify EMG Leader / Security and Emergency Management of event • Len Griffiths 0401 114 508 • Kellianne Dunne 0427 642 352		
2	Decide if there is a need to hold an EMG (or PUG) meeting: If NO – go to 3 If YES – go to 4 and continue on		
3	Identify any urgent reporting requirements: - Internal e.g. CE, Corporate Communications - External e.g. Minister, Retailers, Generators - Situation review timeframe		

4	Choose meeting time and location and send invites to:
	- Senior Operations Manager CSC
	   o Rebecca Walker 0429 155 947
	- Senior Exec Manager Stakeholder & Comms
	   o Maryanne Gomatos 0437 918 798		

5	Decide on additional invitees: - Exec GM Water Services - Exec GM Power Networks - GM System Control - GM Shared Services - GM Gas - Chief Financial Officer - Other		

As at 17 November 2016

5.4 Appendix D - Lessons Management Guideline

PWC's ability to learn from experience, manage the knowledge gained, and incorporate this into daily business will directly influence its capacity to adapt to deal with current, emerging and unexpected emergencies. The most common form of lessons management is a debrief process.

As depicted in Figure 1, Lessons Management is a cycle of continuous improvement. The progression from Collection, to Analysis, to Implementation, to Review and back through to Collection helps to ensure that learnings from emergency events are put into practice, errors and failures are not repeated, and organisational capability and resilience is increased.

Figure 1. Continuous Improvement Cycle for Lessons Management

Collection refers to the gathering of information. This could be through numerous means including, but not limited to operational reports, written feedback, observations, or facilitated debrief sessions. The information gathered is then analysed.

Analysis involves looking for the cause of the observations or insights i.e. did the action not occur due to lack of effort or was there a communication break-down? Actions to address these root causes then needs to be recommended, with focus on the desired outcome.

In the *Implementation* phase an implementation plan based on the recommendations is developed and actioned. To be successful this plan requires support from senior management. Ongoing communication with those likely to be impacted by any actions or changes is essential. Staff need to be informed as to what is happening, why it is happening and what the expectations of them are. The sharing of lessons identified with additional stakeholders is also important as they too may benefit from the knowledge gained.

The process for monitoring and *Review* needs to considered at an early stage. This phase will assist in identifying if the implementation has been successful or if further work is required. A review can be done in many ways including through facilitated exercises or debrief sessions, reports, or observations. From here there is a natural flow back to collection of information for the same or alternative purpose. As this cycle continues the result becomes an organisation that continues to learn and builds on this to grow and improve.

Adopting a lessons management approach will help build PWC's ability to develop, and may reduce public criticism and missed opportunities for improvements. Additional benefits include:

- better informed decision making
- increased efficiency in, and effectiveness of, service delivery
- improved risk management practices
- more efficient policy and program development processes
- greater engagement and collaboration with stakeholders
- greater confidence in projects undertaken
- improved capacity to innovate
- improved personal performance
- increased organisational knowledge.

Benefits for staff include:

- greater opportunities to contribute directly to doctrine development
- more open and transparent lines of communication
- increased accountability within the organisation.

Situations when debriefs may be required are – including, but not limited to:
- after every incident, event, exercise or training session
- when significant injury has been sustained by staff or the public, or safety was compromised
- substantial resources were engaged
- significant operational shortcomings or unforeseen events occurred
- significant damage to property occurred
- recovery issues have been raised
- as otherwise required by standard operating procedures or business requirements.

The following table is a brief guide to consider when planning a debrief. Note this is a guide only and should be adapted to fit the incident and participant group.

Key Areas	Considerations
Purpose	• What is the purpose (aim) of the debrief? • What event is being reviewed? • What period of time is to be covered?
Authority	• Will anyone in a position of authority be taking part or wish to be present?
Participants	• Are the participants aware of, and willing to participate in, the debrief? • What experience do they have of debriefing? • Consider questions they may ask.
Time	• What is the minimum and maximum time available for the debrief? • When does the debrief need to be completed?
Location	• Where is the best place to hold the debrief?
Leader	• Who will lead the debrief and what experience do they have of debriefing?
Resources	• What plans, photos, etc. might the facilitator / participants need for the debrief?
Record Management	• How will the discussion be recorded? • How will the actions be assigned and followed up? • Who will receive a summary report?

Table 1. Debrief Guide

Adapted from 'Table 1: Key Areas & Questions', Handbook 8 Lessons Management, AEMI 2013.

All debriefs should focus on three questions:

- What worked well?
- What didn't work well?
- What could be improved?

A focus on the elements in the below table will also help improve capability.

Element	Description
Communications	• Internal • External • Timeliness • Accuracy

People	• Roles, responsibilities, accountabilities and skills
	• Need to know:
	   o The number of people required for the tasks
	   o Any specific physical / medical requirement or other personal attributes (e.g. no spectacles or hearing aids, of a certain fitness level)

Process	• Policy, procedures or processes required for conduct of tasks (e.g. specific standard operating procedures, concepts of operation)

Organisation	• The structures required for completion of task (e.g. team structure and higher level support structures) • Jurisdiction and national-level structures
Support	• Infrastructure facilities, maintenance • Significant areas of support for conduct of operational tasks
Technology	• Technology, equipment, systems, standards, security, interoperability
Training	• Capability qualifications / skill levels, identification of required training and development
Exercise	• Only relevant for exercises / exercise outcomes • At times, observations / insights may only be as a result of the artificiality of exercises. Exercises are not real and often things happen in exercises that would not happen in the real world

Table 2. Capability Guide

Further information or assistance please contact the PWC Security and Emergency Management team on 08 8995 5814.

5.5 Appendix E – Meeting Agenda Template

Item No.	Item Topic	Action	Action Officer
1	Situational Update		

2	Develop Strategic Focus
	• Intent
	• Objectives
	• Priorities
	    o Safety
	    o Business Continuity
	    o Finance
	    o Legal
	    o Reputation
	    o Assets
	    o Environment		

3	Develop Communication Strategy • Identify Stakeholders • Develop Key Messages		
4	Identify and Prioritise Issues (including future issues)		
5	Establish meeting schedule • EMG • TEMC • Region 1 • PUG • OCC		
6	Establish reporting schedule • Sitreps • Update • Minister's reports • Meeting minutes		
7	Next Meeting: time and location		

5.6 Appendix F - Key Contacts

Emergency Management Group - Core Members

Position	Name	Contact	Alternate
Emergency Management Group Leader	**Len Griffiths**	len.griffiths@powerwater.com.au Ph: 8924 5600 Mobile: 0401 114 508	**Rob Brito** Deputy Leader Robert.brito@powerwater.com.au Mobile: 0437 895 001
Emergency Management Group Deputy Leader	**Kellianne Dunne**	kellianne.dunne@powerwater.com.au Ph: 8924 5734 Mobile: 0437 642 352	**Don Lawless** Donald.lawless@powerwater.com.au Mobile: 0437 874 315
Senior Executive Manager Customer and Stakeholder	**Maryanne Gomatos**	maryanne.gomatos@powerwater.com.au Ph: 8985 8500 Mobile: 0437 918 798	**David Murphy** david.murphy@powerwater.com.au Mobile: 0499 486 009
Senior Operations Manager Customer Service Centre	**Rebecca Walker**	rebecca.walker@powerwater.com.au Ph: 8985 7225 Mobile: 0429 155 947	**Rachael Garrigan** rachael.garrigan@powerwater.com.au Mobile: 0448 338 910

Regional Representatives

Position	Name	Contact	Alternate
Area Manager (Katherine)	**Chris Horton**	chris.horton@powerwater.com.au Ph: 8973 9581 Mobile: 0418 898 818	**Andrew Wilson** Andrew.wilson@powerwater.com.au Mobile: 0447 418 117
(Alice Springs)	**Sallyann Nepe**	Sallyann.nepe@powerwater.com.au Ph: 895 17223 Mobile: 0429 439 372	**Letitia Baldwin** Letitia.baldwin@powerwater.com.au Mobile: 0401 117 522

Executive Leadership Team

Position	Name	Contact	EA
Chief Executive	**Michael Thomson**	michael.thompson@powerwater.com.au Ph: 8985 7200 Mobile: 0447 909 522	Felicity Spicer Ph: 8985 7202
Executive General Manager Power Networks	**Djuna Pollard**	djuna.pollard@powerwater.com.au Ph: 8985 8431 Mobile: 0418 832 127	Peta Haughey Ph: 8985 7205
Executive General Manager Water Services	**Rob Brito**	Robert.brito@powerwater.com.au Ph: 8985 7172 Mobile: 0437 895 001	Julie Fischer Ph: 8985 7175
General Manager Gas Unit	**Antoni Murphy**	antoni.murphy@powerwater.com.au Ph: 8985 7124 Mobile: 0429 369 298	Mai Nguyen Ph: 8985 8531
General Manager System Control	**Malcolm Conway**	malcolm.conway@powerwater.com.au Ph: 8924 6516 Mobile: 0419 315 282	Xanthipi Lelekis Ph: 8924 5401
General Manager Shared Services	**Nick Kafamanis**	Nick.kafamanis@powerwater.com.au Ph: 8936 4788 Mobile: 0408 351 621	Kelly MCann Ph: 8936 4702
Chief Financial Officer	**Neil Siford**	neil.siford@powerwater.com.au Ph: 8985 8400 Mobile: 0439 907 813	Cheryl Fahey Ph: 8985 8401
General Manager Regions and Remote	**Len Griffiths**	len.griffiths@powerwater.com.au Ph: 8924 5600 Mobile: 0401 114 508	Marina Hernandez Ph: 892 45601

Internal Stakeholders

Position	Name	Contact
Senior Executive Manager Project Management Office	**Samantha Day-Johnston**	samantha.day-johnston@powerwater.com.au Ph: 8924 5605 Mobile: 0401 111 509
Senior Executive Manager Business Transformation	**Joanne Norton**	joanne.norton@powerwater.com.au Ph: 8985 7217 Mobile: 0408 633 535

Manager Corporate Communications	**Kym McInerney**	kym.mcinerney@powerwater.com.au Ph: 8985 8540 Mobile: 0439 478 221
Media Relations Manager	**Jane Dellow**	jane.dellow@powerwater.com.au Ph: 8985 8568 Mobile: 0439 500 761
Digital Communications Consultant	**Michelle Bernabe-Salazer**	michelle.bernabe-Salazer@powerwater.com.au Ph: 8985 8543 Mobile: 0459 809 947
A/Manager Health & Safety	**Todd Sinclair**	todd.sinclair@powerwater.com.au Ph: 8984 5188 Mobile: 0429 820659
A/Manager Environment	**Annie Andrews**	annie.andrews@powerwater.com.au Ph: 8924 5567 Mobile: 0418 816 420
Corporate Risk Manager	**Colin McCrorey**	Colin.mccrorey@powerwater.com.au Ph: 8923 4684 Mobile: 0409 805 836
Chief Information Officer	**Skevos Macarounas**	Skevos.macarounas@powerwater.com.au Ph: 8985 5463 Mobile: 0403 573 931
Manager Facilities	**Paul Rice**	Paul.rice@powerwater.com.au Ph: 8924 5547 Mobile: 0437 603 403
Manager People	**Emma Peachey**	Emma.peachey@powerwater.com.au Ph: 898 58552 Mobile: 0409 741 505
NTG Service Desk (after hours)	**1800 000 254**	
Power and Water (Customer Service)	**1800 245 092**	
PWC IT Service Centre (Business hours)	**8985 8493**	
Power and Water Emergency	**1800 245 090**	

External Stakeholders

Position	Name	Contact
Chair of the Board	**Mr. Alan Tregilgas**	Mobile: 0401 114 665 alan.tregilgas@outlook.com
Chief Minister	**Hon. Michael Gunner**	Ph: 8928 6500
Minister for Essential Services	**Hon. Gerry McCarthy**	Ph: 8928 6540 Mobile: 0414 778 430
Chief Executive Officer **Territory Generation**	**Tim Duignan**	tim.duignan@territorygeneration.com.au Ph: 8936 4610 Mobile: 0407 756 324
General Manager Business Services & Company Secretary **Territory Generation**	**Robert Ross**	robert.ross@territorygeneration.com.au Ph: 8936 4669 Mobile: 0448 691 954
Facilities, Contracts and Insurance Manage **Territory Generation**	**Vi Fearn**	vi.fearn@territorygeneration.com.au Ph: (08) 8936 4738 Mobile: 0423 338 369
Chief Executive Officer **Jacana Energy**	**Stuart Pearce**	stuart.pearce@jacanaenergy.com.au Ph: 8985 8559 Mobile: 0438 977 508
Chief Financial Officer/ Executive Manager Corporate Services **Jacana Energy**	**Michael Hoare**	Michael.hoare@jacanaenergy.com.au Ph: Mobile: 0417 851 728
Senior Commercial Manager **EDL NGD Pty Ltd**	**Geoff Hobley**	Ph: 08 9365 4911 Mob: 0400 528 586
Operations Manager **EDL NGD Pty Ltd**	**Samuel Christie**	Mob: 0448 778 853
Group Manager Commercial **LMS Generation Pty Ltd**	**Michael Lebbon**	Ph: 08 8291 9007 Mob: 0403 270 732
Operations Manager NT Operations **LMS Generation Pty Ltd**	**Lyle Mander**	Mob:0408 245 056

Position	Name	Contact
Superintendent Gove Operations **Rio Tinto**	**Glenn Hillen**	Ph: 08 8987 5972 Mob: 0459 835 907

5.7   Appendix G – Business Unit Reporting Template

Event Type:		Date:	Time:
Business Unit:			
Event Description: Be specific in detailing how the event occurred, where and when.			
Staff / Public injuries / illness: List all known injuries or illness caused to staff or public by the event			
Extent of Impact: Include number of customers and suburbs impacted where possible			

Anticipated restoration time:	Flow on effects: Consider any other business units, groups or agencies that may be impacted and how e.g. schools, Police, traffic lights, hospital

Issues impacting restoration: Consider short and long term issues e.g. weather, staffing and resources
Other teams / Business Units / Agencies assisting:

Completed by:	Contact No.

5.8 Appendix H – Stakeholder Management Guide

Stakeholder	Frequency	Medium	Responsible Officer	Message
Regional Emergency Committees	As required	In person or teleconference	PUG Representative	Public utilities status
Territory Emergency Management Council	As required	In person or teleconference	Chief Executive - PWC	Public utilities status
Department of Health	Upon notification of event	Phone	Security and Emergency Management team - PWC	Power outages may effect patients on life support
NT Police, Fire and Emergency Services	Upon notification of event	Phone	Security and Emergency Management team - PWC	Impact to delivery of power, water or sewer services and potential flow-on effects
WorkSafe NT	As required	As required	Impacted agency	Injury or death to staff or public
Environmental Protection Agency	As required	As required	Impacted agency	Power, water or sewer incident resulting in an impact to the environment
IES/DLGCS	As required	Phone	General Manager Remote Operations - PWC	Impact to delivery of power, water or sewer services and potential flow-on effects
Others as identified based on emergency type				