



Battery Energy Storage Systems (BESS)

Supplier Requested Unscheduled Work
- Physical or Remote Site Access Request Process

April 2025



Part of Energy Queensland

BESS Supplier Requested Unscheduled Work – Site Access Request Process

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1. PURPOSE

This document outlines the process for BESS Suppliers to communicate to Energy Queensland (EQL) that they have identified a need to conduct unplanned Work to an EQL BESS site, it does this by providing guidance with regard to:

- The BESS Supplier Unscheduled Work Request process to be followed,
- Identifying the level of EQL support (1-4) required to conduct the work, and
- The application of a risk assessment methodology by the BESS supplier to consider potential Risk Events that may arise if the *Unscheduled Work* is not carried out in a timely manner in order to determine the Priority of Response required, and the applicable “Approved EQL Communication Pathway” for the unscheduled work to be undertaken

The process outlined in this document shall apply regardless of whether the work to be performed requires physical on-site activities or if it can be conducted remotely.

This process **Does Not** apply to the conduct of planned BESS maintenance work.

2. UNSCHEDULED WORK REQUEST PROCESS

BESS Suppliers who identify a need to conduct unscheduled Work to EQLs Network Connected BESS sites shall notify EQL using the following process:

BESS Supplier Self-Assessment

When the BESS Supplier has identified a need to conduct unscheduled Work, they are to consider the following to determine the level of EQL support required, the risk assessed priority of work and the approved method for notifying EQL:

- a) With reference to [Section 4: EQL Work Levels and Request for Work \(RFW\) Requirements Guide](#) in this document:
 - Identify the level of support (1 – 4) that EQL will be required to provide in order to facilitate the conduct of the unscheduled Work.
- b) With reference to [Section 5: Access to Site Request - Priority Assessment Guide](#) of this document:
 - a. From the “Nature of Risk to EQL” (i.e. health and safety, environmental column, etc), identify the top two risks categories to EQL and the respective “Risk Event” that may be realised if the requested unscheduled work is not carried out in a timely manner.
 - b. Based on the “Nature of Risk to EQL” and associated “Risk Event”, the EQL Response Timeframe and the Approved EQL Communications Pathway can be determined.
- c) Consider whether Remote Access will be required, how many and who is to be nominated to EQL to be granted remote access.

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Notifying Energy Queensland

d) Notification to EQL by the BESS Supplier will be undertaken using up to 2 of the following means:

- BESS Supplier initiated phone call, **and/or**,
- Submission of an Ergon Energy or Energex Webform using one of the following links:
 - www.energex.com.au/bess-access-form
 - www.ergon.com.au/bess-access-form

This document and the webform required to be completed provide a reference and mechanism for BESS Suppliers to consider the Unscheduled work being requested and assess the potential risk event and respective EQL response timeframes to facilitate the conduct of the work.

The below table details the approved BESS Supplier communication pathway with EQL.

Nominated EQL Response Time (Business Days)	Approved EQL Communication Pathway
Immediate – Earliest Response Possible	<p>Immediate Phone Call: To 1800 503 717 (Control Room Emergency Line), and then submitted in writing via an, Ergon Energy or Energex Webform: When submitted, automatically emailed to the Renewables and Emerging Technology Team – NetOps</p>
Up to 10	<p>Phone Call: To 07 4931 2500 (24/7 On-call Renewable and Emerging Technology Team - Network Operations), and then submitted in writing via an, Ergon Energy or Energex Webform: When submitted, automatically emailed to the Renewables and Emerging Technology Team - NetOps</p>
>10 to <21	<p>Submitted in Writing Through an Ergon Energy or Energex Webform: When submitted, automatically emailed to the Renewables and Emerging Technology Team - NetOps</p>
>21	<p>Submitted in Writing Through the Ergon Energy or Energex Webform: When submitted, automatically emailed to the relevant EQL Substations Program Coordination</p>

Additional phone numbers for EQL Network Operations are detailed in [Section 6 Energy Queensland Network Operations - Additional Points of Contact](#)

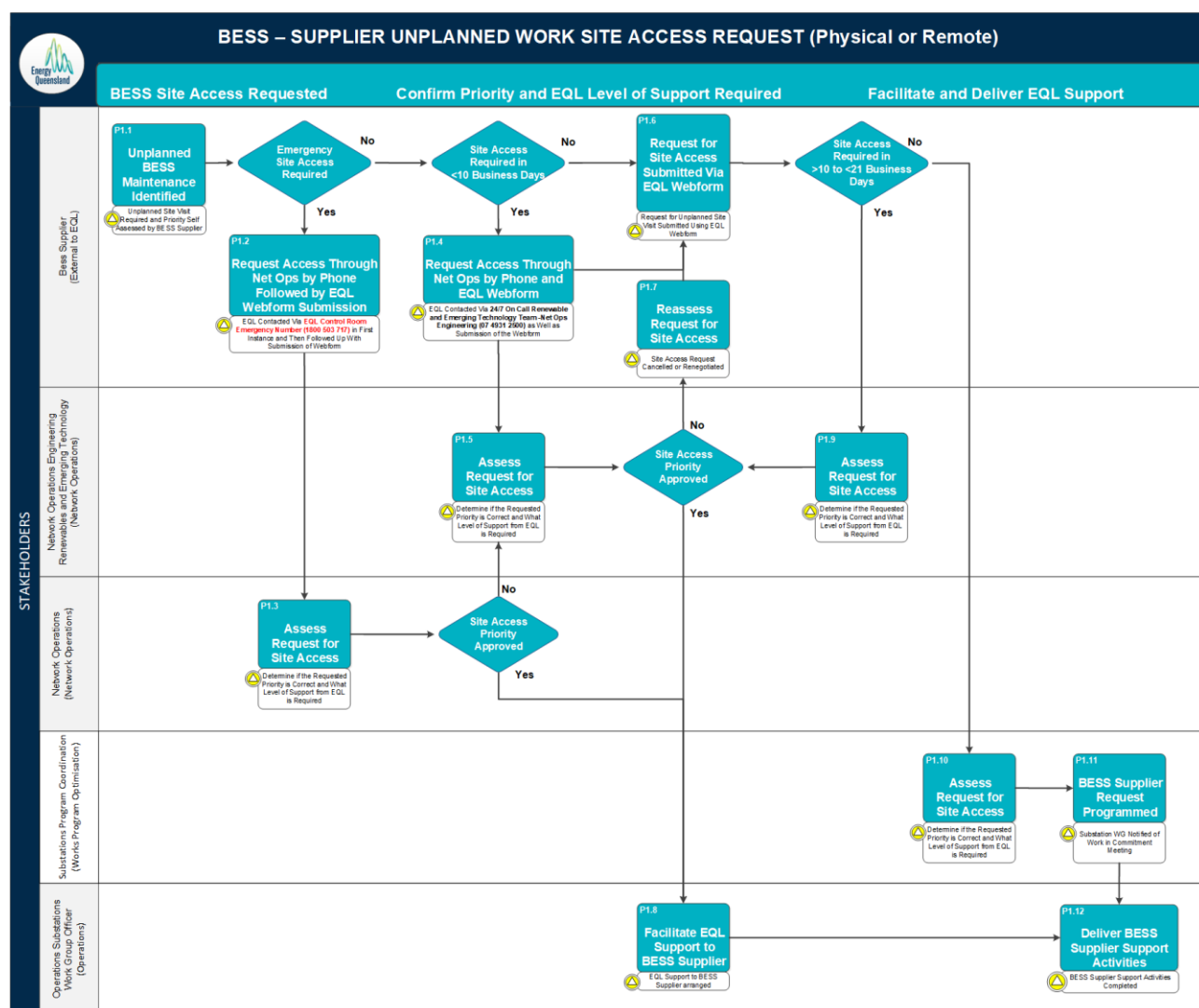
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EQL Review and Assessment of the Request

- e) Following receipt of the request using the approved communication pathway , EQL will assess the request for site access and advise whether:
- It has been approved, or
 - If more information is required, or
 - If the request has been assessed with a different priority and will be scheduled accordingly.

3. PROCESS MAP – BESS SUPPLIER UNPLANNED WORK REQUEST

The below diagram details the BESS Supplier Unplanned Work Request Process in a graphical format



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4. EQL WORK LEVELS AND REQUEST FOR WORK (RFW) REQUIREMENTS GUIDE

Summary	Switching	Supervision	EQL resource	Notification/RFW	Enablers	Examples
LEVEL 1						
<ul style="list-style-type: none"> Non-intrusive work No impact to the network and network operations 	Not Required	Not Required	Not Required	<ul style="list-style-type: none"> Powerkit/NetOPS upon entry 	<ul style="list-style-type: none"> Supplier Sub Entry Training Supplier to meet contractor panel requirements Authorised Person 	<ul style="list-style-type: none"> Remote or on site Data download Non-intrusive inspection Site inspection
LEVEL 2						
<ul style="list-style-type: none"> Remote or on site works that may impact the network 	Not Required	Not Required	<ul style="list-style-type: none"> NetOPS Supervision 	<ul style="list-style-type: none"> Request for Work (RFW) Retail notification for any communications disruption NetOPS to determine if further notification required 	<ul style="list-style-type: none"> Supplier Sub Entry Training Supplier to meet contractor panel requirements WCS Authorised Person Record of data capture for settings/firmware/software update* Energy System Work Authority (ESWA)* BESS Priority Assessment Guide (Contained in Section 5 of this document) <p style="text-align: right;">*To be confirmed / developed</p>	<ul style="list-style-type: none"> Remote or on site Data download Remote or on site Software/Firmware modification Secondary system works that do not require switching access
LEVEL 3						
<ul style="list-style-type: none"> Field HV switching No supervision required No HV Access required Intrusive LV site works 	Yes	Not Required (auditing opportunity)	<ul style="list-style-type: none"> NetOPS switching Application for Work (AFW) submission Field Switching crew 	<ul style="list-style-type: none"> Request For Work (RFW) Application For Work (AFW) Retail notification 	<ul style="list-style-type: none"> Supplier Sub Entry Training Supplier to meet contractor panel requirements WCS Authorised Person Energy System Work Authority (EWSA)* Other precautions (roping, signage, etc)* BESS Priority Assessment Guide (Contained in Section 5 of this document) <p style="text-align: right;">*To be confirmed / developed</p>	<ul style="list-style-type: none"> Corrective Supplier Maintenance (ML4 & ML5 Activities) Supplier fault finding/investigation
LEVEL 4						
<ul style="list-style-type: none"> Field Switching EQL resource to perform works or supervision HV Access required Supervision of mobile plant or other contractors 	Yes	Yes	<ul style="list-style-type: none"> NetOPS switching Application for Work (AFW) submission Field Switching crew Field Crew to perform works OR Contracts officer to supervise 	<ul style="list-style-type: none"> Request for Work (RFW) Application for Work (AFW) Retail notification 	<ul style="list-style-type: none"> Supplier Sub Entry Training Supplier to meet contractor panel requirements WCS Authorised Person Permit Recipient Energy System Work Authority (EWSA) Other precautions (roping, signage, etc)* BESS Priority Assessment Guide (Contained in Section 5 of this document) <p style="text-align: right;">*To be confirmed / developed</p>	<ul style="list-style-type: none"> Corrective Supplier Maintenance (ML4 & ML5 Activities) Fault finding/investigation

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5. PRIORITY ASSESSMENT GUIDE – ACCESS TO SITE REQUEST (PHYSICAL OR REMOTE)


BESS SUPPLIER REQUESTED UNPLANNED WORK				
Access to Site Request (Physical or Remote) Priority Assessment Guide				
Response Time Frame →	Immediate Earliest Possible Response	Up to 10 Business Days	>10 to <21 Business Days	> 21 Business Days
Approved EQL Communications Pathway →	Immediately call EQL on the EQL Control Room Emergency Line on 1800 503 717	Contact EQL on the 24/7 On-call Renewable and Emerging Technology Team – Net Ops Number on 07 4931 2500	Submitted Through Webform to	
	and Webform Submitted to Network Operations		Network Operations	Substations Program Coordination
Nature of Risk to EQL SME Point of Contact	Description of the Risk Event That may be Realised			
Health and Safety <i>HSE Business Partner Health, Safety & Environment</i>	Injury or Illness requiring doctor intervention (MTI) or hospital treatment as an outpatient, recovery <7 days, no LTI	Injury / Illness requiring first aid, no LTI		
Environmental <i>HSE Business Partner Health, Safety & Environment</i>	Serious medium-term damage to Cultural Heritage Value or item Reversible, localised environmental impact, long- term restoration	Moderate short-term impact to Heritage value or item Reversible, widespread environmental impact, short term restoration	Short term impact to Cultural Heritage value or item Reversible, localised environmental impact, short term restoration	Minor impact to Cultural Heritage value or item Reversible short-term, localised environmental impact
Asset Risk (Repair Cost R025) <i>Principal Engineer DC Systems Energy Storage</i>	Class 2 incident. >\$500k of damage or replacement of a whole Battery Bank	Repair costs >\$150K or replacement of 2-10 Racks	Repair costs >\$20k or replacement of 1-2 Modules or 1 Rack	Repair costs <\$20k
Stakeholder & Reputation <i>Manager Community Engagement Customer</i>	Sustained levels of adverse attention, attracting widespread Queensland media attention and/or medium to long-term brand damage to EQL	Adverse attention, attracting widespread regional media reporting and/or medium-term brand damage	Adverse attention, attracting local media reporting and/or short-term brand damage	Low Levels of adverse attention. Single story, local media reporting
Customer and Community <i>Manager Community Engagement Customer</i>	Dissatisfaction resulting in loss of Customer, Community confidence at a regional level Interruption to supply that impacts >15,000 customers or power quality issues to multiple large-scale customers or essential services or inability to restore customer supply (>1 day)	Dissatisfaction resulting in loss of Customer, Community confidence at a local level Interruption to supply that impacts >5,000 customers or power quality issues to a single large-scale business or essential services or inability to restore customer supply (>12 hours) Inability to meet requirements for increased supply	Customer and/or community dissatisfaction resulting in multiple complaints being made to EQL and/or regulators relating to a single incident/issue Interruption to supply that impacts >1000 customers or power quality issue to multiple small scale businesses or inability to restore customer supply >3 hours	Customer and/or community complaints which can be resolved through BAU resolution processes Interruption to supply that impacts <100 customers or power quality issue or inability to restore customer supply <3 hours
Ability to Trade <i>Commercial Delivery Manager Renewables & Distributed Energy</i>	Can not trade	Trading only available between 25 and 75%	Can trade between 75 and 95%	Can trade up to 95% of battery capacity
Risk to Retailer Contract <i>Commercial Delivery Manager Renewables & Distributed Energy</i>	Minor to moderate financial impact to Retail contract beyond allowable unavailable days >10 <i>Each incident will need to be assessed with regard to the annual cumulative unavailability limit</i>			
EQL Commercial Risk Value <i>Commercial Delivery Manager Renewables & Distributed Energy</i>	>500k of lost revenue/impact	<500k of lost revenue/impact		

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	and Webform Submitted to Network Operations		Network Operations	Substations Program Coordination
Nature of Risk to EQL <i>SME Point of Contact</i>	Description of Risk Event That may be Realised			
Insurance Liability <i>Principal Advisor Insurance Finance</i>	TBC Dependant on Individual Retail Contract Negotiations			
BESS Supplier Commercial / Contract <i>Contracts Manager Renewables Operations</i>	Supplier Contract KPIs breached (availability % or BESS Capacity) Repairable damage to the BESS or EQL Network Assets and/or Voiding of the BESS Warranty or Capacity agreement	Supplier Contract KPIs at risk of breaching (availability % or BESS Capacity) Repairable damage to the BESS or EQL Network Assets	Adverse impact to Supplier Contract KPIs (availability % or BESS Capacity) Safe or Limp mode entered into by the BESS or EQL Network Assets	No impact to Supplier Contract KPIs
Compliance, Legal and Regulatory	Breach of legislative or regulatory obligation that requires notification to a regulator or external body that results in the issuing of a formal notice (e.g. infringement notice) and/or financial penalties imposed (up to \$100,000)	Breach of legislative or regulatory obligation that requires notification to a regulator or external body resulting in warning notice or letter	Breach of legislative or regulatory obligation that requires notification to external body or regulator is compulsory but no enforcement action	Breach of legislative or regulatory obligation where notification to external body or regulator is not compulsory
Cyber and Information Security <i>Cyber Security Design Specialist Digital</i>	EQL Decision to isolate or disconnect the 3rd party asset due to mitigation controls not being applied by the Supplier in response to known vulnerabilities with publicly available exploits or failing equipment which will lead to loss of visibility or control of the battery	Supplier Upgrades which improve security, control, safety and visibility of the Battery or failing equipment which may lead to loss of visibility or control of the battery	Supplier Upgrades which improve security, safety and visibility of the Battery	Supplier updates which enable increased functionality
Network Operations <i>Lead Engineer - REG & Emerging Tech Network Operations</i>	Network unable to run without Battery (Potential future issue where batteries are installed for Network Support purposes)	Planned Outage will be cancelled if BESS not available /Network will breach operating limits	Risk to the Planned outage increase but can still proceed / Network may breach operating limits	Planned outage able to proceed with alternative arrangements /Network could breach operating limits

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6. ENERGY QUEENSLAND NETWORK OPERATIONS – ADDITIONAL POINTS OF CONTACT



BESS – SUPPLIER UNPLANNED WORK REQUESTS

Control Room

- 24-Hour Control Room Contact: 1300 851 242
- [Control Room Emergency Line: 1800 503 717](tel:1800503717)

Primary Communication Pathway Regarding Access Requests:

- Email to:
NetOpsEngineeringRET@energyq.com.au

followed up with
- Phone call to:
NetOps Renewables and Emerging Technology Team
 - [24/7 On-Call – \(07\) 4931 2500](tel:0749312500)
 - Senior Engineer (Lachlan Millar) – 0419133261
 - Lead Engineer (Rebecca Harvey) – 0428177274

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7. EQL USE ONLY – NAMP / STD JOB CODES TO BE APPLIED

The below NAMP / Std Job Codes support the creation of the necessary work orders required to support the conduct of BESS Supplier Requested Unscheduled Work and ensuring that the nature of the work undertaken by EQL is correctly recorded in its corporate systems.

NAMP	Description	Std Job	Std Job Description	<u>Energy Queensland Use Only</u>
OW22	HV BESS Routine Maintenance		all related routine standard jobs	
OW23	HV BESS Corrective Maintenance	CUBN	Corrective Unregulated BESS Northern	
		CUBS	Corrective Unregulated BESS Southern	
		CUBSE	Corrective Unregulated BESS South East	
OW25	HV BESS Forced Maintenance	FRBN	Forced Unregulated BESS Northern	
		FRBS	Forced Unregulated BESS Southern	
		FRBSE	Forced Unregulated HV BESS South East	
OW26	LV BESS Routine Maintenance		all related routine standard jobs	
OW27	LV BESS Corrective Maintenance	CULBN	Corrective Unregulated LV BESS Northern	
		CULBS	Corrective Unregulated LV BESS Southern	
		CULBSE	Corrective Unregulated LV BESS SouthEast	
OW28	LV BESS Forced Maintenance	FRLBN	Forced Unregulated LV BESS Northern	
		FRLBS	Forced Unregulated LV BESS Southern	
		FRLBSE	Forced Unregulated LV BESS SouthEast	