



National Response Centre Fleet Mobile Comms 2006 Presentation



Presentation Outline

- National Response Centre (NRC) Background
- Brief outline of our "utility specific services" and our Customers
- An outline of technologies employed by the Centre
- What's in place in terms of Disaster Recovery & Business Continuity Plans
- An overview of EDACS - Enhanced Digital Communication System
- EDACS Network Coverage
- EDACS Interoperability & Dispatch Console Functions



National Response Centre (NRC) Background

National Response Centre was established in 1972 by Gas & Fuel to;

- manage customer and public reported gas leaks and gas emergencies
- dispatch gas leaks and gas emergencies to the field
- dispatch “non critical” customer service requests to the field

Gas & Fuel privatised in 1999 by the Victorian Government

- Privatisation involved G&F being split into;
 - 3 retail (customers) and 3 distribution (assets) businesses for sale
- National Response Centre acquired by Origin Energy
- Service offering has expanded and has a national utility focus

NRC business is “utility specific” and operates on a national 7x24 basis

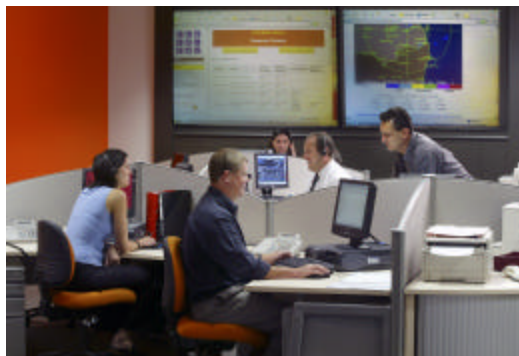


Utility Call Centre Services

- ✓ Inbound Emergency Calls & Network Faults
 - Natural Gas, LPG, Auto Gas & Water

175,256 calls pa

KPI - 90% calls / 10 sec's



- ✓Emergency Service Requests for Utility Site Attendance
- ✓Transmission Pipeline Emergencies
- ✓Appliance Service & Repairs

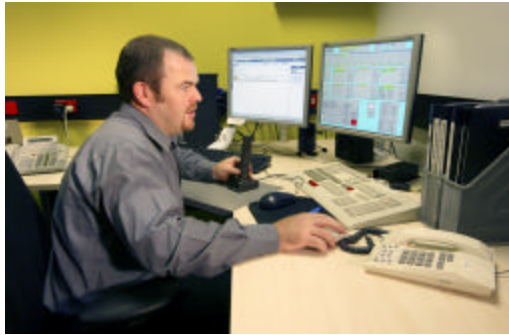


Utility Field Dispatch Services

- ✓ Dispatch of Emergencies
 - Natural Gas, LPG, Auto Gas & Water

162,619 jobs
dispatched pa

A priority - gas
leaks, fires,
explosions,
fatalities etc
dispatched
within 5 min's



- ✓ Dispatch of Network Faults
- ✓ Dispatch of Customer Initiated Service Requests
- ✓ Appointment Status Updates



Utility Support Services

- ✓ Enhanced Digital Access Communication System (EDACS)
- ✓ Emergency Exercise Participation
- ✓ Provide Incident Notification & Reporting



- ✓ Plant Alarm Monitoring
- ✓ Crisis Management Team Mobilisation
- ✓ Major Hazard Facility (MHF) - Neighbour Notification



National Response Centre Customers

Gas Distribution Businesses - "network asset owners"

Envestra & Origin Energy Asset Management

Gas Retail Businesses - "customer interface"

TRUenergy, AGL, Energex, Victoria Electricity
Origin Energy Retail, Origin Energy LPG

Gas Industry Regulators - "industry watchdog"

Energy Safe Victoria

Gas Industry Service Providers - "asset maintenance"

Tenix Alliance
Abigroup Asset Services

Water Industry

- Coliban Water & Campaspe Asset Management Services



Technologies Employed

- ✓ **Telephony Platform** - AVAYA PABX & Verint Voice Recording
 - ✓ skills based routing & real time reporting
 - ✓ all inbound, outbound and internal calls are recorded
- ✓ **IT Platform** - standard operating environment (Windows XP)
- ✓ **Multiple Call Centre & Dispatch Applications** - differ for each client
- ✓ **Radio** - Enhanced Digital Access Communication System (EDACS)
- ✓ **Mains Power Back Up** - UPS & generator
- ✓ **Disaster Recovery Centre** - fully operational secondary site



Disaster Recovery & Business Continuity Plan

✓ Primary Site Disaster Recovery Plan Activation

- PABX or Telstra Network Failure
- Fire or Bomb Threat
- Power & Generator Failure
- Force Majeure - floods, storms etc..

“relocate to the secondary site”

✓ Business Continuity Plan

- Loss of Workplace, People or Technology
- Unable to perform critical process's & impact is greater than 1 hour
- Threat to company reputation & viability of the business
- Level 3 event - referred to the Crisis Management Team



EDACS Network Overview

“National Response Centre & Other Victorian Utilities use EDACS to Dispatch emergencies and non emergency jobs to the field”

EDACS Network Overview;

- ✓ a 20 site 800 MHz Wide Area EDACS Network
- ✓ provides coverage of Victorian utility assets, particularly natural gas
- ✓ uses Work groups instead of channels - all groups have privacy
- ✓ All sites are connected by digital microwave
 - no shared or public infrastructure used
- ✓ Redundancy
 - the network is protected in critical areas from single point failure and from failure associated with AC power
 - AC power at critical sites has up to 7 days back up



National Response Centre C3 Maestro Dispatch Console

Workgroups

Defined by Company
Geographic
Skills Based

Common Emergency Work Groups

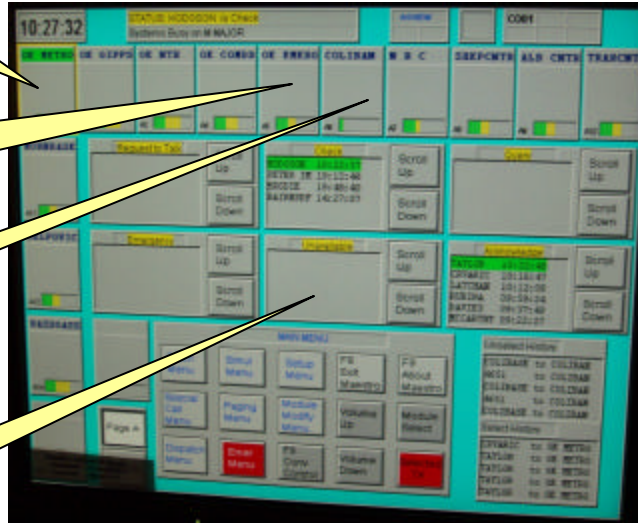
Example: allows multiple
utility access to manage
/ resolve emergencies

Multiple Utilities

Common radio platform
Example: Coliban Water
Aft Hr Dispatch Handover

Status Messages

Use of status / canned
data messages reduces
voice traffic



Summary

In summary;

- ✓ provide an overview of the National Response Centre and the role of the Centre plays during an emergency
- ✓ Reviewed the technologies employed by the Centre in order to manage inbound and outbound emergencies, including disaster recovery.
- ✓ Gain an appreciation of how the Centre utilises EDACS during an emergency and interoperability capabilities of EDACS amongst utilities



Questions??

