

2012 to 2013 Electric Line Clearance [Vegetation] Management Plan



CITIPOWER

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Document Revision History

Version No.	Revision Summary	Reviewer/Approver	Date
1	Initial Plan	Tim Christoffersen / Garry Audley	2 March 2012

1 PLAN INTRODUCTION

1.1 *Plan Approvals*

Prepared by

Wayne Evans, Vegetation Manager

Date:

Approved by

Tim Christoffersen, Manager Network Asset Management

Date:

Endorsed by

Garry Audley, General Manager, Electricity Networks

Date:

1.2 *Plan Alterations*

Alterations from the 2011/12 VMP

ELVMP Clause #	Changed/Updated Element	Comment
Alterations from 2011/12 VMP		
		No alteration from resubmission November 2011

1.3 *Plan* Definitions

Act – Electricity Safety Act 1988.

Code - Code of Practice contained in the Schedule of the Electricity Safety (Electric Line Clearance) Regulations 2010.

2005 Code - Code of Practice contained in the Schedule to the Electricity Safety (Electric Line Clearance) Regulations 2005 as in force immediately before their revocation by the Regulations on 29 June 2010, as modified by the exemption granted to CitiPower by Energy Safe Victoria on 21 December 2005

Field Officer - Person employed by the *Vegetation Management Company* and responsible for local fieldwork

Plan – *Electric Line Clearance [Vegetation] Management Plan*.

Regulations – Electric Safety (Electric Line Clearance] Regulations 2010.

2005 Regulations - Electricity Safety (Electric Line Clearance) Regulations 2005 as in force immediately before their revocation by the Regulations on 29 June 2010, as modified by the exemption granted to CitiPower by Energy Safe Victoria on 21 December 2005.

Vegetation Management Company - Specialist external company responsible for the management, co-ordination and supervision of all work associated with the Vegetation Management Program. Currently VEMCO Pty Ltd is the company employed in this role in CitiPower

Arborist - suitably qualified arborist as defined in Electricity Safety (Electric Line Clearance) Regulations 2010

For other definitions refer to the *Act*, *Regulations* and *Code*.

1.4 Regulation Compliance Information

The purpose of this section in this *Plan* is to provide assistance to quickly identify the specific items as required in the Electricity Safety (Electric Line Clearance) Regulations 2010, section 9.

Item Ref	Regulation Requirement	CitiPower <i>Plan</i> Reference
3(a)	The name, address and telephone number of the responsible person.	1.5 - Responsible Persons, page 5
3(b)	The name, position, address and telephone number of the individual who was responsible for the preparation of the management <i>plan</i> .	1.5 - Responsible Persons, page 5
3(c)	The name, position, address and telephone number of the persons who are responsible for carrying out the management <i>plan</i> .	1.5 - Responsible Persons, page 5
3(d)	The telephone number of a person who can be contacted in an emergency that requires clearance of a tree from an electric line that the responsible person is required to keep clear of trees.	1.5 - Responsible Persons, page 5
3(e)	The objectives of the management <i>plan</i> .	0 - Plan Objective, page 6
3(f)	The location to which the management plan applies, by the inclusion of a map.	3.1 - CitiPower Network, page 8
3(g)	The location of areas of containing trees which may need to be cut or removed to ensure compliance with the Code and that are - (i) native; or (ii) listed in a planning scheme to be of ecological, historical or aesthetic significance; or (iii) trees of cultural or environmental significance.	(i) 3.2 – Native Vegetation Coverage, page 9 (ii) & (iii) Refer ATTACHMENT B – CITIPOWER SIGNIFICANT TREE REGISTER
3(h)	The means which the responsible person is required to use to identify a tree specified in paragraph (g).	3.4 - Important Vegetation Identification Process, page 10.
3(i)	The management procedures that the responsible person is required to adopt to ensure compliance with the Code, which must include details of the methods proposed to be adopted for – (i) managing trees; and (ii) maintaining the clearance space, required by the <i>Code</i> , between electric lines and trees;	(i) 3.5 - Managing trees – The Selection of the Method of Maintaining the Clearance Space, page 11 (ii) 3.6 - Maintaining the Vegetation Clearance Space, page 14
3(j)	A description of the measures that must be used to assess the performance of the responsible person under the management plan;	7.1 – Monitoring, page 15
3(k)	Details of the audit process that must be used to determine the responsible person's compliance with the <i>Code</i> .	7.2 - Auditing, page 15
3(l)	The qualifications and experience that the responsible person must require of the persons who are to carry out the cutting or removal of trees.	4 – Training, page 15
(9)	A responsible person must ensure that a copy of the management plan is available for inspection, by the public, at the responsible person's principal office in the State during normal business hours.	1.5 - Responsible Persons, page 5

1.5 Responsible Persons

Responsibility	Name	Title	Address	Contact Details
Responsible Person for VMP	CitiPower Pty	Electricity Distribution Business	40 Market Street, Melbourne 3000. Post to: Locked Bag No. 14090 Melbourne City Mail Centre Vic 8001	Phone: (03) 9683 4567 Fax: (03) 9683 4355 E-mail: info@citipower.com.au
ELVMP preparation	Tim Christoffersen	Manager Network Asset Management	40 Market Street, Melbourne 3000. Post to: Locked Bag No. 14090 Melbourne City Mail Centre Vic 8001	Phone: (03) 9683 4567 Fax: (03) 9683 4355 E-mail: tchristoff@powercor.com.au
ELVMP Application	Kevin Burgess	Business Manager VEMCO	Unit 7, 15-19 St. Cedars Grove, Lake Gardens Post to: PO Box 1226 Wendouree Village 3355	Phone: (03) 5338 3300 Fax: (03) 5338 3399 E-mail: kburgess@vemco.com.au
VMP Emergency Contact	CitiPower 24 hour Emergency and Power Failure			Phone: 1300 301 101 WEB : www.citipower.com.au

A copy of the current CitiPower *Vegetation Management Plan* can be viewed at the CitiPower and Powercor offices located at 40 Market Street, City of Melbourne, during normal business hours of 9:00am to 5:00pm.

1.6 References

- Electricity Safety Act 1998 (the Act)
- Electricity safety (Electric Line Clearance) Regulations 2010
- CitiPower and Powercor Customer Action and Response System (CARE)
- Industry Guidelines
- VEMCO Quality Policy Manual (VEMCO Q.P.M.)
- Bushfire Mitigation Strategy Plan

2 PLAN OBJECTIVE

This *Plan* has been prepared to comply with the requirements of Regulation 9(3) of the Electricity Safety (Electric Line Clearance) Regulations 2010. The objective of this *Plan* is to describe;

- (i) Management procedures for standards and practices to be adopted and observed in tree cutting or removal in the vicinity of electric lines and the keeping of the whole or any part of a tree clear of electric lines; and
- (ii) Management procedures to minimise danger of electric lines causing fire or electrocution due to vegetation contact.

2.1 Vision

To minimise the risks to the community and the environment caused through the interaction of trees and powerlines.

We will support this vision by instilling the following values:

- Provide an excellent and responsive customer service
- Using skilled people and modern technology, we will continue to develop and improve methods of environmental management and ongoing development of fire safe distribution assets
- Being innovative in Vegetation Management and balancing the needs of the environment, community and shareholders

2.2 Mission

To ensure that the vegetation clearance space is maintained in accordance with the *Code* for the period of the cutting cycle

At all times these activities will be carried out with attention to:

- Minimising the risk of fire starts
- Ensuring public safety
- Ensuring private property security
- Ensuring continuity of supply
- Delivery of quality service
- Responsible Environmental Management
- Commitment to work place safety
- Minimising of community cost
- Consultation/Notification
- Moving to a 2 year cutting cycle in areas where practical
- Reduction in number of inappropriate species of vegetation near powerlines

3 MANAGEMENT PROCEDURES

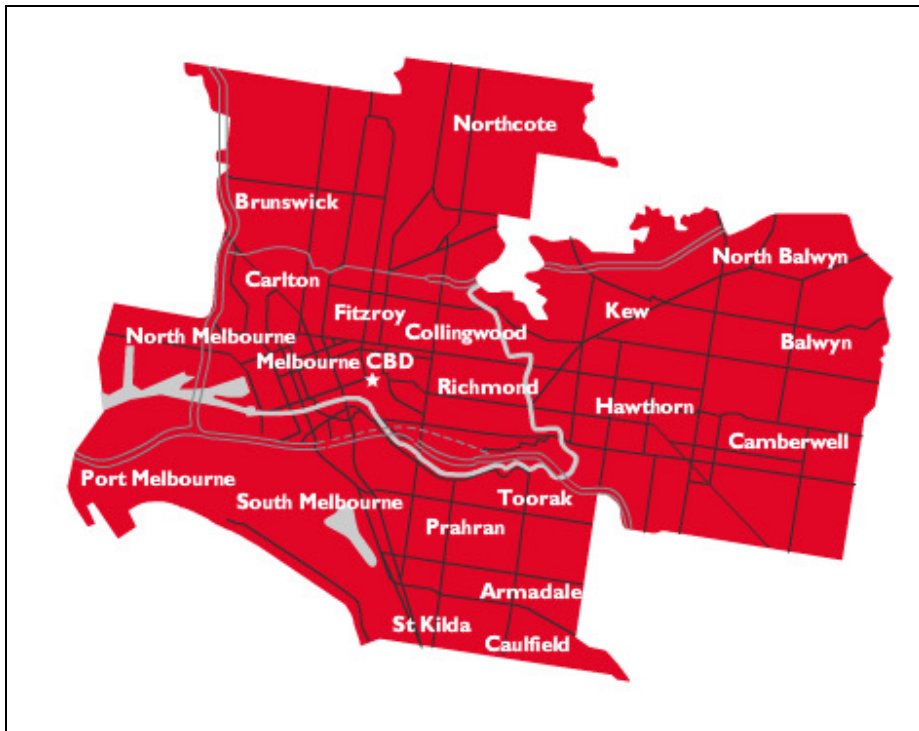
3.1 CitiPower Network

CitiPower’s network is bound by Port Phillip Bay, Balaclava Road and Toorak Road to the South; Warrigal Road to the East; the Yarra River, Dundas Street and Moreland Road to the North; and the Yarra River, Maribyrnong River and Moonee Ponds Creek to the West.

The CitiPower distribution covers 157 square kilometers including the Melbourne CBD, the inner suburbs and involves a broad range of native and introduced tree species.

CitiPower manages vegetation in the vicinity of powerlines that is the responsibility under Section 84 of the *Act*.

Figure 1 - CitiPower Geographic Coverage



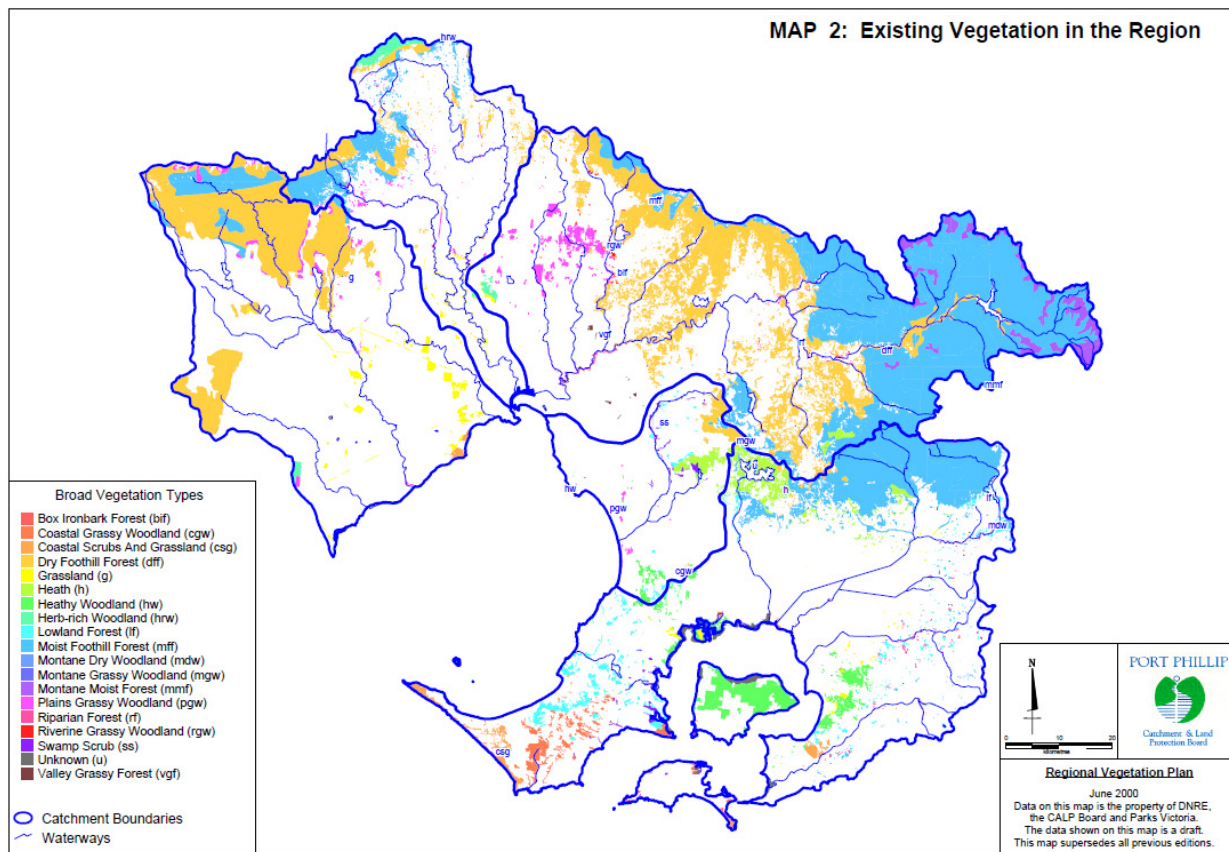
3.2 Native Vegetation Coverage

In addition to the locations and categories shown in Figure 2 there are significant areas of remnant native vegetation on road corridors throughout the uncategorized areas in Figure 2. More detailed information relating to local coverage can be found at the DSE Biodiversity Interactive website at the following link:

<http://mapshare2.dse.vic.gov.au/MapShare2EXT/imf.jsp?site=bim>

Citipower will as far as practical restrict cutting or removal of native vegetation to the extent necessary for continuous compliance with Part 2 and 3 of the code and in accordance with the outlined clearance cycles shown in **Clause 3.6.1**.

Figure 2 – Regional Vegetation Coverage Categories – Port Phillip



3.3 Important Vegetation Coverage

Important Vegetation is defined in this Plan as trees (in locations) which may need to be cut or removed to ensure compliance with the Code and that are –

- (i) listed in a planning scheme to be of ecological, historical or aesthetic significance; or
- (ii) trees of cultural or environmental significance

The location of important vegetation that is identified as a result of **3.4 – Important Vegetation Identification Process** is registered in the Significant Tree Register which is individually linked at span level in the Vegetation Management Database.

Where provided, this database is made available directly to the Field Officers to ensure that all important vegetation is identified at the inspection stage prior to any cutting or removal works. The current Significant Tree Register is listed in **ATTACHMENT B – CITIPOWER SIGNIFICANT TREE REGISTER**. This information in Attachment C is correct at the issue date of this Plan and subject to change following the continued outworking of **3.4 - Important Vegetation Identification Process**.

3.4 Important Vegetation Identification Process

Purpose

This procedure outlines the process to be employed to ensure important vegetation located within the vicinity of powerlines is identified and given special consideration when pruning or clearing of vegetation is proposed to ensure compliance with the Code

Scope

This procedure applies to all persons associated with the vegetation management program.

Procedure

The *Vegetation Management Company* shall determine the location of important vegetation by consulting:

- Government records, including –
 - The Victorian Heritage Register
 - The Victorian Aboriginal Heritage Register
 - Department of Sustainability and Environment, Flora and Fauna Guarantee Act 1988, Threatened List
- Local Government and interest groups
- Council record
- Land owners

Municipal Councils are contacted to obtain specific locations of vegetation that may require pruning or clearing under the *Regulations*, that is;

- (a) specified in a relevant planning scheme to be of ecological, historical or aesthetic significance; or

- (b) of cultural or environmental significance; or
- (c) the habitat or rare or endangered species

Pruning/clearing of these trees will only be completed after obtaining advice from a qualified arborist or horticulturalist in relation to the regrowth of that vegetation to avoid and minimise any impacts on this vegetation.

Where pruning/clearing of a tree that has been identified as habitat for fauna listed as either;

- a) threatened in accordance with section 10 of the Flora and Fauna Guarantee Act 1988 or
- b) listed in the Threatened Invertebrate Fauna List with a conservation status in Victoria of "vulnerable", "endangered" or "critically endangered" or
- c) listed in the Threatened Vertebrate Fauna List with a conservation status in Victoria of "venerable", "endangered" or "critically endangered."

Pruning or clearing of the tree will be undertaken outside of the breeding season for that species. Where it is not practicable to undertake cutting or removal of the tree outside of the breeding season for that species, translocation of the fauna will be undertaken wherever practicable.

All details of these outcomes will be electronically recorded in the vegetation management's spatially referenced database to ensure appropriate consideration is made to manage the clearance space. CitiPower only records species or categories for vegetation identified in this process.

It is not practicable to include a map of CitiPower in this *Plan* with the locations of important vegetation as the scale of the map will not accurately represent these locations or even be identifiable. Where provided, the database which holds this information is made available directly to the *Field Officers* to ensure that important vegetation is identified at the inspection stage prior to any clearing works. The information is recorded the Significant Tree Register (refer **ATTACHMENT B** – CITIPOWER SIGNIFICANT TREE REGISTER). If requested, a copy of any specific locality showing important vegetation can be provided from this database.

The *Vegetation Management Company* shall consult with those responsible for the important vegetation prior to commencement of works to determine the most effective way of protecting affected vegetation, while maintaining public safety. Alternatives to tree clearing and pruning shall be determined in accordance with the procedure outlined in **3.5 Managing trees – The Selection of the Method of Maintaining the Clearance Space.**

3.5 Managing trees – The Selection of the Method of Maintaining the Clearance Space

Purpose

To outline the procedure to be employed when identifying:

- locations where vegetation clearances are likely to encroach into the clearance space prior to the next nominated pruning period, and
- the selection of the method to maintain clearances between powerlines and vegetation.

This is expected to achieve the most appropriate solution to avoid and or minimise the adverse effects of electric lines on surrounding vegetation.

Scope

This procedure applies to all persons associated with the vegetation management program.

Procedure

As part of the cyclic program, an inspection of each site is conducted by the *Vegetation Management Company* to determine the most effective method of maintaining the statutory clearance space between vegetation and powerlines. **Figure 3 Selection of the Method of maintaining the Clearance Space** outlines the evaluation and decision making process to be undertaken.

In making these long term evaluations and before deciding on the most appropriate method, due consideration is given to the site's specifics, including the following:

- the significance as obtained in procedure **3.4 – Important Vegetation Identification Process.**
- the relocation or alteration of the powerline from the vegetation or alteration of the powerline evaluating the savings achieved by avoiding the recurrent costs of cutting and assessing the benefits of implementing available and practicable alternative construction methods such as ABC, underground cable, pole relocation, offset cross arms etc.
- the significance and public value of the site's aesthetics
- the impact on the tree's amenity and utility value if subjected to pruning versus removal
- the sites suitability to accept more appropriate species as replacements
- opportunity to replace with a more suitable species over time
- the environmental impact of proposed works
- determining the most appropriate method of actioning the offending vegetation concerned

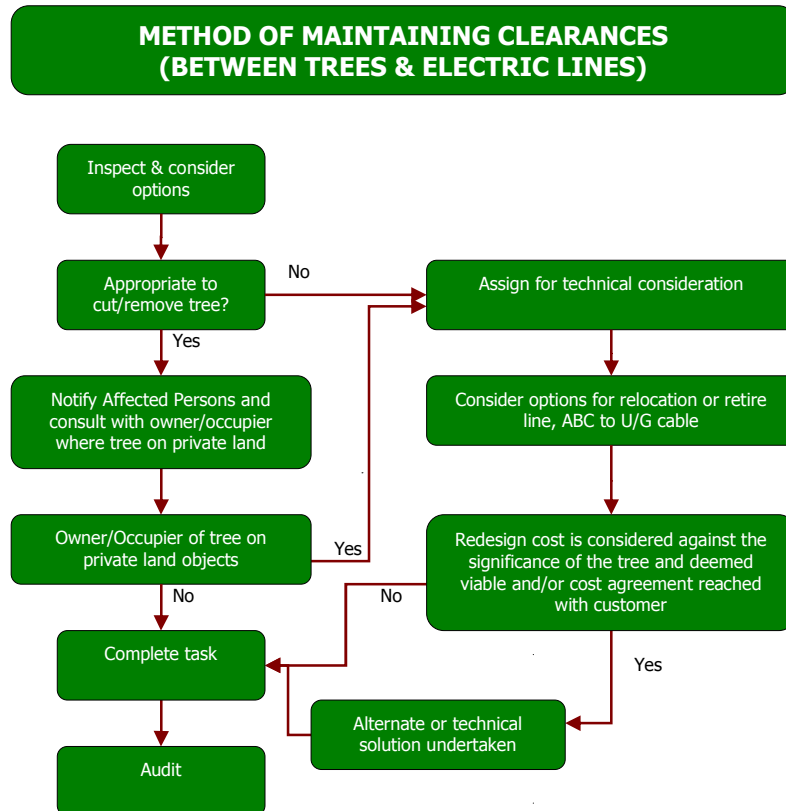
The information gathered during these inspections, forms the basis of CitiPower's plan of action and allows:

- appropriate planning and scheduling
- identification and quantification of equipment and accredited personnel required

- funding arrangements
- notification under the *Code*.

When considering alternate methods of maintaining clearances, the costs are calculated using actual costs of constructing the alternative with an allowance for saving in present day dollars of future tree clearing costs avoided.

Figure 3: Selection of the Method of Maintaining the Clearance Space



3.6 Maintaining the Vegetation Clearance Space

Purpose

This purpose of this procedure is to define the process and levels of compliance to be employed to create and maintain the required clearance space (surrounding electric lines) free of vegetation in accordance with Part 2 of the *Code*. The maintenance of the clearance space is managed in accordance with the Electricity Safety (Electric Line Clearance) Regulations 2010.

CitiPower proposes to submit to Energy Safe Victoria, following the establishment of an appropriate transitional arrangement, a Vegetation Compliance Transition Plan. This Transition Plan will specify the actions and programs required to ensure compliance by the end of the transition period with the new or changed obligations and requirements imposed on the revocation of the 2005 Regulations and Code and commencement of the current Regulations and Code on 29 June 2010.

Scope

This procedure applies to all persons associated with the vegetation management program.

Procedure

CitiPower's entire network is classified as Low Bushfire Risk Areas (**LBRA**).

The CitiPower strategy for maintaining the vegetation clearance space is structured into segments covering; inspection, non compliance rectification pruning, database coding and performance monitoring.

In determining the location where work will be required to maintain the clearance space, the *Vegetation Management Company* makes use of the following inspection programs:

- LBRA has an inspection regime of no greater than 2 years for high voltage powerlines and no greater than 3 years for low voltage (only) powerlines. Clearing will be completed to achieve compliance and typically requires clearing of all non compliance and current year coded vegetation within the same calendar year.
- Associated program of audits by *Vegetation Management Company* and CitiPower, and
- Reports from the public on areas of concern.

At each location the *Vegetation Management Company* will determine the most appropriate method of maintaining the clearance between powerlines and vegetation in accordance with **Figure 3: Selection of the Method of Maintaining the Clearance Space**.

The required clearance space dimensions are determined by the Vegetation Management Company. Required clearance space measurements are determined having regard to the minimum clearances space distances specified in the *Code* and include an allowance for the sag and or sway of the particular conductor and span length under maximum wind loading (where not specified in the *Code*).

Technical calculations may be undertaken on individual spans and/or trees to determine specific requirements for unique situations. If pruning and clearing is deemed to be the most appropriate method then:

3.6.1 Pruning Cycle

The *Vegetation Management Company* shall determine the Pruning Cycle at each locality based on growth rates of individual species, clearances achieved and consultation with owners/occupiers under clause 5 of the *Code*. The achievement of the targeted pruning cycles may be varied depending on the outcome of these factors.

Low Bush Fire Risk Areas (LBRA) - CitiPower aims to achieve the minimum clearance space requirements specified in the *Code*. The targeted pruning cycle for Low Bushfire Risk Areas is 3 years.

3.6.2 Re-growth Space

The *Vegetation Management Company* in consideration of the clearance space dimensions determines the Re-growth Space at each specific location by:

- The Pruning Cycle
- The vegetation's species and likely vigor e.g.
 - Fast Growing Species – Eucalyptus and Acacia
 - Medium Growing Species – Casuarinas and Lophostermon
 - Slow Growing Species – Melaleuca and Leptospermum

The application of appropriate pruning standards may over-ride simplistic calculated re-growth measurements.

3.6.3 Hazard Space

Hazard Trees will be managed in accordance with clause 3 of the *Code*. The Hazard Space is inspected as part of the cyclic inspection of the network. Potential hazards are identified and evaluated at this time. Hazardous vegetation typically could be;

- Dead and dangerous limbs
- Physical defects in trees
- Other trees or limbs that may be unstable and could fall on the powerline under the range of weather conditions that can be reasonably expected to prevail in the locality

While every attempt will be made to identify hazardous vegetation, all vegetation within the vicinity of powerlines has the potential to be hazardous and it is not practical or environmentally acceptable to remove all potential hazardous vegetation. During the routine clearance and pruning works, or under emergency situations, hazardous vegetation will be addressed to ensure that the clearance, re-growth and hazard spaces remain clear of foreseeable hazards.

Hazardous vegetation will be referred to Energy Safe Victoria, for direction, where agreement to remove cannot be reached with the *Affected Person*.

3.6.4 Urgent Cutting/Removal

Urgent cutting or removal will only be undertaken in the following circumstances –

- As a result of encroachment or growth that was not anticipated in the management plan
- As a result of a tree falling or becoming damaged and entering the clearance space.
- If an arborist's assessment confirms the imminent likelihood of contact with electrical assets.
- During the fire danger period declared under the Country Fire Authority Act 1958.

Where Urgent cutting is undertaken no vegetation greater than 1 metre, from the minimum clearance space, shall be removed.

Affected person/s shall be notified as soon as practical after urgent pruning has been undertaken. This will be carried out in accordance with section 6.3 of the *Code*.

Urgent cutting will be recorded using the Urgent Pruning Report Form (refer

ATTACHMENT D – URGENT PRUNING REPORT FORM) and records will be kept on file for a minimum of 5 years.

3.7 Assistance to Responsible Persons and the General Public

Purpose

This procedure outlines the process to be employed to ensure that CitiPower is able to provide assistance to *Other Responsible Persons* in carrying out their duties and to provide advice to the general public about vegetation near powerlines.

Scope

This procedure applies to all persons associated with the vegetation management program.

Procedure

CitiPower shall inspect its own powerlines and private electric lines in accordance with the procedures set out in this *Plan* and other CitiPower documents. CitiPower's vegetation work programs are communicated to Local Government Authorities and other *Affected Persons*, to ensure that tree clearing activities are co-ordinated and rationalised.

3.7.1 General Assistance

CitiPower is able to assist any *Other Responsible Person* or the general public with any queries regarding the management of vegetation clearances in close proximity to CitiPower powerlines. In conjunction with the established CitiPower vegetation management programs, other long term strategies to minimise the risk to the safe operation of electric lines due to vegetation that is likely to grow into or encroach on the clearance space include;

Customer Responsibilities - An occupier of land is responsible for the keeping of the whole or any part of a tree situated on the land clear of a low voltage electric line which solely services that land. The *Vegetation Management Company* monitors compliance to this requirement during cyclic inspections. Notices are delivered to occupiers notifying them of their

responsibilities when urgent infringing vegetation is identified (refer **Attachment E**). CitiPower's Customer Compliance group manages the follow up process for customer responsibility vegetation compliance requirements.

Communications and Direct Assistance - The outworking of a communication program with Councils and *Other Responsible Persons* by letter or face to face meetings to discuss local or specific issues relating to compliance with the *Code*. On request, CitiPower assists Responsible Persons to safely prune or clear vegetation near powerlines by:

- providing specialist advice on safe work practices
- de-energising lines
- suppressing the auto reclose feature on HV circuits
- providing a list of authorised local service providers

- explaining methods to identify where cutting and removal of trees is required.

Unsuitable Species Identification - CitiPower provides information to responsible persons and the public on the planting and the maintenance of vegetation near powerlines by making available free of charge such publications as *Planting Trees near Powerlines – A Guide for Home Gardens and Rural Properties*. Planting of inappropriate species near powerlines significantly adds to the cost of complying with the *Code* and increases the exposure of future contact between vegetation and powerlines. CitiPower actively promotes responsible planting strategies with land owners, land managers and Councils to ensure that only appropriate species are planted near powerlines. Where inappropriate species are planted near or under powerlines, negotiations will be carried out with the *Affected Person* to remove any vegetation which may at some time in the future enter the clearance space.

3.7.2 *Declared Area and Other Responsible Person hazard tree rectification process*

As part of CitiPower's normal inspection and audit programs, *Other Responsible Persons* are notified of vegetation that is considered to be a priority or require urgent clearing. Consideration will be given to the immediate risk to public safety, fire ignition, damage to CitiPower's assets and the reliability of its electrical system. *Other Responsible Persons* will be requested to action these locations within the timeframes set out in *Vegetation Management Company's - Other Responsible Persons Priority and Urgent Tree Process*.

In the interest of CitiPower's integrity of supply, follow up random audits are conducted to ensure that the appropriate action has been taken in accordance with the *Code*. If the identified vegetation is found to have not been cleared within the required timeframes, CitiPower may seek direction from Energy Safe Victoria to clearing this vegetation and forward appropriate costs to the Responsible Person (refer to **Figure 4: Notification and Clearing Other Responsible Persons Infringing Vegetation**).

3.7.3 *Available Information and Publications*


CitiPower and *Vegetation Management Company* provide information and advice regarding tree owner's rights and responsibilities as well as answer general enquiries. Customers can call CitiPower on its free call number and be connected to VEMCO, or ring VEMCO direct on the numbers listed below.

A copy of the current CitiPower *Vegetation Management Plan*, other publications and brochures containing information relating to vegetation and industry regulations are also made available. These include;

- Planting Trees near Power Lines - a guide for Home gardens and Rural Properties,
- Private Overhead Electric Lines (Understanding your responsibilities)

- Powerlines and Your Property and
- "No Go Zone" brochures

Information is also made available on the CitiPower and VEMCO Web sites.

	<p>General Enquires 13 12 80 24 hours www.citipower.com.au</p>
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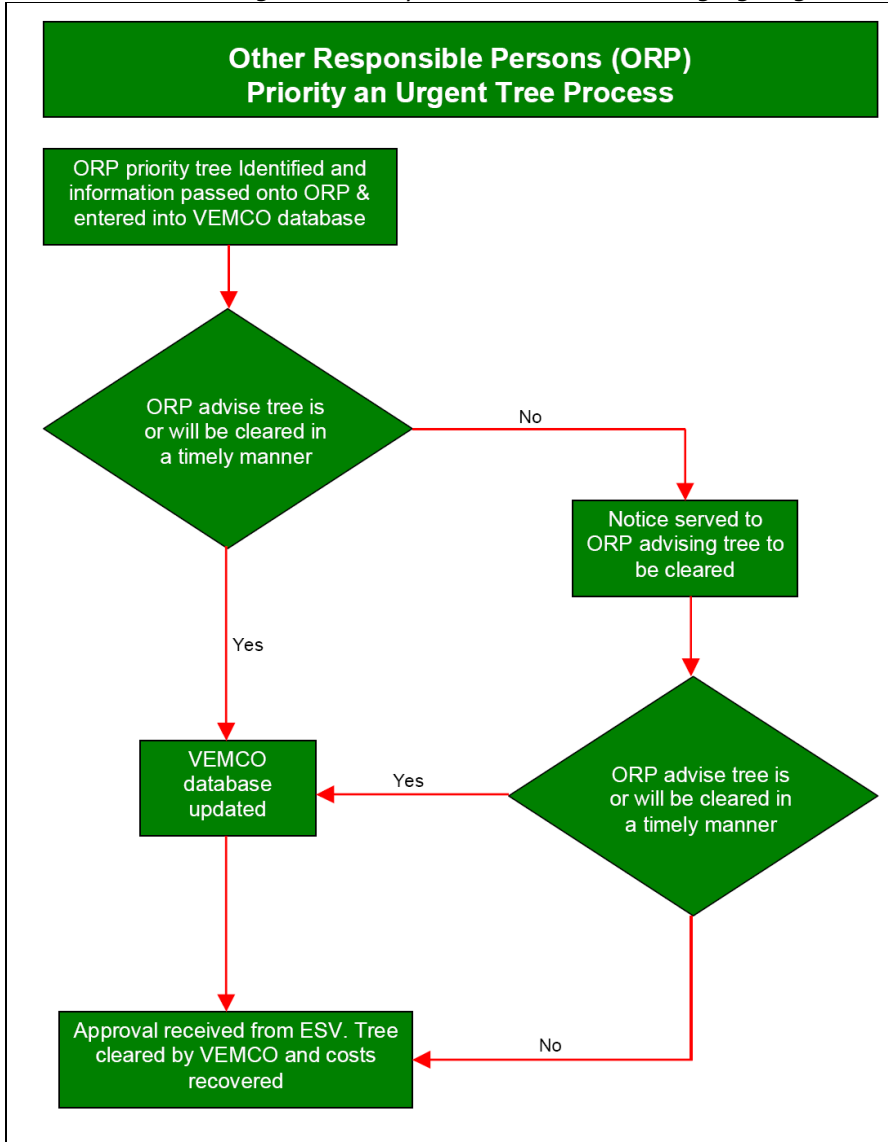
	<p>Enquires (03) 5338 3300 Unit 7, 15-19 St. Cedars Grove, Lake Gardens Between 8.30 am - 5.00 pm VEMCO P.O. Box 1226 Wendouree Village 3355 www.vemco.com.au</p>
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Figure 4: Notification and Clearing Other Responsible Persons Infringing Vegetation



3.8 Notification and Consultation

Purpose

This procedure outlines the process to be employed by CitiPower to notify persons affected by pruning or clearing activities.

Scope

This procedure applies to all persons associated with the vegetation management program.

Procedure

The *Vegetation Management Company* must decide how to maintain clearance between powerlines and vegetation so that the clearance space remains free of vegetation in accordance with procedure **3.5 Managing Trees – The Selection of the method of Maintaining the Clearance Space**. However, this does not preclude *Affected Persons* from negotiating conditions under which other solutions may be used. The *Affected Persons* at each location shall be determined by the *Vegetation Management Company*.

Consultation shall be carried out for the cutting or removal of all trees, consultation will be conducted in accordance with clause 5 of the code of practice.

A minimum of 14 days and not more than 60 days notice, in writing or by publication in a newspaper circulating generally in the area, will be given to all *Affected Persons* prior to works commencing.

Where the tree intended for pruning/clearing is a tree of cultural or environmental significance, CitiPower will notify the affected person/s of details of the impact of the cutting or removal of the tree and the actions taken to minimise the impact. Each of these situations will be subject to specific negotiation and notice following negotiation will be in writing and will be tailored to suit the individual situation and meet the regulatory requirements.

If emergency clearing is undertaken, the responsible person or landowner shall be notified as soon as practicable after the event in accordance with clause 6 of the *Code*. Copy of a typical notification notice is shown in

ATTACHMENT A – CITIPOWER CALLING CARD

4 TRAINING

The qualifications, training and experience of all CitiPower employees and contractors undertaking vegetation management activities shall be appropriate for the task they are to perform

4.1 Minimum Training Requirements

All persons carrying out the cutting or removal of trees must have successfully completed and maintained as a minimum the following training elements;

- Manual Handling
- First Aid in an ESI environment UETDRRRF010A
- CPR HLTCPR201A
- VESI Environmental Framework
- VESI Safety Framework
- Construction Industry induction – White/Red card
- Apply ESI safety rules, codes of Practice and Procedures for work on or near electrical apparatus (Green Book/Blue Book) UETDRRRF01A
- Safe Approach Distances,

All minimum training requirements are in accordance with the VESI Electricity Network Operator Training & Assessment Requirements.

www.vesi.com.au/site/DefaultSite/filesystem/documents/Electricity%20Network%20Operator%20Training%20%20Assessment%20Requirements.pdf

4.2 Additional Training requirements

Additional training requirements are specific to the task for which the person is to undertake. Refer **Attachment C** Training Schedule.

5 DISPUTE RESOLUTION

The *Vegetation Management Company* will provide suitable contact details including; name, position and telephone number on individual notices provided to all *Affected Persons*. This is expected to be the first point of reference if the *Affected Person* feels the need to follow up on an issue or concern. If the *Affected Person* does not have these contact details or is unable to contact the person nominated, they may contact the Contract Manager as nominated in **1.5 - Responsible Persons** to obtain the appropriate first level of contact to address their concern and/or resolve the dispute.

First Level of Contact - The *Vegetation Management Company* will resolve any disputes arising from the execution of their duties in a fair and reasonable manner. Disputes cost time and money and reflect poorly on CitiPower and the *Vegetation Management Company's* reputation. Disputes may be the result of a breakdown in communication prior to works or as a result of dissatisfaction with works.

Every attempt should be made to settle the dispute at the first point of contact to avoid unnecessarily escalating the incident. The (VEMCO) *Field Officer* (FO) should explore all options within his authority in the consultation phase of the process in attempting to avoid disputes. These options should include discussion on and provision of the *Planting Trees near Power Lines* booklet, the possibility of technical alternatives within CitiPower guidelines, the use of tree vouchers, provision of mulch etc.

Reference to the VEMCO Operations Manager (OM) - Where a dispute cannot be settled the *Field Officer* (FO) will notify the OM and provide a detailed briefing. Any correspondence from the *Affected Person* will be logged in the VEMCO customer system for response tracking. The OM will review the dispute and explore all practical options at his disposal. If under the circumstances the OM is able to offer any further alternatives to what has been offered, these will be presented to the *Affected Person* by the FO or the OM if it is considered appropriate.

Reference to Arboreal Advisers - While all VEMCO *Field Officers* have had training in tree identification, pruning techniques and tree physiology some special situations may require greater expertise. Advice may be sought from an arborist where the dispute requires an expert third party opinion on a matter relating to the tree or trees in question. VEMCO refers to a number of expert arborists who are widely respected in academia and industry.

Requests for this advice should be passed to the Operations Manager who can arrange advice or provide contact details. The advice may be based on photographs and description supported by specimen leaves and fruit of the tree or it may require a site visit by the expert arborist. Copies of reports should be forwarded to the Operations Manager for compilation. The reports will be made available to the *Field Officer* across CitiPower for reference. The Operations Manager should authorise any requests for expert advice.

Reference to the Contract Manager and CitiPower - If the options identified by the Operations Manager require higher management approval or if it is beyond the Operational Manager's delegated level of authority, a detailed proposal will be presented to the Contract Manager for approval.

If all options offered are unacceptable to the *Affected Person* the Contract Manager in consultation with CitiPower, shall consider the risks associated with the outstanding vegetation clearance in determining the final resolution of issue.

Resolution - If agreement is reached then the agreed course of action shall be recorded in an agreement and signed by the *Affected Person*. In order to avoid any future dispute where the agreed action is to take place over a period of time a notation referring to the agreement should be made in the Tree Management System database.

No Resolution - If no agreement is reached, the parties in dispute may choose to refer the case to Energy Safe Victoria or The Energy and Water Ombudsman, as appropriate, for a mechanism for resolution. If the non completion of the disputed work presents a fire or safety risk the Contract Manager may be obliged by *Code*, in accordance with Clause 6, to enter the property and complete the work.

6 PRIVATE OVERHEAD ELECTRIC LINES (POEL'S)

CitiPower conducts an annual mail out, of a letter and a brochure, to owners of POEL's. The letter provides relevant information as well as our policy on defective POEL's. The brochure covers topics including ownership, maintenance, vegetation clearance, electrical safety, disconnection and a guide to POEL inspection. The mail out of these normally commences in early November.

7 MONITORING AND AUDITING

7.1 Monitoring

CitiPower undertakes regular performance and compliance monitoring of the *Vegetation Management Contractor*. This is structured around monthly Operational Meetings and quarterly Strategic Management Meetings. A set of specific contract Key Performance Indicators (KPIs) have been established to monitor various critical performance outcomes and business deliverables. These measures are identified in the table below.

Key CitiPower performance measures include:

Performance Measures		
Powerline Compliance	All spans inspected to exemption timeframes.	>95%
Powerline Compliance	All non-compliant and current year vegetation codes action within current calendar year or as agreed.	>95%
CitiPower Stakeholder Management Plan (SMP)	Completion of the required annual elements of the SMP	>95%

7.2 Auditing

The Manager Network Asset Management is responsible for comprehensive auditing of the vegetation management process including compliance to the requirements of this *Plan*. CitiPower has identified the key risks associated with the delivery of the Vegetation Management service and their associated control measures. Using this information an annual audit schedule has been created.

Primary audits, such as OHS Systems, Environmental Management Systems, Quality Control, Traffic Management Procedures, etc, are targeted at the verification of systems of management and risk mitigation. These are further supported by field verification and compliance monitoring audits.

Primary audits are conducted by personnel who have suitable audit training and background. External specialist resources, which are experienced and have appropriate expertise in the relevant field, may be engaged to assist. Where appropriate, VEMCO management and CitiPower management are directly involved in these audits.

The audit schedule is reviewed annually to address any changes in business requirements, concerns from previous years, and the contractor's performance history.

There are broadly four different types of audits within the schedule, relating to;

- Health and Safety – Safe work methods (e.g. General work methods, working near powerlines and tree clearing methods), equipment vehicles and plant, inductions, training and authorisation, traffic management.
- Compliance – General inspection and cutting compliance with programs, hazardous trees, stakeholder and defect management.
- Procedure/Work Instruction – Policies, work instructions, procedures, customer notification, data management and accuracy, reporting and documentation.
- Environmental – Important or significant vegetation, chemicals, weeds, noise, pruning technique and quality.

Audits are scheduled across all levels of the company. The audit process considers actual performance and outputs and then compares them against planned performance and expected outputs. Where a variation occurs the item is noted and followed through to ensure corrective actions are taken and improvement opportunities are factored into plans to enhance future performance.

VEMCO operate their own internal audit program which targets the following key areas –

- Felling Techniques
- Tree Climbing
- Herbicide
- Tipper/Chipper Use
- Tree Clearing from EWP
- Vehicles (Pre-summer)
- PPE
- Hearing Conservation
- Limits of Approach
- Worksite Traffic Management
- Hazard Assessment Controls (HAC Sheet)
- Manual Handling

The results of these audits are provided to CitiPower.

8 ATTACHMENT A – CITIPOWER CALLING CARD

Checking the trees and powerlines in your area

I am a VEMCO representative contracted to carry out CitiPower's cyclic vegetation maintenance inspection.

My inspection of the trees on your property on [] at [] has shown that:

No tree clearing works need to be undertaken from this inspection

Trees on your property have grown so that they are close to or within the clearance space required around powerlines, as specified in the Victorian Government's Electricity Safety Regulations. It will be necessary for our contractors to complete tree clearing works at a later date to reduce any potential public safety risk or interruption to your power supply. These works may commence 14 days from the date shown on this notice.

Please be assured there will be no charge to you for tree clearing works required around CitiPower's powerlines.

Please contact VEMCO's local field officer (*see over*) **as soon as possible** so we can discuss the required works.

Please contact VEMCO's local field officer (*see over*) **only if** you have queries about the proposed works.

Vegetation and powerline inspection

As your electricity distributor, CitiPower owns and operates the most reliable urban electricity distribution network in Australia.

We deliver to you the power you buy from your electricity retailer. Our role is to develop and maintain the poles, wires and equipment on our electricity network – some of this maintenance aims to prevent fires, power outages, electric shocks and property damage caused by trees and vegetation contacting powerlines.

Each year, CitiPower makes a significant investment in reliability and vegetation management programs. CitiPower employs VEMCO, an expert vegetation management contractor, to keep trees and vegetation a safe distance from our network.

Your local council is generally responsible for maintaining trees growing in streets or laneways, to ensure they do not interfere with powerlines. You should contact your council if you have questions or concerns about these trees. You are responsible for keeping vegetation on your property clear of any privately owned electric lines or the service line that supplies your property. Please contact our field officer if you are unsure of your responsibility. It is important for your safety that you hire an appropriately trained professional to carry out any tree clearing work near your powerlines.

For all enquiries regarding vegetation and powerlines contact CitiPower on 1300 301 101 or visit www.citipower.com.au

To monitor the level of our satisfaction with VEMCO's service, CitiPower or our agents may contact you after these works are completed. If you object to this, please contact your local field officer below.

Your local VEMCO field officer:

Customer Ref:

18-65-B0003 Sept 2009

9 ATTACHMENT B – CITIPOWER SIGNIFICANT TREE REGISTER

There are currently no trees listed on the CitiPower Significant Tree Register. For the purpose of this plan this register will only show Significant Trees for which CitiPower is the Responsible Person.

ID	Equipment No	Region	LIS Number	Tree Owner; Species; Reason of Significance; Remarks

10 ATTACHMENT C – TRAINING REQUIREMENTS

Training Requirements
<p style="text-align: center;">MINIMUM TRAINING FOR UNSUPERVISED ROLES:</p> <ul style="list-style-type: none"> • Manual Handling • First Aid in an ESI environment UETDRRF010A • CPR HLTCPR201A • VESI Environmental Framework • VESI Safety Framework • Construction Industry induction – White/Red card • Apply ESI safety rules, codes of Practice and Procedures for work on or near electrical apparatus (Green Book/Blue Book) UETDRRF01A • VEMCO Induction • CitiPower/Powercor Induction
<p style="text-align: center;">FIELD OFFICERS/VEGETATION INSPECTORS</p> <ul style="list-style-type: none"> • <i>Minimum training</i> • VEMCO Field Officer Training
<p style="text-align: center;">TIPPER HOGGER</p> <ul style="list-style-type: none"> • <i>Minimum training</i> • Wood-chipper Operation • Traffic Management
<p style="text-align: center;">EPV OPERATORS/CUTTERS/OBSERVERS</p> <ul style="list-style-type: none"> • <i>Minimum training</i> • <i>EWP Controlled Descent Escape – UETDRRF08A</i> • <i>EWP Rescue – UETDRRF03A</i> • Safe Approach Distances • Traffic Management • Pruning in an Electrical Environment – UETDRVC33B
<p style="text-align: center;">GROUND CREW</p> <ul style="list-style-type: none"> • <i>Minimum training</i> • Safe Approach Distances, • Traffic Management • Pruning in an Electrical Environment - UETDRVC26B
<p style="text-align: center;">CLIMBERS/OBSERVERS</p> <ul style="list-style-type: none"> • <i>Minimum training</i> • Introduction to tree climbing for Powerline Clearance – UETDRVC21B • Safe Tree climbing procedures • Safe Approach Distances – • Traffic Management • Pruning in an Electrical Environment - UETDRV33B
<p>Notes:</p> <p>* Any employee required to carry out Herbicide use shall be trained in, and have documentation proving training has been carried out in Herbicide use.</p> <p>The VESI Skills & Training matrix minimum training is a change from past practice, the vegetation workforce will be transitioned to this new base requirement by 1 January 2013</p> <p>Citipower are working with the electricity industry to lift the standard of qualifications for tree cutters to Certificate II in ESI – Vegetation Control. We are currently transitioning all tree cutters towards achievement of this qualification, this is likely to take full effect in 2015.</p> <p>The names of training modules have changed frequently over the years, therefore equivalent training modules may be accepted providing they are current.</p>

11 ATTACHMENT D – URGENT PRUNING REPORT FORM

URGENT PRUNING FORM

Date	Feeder	LIS / Pole / Spur	Details of last Inspection Date	Reason for Clearing	Date Customer notified

This form is to be returned to the Ballarat Office after Urgent Pruning and subsequent notification has been carried out.

Urgent Pruning = When a tree is cleared during the Fire Season because despite our Cyclic and Presummer program:

- it was found to be inside the clearance space or
- it has fallen or is damaged that it requires clearing to maintain the clearance space

12 ATTACHMENT E – CUSTOMER SERVICE LETTER



Date / /

Property Location: _____

Dear Customer,

TREES NEAR YOUR LOW VOLTAGE SERVICE LINE

As part of our vegetation management program, we regularly inspect powerlines to ensure that an uninterrupted power supply and a fire safe environment are maintained. Damage to equipment such as computers, televisions, video recorders, ovens and other electronic appliances can also arise from a loss of supply caused by trees contacting powerlines.

Our inspection has revealed that tree(s) within your property have grown too close to your low voltage service line and are infringing the clearances specified in the Electricity Safety (Electric Line Clearance) Regulations 2010, as prescribed in the Electricity Safety Act of 1998 and requires **URGENT** attention.

It is your responsibility to maintain a minimum of 600mm clearance between your trees and your insulated service line. These trees are **your responsibility** and should be cleared within 30 days from the date of this letter.

As this work may be dangerous for you to complete yourself we recommend that you utilise the services of a qualified contractor.

CitiPower has contracted VEMCO Pty Limited to manage its vegetation management program around powerlines. For free advice please call VEMCO's office on (03) 5338 3300 or contact:

Thank you in advance for your co-operation.

Please note: if you are a tenant of this location, then it is important that the owner of this property is notified of this notice as soon as possible for appropriate action.

Kevin Burgess
Contracts Manager
VEMCO Pty Limited

13 ATTACHMENT F – CULTURALLY/ENVIRONMENTALLY SIGNIFICANT VEGETATION. WORKS AGREEMENT



CitiPower Pty
ABN 76 064 651 056

Powercor Australia Ltd
ABN 89 064 651 109

General Enquiries 132 206
Service Difficulties 132 412

Bendigo Business Centre
601-611 Napier Street, Epsom
Private Bag 8004
Bendigo, Victoria 3550



DATE

NAME

BUSINESS

ADDRESS

Dear TITLE

Re; Agreement on culturally/environmentally significant vegetation clearing

As per our discussion on DATE concerning DESCRIBE TREE located at ADDRESS, the tree requires actioning to comply with the requirements of Electricity Safety (Electric Line Clearance) Regulations 2010.

In recognition of the significance of the vegetation, the tree will be cleared as per the below agreed actions.

Description of Tree Works
Actions to Minimise Impact on Tree/Environment

If you have any concerns regarding this matter during the works please contact VEMCO CONTACT DETAILS.

Yours Sincerely

Kevin Burgess
Contract Manager
Vemco Pty Ltd
CitiPower Powercor

CitiPower Pty
ABN 76 064 651 056

Powercor Australia Ltd
ABN 89 064 651 109