

Information Sharing Protocol and Approach

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Introduction

Information has varying degrees of sensitivity and criticality. Information requires a level of protection or special handling to safeguard the reader/receiver so that they understand the content meaning and its adverse effects if released into the wrong forum.

Endeavour Energy has developed information security classification and management procedures to be used to define the appropriate set of protection levels and communicate need for special handling measures.

Endeavour Energy has determined any information that is classified “Sensitive” or greater must not be shared with any external entity without a non-disclosure/ confidentiality agreement being in place specifically detailing the obligations of the party/parties to protect the security of the information being disclosed.

Endeavour Energy is committed to effectively managing the integrity, confidentiality, and availability of information, always. The aim is to be:



Protecting ring-fenced information is critical for the effective operation of competition within the electricity market and is one of the clear focus areas of the AER's Electricity Distribution Ring-fencing Guideline (Guideline). The Guideline and supporting documentation seek to provide guidance as to the discrete criteria relevant to ring-fenced information. Information which, if improperly managed, would cause anticompetitive detriment to the markets proximate to the regulated services that Endeavour Energy provides.

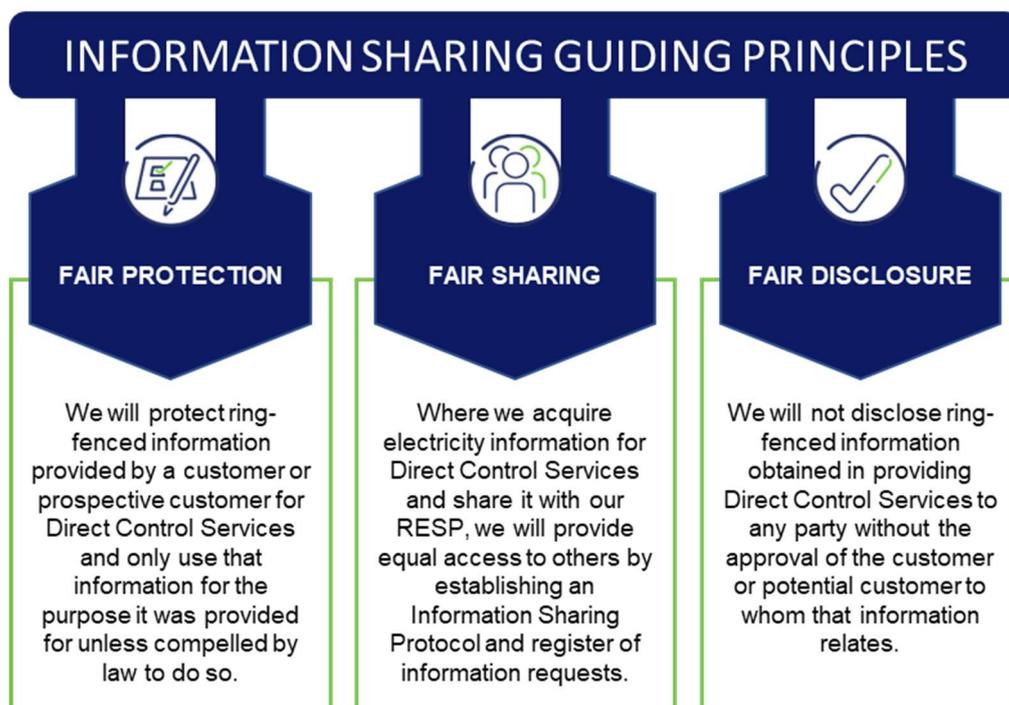
Information Sharing Protocol

The Ring-fencing Guideline requires Endeavour Energy to provide its Related Electricity Service Provider (RESP) and its competitors with equal access to Electricity Information.

To formalise the approach, Endeavour Energy has established and published this Information Sharing Protocol to employees to set out the terms and conditions for its RESP and its competitors to access Electricity Information.

Endeavour Energy's Information Sharing Register is publicly available on the corporate website.

The guiding principles below have been established for providing equal access to Electricity Information.



Information Sharing Approach

Where Endeavour Energy shares Electricity Information with its RESP, it will aim to provide access to that Electricity Information to other legal entities on an equal basis where required.

Endeavour Energy may disclose ring-fenced information with prior customer consent, or to comply with any law, or if it was required to perform its distribution, transmission or other services.

To manage the risk of a Distribution Network Service Provider providing an unlawful advantage in contestable markets, Endeavour Energy continues to operate in line with the Information Sharing Approach outlined below.



Information Access Process

Endeavour Energy directs all third parties to the company's corporate website to submit a request for information. Endeavour Energy provides access to publicly available information through Endeavour Energy's open data portal located at: <https://endeavourenergy.opendatasoft.com/>. For information that is not publicly available you can send a feedback form through the platform with a request for further datasets.

The request for information must include:

- a detailed outline of the information required;
- the reason why the information is required; and
- the preferred format of delivery for that information.

Consent

By submitting a request, third parties consent to the above detail, including their name, being published on Endeavour Energy's Information Sharing Register.

Timeframe

A response with the request assessment will be issued to the requestor within 2 weeks of receipt. This response will either include the requested information or further details on how long Endeavour Energy will require to obtain the required information from internal systems and compile the information into the required format for distribution to the requestor.

Assessment

The assessment of the request involves Endeavour Energy to carefully review the request description and requirements and the risk to the business (or other third parties) with releasing that information.

Endeavour Energy will not refuse access to information unless there are clear reasons for doing so, and such reasons will be explained, recorded in the registration, and this non-refusal applied consistently across all like requests.

The company may refuse a request for information if there is an overriding public interest against the disclosure if the search for the requested information would require unreasonable and substantial diversion of the company's resources or the request would cause Endeavour Energy to breach the Electricity Distribution Ring-fencing Guideline.

Endeavour Energy must keep information ring-fenced that is not already publicly available and must only use ring-fenced information for the purpose for which it was acquired or generated.

Endeavour Energy will not disclose ring-fenced information unless:

- explicit informed consent of the relevant customer, or prospective customer, to whom the ring-fenced information relates has been obtained; or
- the disclosure is required by, or for the purpose of complying with any law; or
- the disclosure is necessary to enable Endeavour Energy to provide its distribution services or its other services (including by acquiring services from other legal entities); or
- complying with information sharing clauses in relation to that ring-fenced information.

Glossary

TERM	MEANING
DAPR	Distribution Annual Planning Report
Electricity Information	Electricity Information means information about electricity networks, electricity customers or electricity services, (other than aggregated financial information; or other service performance information) that does not relate to an identifiable customer or class of customer.
Information Sharing Register	Information Sharing Register means the register a DNSP must establish, maintain and keep under clause 4.3.4(a) of the Electricity Distribution Ring-fencing Guideline.
Related Electricity Service Provider	Related Electricity Service Provider (RESP), in relation to a DNSP, includes an affiliated entity of the DNSP and a part of the DNSP that provides Contestable Electricity Services but excludes a part of an affiliated entity that provides Direct Control Services.
Ring-fenced Information	Ring-fenced Information refers to electricity information, acquired or generated by a DNSP in connection with its provision of Direct Control Services, that is not already publicly available, and includes electricity information that the DNSP derives from that information or provided to the DNSP by or in relation to a customer or prospective customer of Direct Control Services.
Ring-fencing Guideline	Ring-fencing Guideline means the Electricity Distribution Ring-fencing Guideline made under clause 6.17.2 of the National Electricity Rules (NER) that is binding on all DNSPs. The Guideline is available on the AER's website.

