



SHAREHOLDING MINISTERS FOR
CLEANCO QUEENSLAND LIMITED

Our Ref: QT01901-2025

Ms Allison Warburton
Chair
CleanCo Queensland Limited
GPO Box 952
BRISBANE QLD 4001

Dear Ms Warburton

Communication Protocol for Unplanned Outages of Electricity Generation Units

We are writing following our correspondence on 28 November 2024 outlining strategic performance expectations for publicly owned energy generation businesses.

We emphasised shareholder expectations for CleanCo Queensland Limited to focus on, amongst other things, the operational performance of existing generation assets to ensure the delivery of affordable, reliable, and sustainable energy to Queenslanders.

We also advised implementation of the Electricity Maintenance Guarantee as a new investment, performance, and accountability framework for asset maintenance on existing publicly-owned power plants. In this context, we made clear the importance of transparency and accountability to Government and Queenslanders.

We wish to further clarify these expectations.

Recent events have highlighted the need for a consistent and structured approach to communications on unit outages across all government owned and/or operated electricity generation units. Our expectations are clear — Government and the public must be made aware of all unplanned power plant outages and deratings in real time, with relevant detail provided upfront and regular updates as the situation evolves.

To that end, please find enclosed a *Communication Protocol for Unplanned Outages of Electricity Generation Units*, which formalises the expectation that Government is informed of generation events as and when they occur — not hours or days later. Delayed notification is unacceptable.

Specifically, the protocol requires:

- All unplanned outages to be formally notified to shareholding Ministers and Queensland Treasury within 1 hour of the incident.
- Provision of key information to the extent available, including an incident summary, nature and severity of impacts and risks, cause, response, estimated return to service, and proactive communications materials.
- Real-time public notification on your website of an unplanned outage.
- Regular updates to shareholding Ministers and Queensland Treasury (daily for the first seven (7) days following occurrence, weekly thereafter) until the unit is returned to service.

Advice should be full and frank and clearly communicate the significance of the incident and anticipated impacts. It should be clear, honest and use straight-forward language.

This is more than just a reporting obligation – it reflects your role as a publicly-owned entity that contributes to broader energy market outcomes, public confidence, and system stability. It is a matter of shareholder confidence you are actively managing and communicating operational risks as they occur, in a clear, open and honest manner.

This protocol is to be embedded in your operational procedures as soon as practicable.

Similarly, in respect of planned outages, we reiterate our expectation of advance notice to shareholding Ministers and Queensland Treasury, with public notification and relevant information on your website.

Yours sincerely



HON. DAVID JANETZKI MP

Treasurer
Minister for Energy
Minister for Home Ownership
GPO Box 811, BRISBANE QLD 4001
Email: treasurer@ministerial.qld.gov.au



HON. ROS BATES MP

Minister for Finance, Trade, Employment and Training
GPO Box 15483, CITY EAST QLD 4002
Email: fiat@ministerial.qld.gov.au

Encl. (1)

Communication protocol for unplanned outages of electricity generation units

1.0 Purpose

The Government has committed to supporting its State-owned generation assets through the Electricity Maintenance Guarantee, which includes over \$1.4 billion of new investment to support the ongoing maintenance of generation assets, accompanied by a performance and accountability framework.

This communication protocol sets out Government's expectations regarding how energy government owned corporations (GOCs) are to keep Government and the public informed of unplanned outages and material deratings of generation assets.

This includes all generation assets which are owned by the GOC, or for which the GOC is responsible for operations and maintenance, regardless of ownership.

2.0 Advice to shareholders and shareholding departments

All unplanned outages of electricity generation units are to be notified to shareholding ministers and Queensland Treasury as a priority – within 1 hour of the incident.

Initial advice is expected to be provided by email; and also, by relevant senior executives and/or Board representatives over phone where impacts are significant.

Advice should be full and frank and clearly communicate the significance of the incident and anticipated impacts, including visual evidence where applicable. This advice should include the following, where relevant information is available:

1. **Incident summary** – Identify affected assets, including what has occurred, when, and where? How does the incident fit with business-as-usual practices?
2. **Impacts** – What is the nature and severity of impacts and risks? Impacts may include, but are not limited to:
 - injuries and/or physical damage
 - generation capacity removed and potential timeframe offline
 - customer supply impacts.
3. **Cause** – Are there any known contributing factors or causes?
4. **Initial response** – What actions have been taken, including any immediate incident response activity?
5. **Consequence management** – What are the proposed next steps, including estimated return to service? Are there any other notification and reporting requirements?
6. **Notifications** – What information has been, or will be, provided to other parties pursuant to legislative and regulatory obligations?
7. **Proactive communications materials** – What materials have been, or will be, prepared to ensure timely information for the public?
8. **Key contacts** – Who are the primary and secondary contacts within the business?

Businesses are expected to continue providing updates about the incident to shareholding Ministers and departments in an appropriate and timely manner. At a minimum, updates are expected to be provided daily for the first seven days, and weekly thereafter until the unit is returned to service.

3.0 Publication of information about outages

To enhance transparency, Government expects each GOC to publish relevant information on its website about unplanned outages of electricity generation assets.

Information should be published in real-time and should include advice on service impacts and the expected duration of the outage, consistent with information provided to the market.



SHAREHOLDING MINISTERS FOR

CS ENERGY LIMITED

Our Ref: QT 01901-2025

Mr Tony Bellas
Chair
CS Energy Limited
GPO Box 2227
FORTITUDE VALLEY BC QLD 4006

Dear Mr Bellas

Communication Protocol for Unplanned Outages of Electricity Generation Units

We are writing following our correspondence on 28 November 2024 outlining strategic performance expectations for publicly owned energy generation businesses.

We emphasised shareholder expectations for CS Energy Limited to focus on, amongst other things, the operational performance of existing generation assets to ensure the delivery of affordable, reliable, and sustainable energy to Queenslanders.

We also advised implementation of the Electricity Maintenance Guarantee as a new investment, performance, and accountability framework for asset maintenance on existing publicly-owned power plants. In this context, we made clear the importance of transparency and accountability to Government and Queenslanders.

We wish to further clarify these expectations.

Recent events have highlighted the need for a consistent and structured approach to communications on unit outages across all government owned and/or operated electricity generation units. Our expectations are clear — Government and the public must be made aware of all unplanned power plant outages and deratings in real time, with relevant detail provided upfront and regular updates as the situation evolves.

To that end, please find enclosed a *Communication Protocol for Unplanned Outages of Electricity Generation Units*, which formalises the expectation that Government is informed of generation events as and when they occur — not hours or days later. Delayed notification is unacceptable.

Specifically, the protocol requires:

- All unplanned outages to be formally notified to shareholding Ministers and Queensland Treasury within 1 hour of the incident.
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Advice should be full and frank and clearly communicate the significance of the incident and anticipated impacts. It should be clear, honest and use straight-forward language.

This is more than just a reporting obligation – it reflects your role as a publicly-owned entity that contributes to broader energy market outcomes, public confidence, and system stability. It is a matter of shareholder confidence you are actively managing and communicating operational risks as they occur, in a clear, open and honest manner.

This protocol is to be embedded in your operational procedures as soon as practicable.

Similarly, in respect of planned outages, we reiterate our expectation of advance notice to shareholding Ministers and Queensland Treasury, with public notification and relevant information on your website.

Yours sincerely



HON. DAVID JANETZKI MP

Treasurer
Minister for Energy
Minister for Home Ownership
GPO Box 611, BRISBANE QLD 4001
Email: treasurer@ministerial.qld.gov.au



HON. ROS BATES MP

Minister for Finance, Trade, Employment and Training
GPO Box 15483, CITY EAST QLD 4002
Email: ftet@ministerial.qld.gov.au

Encl. (1)

Communication protocol for unplanned outages of electricity generation units

1.0 Purpose

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This communication protocol sets out Government's expectations regarding how energy government owned corporations (GOCs) are to keep Government and the public informed of unplanned outages and material deratings of generation assets.

This includes all generation assets which are owned by the GOC, or for which the GOC is responsible for operations and maintenance, regardless of ownership.

2.0 Advice to shareholders and shareholding departments

All unplanned outages of electricity generation units are to be notified to shareholding ministers and Queensland Treasury as a priority – within 1 hour of the incident.

Initial advice is expected to be provided by email; and also, by relevant senior executives and/or Board representatives over phone where impacts are significant.

Advice should be full and frank and clearly communicate the significance of the incident and anticipated impacts, including visual evidence where applicable. This advice should include the following, where relevant information is available:

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3.0 Publication of information about outages

To enhance transparency, Government expects each GOC to publish relevant information on its website about unplanned outages of electricity generation assets.

Information should be published in real-time and should include advice on service impacts and the expected duration of the outage, consistent with information provided to the market.



SHAREHOLDING MINISTERS FOR

STANWELL CORPORATION LIMITED

Our Ref: QT01901-2025

Mr Paul Binsted
Chair
Stanwell Corporation Limited
GPO Box 800
BRISBANE QLD 4001

Dear Mr Binsted

Communication Protocol for Unplanned Outages of Electricity Generation Units

We are writing following our correspondence on 28 November 2024 outlining strategic performance expectations for publicly owned energy generation businesses.

We emphasised shareholder expectations for Stanwell Corporation Limited to focus on, amongst other things, the operational performance of existing generation assets to ensure the delivery of affordable, reliable, and sustainable energy to Queenslanders.

We also advised implementation of the Electricity Maintenance Guarantee as a new investment, performance, and accountability framework for asset maintenance on existing publicly-owned power plants. In this context, we made clear the importance of transparency and accountability to Government and Queenslanders.

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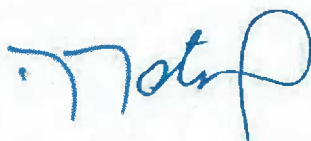
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Queensland Legislative Assembly

Number: 5825T385



29 APR 2025

Tabled ☒

By Leave ☐

MP:

Janetaki

Clerk Signature:

[Signature]