

# Terms of Reference

## CROWG | Control Room Operations Working Group

### 1 Mission

To improve control room operations and relations in the NEM.

### 2 Objective/scope

The Control Room Operations Working Group (CROWG) will:

- Provide a forum to share ideas and experiences and discuss matters related to Control Room Operations.

To achieve the objective, the CROWG will focus on the following areas:

- Understanding of each of the control rooms functions and how it operates
- Shift work health and safety and performance
- Control room design
  - physical layout and ergonomics
  - information and visualisation
  - communication and technology
- Communication within and between control rooms
- Emergency and Crisis Processes and Procedures.

### 3 Technical taskforces

To be advised.

### 4 Governance

The CROWG will consist of the Australian Energy Market Operator (AEMO) and representatives from organisations registered as a Special Participant System Operator<sup>1</sup>:

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<sup>1</sup> Agents engaged, or a delegate appointed, by AEMO under the National Electricity Rules to carry out some or all of AEMO's rights, functions and obligations with respect to Power System Security.

- ElectraNet
- TransGrid
- Powerlink
- TasNetworks
- AusNet Services

In addition to the above, the CROWG may include Distribution Network Service Providers (DNSP's), market participants, AEMO Gas Control Room and other related industry representatives as required to fulfill its objectives. Participating organisations should nominate representatives that are of the appropriate level and experience who can contribute on Control Room Operation matters.

## 5 Meetings

CROWG meetings will be approximately 3 hours in duration and conducted twice yearly via videoconference, unless otherwise advised; taking into account any requests for meetings, the availability of members and the matters under discussion.

The agenda of the CROWG is driven largely by requests from within the respective control rooms. Outcomes will be reported through to control room management of the participating organisations.

## 6 Administration

AEMO will prepare and distribute all meeting correspondence via email and manage the CROWG webpage.

AEMO will endeavour to provide stakeholders with:

- A draft agenda and relevant meeting papers five business days prior to the meeting.
- A meeting outcomes paper five business days after the meeting.
- AEMO will provide Chair, secretariat services and subject matter expert(s) for each meeting.
- Once approved, copies of the meeting papers will be published on the CROWG webpage.

## 7 Resourcing and expenses

AEMO will provide Chair and Secretariat services to the CROWG. The facilitation role may be carried out by other members of the CROWG on agreement.

For the avoidance of doubt any expenses incurred as a result of attending meetings or activities associated with the CROWG are at the expense of the individual business that the person represents.

## 8 Version control and contact details

Version	Effective date	Comments
1	08 November 2022	Created to update from historic Terms of Reference (ToR) document.

For more information on the CROWG please email [CROWG@aemo.com.au](mailto:CROWG@aemo.com.au) or [Mario.Rositano@aemo.com.au](mailto:Mario.Rositano@aemo.com.au).