

LP Gas Supply Industry Policy

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This policy has been approved by the Director of Energy Safety in Victoria.

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Who we are

We are Victoria's safety regulator for electricity, gas and pipelines.

Our role is to ensure that Victorian gas and electricity industries are safe and meet community expectations. We are also responsible for licensing and registering electricians, and educating the community about energy safety.

More information is available on the Energy Safe Victoria website: www.esv.vic.gov.au

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1 Introduction

1.1 Purpose

The purpose of this policy is to explain ESV's interpretation of the regulatory safety framework for the LP Gas industry under the *Gas Safety Act 1997* (GSA), and to clarify the regulatory policy position.

The policy explains who bears certain regulatory duties across the LP Gas supply chain under the GSA, and the proportionate duties and requirements for Gas Companies, Agents and Distributors, and other parties within the LP Gas supply chain.

It identifies who should be declared a Gas Company under the GSA and the criteria that define organisations that should be subject to increased regulatory oversight as a Gas Company. It also identifies the extent of ESV's jurisdiction, including where in the LP Gas supply chain regulatory intervention is most appropriate to ensure safety outcomes at the point of supply to a complex LP Gas installation.

1.2 Scope and exclusions

This policy relates to the LP Gas supply industry's management of LP Gas for supply to gas installations. It does not apply to:

- a. The direct connection of LP Gas cylinders via flexible hoses to portable Type A LP Gas appliances, such as BBQs and outdoor heaters.
- b. The natural gas network, or supply of fuel gases other than LP Gas.
- c. The supply of LP Gas to reticulated LP Gas networks.
- d. The supply of LP Gas for automotive and refrigeration purposes.

1.3 Definitions

Agent means an Agent of a Gas Company who supplies LP Gas to the Gas Company's customers. The Agent is acting on behalf of the Gas Company who bills their customers directly.

Appliance is defined under section 3 of the GSA to mean a device, which uses gas (including LP Gas) to produce flame, heat, light, power or a special atmosphere.

Complex gas installation means a gas installation, which is not a standard gas installation, as defined in section 3 of the GSA. For more information, refer to ESV publication "*Gas information sheet 33: Gas installation notification*".

DGA means the *Dangerous Goods Act 1985*. It may also refer to relevant subordinate regulations or codes.

Distributor means an entity that purchases LP Gas from a Gas Company and sells the LP Gas to another party. The Distributor is not an Agent and is not authorised to act on behalf of the Gas Company. A Distributor bills their customers directly.

ESV means Energy Safe Victoria.

Gasfitting work has the meaning defined under section 3 of the GSA, being any work in relation to working on an installation, including installing, modifying, renewing, replacing, modifying, repairing or maintaining any part of an LP Gas installation.

Gas Incident has the meaning defined under section 3 of the GSA, as any incident or event relating to the conveyance, supply or use of gas (including LP Gas) which causes or has the potential to cause:

- a. The death or injury of a person; or
- b. Significant damage to a property; or
- c. An explosion.

Gas installation is defined under section 3 of the GSA to mean any pipe or system of pipes which are downstream of the gas supply point and any of the following –

- a. LPG storage vessels connected to provide supply with an aggregate capacity not exceeding 500 litres;
- b. gas appliances;
- c. meters downstream of the gas supply point; or
- d. any means of ventilation for the removal of combustion products.

Gas installation regulations means the *Gas Safety (Gas Installation) Regulations 2018*.

Gas quality means the requirements for gas to comply with technical specifications referred to in the Gas installation regulations and gas safety case regulations, which includes ensuring adequate odourisation, and LP Gas composition compliance with AS 4670.

Gas Safety Case, for LP Gas Companies, means a particular class of gas safety cases meeting prescriptive requirements, established specific to the circumstances of the gas companies assets, facility or operations.

Gas safety case regulations means the *Gas Safety (Safety Case) Regulations 2018*.

Gas Supply Point means, in the context of this policy, the outlet of the primary shut-off valve of a LP Gas vessel¹.

GSA means the *Gas Safety Act 1997*. It may also mean relevant subordinate regulations.

LP Gas is defined as a subset of LPG, and refers to a composition intended for use in installations and appliances, with a composition as defined in AS 4670.

LP Gas Company means a legal entity that supplies LP Gas that has been declared to be a Gas Company by the Governor in Council. These are typically large suppliers of bulk LP Gas to the Victorian LP Gas supply chain.

LPG means liquefied petroleum gas and includes LP Gas.

OHSA means the *Occupational Health and Safety Act 2004*. It may also refer to relevant subordinate regulations or codes.

VBA means Victorian Building Authority.

WSV means WorkSafe Victoria.

¹ Section 3 of the GSA generally limits jurisdiction where LP Gas vessels have an aggregate capacity exceeding 500 litres. However, that limitation does not apply if any of the following are downstream of the gas supply point: appliances, associated components or fitting; any meter; or any means of ventilation or system for the removal of combustible products.

2 LP Gas industry jurisdiction

2.1 The regulatory safety framework – LP Gas

The GSA and subordinate regulations establish the regulatory safety framework that applies to LP Gas supply to, and use within and by, gas installations.

The GSA establishes the basis for the safe conveyance, sale, supply, measurement, control and use of fuel gases (including LP Gas), and to generally regulate gas safety².

In the context of LP Gas the GSA is interpreted to define that:

- a. Measurement of gas quality and conveyance, sale and supply of LP Gas generally relates to activities upstream of the gas supply point. They do not include the transport, transfer, handling or storage of LP Gas as regulated under the DGA and subordinate regulations and codes.
- b. The control and use of gas generally relates to activities downstream of the gas supply point, which defines the boundary where the gas installation starts and includes all gasfitting work done on an installation.

The DGA does not establish any duties relating to dangerous goods handling or storage downstream of the gas supply point (i.e. in relation to a gas installation).

The definition of the Gas Supply Point is important because distinct regulatory jurisdictions coincide on each side of the Gas Supply Point.

ESV has jurisdiction at two points in the LP Gas supply chain, on either side of the Gas Supply Point:

- a. Downstream of the Gas Supply Point, in relation to complex gas installations and gasfitting work undertaken on a complex gas installation; and
- b. Upstream of the Gas Supply Point, in relation to prescribed safety standards for gas quality.

2.2 Downstream of the Gas Supply Point

Gas installations downstream of the Gas Supply Point may either be regulated by:

- a. The VBA for the regulation of standard LP Gas installation safety requirements³; or
- b. ESV for complex Gas installations.

A special issue for clarification in this policy is the presence of pigtails and flexible connectors located downstream of a Gas Supply Point (which in the case of LP Gas in cylinders, is the outlet of the primary shut-off valve of the LP Gas cylinder). There is no exemption in the *Plumbing Regulations*

² Section 1, GSA

³ VBA are the licensing body for plumbing and gas fitting. Plumbing Regulations 2018 set out the minimum competencies required to obtain a gas fitting license.

2018 for the replacement of pigtails or flexible connectors downstream of the Gas Supply Point which means they can only be replaced by licensed gasfitters.

Further, any gasfitting work in relation to manifolds and pigtails (including construction in situ/onsite) that may operate at a pressure greater than 200 kPa can only be undertaken with the prior authorisation of ESV. ESV is able to prescribe the required standard/s that the work must comply with when providing authorisation⁴.

A location downstream of the Gas Supply Point may also be in a workplace. While the gas fitting work for those assets is required to be undertaken by a licensed gasfitter, and in accordance with the technical safety requirements of either the GSA (ESV) or plumbing regulations (VBA), WSV may also have jurisdiction in relation to an employer's duties under the OHS Act.

2.3 Upstream of the Gas Supply Point

ESV's primary regulation of LP Gas upstream of the Gas Supply Point is in respect of gas quality. This is because all other activities relating to the transport, handling and storage of cylinders containing LP Gas up to the gas supply point to a gas installation, fall within the jurisdiction of the DGA.

ESV's LP Gas quality regulatory jurisdiction is concerned with the quality of LP Gas at the supply source, and that any LP Gas storage vessel:

- a. Is clean of impurities or contaminants that could impact LP Gas composition or odourant; and
- b. Has been adequately exposed to LP Gas previously to prevent odourant absorption or fade⁵.

Clarification of the boundary between the DGA and GSA includes the following:

Connecting an LP Gas storage vessel to an installation:

- a. Once (fully) connected to a gas installation, an LP Gas storage vessel— as long as it does not exceed 500lt - forms part of that gas installation⁶ and is subject to the requirements of the GSA.
- b. ESV's position is that an LP Gas vessel becomes part of an installation once a connection has been completed. An LP Gas vessel ceases to be part of an installation once the physical act of disconnecting the vessel commences.
- c. Regulation 19(2)(c) of the *Plumbing Regulations 2018* excludes connecting and disconnecting a LP Gas vessel for the purpose of filling or refilling, from the definition of gasfitting work. ESV adopts this in establishing that connecting and disconnecting LP Gas vessels is gasfitting work that does not require a license.

Any person, such as a delivery truck driver or householder, is therefore able to connect and disconnect a LP Gas vessel to their gas installation. In these circumstances duties established through the DGA regime apply.

Where an LP Gas Company or their agent undertakes this supply activity the procedures adopted to ensure the safe supply of LP Gas to an installation⁷, and prevent gas incidents, must be included in an accepted gas safety case.

⁴ Regulation 23, *Gas installation regulations*

⁵ AS2030, called up under dangerous goods regime

⁶ Definition gas installation, section 3(b)(i), GSA

⁷ Section 34, GSA

Despite the above, ESV continues to be the relevant regulator of gas quality through the supply chain (i.e. upstream from the gas supply point).

Clarification of the jurisdictional boundaries between the DGA and GSA within the LP Gas supply chain (i.e. upstream of the gas supply point) includes the following:

Activities at LP Gas facilities, depots, and dangerous goods sites:

- a. The technical safety regulation of LP Gas facilities – depots, storage pressure vessels, pressure equipment and pressure piping - are regulated through the DGA, and in particular the *Dangerous Goods (Storage and Handling) Regulations 2012*.

These regulations prescribe the requirements for the equipment, plant, transport processes, systems of work and activities in relation to:

- i. The physical location and arrangement of facilities, plant and equipment used to store and handle LP Gas, except where the facility, plant or equipment is classified as an installation or appliance under the GSA;
- ii. Safe conveyance of LP Gas within premises, as long as the means of conveyance is not in itself classified as an installation or appliance under the GSA;
- iii. Using, dispensing, supplying, transferring LP Gas – such as decanting, transfer, and refilling activities within a depot.

LP Gas Storage Vessel Integrity:

- a. All LP Gas suppliers, regardless of whether or not they are declared LP Gas Companies, are required to comply with the DGA and subordinate regulations and codes. This includes the management, filling, storage, handling and delivery (including connection / disconnection) of LP Gas storage vessels.

This means WSV has jurisdiction over the following activities involving LP Gas storage vessels:

- i. Oversight of safe filling and handling;
- ii. Ensuring they are not to be filled if they're out of 'test date';
- iii. Appropriate 'out of gas' procedures⁸;
- iv. Ensuring the connection to a Gas Supply Point can be done safely;
- v. Ensuring they are not overfilled;
- vi. Ensuring they are 'sound'; and
- vii. Ensuring they have correct LP Gas supplier identification, emergency response phone number and HAZCHEM markings.

Emergency Management:

- a. Under the DGA, an LP Gas supplier must have appropriate procedures and resources for advising on or attending to a customer's LP Gas emergency situation. WSV may test emergency response phone numbers on vessels and monitor emergency response exercises.

The LP Gas companies emergency response arrangements, processes, accountabilities and contacts must be included in a gas safety case.

⁸ However this does not relieve gas companies of their obligations to have procedures relating to the reinstatement of gas supply as part of their safety cases under s32(c)(ii) of the GSA.

This is because ESV must be aware of a LP Gas company's emergency response arrangements so as to be able to monitor emergencies until such time as regulatory jurisdiction is established.

Other Matters:

- a. LP Gas appliances for public hire: The *Equipment (Public Safety) Regulations 2017* provides for the public safety of prescribed equipment, which includes LP Gas appliances and vessels that are hired to the public. This is administered by WSV.

In addition, the *Equipment (Public Safety) Act 1996*, imposes certain duties for site managers, proprietors and other persons, and has certain reporting requirements, including mandatory reporting of fatalities and serious injury. This is administered by WSV.

3 LP Gas companies and suppliers duties

One key difference between the natural gas and LP Gas industries is that Victorian government energy policy mandates natural gas suppliers to be subject to Essential Services Commission (ESC) licensing through the Gas Industry Act, while the LP Gas supply industry is deliberately excluded.

The reason for this differing approach is that the movement of natural gas occurs through a fixed network of transmission and distribution pipes which cannot be economically reproduced; which means they face no competitive pressures and need economic oversight to ensure tariffs paid by consumers reflect fair pricing. The LP Gas supply chain on the other hand, is competitive and subject to market forces.

This means that while the legislative framework established in the GSA requires every licensed gas company to have a safety case, there is no such requirement for unlicensed entities such as LP Gas distributors and suppliers.

However, section 5 of the GSA allows the Governor-in-Council to declare LP Gas suppliers who own or operate a facility or service for the control of the conveyance of gas or service for the 'sale by retail' of gas, to be gas companies under the Act. Whether or not an entity is declared is therefore a policy question for government.

The decision to declare an entity to be a Gas Company is based on the risk profile of the supplier's activities; under the GSA the risk that is considered relates to the control of gas quality.

ESV's position is that it will consider declaring LP Gas entities to be LP Gas Companies where those entities activities have the potential to impact, or effectively control, LP Gas quality in the Victorian supply chain.

3.1 Duties applying to LP Gas Companies and LP Gas suppliers under the GSA

LP Gas Companies have the following duties under the GSA:

- a. General duties under section 32 of the GSA (particularly s32(c)(ii)), including minimising as far as practicable hazards and risks to the safety of the public and customers arising from their activities in relation to the supply of LP Gas, and similarly minimising the risks of damage to the property of the public and customers as far as practicable.
- b. Ensuring that LP Gas sold or supplied (including to customers or the next entity in the supply chain) meets prescribed gas quality standards under section 33 of the GSA, including odourisation requirements specified in the gas quality requirements⁹.
- c. Section 34 of the GSA specifies that an LP Gas Company must not knowingly supply or sell gas for use in an unsafe installation, or installation that does not comply with the requirements of the GSA or its subordinate regulations.

⁹ Regulation 34, Gas installation regulations

Under Part 3 of the GSA LP Gas Companies must not operate a facility (eg sell LP Gas) without having a gas safety case accepted by ESV. A number of regulatory requirements apply to LP Gas Companies under the gas safety regulations, specifically Divisions 2 and 3 in relation to LP Gas retail services¹⁰. The safety case must be revised and submitted every 5 years.

LP Gas Companies do not need to address the requirements of Divisions 4 and 5 within a safety case submission under section 37 of the GSA. This is because these regulations are intended to specify requirements for the adequate management of asset lifecycle risk, and predominantly in relation to natural gas facilities, not facilities and activities regulated under the DGA.

While a gas safety case must comply with the duties outlined in section 3.1, the main considerations ESV will test in assessing an LP Gas Company gas safety case will include the following:

- a. Procedures for ensuring LP Gas being supplied meets the general duties under section 32 (particularly subsection (c)(ii)) of the GSA to minimise hazards and risks to the public, customers and property as far as practicable;
- b. Procedures adopted to ensure the safe supply¹¹ of LP Gas to an installation, and prevent gas incidents, when LP Gas is supplied to an installation (including through Agents);
- c. Arrangements for ensuring gas quality is maintained when LP Gas is acquired by the LP Gas Company, and when the LP Gas Company transfers LP Gas to its Agents for supply purposes¹²;
- d. Procedures and controls for ensuring gas quality is maintained through handling and storage activities (i.e. decanting, filling, refilling, controlling contaminants and odourant absorption); and
- e. A description of emergency arrangements and relevant contact information. This is to enable ESV to respond to, and oversee, any LP Gas incident until regulatory jurisdiction is determined (i.e. DGA or GSA)¹³.

3.2 Other LP Gas suppliers

All entities that supply LP Gas (whether or not declared to be a LP Gas Companies) are required to meet the gas quality requirements established through the GSA and prescribed in the gas quality requirements.

Any LP Gas supplier can supply gas to a 'new to industry' complex gas installation, but the installation cannot be commissioned until ESV provides acceptance of the gas installation under s73 of the GSA. Any person carrying out work on a 'new to industry' complex gas installation must apply to ESV for acceptance prior to commissioning the gas installation. Complex gas installations involving a Type B appliance cannot be used until acceptance has been granted.

Regulation 21 of the gas installation regulations requires that an entity performing gasfitting work which becomes aware of a danger arising from a defect in a gas installation, must take all steps necessary to make the installation safe and notify the owner, or notify ESV and the LP Gas supplier.

¹⁰ Draft criteria which may be of assistance is at Appendix 1

¹¹ Section 34, GSA

¹²Section 33, GSA

¹³ Regulation 19, gas safety case regulations

3.3 Incident reporting

Section 36 of the GSA requires LP Gas Companies to notify ESV of any incidents.

Specified incident reporting and investigation systems, processes and procedures are required to ensure that the LP Gas Company is able to meet the further requirement to provide a written report to ESV "as soon as practicable" after becoming aware of the incident, but not later than seven days (or another timeframe approved by ESV) that, in summary, includes¹⁴:

- a. The date, time and location of the incident;
- b. A sufficiently detailed description of the incident;
- c. Details of any known or suspected causes of the incident. In the context of a safety case, the determination of incident causation in an investigation should establish failures, deviations and the ineffective performance of risk controls specified in the safety case; and
- d. In the gas safety case regulations, details of any corrective action that has been taken, or is proposed to be taken, to prevent a similar incident.

Where the technical nature of the investigation requires detailed technical or other analyses that may take some time to complete the LP Gas Company must still provide a report meeting the prescribed requirements, including details of the corrective actions necessary to prevent recurrence (based on the state of knowledge at the time, and sufficient to reduce risk as AFAP).

Once more detailed technical or other analyses are completed (at a later date) the LP Gas Company may revise and provide ESV with an investigation report proposing new or revised corrective actions.

3.4 Transfer of operational control

ESV requires LP Gas Companies to promptly notify ESV of a transfer of operational control, from the licensed entity to another entity, in relation to all or part of a facility/network (as specified in an accepted safety case). ESV will then assess the risks involved with a new operational controller, or the potential for changes to the acceptable control of risks. ESV will then advise all parties on whether a minor amendment to, or full revision of, the safety case is required.

A change in operational control will usually be associated with a transfer between two entities with different ABN or ACN numbers.

¹⁴ Regulation 44, gas safety case regulations

Appendix 1

Draft criteria as described in Footnote 10.

The information below is a guideline outlining the key information requirements (in addition to the usual identification and contact information of the entity submitting the safety case) which ESV is considering putting into a template. The template will be developed once feedback from industry participants has been received.

These requirements are based on the Divisions 2 and 3 of part 2 of the Gas Safety (Safety Case) Regulations 2018 which go to the requirement to minimise risks as far as practicable.

<p>Section 32 of the GSA (and Regulation 15)</p>	<p>The requirement is to demonstrate how your gas company will manage and operate each of its facilities to minimise as far as practicable:</p> <ul style="list-style-type: none"> (a) the hazards and risks to the safety of the public and customers arising from gas; (b) the hazards and risks of damage to property of the public and customers arising from gas; (c) the hazards and risks to the safety of the public and customers arising from- <ul style="list-style-type: none"> i. interruptions to the conveyance or supply of gas; and ii. the reinstatement of an interrupted gas supply. <p>How do you do these?</p> <p>The following might help you respond to the questions:</p> <ul style="list-style-type: none"> i. If you fill vessels, what activities do you undertake which have the potential to contaminate LP Gas and how do you manage those risks? ii. If you fill vessels, what processes do you have for identifying and removing unknown or foreign contents when preparing those vessels for use by other customers? iii. Do you fill vessels belonging to other companies, and how do you manage any risks associated with their previous uses and potential contaminants? iv. How many customers do you have, and approximately what proportion of them do you believe would have complex gas installations? ‘Customer’ normally means one gas installation or other supplier of LP Gas, but please advise if that definition is not suited to your business. v. Regulation 21 of the gas installation regulations requires a person carrying out gasfitting work to notify you if they are unable to make a defective gas installation safe. What procedure do you have in the event that they notify you of such a situation?
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	<ul style="list-style-type: none"> vi. How do you deal with gas installations which might be safe but are otherwise non-compliant due to encroachment by potential ignition sources such as hot water services or electricity assets? vii. How do you ensure, to the extent that it is practicable, that your cylinder exchange / fill and tank fill customers don't run out of LP Gas? viii. What are your 'out of gas' procedures for various situations?
<p>Section 33 of the GSA (and Regulation 16)</p>	<p>The requirement is to ensure that your gas company, as far as practicable, ensures that the LP Gas you convey:</p> <ul style="list-style-type: none"> (a) meets the prescribed standards of quality; and (b) complies with any other prescribed requirements <p>How do you do this?</p> <p>The following might help you respond to the question:</p> <ul style="list-style-type: none"> i. Who do you source LP Gas from and where are they located? ii. What procedures do you have to confirm the specifications of the LP Gas being collected or delivered to you? On what basis do you check the specifications (e.g. is it by batch)? iii. Do you use gas supply trucks or vessels to convey multiple products? If so, what are your procedures for keeping those products separate and avoiding contamination? iv. Are there any activities not described above which you engage in which could affect gas quality? If so, what procedures do you have to monitor and address any issues which might arise? v. Do you keep records of LP Gas obtained and supplied, and how long and in what form are they stored?
<p>Section 34 of the GSA</p>	<p>The requirement is that a gas company must not knowingly supply or sell gas for use in a gas installation which is unsafe, or for use in a gas installation which does not comply with the GSA or the regulations, except in prescribed circumstances.</p> <p>How do you do this?</p> <p>The following might help you respond to the question:</p> <ul style="list-style-type: none"> i. How do you validate the compliance of 'new to industry' standard and complex gas installations? ii. How do you ensure you supply LP Gas without causing leaks, damage to or movement of the storage vessels which could create a hazard? iii. What procedures do you have for ensuring that LP Gas is not knowingly supplied to an unsafe gas installations or gas installations which have subsequently become non-compliant?

<p>Regulations 9 and 10</p>	<p>The requirement is that a safety case must specify the name, title and business address of the chief executive officer, managing director or other person who has responsibility for the management, control and safe operation of the gas company.</p> <p>Please provide the details of the CEO, MD or other person with that responsibility.</p> <p>Please also provide the same details of who has “authorised” the gas company’s safety case. In most cases it is likely to be the same person who is responsible for the management, control and safe operation of the gas company.</p> <p>It is also a requirement that the safety case specify the title of the position of the person who is responsible for the preparation, submission and updating of the safety case.</p> <p>Please provide the details of the person who is or was responsible for the preparation, submission and updating of the safety case.</p> <p>That person might be a consultant, or the same person(s) identified above.</p>
<p>Regulation 11</p>	<p>The requirement is that a safety case must contain a facility description which must provide:</p> <ul style="list-style-type: none"> (a) a detailed description of the function and operation of the facility to which the safety case relates; and (b) sufficient information to enable the extent and scope of the operations of the gas company in relation to the facility and the risks associated with those operations to be assessed. <p>Please describe the relevant assets, function and operation of your gas company in relation to the retailing of LP Gas in Victoria.</p> <p>Assets may include depots, cylinder filling stations, tankers, vapour withdrawal cylinders, liquid withdrawal cylinders, vapour and liquid withdrawal cylinders, decanting cylinders, tanks, exchange cylinder delivery vehicles, etc.</p> <p>If you have agents supplying on behalf of your company, please describe the structure of the agency arrangements and how those agents are bound by your proposed safety case.</p>
<p>Regulation 14</p>	<p>The requirement is that your safety case specifies the titles of the positions and the duties of the persons responsible for the implementation of the safety management system for the facility</p> <p>Please provide the details of the positions and duties of the persons with those responsibilities.</p>
<p>Regulation 18 and 44</p>	<p>The requirement is to specify the means by which the gas company ensures that it meets its duties under section 36(1) and (2) of the Act in relation to the reporting of gas incidents</p> <p>For the purposes of section 36(1) of the Act, a gas company must report gas</p>

	<p>incidents in the form of a statistical summary on a quarterly basis.</p> <p>Tell us how you identify and report gas incidents to ESV.</p> <p><i>Note: 1. ESV’s application of this provision is that gas incidents need to be reported within 7 days of you becoming aware of the incident.</i></p> <p><i>2. Section 3.3 of this paper contains more information on what the report is to contain. ESV understands your state of knowledge of the cause of an incident within the first seven days may be limited: further information can be provided at a later date, provided the ‘report’ has been made.</i></p> <p><i>3. Section 3 of the GSA defines “gas incident” as any incident or event relating to the conveyance, supply or use of gas which causes or has the potential to cause the death of or injury to a person; or significant damage to property; or an explosion.</i></p> <p>The safety case should specify that gas company will report gas incidents in the form of a statistical summary on a quarterly basis in the template supplied by ESV.</p> <p>Provide information about the process for the initial notification of gas incidents (as soon as practicable), the time frame to report, the personnel responsible for reporting to ESV, and a record of ESV’s contact details (as follows):</p> <ul style="list-style-type: none"> • esvreportsgpis@energysafe.vic.gov.au • 1800 671 337. <p>Information about an incident as a minimum should include information about the:</p> <ul style="list-style-type: none"> • nature of the incident • time it occurred • location of the incident • cause • emergency services attending • remedial actions taken • corrective actions taken to prevent a similar incident.
<p>Regulation 19</p>	<p>The requirement is that your safety case must specify a response plan designed to address all reasonably foreseeable emergencies. The response plan must:</p> <ul style="list-style-type: none"> (a) specify the means to ensure the safety of the public and customers; and (b) specify the means by which the gas company ensures that it meets its duties under sections 32 and 33 of the <i>Gas Safety Act 1997</i>. <p>Please specify the means by which you are alerted to emergencies affecting the public and customers, and your clear steps of action to</p>

	<p>respond and recover from the consequences of all reasonably foreseeable emergencies.</p>
<p>Regulations 20 and 21</p>	<p>These requirements are that you must specify the processes and the performance indicators to be used by your gas company for monitoring, auditing and reviewing the adequacy and implementation of the safety management system; and ensuring the satisfactory competence and training of your staff. You can refer to the Regulations for more details.</p> <p>Specify the processes and performance indicators used for:</p> <p>monitoring - KPIs being used, monitoring and measuring intervals</p> <p>auditing - how the gas company implements and maintains an audit program, including the frequency, methods, responsibilities, and reporting</p> <p>reviewing - the adequacy of your safety management system, frequency of review, who is responsible, communication of review results within the company.</p> <p>Describe how:</p> <ul style="list-style-type: none"> • training will be provided • training records will be kept • personnel are qualified to perform their task • skills and competencies are reviewed for currency and relevance to the facility's needs • how agent competencies are identified and evaluated
<p>Regulation 39</p>	<p>The requirement is to establish and maintain a system for keeping records relating to the safety case for the facility.</p> <p>The system needs to specify what records must be kept (emails, reports, official letters pertaining to SC), and where (location of storage of information, electronic system, document library or archive facility), retrieval of records (who has responsibility, how they can be retrieved, and security of storage) how (soft copy, hard copy) and for how long the records are stored (retention time in years, or other arrangements such for the lifetime of the asset).</p> <p>It should also provide:</p> <ul style="list-style-type: none"> • an overview of the records management system • a description of the process for managing electronic and paper-based records and the document control process • details about: <ul style="list-style-type: none"> – the records to be kept – how long the records will be kept – the records' general storage, preservation, and retrievability – persons with the authority to amend records.