

Technical Regulator Guideline Relevant Agent Roles and Responsibilities

Document Approval and Control

Document Control

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Objective

The objective of this document is to set out the role and responsibilities of the relevant agent.

A relevant agent is a party authorised by the owner or operator of an electricity generating plant connected to the distribution network to remotely disconnect, and later reconnect, that plant when directed by a party with the legal right to issue such a direction.

Prescribed electricity generating plant connected to a South Australian distribution network must be capable of being remotely disconnected, and later reconnected, by a relevant agent. The owner or operator of such plant must authorise a relevant agent to perform this function on their behalf. If an electricity generating plant does not meet these requirements, it will not be able to connect to a South Australian distribution network.

The requirements apply to the owner or operator of new prescribed electricity generating plant. In addition, the Technical Regulator can also declare component(s) of an electricity generating plant which, if replaced in an existing generating plant, would trigger the requirements for the owner or operator of that plant.

The owner or operator of the prescribed electricity generating plant must:

- Appoint a relevant agent who meets the requirements of this guideline
- Have plant which is capable of being remotely disconnected and reconnected by the relevant agent
- Authorise the relevant agent to remotely disconnect and reconnect the plant on their behalf, when directed by a party with a legal right to issue such a direction.

The relevant agent will have a transition period to undertake preparatory tasks for the activation of the remote disconnect and reconnect capability where the relevant agent has:

- Notified the Technical Regulator of the technology they will use to remotely disconnect and reconnect the electricity generating plant from the distribution network
- Provided a written undertaking to the Technical Regulator that, during the transition period, they will:
 - Complete all preparatory tasks to allow them to remotely disconnect (and later reconnect) the electricity generating plant(s) for which they are authorised
 - Demonstrate to the Technical Regulator their ability to remotely disconnect and reconnect an electricity generating plant using their nominated technology.

These requirement(s) commence on 28 September 2020, or a later date as declared by the Minister for Energy and Mining. The transitional period concludes on 31 December 2020.

The Department for Energy and Mining will be working with industry to ensure clear communication is provided to South Australian customers setting out these new obligations on electricity generating plants.

Role and Responsibilities of the Relevant Agent

The role of the relevant agent is to activate the remote disconnection and reconnection capability of the electricity generating plant(s) for which it has been appointed relevant agent, when legally directed to do so.

Relevant Agent Registration

A party must be registered with the Technical Regulator to perform the role of relevant agent.

Any legal person including, without limitation, individuals, partnerships, incorporated associations, unit and other forms of trusts and corporations may nominate to act as a relevant agent.

A nomination to act as a relevant agent must be made to the Technical Regulator using the form included in this guideline.

The relevant agent must have public contact details for the purpose of the relevant agent service.

If approved by the Technical Regulator, the relevant agent will be registered.

Technology Nomination

Using the relevant agent registration form, the relevant agent must nominate the specific models of technology to the Technical Regulator that will be used to remotely disconnect and reconnect an electricity generating plant.

If the relevant agent modifies the models of technology that it will use to remotely disconnect and reconnect and electricity generating plant at a later date, the relevant agent must notify the Technical Regulator in writing.

The technology must be capable of disconnecting and reconnecting the electricity generating plant without requiring the relevant agent to physically visit the site of the plant.

For the purpose of this requirement, an electricity generating plant is considered to be disconnected if both AC and DC power (generating by that electricity generating plant) is prevented from entering the distribution network by the relevant agent's technology. The Technical Regulator recognises that when configured to zero export, a small amount of power will enter the network. This is acceptable by the Technical Regulator.

A technology contained in the *Guideline – Deemed Methodologies for Remote Disconnection and Reconnection of Electricity Generating Plants* is deemed capable of remotely disconnecting and reconnecting the electricity generating plant.

The Guideline is not, however, a comprehensive listing of technology that may be capable of disconnecting and reconnecting electricity generating plant. Interested parties and/or relevant agents should engage with the Technical Regulator if their proposed technology has not already been deemed to comply.

The nomination of specific models of technology should include relevant evidence to support the capability of the models. In the case of technology in the Guideline, the evidence only needs to show how the models meet with requirements of the Guideline. In all other circumstances, the evidence must demonstrate the remote disconnect and reconnect capability of the nominated models of technology.

End to End Connectivity

The relevant agent must advise the Technical Regulator of the end to end connectivity to access and activate the remote disconnect and reconnect functionality.

This information should include matters such as:

- Any third party involved in the activation and their role/responsibilities
- The type of communications network(s) which will be utilised.

Communications networks acceptable for the end to end connectivity include Wi-Fi, wireless mesh networks and telecommunications networks.

In selecting a communications network, the relevant agent should consider the likelihood of the network being available when the disconnect and reconnect capability needs to be activated.

Should the relevant agent change the technology used to activate the remote disconnect and reconnect functionality at a later date, the relevant agent should notify the Technical Regulator. The Technical Regulator may request additional information from the relevant agent.

Testing

The relevant agent must test their remote disconnect and reconnect capability and provide evidence of such testing to the Technical Regulator on request.

The relevant agent may also be requested by the Technical Regulator from time to time to complete a test of the activation of the remote disconnect and reconnect functionality. This will involve the receipt of a test instruction and activating a disconnection and a reconnection in accordance with that instruction. The Technical Regulator may involve other persons with a lawful right to direct the agent in this testing.

Should an issue be encountered during this test, the relevant agent must undertake any task necessary to resolve the issue within a period agreed with the Technical Regulator.

Privacy and Security

The relevant agent must adhere to the Australian Privacy Principles set out in *the Privacy Act 1988* in relation to handling the personal information of the owners and operators of electricity generating plant for which it is authorised.

The relevant agent may be requested to provide information on their privacy protocols and processes to the Technical Regulator from time to time.

Cyber Security Expectations

The relevant agent will need to ensure that the associated processes and systems it uses to remotely disconnect and reconnect an electricity generating plant are secure.

The relevant agent may be required to provide information on their cyber security protocols and processes to the Technical Regulator from time to time.

Owner or Operator Authorisation

The relevant agent must provide the owner or operator of the electricity generating plant with information on the cost of the service for the life of the technology which is being used to remotely disconnect and reconnect the plant. This is to assist the owner or operator of the plant to make an informed decision when selecting a relevant agent.

The relevant agent must be authorised by the owner or operator of the electricity generating plant to activate the remote connect and disconnect capability. The authorisation must be in writing.

Authorisation may be included in the terms and conditions of the purchase of an electricity generating plant or may be a separate contract between the relevant agent and the owner or operator of the electricity generating plant.

The relevant agent must establish and maintain a register of all electricity generating plant for which it has been authorised.

Persons who may Lawfully Direct the Relevant Agent

The relevant agent may activate the remote connect and disconnect capability only where it has received a lawful direction.

A person may lawfully direct the relevant agent where:

- The person has a statutory power to do so
- The person has been directed to direct the relevant agent by a person with a statutory power
- The person has the written authorisation of the owner or operator of the electricity generating plant (for example, a virtual power plant operator has a contract with the owner or operator of the electricity generating plant).

The South Australian Minister responsible for the *Emergency Management Act 2004* has powers of direction in an electricity supply emergency and the Australian Energy Market Operator has powers to direct Registered Participants under the National Electricity Rules.

SA Power Networks has the right to disconnect an electricity generating plant connected to its distribution network in accordance with its connection agreements.

Where an owner or operator of electricity generating plant authorises a party to direct the relevant agent in relation to this functionality, it is expected that the relevant agent will have protocols in place to cite and record the relevant details of the authorisation. This will ensure that relevant agents are acting within their power.

Requirements of the Relevant Agent once Directed

The relevant agent may activate the remote disconnect and reconnect capability only where it has received a lawful direction. Where it has received a direction, the relevant agent must activate the remote disconnect and reconnect capability in accordance with the direction received.

The relevant agent must be prepared to activate the disconnect functionality /capability at all times during daylight hours, seven days a week.

The relevant agent must nominate activation contacts who are responsible for activating the disconnect and reconnect functionality of the electricity generating plant under its control.

The relevant agent must provide contact details for its activation contacts, consisting of a primary contact and a secondary (back up) contact person.

The required contact details will include the name, position, mobile phone number and email for a primary contact person and for a secondary (back up) contact person. The activation contact numbers must be attended during daylight hours seven days a week.

Contact information must be registered and maintained with the Technical Regulator. If the relevant agent wishes to update the primary contact secondary (back up) contact person's contact details at a later date, they should provide this information to the Technical Regulator.

The person directing relevant agents will use best endeavours to provide notice of the potential for an activation requirement on the following day. Such notice will be provided through the nominated activation contact number or email. The relevant agent must maintain the confidentiality of any advanced notice of the potential for activation of the remote disconnection capability.

Direction of the disconnect or reconnect capability will be given to the relevant agent through the activation contacts. The person who receives the activation call through the activation contact number must be capable of activating the relevant disconnect or reconnect of the electricity generation plant under the relevant agents control within 15 minutes.

A direction may require the relevant agent to activate some or all of the plant under its control. A direction may specify an individual plant, multiple plant (by number or location) or megawatt response by the agent.

The relevant agent must activate the relevant disconnect or reconnect in accordance with the direction. Where a relevant agent has been directed to disconnect electricity generating plant, it must not reconnect that plant before the time of reconnection notified by the directing party.

As soon as practicable after activating the disconnect or reconnect, the relevant agent must notify the directing party of the completion of the activation.

The relevant agent must be aware of the operating state of the electricity generating plant and be able to respond to reasonable requests for information from the Technical Regulator, Australian Energy Market Operator or other party with lawful powers to direct the relevant agent, both prior to, and after, the completion of the disconnect and reconnect. Such requests may require the relevant agent to report on their performance in relation to a direction received.

Change of Electricity Generating Plant Owner or Operator

The owner or operator of an electricity generating plant that is required to have a relevant agent must notify the relevant agent of a change to the owner or operator of that electricity generating plant. The relevant agent will then be required to notify the Technical Regulator, so that the Technical Regulator can update and continue to maintain the register of relevant agents.

The relevant agent must notify the new owner or operator of the electricity generating plant in writing of their role as the relevant agent for the plant and seek the new owner or operator's authorisation for continuation of the arrangement.

The new owner or operator of the electricity generating plant may authorise the existing relevant agent to continue or may authorise another relevant agent.

If the relevant agent is unable to secure continued authorisation to act as the relevant agent for the electricity generating plant, the relevant agent is required to notify the Technical Regulator.

Register of Relevant Agents

The Technical Regulator is required to establish and maintain a register of relevant agents.

This register will contain, as a minimum, the following information:

- The name of the relevant agent
- The activation contacts and contact details
- The nominated technology
- The communications network(s)
- The location and size of each prescribed electricity generating plant under the control of the relevant agent.

The contact details which must be provided for the purpose of the register are the nominated activation contact number and email.

The Technical Regulator will share the information included in the register with:

- A person authorised to direct that a prescribed electricity generating plant be disconnected from, or reconnected to, a distribution network
- The operator of a distribution network.

The Technical Regulator is responsible for ensuring the register is up to date. The relevant agent is responsible for ensuring information in relation to electricity generating plant for which it has been authorised is up to date, including by providing updates on the electricity generating plant under its control no less than fortnightly. Other information may be requested by the Technical Regulator at a later date in addition to this information.

Withdrawal of relevant agent services

The Technical Regulator may revoke a relevant agent, where the relevant agent has failed to fulfil its roles and responsibilities as described within this guideline.

Where this occurs, the Technical Regulator will, in writing, outline to the relevant agent why they have been revoked to operate as a relevant agent. Where a relevant agent has been revoked, the Technical Regulator will work with the affected owner or operator of the electricity generating plant.

The Technical Regulator will maintain a public list of relevant agents that have been revoked as a relevant agent or have withdrawn their service as a relevant agent. Generally, the Technical Regulator will not register a person as a relevant agent where the person has previously been registered and been revoked or have withdrawn their relevant agent service.

Transitional Arrangement

A relevant agent which has not completed all preparatory activities may seek to make use of the transition period. The transition period will apply to 31 December 2020.

Preparatory activities are those tasks necessary to allow the relevant agent to activate the capability in the nominated technology. These activities may include (but are not limited to) configuration of back-office systems, the establishment of communication arrangements and the development of protocols and testing.

A relevant agent cannot make use of the transition period unless they have provided a written undertaking to the Technical Regulator and the Technical Regulator has accepted that written undertaking. A standard form for the written undertaking is available on the Department for Energy and Mining's website. In the written undertaking, the relevant agent commits that, during the transition period, they will:

- complete all preparatory tasks to allow them to remotely disconnect (and later reconnect) the electricity generation plant(s) for which they have been authorised
- demonstrate their ability to remotely disconnect and reconnect an electricity generating plant using their nominated technology.

Registration Process

Parties interested in becoming a relevant agent must register with the Technical Regulator via otr.relevantagents@sa.gov.au using the form provided.

A party seeking to become a relevant agent must demonstrate its readiness to perform the role of relevant agent. Where relevant and subject to the Technical Regulator's acceptance, a party may instead provide a legally binding written undertaking to the Technical Regulator to complete preparatory activities during the transitional period ending 31 December 2020.

Where the Technical Regulator considers that an applicant meets the requirements of this guideline, the Technical Regulator will register that party as a relevant agent and publish the name and public contact details of the relevant agent, as well a listing of specific models of technology nominated by a relevant agent, on the Department for Energy and Mining's website. Where a relevant agent is subject to a transitional arrangement, this will be identified. This public information will ensure that owners or operators of prescribed electricity generating plant can nominate and appoint a relevant agent as and when required in order to meet these requirements.

Relevant Agent Registration Form

Technical Regulator

To: Office of the Technical Regulator
Department for Energy and Mining
Level 8, 11 Waymouth St, Adelaide 5000
GPO Box 320, Adelaide, South Australia 5001
otr.relevantagents@sa.gov.au

Prospective Relevant Agent(s) Name:		
ABN:		
Address:		
Contact Person:	Name:	
	Title:	
	Telephone No:	
	Facsimile No:	
	E-mail:	

Objective of a relevant agent

A relevant agent is a party that has been authorised on behalf of the owner or operator of an electricity generating plant to remotely disconnect, and later reconnect, the customer's electricity generating plant, when lawfully directed.

Technical Regulator Guideline – relevant agent roles and responsibilities

Please confirm that you have read the *Guideline – Relevant Agent Roles and Responsibilities* and understand the requirements on a relevant agent?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Technology to be used by the relevant agent

Please provide information on the models of technology that you will use to remotely disconnect and reconnect prescribed electricity generating plant. This form should be accompanied by relevant evidence to support the capability of the models.

End to end connectivity

Please provide information on the end to end connectivity that you will use to remotely disconnect and reconnect a prescribed electricity generating plant.

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Transitional arrangement

Please indicate if you require additional time to prepare for the remote disconnect and reconnection requirements.

Please note that the transitional period ceases on 31 December 2020. Availability of the transitional period is subject to the Technical Regulator's acceptance of your written undertaking to complete all necessary preparations by no later than 31 December 2020.

Yes		No
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If you have responded yes, please outline what tasks must be completed during the transitional period.

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Operational contact details

You are required to provide activation contact details for the person(s) who will activate the remote disconnect and reconnect of electricity generating plant under your control.

Contact Person(s):	Name:	
	Mobile number	
	Email address	
	Alternate:	
	Mobile number	
	Email address	

Public contact information

You are required to nominate public contact information for your relevant agent service.

Relevant Agent Name	
Contact Number	
Email address	
Website	

ACCEPTANCE

<p>Signed for and on behalf of the Technical Regulator:</p> <p>_____</p> <p>Signature</p> <p>Name:</p> <p>Position:</p> <p>Date:</p>	<p>Signed for and on behalf of the Interested Party:</p> <p>_____</p> <p>Signature</p> <p>Name:</p> <p>Position:</p> <p>Date:</p>
<p>Witness:</p> <p>_____</p> <p>Signature</p> <p>Name:</p> <p>Position:</p> <p>Date:</p>	<p>Witness:</p> <p>_____</p> <p>Signature</p> <p>Name:</p> <p>Position:</p> <p>Date:</p>

