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| Electricity Ring-fencing Guideline  Staff Register – Apr 2024 |

In accordance with cl 4.2.4(b) of the AER’s Electricity Ring-fencing Guideline (Guideline), below is the Jemena Electricity Networks’ (JEN) staff register. It lists the teams or specific roles that:

* are involved in providing or marketing of direct control services for JEN, and
* may also from time to time have involvement in the provision or marketing of contestable electricity services for a related electricity service provider (RESP) of JEN,

but where those staff have the benefit of one or more of the exemptions from the Guideline’s staff separation requirements, found in Guideline clauses 4.2.2(b)(i)(a), 4.2.2(b)(i)(b) or 4.2.2(d)[[1]](#footnote-2).

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| Group | Shared team / staff members | Description of roles, functions and duties | Term | Exemption | Controls |
| Networks | Customer Care & Response  (Team) | This team is responsible for:   * customer care and recoverable works assessment * customer experience management. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Customer Operations Manager  (Role) | This role is responsible for the oversight of the Customer Operations Team, which includes some shared teams. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Customer Operations – Metering & Billing Electricity  (Team) | This team is responsible for meter data management and billing. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Customer Operations – Contracts Operations Manager  (Role) | This role is responsible for metering and contract operations. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Retailer Operations  (Team) | This team is responsible for retailer liaison and escalations. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Network Assets  (Team) | This team is responsible for lifecycle asset replacement in line with established condition-based replacement methodologies. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Network Investment & Delivery  (Team) | This team advises reliability standards to the Projects CIC team and metering standards (as metering co-ordinator). | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Networks | Network Operations  (Team) | This team is responsible for:   * network control, switching and crew dispatch * GIS management * network control operations planning. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Zinfra (contractor) | General Manager – Jemena Network Services  (Role) | Zinfra Management oversight and escalation point for network service provision to JEN. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information |
| Zinfra (contractor) | Jemena Network Services – Design  (Team) | This team is responsible for JEN substation secondary design applying JEN standards and manuals. Design standards and construction manuals are established and enforced by JEN. Departures from JEN standards require confirmation by JEN staff. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Field Response  (Team) | These roles are responsible for the day-to-day delivery of field response services on the JEN network. Timing of work is specified by JEN (network-initiated) or the Projects CIC team (customer-initiated). | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Projects NIC  (Team) | These roles are responsible for project management of network initiated capital projects on JEN’s shared network. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Overhead & Underground  (Team) | This team is responsible for the day-to-day delivery of overhead and underground construction services on the JEN network. Timing of work is specified by JEN (network-initiated) or the Projects CIC team (customer-initiated). Quality and design requirements are specified by JEN (Network Asset) or the Zinfra Design team. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Planning & Performance  (Team) | This team is responsible for:   * planning the JEN 2 year program of work * inventory management * maintenance delivery * vegetation management * operational performance.   These roles operate within JEN requirements including in relation to prioritisation of work set out under contractual provisions and work principles. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Substations & Specialist Services  (Team) | These roles are responsible for the day-to-day delivery of substation construction services on the JEN network. Timing of work is specified by JEN (network-initiated) or the Projects CIC team (customer-initiated). Quality and design requirements are specified by JEN (Asset Engineering) or the Zinfra Design team. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | Jemena Network Services – Projects  (Team) | These roles are responsible for the day-to-day management JEN’s major project from Gate 2. Gate 2 to Gate 3 activities are primarily involve validation to ensure that the project can be delivered based on scope, cost and schedule. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Zinfra (contractor) | General Manager – Power Projects  (Role) | This role is responsible for the oversight of the Power Projects team. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * Functional separation * System partitions to protect information * Service Agreement |
| Ovida (RESP) | Business Intelligence & Customer Lead | This role is responsible for managing day to day operational and customer service requirements. | Ad-hoc, task specific. | 4.2.2(b)(i)(b) | * Ringfencing training * System partitions to protect information |
| Officers | * Directors of SGSP (Australia) Assets Pty Ltd (SGSPAA) * Company Secretary of SGSPAA * Managing Director of SGSPAA * Deputy Managing Director, SG * Deputy Managing Director, SP * Chief Financial Officer of SGSPAA * Chief Digital Officer of SGSPAA * EGM People, Safety, Legal & Corporate Affairs of SGSPAA | These roles are Officers (as defined by the Guideline) both of JEN and of Ovida. | 8 staff permanently shared. | 4.2.2(d) | * Ringfencing training * Functional separation * Information barriers |

Furthermore, clause 4.2.4(a)(iii) of the Guideline requires JEN to maintain a register where “the staff positions referred to in clause 4.2.4(a)(ii) which are held, or have been held within the previous three months, by a member of staff whose access to electricity information ceased upon, or in the 12 months prior to, commencing in that position, and the dates on which that member of staff commenced to hold and (if applicable) ceased to hold that position.” The below table represents staff positions that meet these conditions.

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| --- | --- | --- | --- |
| Former Position | New Position | Date commenced new position | Date to remove from register |
| Nil to report | Nil to report | Nil to report | Nil to report |
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1. These exemptions cover staff who, in the course of their duties, (1) do not have access to JEN “electricity information”, (2) do have access to such information, but in performing their role, do not have any opportunity to discriminate in favour of RESPs, or (3) are senior personnel who are ‘officers’ of JEN and of a RESP. [↑](#footnote-ref-2)