



# Jemena Limited

## AMI - Business Continuity Plan

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AMI - Business Continuity Plan

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**Owning Functional Area**

Business Function:	Network Assets – Electricity Metering
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**Review Details**

Review Period:	Revision Date/Last Review Date + 2 years
NEXT Review Due:	01/10/2027

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# 1. Introduction

## 1.1 Purpose

This Business Continuity Plan (BCP) defines Jemena Electricity Networks' approach to maintaining and restoring critical operations within the AMI-to-AMI Replacement Program in the event of unplanned disruptions. The plan ensures the continuity of essential business processes, IT systems, and customer services while meeting regulatory, safety, and stakeholder obligations.

The purpose of this plan is to enable Jemena to respond effectively to disruptions that may affect the AMI-to-AMI Replacement Program. It provides the structure for managing business interruptions, establishing priorities, and restoring full service delivery within defined recovery objectives.

## 1.2 Scope & Application

This plan applies to all Jemena departments, contractors, vendors, and systems supporting the AMI-to-AMI Replacement Program. It covers planning, scheduling, field operations, customer engagement, data management, IT platforms, and compliance reporting.

## 1.3 Objectives

- Maintain the safety of employees, contractors, and customers.
- Minimise service interruption to customers.
- Protect Jemena's assets, reputation, and regulatory obligations.
- Restore critical AMI replacement functions within targeted recovery times.
- Provide transparent and timely communication to stakeholders.

## 2. Governance and Responsibilities

The table below defines the Governance roles and responsibilities:

Role	Responsibilities
Program Director	Leads activation of the BCP and escalates to Jemena's Crisis Management Team when required.
Business Continuity Lead	Coordinates response, maintains the plan, and ensures alignment with corporate resilience framework.
Field Delivery Manager	Manages continuity of installation works and contractor availability.
IT Systems Manager	Restores critical IT systems including MDMS, SAP, and OMS.
Customer Operations Manager	Oversees communications with customers and ensures continuity of contact centre operations.
Regulatory & Compliance Lead	Ensures DEECA, AEMO, and AER obligations continue to be met during disruptions.

### 3. Critical Business Functions and Dependencies

The following table defines the key functions essential to the AMI-to-AMI Replacement Program and their recovery objectives.

Function	Description	Dependencies	Recovery Time Objective (RTO)
Field Installation	Execution of meter replacements and commissioning.	Contractors, scheduling tools, logistics systems.	24 hours
Customer Communication	Notifying customers of works and managing reschedules.	CRM, contact centre, email/SMS gateway.	4 hours
Meter Data Management	Collection and validation of metering data.	UIQ, MDMS, MSATS, IT systems.	8 hours
Regulatory Reporting	Compliance submissions to DEECA/AER/AEMO.	MDMS, reporting systems.	5 business days
Outage Management	Management of planned/unplanned outages impacting meter replacements, including coordination with Network Control, outage notifications, safety confirmations, and restoration processes.	OMS (Outage Management System), MDMS, SCADA, Network Control, Contact Centre, Contractor field crews.	1 hour

## 4. Potential Disruption Scenarios

- IT or communications outages impacting UIQ, MDMS, SAP, or OMS systems.
- Contractor or workforce unavailability due to illness or industrial action.
- Severe weather, natural disasters, or safety incidents affecting field operations.
- Cybersecurity breaches impacting data integrity.
- Supply chain or logistics delays affecting meter stock.
- Regulatory or reporting system failures.

## 5. Continuity and Recovery Strategies

- Implement manual scheduling and data capture processes during IT outages.
- Maintain backup communication methods (SMS, web, contact centre rerouting).
- Redeploy field crews across regions to balance workloads.
- Maintain safety stock for critical meter models.
- Use remote working protocols for key staff.
- Regularly back up and replicate key data systems.
- Trigger escalation to Jemena Crisis Management Team for severe disruptions.



## 6. Communication Protocols During Disruption

Audience	Message	Channel	Timing
Executives / CMT	Situation summary and recovery progress.	Email / MS Teams / Briefings.	Hourly or as required.
Program Teams	Operational guidance and status updates.	MS Teams / Phone / SMS.	Ongoing during event.
Customers	Work status, reschedule, or outage information.	Email / SMS / Website.	Within 4 hours of disruption.
Regulators	Notification of impact and corrective measures.	Formal correspondence.	Within 1 business day.

## 7. Testing Training and Review

This plan will be tested annually through simulation and functional exercises, with results recorded in Jemena's Continuity Register. Training will be provided to all staff responsible for BCP activation. The plan will be reviewed biannually or following major program, system, or regulatory changes.