

9:52

4G



Jim >

### Callide Update

Hi all, we have received an update from AEMO on Callide return to service see below.

Return to service for 3 units has been delayed

B1 - now 11 June was 5 June

B2 - now 21 June was 6 June

C3 - now 22 June was 8 June.

Kogan Creek is being taken out of service at 11.30pm this evening for repairs (that were



iMessage



9:52

4G



Jim >

11.30pm this evening for repairs (that were flagged last week). It is expected to be back in service on 16 June.

AEMO will keep a watch and expect LOR1s as a result.

Thx M

FYI AEMO forecast LOR 2. M

Additional info

Forecast LOR2 is for 6pm-7pm tonight.

QFES investigators say Callide was a mechanical failure causing a fire/explosion. Operator to do further investigation



iMessage



Pages 3 through 4 redacted for the following reasons:

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Exempt Sch.3(6)(c)(i) Parliament privilege

Released under RTI - DPC

## Kay Swanston

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**From:** Tim Linley  
**Sent:** Wednesday, 26 May 2021 7:39 AM  
**To:** Jim Murphy; Denise Spinks; Kerry Manifold  
**Subject:** Q&As and info requested by Premier  
**Attachments:** Callide Premier Q&As.docx; DEPW Callide incident information.docx

Pack provided by DPC. Just waiting on information from DEPW on:

- Comparison of energy generation with 1988; and
- The advice on WHS incidents.

I've also requested what the average daily generation was prior to the incident rather than capacity (which assumes all sun and wind can operate simultaneously); and

- The date when last maintenance was last undertaken on Callide C



**Queensland**  
Government

**Tim Linley**  
**Office of the Hon. Anastacia Palaszczuk MP**  
Premier of Queensland and Minister for Trade

P [redacted] M [redacted]  
1 William Street Brisbane QLD 4000  
PO Box 15185 City East QLD 4002

## Question and Answers

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### Callide Power Outage Incident

#### What is Queensland's total generation capacity?

- Including all types of energy generation in Queensland, we have a capacity to generate around 17,850 megawatts.
- Currently, more than 65 per cent of this generation is government owned.

#### What is Queensland's average daily demand for generation?

- The average daily demand is around 4500 megawatts.

#### How much capacity was lost with the Callide outage?

- 2300 megawatts was lost in the outage.
- This included generation from Callide, Stanwell, Gladstone and Yarwun.

#### What steps have been taken by Queensland Government?

- Powerlink, as Queensland's system coordinator worked with AEMO, as the market operator, to manage the response to the event.
- By 4.30pm, the number of households without power had reduced to less than 10,000.
- The market operator began to bring generators that had tripped back into the system and sought a response from all generators in the market to ramp up supply.

## Question and Answers

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- However, AEMO was forecasting serious lack of reserves and rotational load shedding by the evening peak, which means there would be insufficient generation to meet evening loads as Queenslanders returned to their homes.
- By then Minister de Brenni had spoken with AEMO to coordinate a response, with AEMO coordinating the generator supply side response.
- Minister de Brenni released a statement calling for Queenslanders to limit their electricity use where safe and possible to do so.
- Wivenhoe pumped storage was utilised to help meet energy demand.
- By mid-evening Swanbank E was back online and Gladstone Power Station units were coming online.
- Government facilities such as 1 William Street, Queensland Performing Arts Centre, the Queensland Art Gallery and Gallery Of Modern Art and the Kurilpa Bridge were all powered down.
- And the people of Queensland responded, reducing demand.
- As a result, no rotational load shedding was needed.
- This is yet another example of the wonderful people of Queensland pulling together and for that, I want to say thank you.

## Question and Answers

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### When was maintenance last undertaken at Callide C?

- CS Energy advise that Callide operations and maintenance have been conducted in accordance with statutory requirements.
- Callide B units have been inspected and overhauled every three years.
- Callide C units have been inspected and overhauled every two and a half years.
- The plant is fully inspected and repaired during these overhauls.

### How much has been spent on maintenance?

- Since the 2017 financial year, \$636 million has been spent on Callide Power Station assets.
  - Callide B \$312 million (\$140 million maintenance, \$172 million capex);
  - Callide C \$324 million (\$136 million maintenance, \$188 million capex).

### What is the Queensland energy supply mix comprised of?

- The Queensland energy supply is made up of:
  - Wind (620 megawatts)
  - Large scale solar (2300 megawatts)
  - Gas (3000 megawatts)
  - Hydro (730 megawatts)
  - Coal (7900 megawatts)

## Question and Answers

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- Rooftop solar (3300 megawatts).

### **How many Callide staff were affected by the incident?**

- Approximately 219 staff were evacuated from Callide Power Station.
- Thankfully, all staff are safe and accounted for and there are no reported injuries.

### **What is the process for the investigation into the outage?**

- At this stage it is too early to determine the cause of the incident.
- CS Energy has notified regulators of the incident, including WorkSafe Queensland and the Department of Environment and Science.
- CS Energy will involve several experts and commence a full investigation as soon as is practically safe to access the site – once access is granted by Emergency Services.
- As the situation is evolving, it is currently impossible to say how long the investigation will take.



## Callide Power Station

### Incident

- A fire occurred at Callide power station operated by CS Energy at 1:45pm on 25 May 2021.
- At this stage the cause of the incident is unknown and an exclusion area has been placed around the Callide units. All staff are safe and accounted for.
- The incident tripped all units at Callide B and C power stations and by 2:06pm all transmission lines (Powerlink) out of Central Queensland were lost.
- 3 units at Stanwell Power Station tripped to house load (spinning but not synchronised with the grid) and 2,300MW of generation was offline (Callide, Gladstone, Stanwell and Yarwun).
- 2,300MW of customer load was automatically shed by the system, including 440,000 households. Boyne smelter had some impacts but was able to continue operations.
  - The power system frequency is built around 50Hz and the loss of generation caused the frequency to drop to 48.5Hz – load shedding automatically commences at 49.0Hz to protect the system.
- Powerlink, as Queensland's system coordinator worked with AEMO, as the market operator, to manage the response to the event.
- By 4.30pm, the number of households without power had reduced to less than 10,000.
- The market operator began to bring generators that had tripped back into the system and sought a response from all generators in the market to ramp up supply.
- However, AEMO was forecasting serious lack of reserves and rotational load shedding by the evening peak, which means there would be insufficient generation to meet evening loads as Queenslanders returned to their homes.
- By then Minister de Brenni had spoken with AEMO to coordinate a response
  - AEMO coordinated generator supply side response
  - Minister de Brenni released a statement calling for Queenslanders to limit their electricity use where safe and possible to do so.
- By mid-evening Swanbank (CleanCo) was back online and Gladstone Power Station units (GPS) units were coming online.
- The response from energy users was also very helpful – demand reduced with assistance from the public, large industry, and government facilities such as 1WS, QPAC, QAGOMA and the Kurilpa Bridge – a great example of the community pulling together.
- As a result, no rotational load shedding was needed in Queensland.

### Callide worker safety

- There were no reported injuries as a result of the incident at the Callide Power Station
- Approximately 219 staff were evacuated from Callide Power Station

### Queensland to return to normal operating conditions from Wednesday 26 May 2021

- As of Tuesday night, the supply outlook for Wednesday 26 May is positive with sufficient supply forecast to meet demand.
- However, AEMO will be closely monitoring the morning and evening peaks given constrained supply in Central Queensland as a result of the incident.

### Detailed timeline of initial incident:

CS Energy 1344hrs

- Incident occurred Callide C and Callide B units (C3 and C4)

At approx. 1406hrs – Multiple transmission lines tripping across the system

- All 275kV transmission lines out of H24 Calvale have tripped

At approx 1420hrs

- As a result of the significant grid impacts three Stanwell Power Station Units at Rockhampton tripped. These Units tripped successfully as designed to protect infrastructure. Stanwell's Tarong Power Stations in the South Burnett region continued to operate.

- This resulted in about 1GW of generation taken instantly out of the system and network

At approx. 1430hrs around 400,000 customers without supply

Reconnections of customers began immediately, with EQL restoring:

- 1500hrs – 140,000 restored in energex/ 44,000 restored in Ergon
- 1508 hrs – 220,000 restored in energex
- 1517hrs – 300,000 restored in Energex
- 1521hrs – All Ergon North customers reconnected, parts of Ergon south remained without supply
- 1521hrs – Only 25,000 customers in Energex without supply
- 1533hrs – Only 9,500 customers without supply
- 1537hrs – 1,700 customers without supply in Energex
- 1556 – 3,000 in Moura and 6,000 customers in Biloela remain without supply

Generation units still generating throughout incident

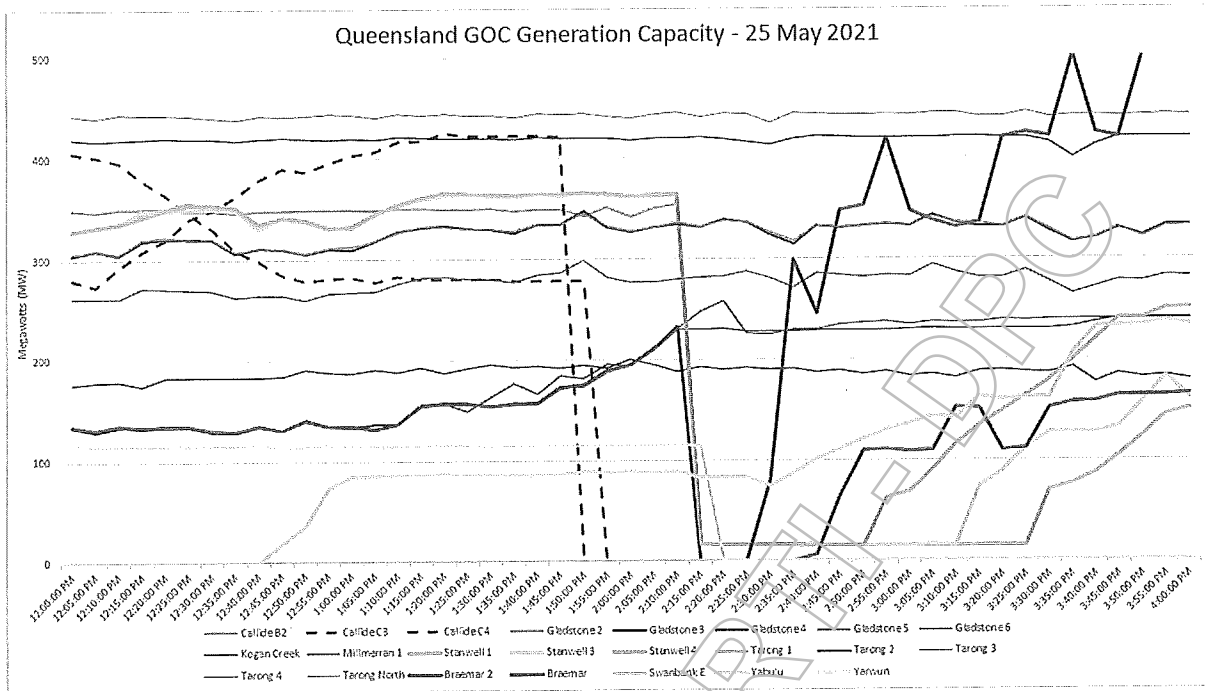
- Gladstone 5
- Gladstone 6
- Kogan
- Millmeran 1
- Tarong 2,3,4
- Tarong North

Queensland units brought back online during the event 25 May 2021:

- Three Gladstone units (Gladstone 2, 3 and 4)
- Stanwell units
- Swanbank E is now on-line– this was offline at the time of the incident due to a water valve issue, crews repaired it rapidly and returned it to service to support
- All units at Callide B and C remain out of service and are bid unavailable at this stage for tomorrow at least. Callide B2 and CPP3 and CPP4 all currently came off line today (AEMO system currently showing potential return to service of all these units on Thurs 27 May but that will be subject to conditions on site on Wednesday 26 May) and Callide B1 was already offline before the incident occurred (return to service Mon 31 May).
- Kogan Creek was going to come off-line won 25 May to address an issue that is restricting it to around 180 MW output level (out of a total 750MW) but the unit is now planning to stay on-line at this stage until circa 22:00 tomorrow (26 May), subject to ongoing safe operation.

**Queensland GOC Generation Capacity on 25 May 2021**

- The chart below shows GOC generation for 25 May 2021.
- Shortly before 1400 hours Callide C3 unit generation falls from over 400MW to zero, followed closely by Callide C3.
- The unexpected outage then trips several more generators starting with Gladstone Unit 4, Stanwell PS Unit 4, Yarwun PS.
- Following these outages we can see further to the right that two units at Braemar quickly come online. Stanwell Units 1, 3 and 4 then slowly come back online around between 1450 and 1520.



### Callide Maintenance

CS Energy advise:

- Callide operations and maintenance have been conducted in accordance with statutory requirements
- Callide B units inspected and overhauled every 3 years.
- Callide C units inspected and overhauled every 2.5 years.
- Plant is fully inspected and repaired during these overhauls.
- Since FY17, \$636M spent on Callide Power Station assets
  - Callide B \$312M (\$140M maintenance, \$172M capex)
  - Callide C \$324M (\$136M maintenance, \$188M capex)

### Investigation Process for the Callide Incident

- At this stage it is too early to determine the cause of the incident.
- CS Energy has notified regulators of the incident, including WorkSafe Queensland and Department of Environment and Science.
- CS Energy will involve several experts and commence a full investigation as soon as is practically safe to access the site – once access granted by Emergency Services.
- As the situation is evolving, it is currently impossible to say how long the investigation will take.

### Impact to COVID-19 Vaccines

- The incident today saw the vast majority of the 400 000 customers restored progressively within an hour.
- Any impact unknown at this stage – it will depend on how many were stored in GP clinics etc in areas affected by the short-term blackouts on Tuesday afternoon.

- Procedures that vaccine administrators need to follow in terms of cold chain storage including temperature alarms, possible back up power and procedures they must follow for any cold chain breach. Individual administrators would be aware of that and have mechanisms in place already for vaccines that they carry, just as they do for a storm or unplanned power outage.

### Compensation payments

- There are no compensation payments for customers affected by this incident.
- While there are guaranteed service levels for small customers in the electricity system in certain circumstances, payments are not available in cases of load shedding due to a shortfall in generation and for outages under 8 hours.

Further detail on guaranteed service level payments:

If consumers are connected to:

- A CBD feeder and experience an interruption that lasts longer than 8 hours, or
- An urban or short rural feeder and experience an interruption that lasts longer than 18 hours, or
- A long rural or isolated feeder and experience an interruption that lasts longer than 24 hours, Energex Queensland will pay the consumer \$124.
- Energex and Ergon Energy are required to make Guaranteed Service Level (GSL) payments to small customers when the specified GSL levels are not met. (Small customers < 100MWh annually).
- GSL payments acknowledge the inconvenience a customer experiences when Energex or Ergon Energy do not meet a GSL.
- These payments are typically automated

However, interruptions exempt from reliability service guarantees include:

- Planned interruptions
- Interruptions of one minute or less in duration
- Load shedding due to a shortfall in generation
- A direction from the Australian Energy Market Operator
- Automatic shedding of load following the occurrence of a power system under-frequency condition
- Directions by police officers exercising powers in relation to public safety
- Under-frequency load shedding
- A failure in the shared transmission grid
- Interruptions requested/initiated by small customers
- Interruptions caused by a small customer's electrical installation or failure of that electrical installation
- Eligible natural disasters.

EQL are required to report payments made to customers for failing to meet GSLs to the QCA. Quarterly reports are listed on EQL and QCA websites.

## Roles and Responsibilities in Queensland energy emergencies

In Queensland, there are specific roles for energy emergency management established under legislation. The **Jurisdictional Responsible Officer (JRO)** and **Jurisdictional System Security Coordinator (JSSC)** roles are nominated under the NEM Emergency Powers Memorandum of Understanding and National Electricity Law respectively. Powerlink is the nominated JRO and JSSR in Queensland. The roles for energy emergency management are defined as below:

Role	Person	Function
<b>National Energy Market Responsible Officer (NEM RO)</b>	AEMO executive	Coordinates emergency response in electricity market, makes decisions to ensure safe and secure operation of the system
<b>Relevant official</b>	Qld Energy Minister	The Minister with administrative responsibility under the <i>Electricity Act 1994</i> and the <i>Gas Supply Act 2003</i> .
<b>Responsible officer (RO)</b>	Powerlink executive	The Powerlink role acts as liaison and emergency contact point between Queensland and AEMO and if relevant, other state ROs.
<b>Jurisdictional System Security Coordinator (JSSC)</b>	Powerlink executive	Responsible for working with AEMO during forecast LOR conditions, load shedding, restoration of loads and other operational actions.
<b>Jurisdictional Designated Officer (JDO)</b>	Senior executive in Energy Division, Department of Energy and Public Works	In an emergency, the JDO is responsible for all communications to the Relevant Official (Minister) and senior staff. The JDO provides briefings, advice and support to the Minister to inform of key events, issues and risks. If required, the JDO facilitates the process for the Minister to exercise electricity specific emergency powers.

## Qld electricity system facts and figures

### Total Generation in Queensland

Generation	March 2020 Megawatts (MW)
Wind	620MW
Solar (large scale only – this doesn't include rooftops)	2300MW
Gas	3000MW
Hydro	730MW
Coal	7900MW
Rooftop solar	3300MW

- Currently 67% of generation is Government owned
- Average daily demand –around ~4500MW atm.
- Capacity lost in the Callide incident – 2300MW (including Callide, Stanwell, Gladstone and Yarwun)

### Breakdown of share of total capacity by power station

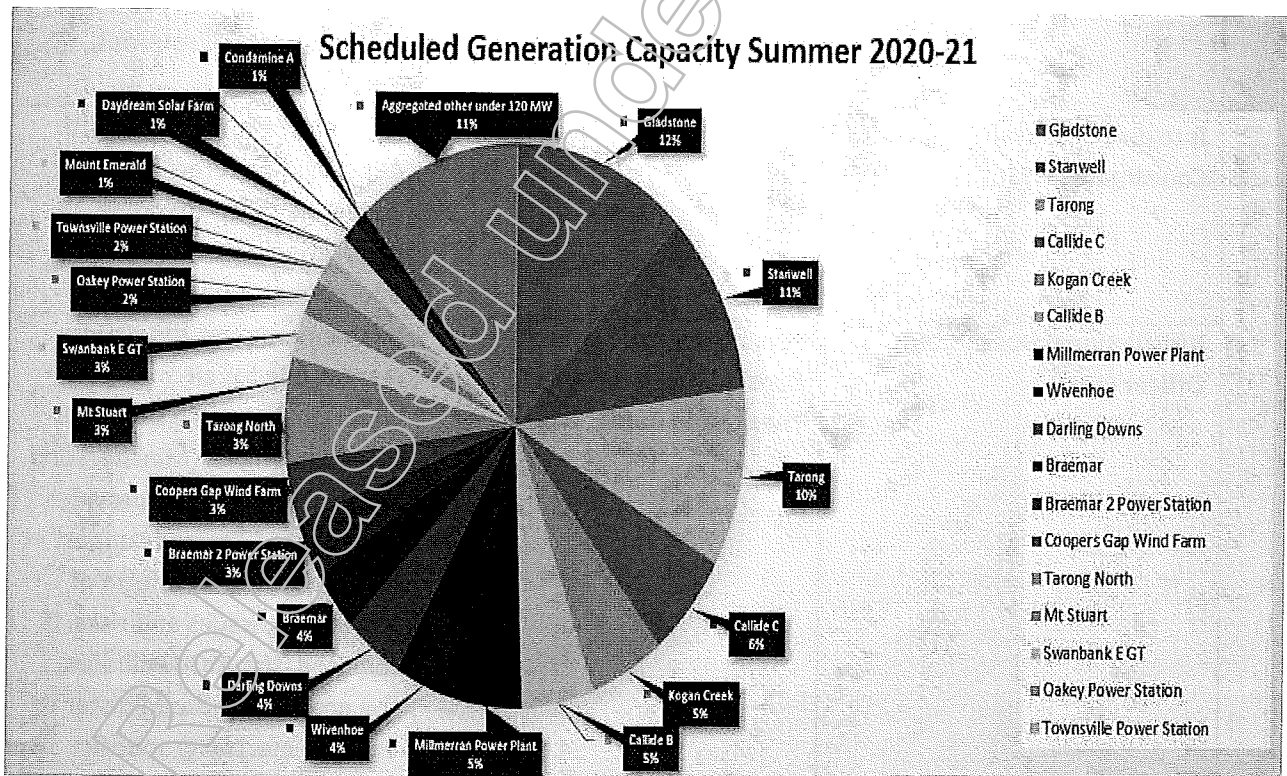


Figure 11: Aggregate available summer 2020-2021 scheduled generation. Sourced from AEMO, Publication Date 29 July 2020. 9

## Kay Swanston

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**From:** Melissa Hallam  
**Sent:** Tuesday, 25 May 2021 2:57 PM  
**To:** Denise Spinks; Jim Murphy; Tim Linley  
**Cc:** Tam van Alphen; Sharon Durham; Simon Zanatta; Ellen McIntyre; McKinley Fiveash; Ben Brew; @Premiers Media  
**Subject:** Power outages - Initial advice

Hi all

We have been advised that 3 of the 4 units at Callide B and C are off line as is 2 of the 6 units at GPS.

There are reports of fire at Callide and advice is all staff have been evacuated and there are no reports of injuries.

There are wide spread outages in Queensland in the area of 370,000 customers. It appears that the majority of these are in SEQ will reports of 7,000 in Ergon's area.

We are receiving a further briefing at 3pm.

I will keep you updated.

Thanks

M



**Queensland**  
Government

**Melissa Hallam**  
Chief of Staff  
**Office of the Hon. Mick de Brenni MP**  
Minister for Energy, Renewables and Hydrogen  
Minister for Public Works and Procurement

M [REDACTED]  
GPO Box 2457 Brisbane QLD 4001

## Kay Swanston

---

**From:** Ben Brew  
**Sent:** Tuesday, 25 May 2021 3:00 PM  
**To:** Melissa Hallam; Denise Spinks; Jim Murphy; Tim Linley  
**Cc:** @Premiers Media  
**Subject:** RE: Power outages - Initial advice

Have had calls from Brisbane Times, Courier, Steve Austin, Deb Knight and 7 News.

Official statement from CS Energy (Callide owners)

### Media statement on plant outage at Callide Power Station

CS Energy has immediately acted following an incident at Callide Power Station near Biloela in Central Queensland today.

At approximately 1.45pm today, a fire occurred in one of the turbine halls at the power station. As a result, the three units that were generating at the time went offline.

We immediately evacuated the power station and called emergency services to attend site.

At this stage, there are no reported injuries to anyone who was on site at the time.

We are investigating the incident and will provide further updates as they become available.

Callide Power Station is comprised of two power plants, Callide B and C, each with two generating units, and has a permanent workforce of 260 employees. CS Energy owns 100 per cent of Callide B and owns Callide C in a 50/50 joint venture with InterGen.

**ENDS**

**From:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 2:57 PM  
**To:** Denise Spinks <Denise.Spinks@ministerial.qld.gov.au>; Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>; Tim Linley <Tim.Linley@ministerial.qld.gov.au>  
**Cc:** Tam van Alphen <Tam.VanAlphen@ministerial.qld.gov.au>; Sharon Durham <Sharon.Durham@ministerial.qld.gov.au>; Simon Zanatta <Simon.Zanatta@ministerial.qld.gov.au>; Ellen McIntyre <Ellen.McIntyre@ministerial.qld.gov.au>; McKinley Fiveash <McKinley.Fiveash@ministerial.qld.gov.au>; Ben Brew <Ben.Brew@ministerial.qld.gov.au>; @Premiers Media <premiers.media@ministerial.qld.gov.au>  
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**Queensland**  
Government

**Melissa Hallam**

Chief of Staff

**Office of the Hon. Mick de Brenni MP**

Minister for Energy, Renewables and Hydrogen

Minister for Public Works and Procurement

M

GPO Box 2457 Brisbane QLD 4001

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## Kay Swanston

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**From:** Tam van Alphen  
**Sent:** Tuesday, 25 May 2021 3:33 PM  
**To:** Melissa Hallam; Denise Spinks; Jim Murphy; Tim Linley  
**Cc:** Sharon Durham; Simon Zanatta; Ellen McIntyre; McKinley Fiveash; Ben Brew; @Premiers Media  
**Subject:** RE: Power outages - Initial advice

Thanks Mel

Update from DG Scales & QR for loop:

- Brisbane Metropolitan Transport Management Centre stood up – although widespread traffic light outages, not seeing significant impacts to road network at this stage. TMR working with QPS on deployment to major intersections
- Translink hub stood up – no major disruptions to services at this stage
- All customer service centres operating
- QR, no significant impacts, but some power issues at Wulkuraka which might mean delays to deployment of NGRs - could mean some 3 car sets replace 6 car sets during peak, but no expected impact to services
- Aurizon impacts in central Qld

Tam

**From:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 2:57 PM  
**To:** Denise Spinks <Denise.Spinks@ministerial.qld.gov.au>; Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>; Tim Linley <Tim.Linley@ministerial.qld.gov.au>  
**Cc:** Tam van Alphen <Tam.VanAlphen@ministerial.qld.gov.au>; Sharon Durham <Sharon.Durham@ministerial.qld.gov.au>; Simon Zanatta <Simon.Zanatta@ministerial.qld.gov.au>; Ellen McIntyre <Ellen.McIntyre@ministerial.qld.gov.au>; McKinley Fiveash <McKinley.Fiveash@ministerial.qld.gov.au>; Ben Brew <Ben.Brew@ministerial.qld.gov.au>; @Premiers Media <premiers.media@ministerial.qld.gov.au>  
**Subject:** Power outages - Initial advice

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M



**Queensland**  
Government

**Melissa Hallam**

Chief of Staff

**Office of the Hon. Mick de Brenni MP**

Minister for Energy, Renewables and Hydrogen

Minister for Public Works and Procurement

M [REDACTED]

GPO Box 2457 Brisbane QLD 4001

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## Kay Swanston

---

**From:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 3:55 PM  
**To:** Annastacia Palaszczuk; Jim Murphy; Shane Doherty; Denise Spinks  
**Subject:** FW: Critical Incident Brief: Callide Power Station / Qld Power Outages 25/05/21 (Initial)  
**Attachments:** Critical Incident Brief\_ Callide Power Station - Qld Power Outages 25-05-21 (Initial).pdf

Dear Premier,

The State Disaster Coordination Centre has now been stood up regarding the Callide Power Station incident.

Please find attached the first critical incident brief.

Warm regards  
Rachel



**Rachel Hunter**  
Director-General  
**Office of the Director-General**  
Department of the Premier and Cabinet  
P: [REDACTED]  
Level 40, 1 William Street, Brisbane QLD 4000  
PO Box 15185, City East, QLD 4002

**From:** NGComms <sdccqfes@id.ngcomms.net> **On Behalf Of** State Disaster Coordination Centre  
**Sent:** Tuesday, 25 May 2021 3:48 PM  
**To:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Subject:** Critical Incident Brief: Callide Power Station / Qld Power Outages 25/05/21 (Initial)

Dear Ms Rachel Hunter,

Please find attached Critical Incident Brief: Callide Power Station / Qld Power Outages 25/05/21 (Initial).

If you require any further information, please contact the SDCC Watch Desk as undersigned.

Regards,

**State Disaster Coordination Centre | Watch Desk**  
**Queensland Fire and Emergency Services**  
Level 2, State Disaster Management Centre, Kedron  
GPO Box 1425 Brisbane QLD 4001  
P: [REDACTED] (24hrs) | M: [REDACTED]  
F: [REDACTED] | E: [sdcc@qfes.qld.gov.au](mailto:sdcc@qfes.qld.gov.au)

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## Critical Incident Brief

### Callide Power Station / Qld Power Outages 25/05/21 (Initial )

<b>Incident Time</b>	25/05/2021 14:00	<b>Report ID</b>	R22187422
<b>Event(s)</b>	Qld Power Outages 25/05/21		
<b>Next Report</b>	As required		

#### Incident Details

<b>Incident Type</b>	Reportable Events Other
<b>Authority</b>	Queensland Fire and Emergency Services
<b>Lodging Officer</b>	Richard Tot - SDCC A/State Duty Supervisor

#### Executive Summary

<b>Summary</b>	<ul style="list-style-type: none"> <li>Widespread power outages across Qld from around 1400hrs 25/05/21</li> <li>1352hrs fire in generator turbine at Callide Power Station near Biloela</li> <li>Emergency services on scene. 500m exclusion zone in place due to chemicals on scene. Nil injuries reported.</li> <li>Media sources indicate power supply issues from Tweed River to Arukun, around 500,000 customers affected.</li> </ul>
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#### Area of Operations

<b>Location</b>	qld QLD Australia	<b>Notified</b>
<b>QFES Regions</b>	Northern ROC, Central ROC, South Eastern ROC, Far Northern ROC, Brisbane ROC, North Coast ROC, South Western ROC	Yes
<b>DDMGs</b>	Roma DDMG Gladstone DDMG Longreach DDMG Charleville DDMG Rockhampton DDMG Warwick DDMG Mackay DDMG	Yes



Toowoomba DDMG  
Dalby DDMG  
Cairns DDMG  
Mount Isa DDMG  
Townsville DDMG  
Innisfail DDMG  
Mareeba DDMG  
Brisbane DDMG  
Bundaberg DDMG  
Gympie DDMG  
Maryborough DDMG  
Gold Coast DDMG  
Ipswich DDMG  
Logan DDMG  
Sunshine Coast DDMG  
Far North DDMG  
Moreton DDMG

**LDMGs**

Brisbane LDMG  
Redland LDMG  
Bundaberg LDMG  
North Burnett LDMG  
Gold Coast LDMG  
Cherbourg LDMG  
Gympie LDMG  
South Burnett LDMG  
Ipswich LDMG  
Somerset LDMG  
Logan LDMG  
Scenic Rim LDMG  
Fraser Coast LDMG  
Moreton Bay LDMG  
Sunshine Coast LDMG  
Noosa LDMG  
Aurukun LDMG  
Cairns LDMG  
Cook LDMG  
Hope Vale LDMG  
Kowanyama LDMG  
Lockhart River LDMG  
Mapoon LDMG  
Napranum LDMG  
Northern Peninsula LDMG  
Pormpuraaw LDMG  
Torres & Torres Strait Island LDMG  
Weipa LDMG

Yes



Wujal Wujal LDMG  
Yarrabah LDMG  
Cassowary Coast LDMG  
Croydon LDMG  
Etheridge LDMG  
Tablelands LDMG  
Boulia LDMG  
Burke LDMG  
Carpentaria LDMG  
Cloncurry LDMG  
Diamantina LDMG  
Doomadgee LDMG  
McKinlay LDMG  
Mornington LDMG  
Mount Isa LDMG  
Burdekin LDMG  
Charters Towers LDMG  
Flinders LDMG  
Hinchinbrook LDMG  
Palm Island LDMG  
Richmond LDMG  
Townsville LDMG  
Bulloo LDMG  
Murweh LDMG  
Paroo LDMG  
Quilpie LDMG  
Western Downs LDMG  
Banana LDMG  
Gladstone LDMG  
Barcaldine LDMG  
Barcoo LDMG  
Longreach LDMG  
Winton LDMG  
Isaac LDMG  
Mackay LDMG  
Central Highlands LDMG  
Rockhampton LDMG  
Woorabinda LDMG  
Balonne LDMG  
Maranoa LDMG  
Lockyer Valley LDMG  
Toowoomba LDMG  
Goondiwindi LDMG  
Southern Downs LDMG  
Blackall Tambo LDMG  
Livingstone LDMG

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# Critical Incident Brief: Callide Power Station / Qld Power Outages 25/05/21 (Initial)

Mareeba LDMG  
Whitsunday LDMG  
Douglas LDMG

## Incident Summary

### Situation

- Cause of power outage - Possible generator failure at the Callide Power station.
- Exclusion zone established. Staff evacuated.
- Possible wider spread of outages. Callide Power station is restoring power incrementally. Energex reports 250,000 customers have had power restored. Unknown time of full restoration of supply.
- Traffic signals across SEQ have been impacted. Gold Coast LDMG is moving to LEAN FORWARD due to traffic issues in the area.

### Critical Issues

- At the time of the brief, the extent of power outage is unknown. See attached map for power outages at 1530hrs.

## Community Impact

### Human

Nil reported

### Economic

Nil reported

### Environmental

Nil reported

## Media

Type	Source	Details
Internet	ABC News	<u>Power outage hits Brisbane, Gold Coast and Caboolture</u> , Energex says. A widespread power outage affecting 375,000 homes and businesses in south-east Queensland is being investigated.

## SDCC Watch Desk

The State Disaster Coordination Centre Watch Desk operates on a 24-hour capability and can be contacted as undersigned for further information.



## Critical Incident Brief: Callide Power Station / Qld Power Outages 25/05/21 (Initial)

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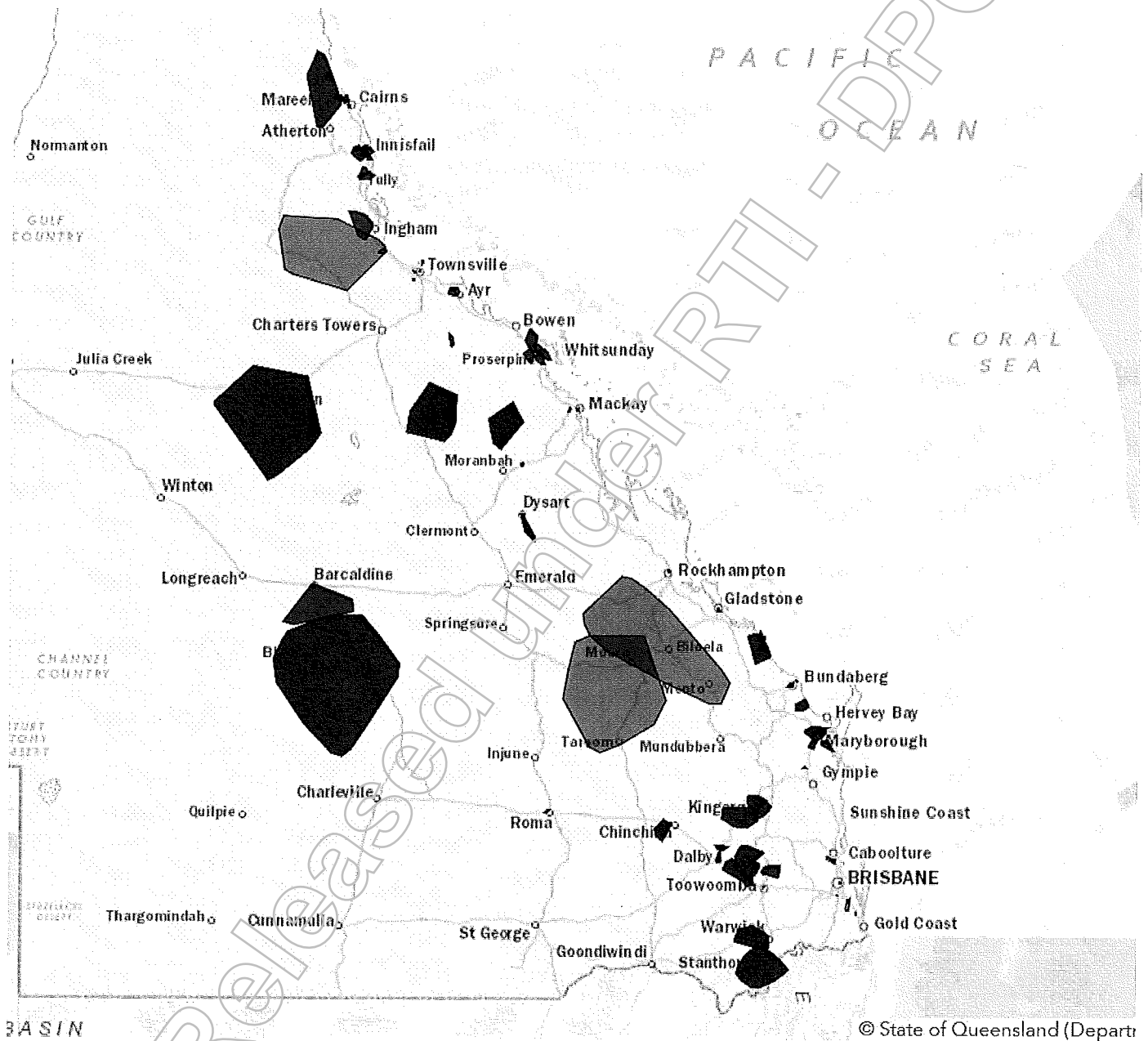
The SDCC Watch Desk is responsible for reporting on emergency and disaster management activities and providing situational awareness to enhance decision making for emergency management, disaster management and senior QFES stakeholders.

Some information is obtained from unofficial sources and may not have been verified.

State Disaster Coordination Centre  
125 Kedron Park Road  
Kedron Queensland 4031  
**Telephone:** [REDACTED]  
**Fax:** [REDACTED]  
**Email:** [sdcc@qfes.qld.gov.au](mailto:sdcc@qfes.qld.gov.au)

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## Kay Swanston

---

**From:** Simon Zanatta  
**Sent:** Tuesday, 25 May 2021 4:01 PM  
**To:** Melissa Hallam; Denise Spinks; Jim Murphy; Tim Linley  
**Cc:** Tam van Alphen; Sharon Durham; Ellen McIntyre; McKinley Fiveash; Ben Brew; @Premiers Media; Martin Philip  
**Subject:** RE: Power outages - Initial advice

Still pulling together info on Health, but what I understand to date is:

- Kedron back up systems kicked in immediately
  - There was issues though on 000 network, with massive spike in calls notifying of traffic light outages causing delays getting to operators of up to 7 minutes. That backlog was cleared around 3pm
  - 13 Health apparently had some issues, but advice still coming though
  - Gold Coast University Hospital reportedly lost power for 10 minutes before back up systems kicked in.
- Seeking detailed briefing as this is quite surprising to me
- o Still collating info to determine if other notable disruptions to hospitals

Regards,

Simon



**Queensland**  
Government

**Simon Zanatta**

Chief of Staff  
**Office of the Hon. Yvette D'Ath MP**  
Minister for Health and Ambulance Services

M: [REDACTED]  
1 William Street Brisbane QLD 4000

**From:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>

**Sent:** Tuesday, 25 May 2021 2:57 PM

**To:** Denise Spinks <Denise.Spinks@ministerial.qld.gov.au>; Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>; Tim Linley <Tim.Linley@ministerial.qld.gov.au>

**Cc:** Tam van Alphen <Tam.VanAlphen@ministerial.qld.gov.au>; Sharon Durham <Sharon.Durham@ministerial.qld.gov.au>; Simon Zanatta <Simon.Zanatta@ministerial.qld.gov.au>; Ellen McIntyre <Ellen.McIntyre@ministerial.qld.gov.au>; McKinley Fiveash <McKinley.Fiveash@ministerial.qld.gov.au>; Ben Brew <Ben.Brew@ministerial.qld.gov.au>; @Premiers Media <premiers.media@ministerial.qld.gov.au>

**Subject:** Power outages - Initial advice

Hi all

We have been advised that 3 of the 4 units at Callide B and C are off line as is 2 of the 6 units at GPS.

There are reports of fire at Callide and advice is all staff have been evacuated and there are no reports of injuries.

There are wide spread outages in Queensland in the area of 370,000 customers. It appears that the majority of these are in SEQ will reports of 7,000 in Ergon's area.

We are receiving a further briefing at 3pm.

I will keep you updated.

Thanks

M



**Melissa Hallam**

Chief of Staff

**Office of the Hon. Mick de Brenni MP**

Minister for Energy, Renewables and Hydrogen

Minister for Public Works and Procurement

---

M

GPO Box 2457 Brisbane QLD 4001

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## Kay Swanston

---

**From:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 6:32 PM  
**To:** Jim Murphy  
**Cc:** External - Mark Cridland  
**Subject:** Re: Protocols re energy outages.

I am seeking advice thank you Jim.

Rachel Hunter  
Director-General  
Office of the Director-General  
Department of the Premier and Cabinet  
Phone [REDACTED]  
Level 40, 1 William Street, Brisbane, QLD 4000

---

**From:** Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>  
**Sent:** Tuesday, May 25, 2021 6:22:27 PM  
**To:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Cc:** Mark Cridland <mark.cridland@premiers.qld.gov.au>  
**Subject:** Protocols re energy outages.

DG  
Premier thought there may be protocols applying to this event with roles of government and energy companies set out.  
Premier is keen to ensure that companies step up and take responsibility.  
Thanks  
Jim

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## Kay Swanston

---

**From:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 6:35 PM  
**To:** Jim Murphy; Shane Doherty  
**Subject:** Fwd: Power outages across Queensland

FYI

Rachel Hunter  
Director-General  
Office of the Director-General  
Department of the Premier and Cabinet  
Phone [REDACTED]  
Level 40, 1 William Street, Brisbane, QLD 4000

---

**From:** Martin, Peter <Peter.Martin@Corrections.qld.gov.au>  
**Sent:** Tuesday, May 25, 2021 6:14:30 PM  
**To:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Subject:** FW: Power outages across Queensland

OFFICIAL

Hi Rachel,

Just for background ... there are several QCS locations are currently being impacted by a state-wide Energex power outage that is affecting the following sites:

- Wolston and Brisbane Women's Correctional Centre
- QLD Corrective Services Academy
- Borallon Correctional Centre
- Woodford Correctional Centre
- Kingaroy Community Corrections
- Maryborough Community Corrections
- Helena Jones Community Custody
- Woorabinda Community Corrections
- Mt Gravatt Community Corrections
- QCS Escort and Security Branch
- Caboolture Community Corrections
- Mareeba Community Corrections
- Yarrabah Community Corrections
- Noosa Heads Community Corrections

We are managing the situation but just wanted to give you visibility of the impacts to QCS. The Correctional Centres have UPS and we have significant redundancies which are now implemented.

I will join the teleconference at 7pm.

Regards Peter



Peter Martin APM  
 Commissioner  
 (07) [redacted] | [redacted] | [peter.martin@corrections.qld.gov.au](mailto:peter.martin@corrections.qld.gov.au)  
 Level 21, QCS Headquarters | 69 Ann Street, Brisbane QLD 4000  
 Queensland Corrective Services | Queensland Government



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Pages 34 through 35 redacted for the following reasons:

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Exempt Sch.3(6)(c)(i) Parliament privilege

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## Kay Swanston

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**From:** Virginia Healy  
**Sent:** Tuesday, 25 May 2021 8:01 PM  
**To:** Jim Murphy  
**Subject:** Fwd: 8pm Teleconference agenda  
**Attachments:** image003.png; Agenda Premier meeting 8.00pm .docx

Hi Jim,

Please see attached agenda just received for follow up teleconference at 8pm.

I have logged out as Mat asked me to move across to Media Room.

Sent from my iPhone

Begin forwarded message:

**From:** Alice Hannay <alice.hannay@premiers.qld.gov.au>  
**Date:** 25 May 2021 at 7:52:50 pm AEST  
**To:** Virginia Healy <Virginia.Healy@ministerial.qld.gov.au>  
**Cc:** External - Julia Sheedy <julia.sheedy@premiers.qld.gov.au>  
**Subject:** 8pm Teleconference agenda

Hi Virginia

Please see attached agenda for tonight's 8pm teleconference.

Thank you  
Alice

### **Alice Hannay**

Executive Assistant

**Office of the Director-General**

Department of the Premier and Cabinet

P [redacted] M [redacted] E [alice.hannay@premiers.qld.gov.au](mailto:alice.hannay@premiers.qld.gov.au)  
Level 40, 1 William Street, Brisbane QLD 4000 PO Box 15185, City East, QLD 4002

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**AGENDA**  
**Situational Awareness Briefing - Callide Power Outage**  
**Tuesday 25 May 2021, 8.00pm**  
**Via teleconference**  
**Telephone: [REDACTED]**

No.	Item	Lead
1	<b>Brief welcome</b>	Premier and Minister for Trade Director-General, Rachel Hunter
2	<b>Department of Energy and Public Works</b> <ul style="list-style-type: none"> <li>- Window of time for communication around public safety messaging (families, businesses, road safety, schools etc)</li> <li>- List of MW capacity</li> <li>- What's shut down/what's available to come back up</li> <li>- Audit and maintenance program</li> <li>- Investigation</li> <li>- AEMO contact</li> </ul>	Minister de Brenni Director-General, James Purtill
3	<b>Queensland Treasury</b> <ul style="list-style-type: none"> <li>- GOC update</li> </ul>	Acting Under Treasurer, Leon Allen
4	<b>Queensland Police Service situation report</b>	Commissioner, Katarina Carroll State Disaster Coordinator, Acting Deputy Commissioner, Shane Chelepy
5	<b>Queensland Fire and Emergency Services</b>	Acting Commissioner, Mike Wassing
6	<b>Queensland Health situation report</b>	Director-General, Dr John Wakefield
7	<b>Queensland Transport and Main Roads</b>	Director-General, Neil Scales
8	<b>Department of Education</b>	Director-General, Tony Cook
9	<b>Issues by exception</b> <ul style="list-style-type: none"> <li>- Contact with local government Mayors</li> </ul>	All
10	<b>Meeting close</b>	Premier and Minister for Trade

**Next meeting: 8am Wednesday 26 May 2021**

## Kay Swanston

---

**From:** Rachel Hunter <rachel.hunter@premiers.qld.gov.au>  
**Sent:** Tuesday, 25 May 2021 9:07 PM  
**To:** Jim Murphy; Shane Doherty  
**Subject:** Fwd: Callide Control Intel - Central Region RPAS QF2-21-051293

Fir information.  
Rachel Hunter  
Director-General  
Office of the Director-General  
Department of the Premier and Cabinet  
Phone [REDACTED]  
Level 40, 1 William Street, Brisbane, QLD 4000

---

**From:** Michael Wassing <Michael.Wassing@qfes.qld.gov.au>  
**Sent:** Tuesday, May 25, 2021 8:49:04 PM  
**To:** Mark Ryan <Mark.Ryan@ministerial.qld.gov.au>; Ellen McIntyre <Ellen.McIntyre@ministerial.qld.gov.au>; Rachel Hunter <rachel.hunter@premiers.qld.gov.au>; PURTILL James <james.purtill@dnrme.qld.gov.au>  
**Cc:** Mark Roche (QFES) <Mark.Roche@qfes.qld.gov.au>; Lauren Poynting <Lauren.Poynting@qfes.qld.gov.au>; Tim Whittaker (QFES) <tim.whittaker@qfes.qld.gov.au>; Joanne Greenfield <Joanne.Greenfield@qfes.qld.gov.au>; Adam Stevenson <Adam.Stevenson@qfes.qld.gov.au>; Andrew Sbrizzi <Andrew.Sbrizzi@qfes.qld.gov.au>  
**Subject:** Fwd: Callide Control Intel - Central Region RPAS QF2-21-051293

Minister et al

Drone footage of Callide power plant fire including thermal imaging.

Use link in below email.

Deeper the red, the hotter it is.

Timings of flight in email body

RFS and SES crews flew drones supporting RFS crews doing firefighting and control.

Mike Wassing  
A/Commissioner  
QFES

Sent from my iPad

---

**From:** Brian Smith (RFS Rocky) <BrianP.Smith@qfes.qld.gov.au>  
**Sent:** Tuesday, May 25, 2021 20:36  
**To:** Michael Wassing; Mark Roche (QFES); Darryl King; John Bolger; David Tucker (QFES); Brad Stockwell  
**Subject:** FW: Callide Control Intel - Central Region RPAS QF2-21-051293

Good Evening Gentleman,

Please see the attached link to the RPAS footage of the Callide Power Station Incident today. QF2-21-051293

<https://qfes.sharepoint.com/teams/qfes-centralregion/CRROC/RPAS/Forms/AllItems.aspx>

Power Station management and QFES staff on scene viewed the live RPAS footage on the OSU screen at the IC Point.

The file named "Damage detected by RPAS" shows the holes in the roof as the turbine blades disintegrated.

The files with the IR footage proved very use for the Power Station Manager to identify internal and external hot spots, and the photo images identified leaking transformer oil outside the building. (Critical information).

As a 500 meter exclusion zone was in place the images are taken from a distance, due to the need to not lose "line of sight" of the RPAS.

Flight details, (approx.). Real time data will be downloaded from the drone in the morning.

15:42 – RPAS responded from Rockhampton.

17:22 hrs – On Scene

17: 38 - Airborne

17: 46 – Landed due to last light.

Please don't hesitate to contact me if you require any additional information.

Regards.

Brian Smith

Superintendent

Regional Manager

Central Region

Rural Fire Service

Queensland Fire and Emergency Services

Phone: [REDACTED]

Mobile: [REDACTED]

Email: [brianp.smith@qfes.qld.gov.au](mailto:brianp.smith@qfes.qld.gov.au)

Web: [www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au)

---

**From:** Jeffrey P. Green <[Jeffrey.Green@qfes.qld.gov.au](mailto:Jeffrey.Green@qfes.qld.gov.au)>

**Sent:** Tuesday, 25 May 2021 7:50 PM

**To:** Brian Smith (RFS Rocky) <[BrianP.Smith@qfes.qld.gov.au](mailto:BrianP.Smith@qfes.qld.gov.au)>; Darryl King <[Darryl.King@qfes.qld.gov.au](mailto:Darryl.King@qfes.qld.gov.au)>; Christopher Spencer <[Christopher.Spencer@qfes.qld.gov.au](mailto:Christopher.Spencer@qfes.qld.gov.au)>; David Tucker (QFES) <[DavidR.Tucker@qfes.qld.gov.au](mailto:DavidR.Tucker@qfes.qld.gov.au)>

**Subject:** Callide Control Intel - Central Region RPAS

Good evening gents,

Please see below link to Callide Control imagery of RPAS operations as requested.

<https://qfes.sharepoint.com/teams/qfes-centralregion/CRROC/RPAS/Forms/AllItems.aspx>

Please advise if you have any access issues to this link.

Kindest regards

**Jeff Green**

Senior Operational Capability Officer

P  M



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## Kay Swanston

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**From:** Denise Spinks  
**Sent:** Wednesday, 26 May 2021 7:37 AM  
**To:** Jim Murphy; Tim Linley  
**Subject:** Fwd: speaking points  
**Attachments:** image002.png; Minister Talking Points (005).docx

Sent from my iPhone

Begin forwarded message:

**From:** Ben Brew <Ben.Brew@ministerial.qld.gov.au>  
**Date:** 26 May 2021 at 6:41:00 am AEST  
**To:** Denise Spinks <denise.spinks@ministerial.qld.gov.au>, Kerryn Manifold <Kerryn.Manifold@ministerial.qld.gov.au>  
**Cc:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>  
**Subject:** speaking points

**Ben Brew**

Media Advisor

Office of the Hon. Mick de Brenni MP  
Minister for Energy, Renewables and Hydrogen  
Minister for Public Works and Procurement

P [redacted] M [redacted]  
1 William Street Brisbane QLD 4000  
PO Box 2457, Brisbane QLD 4001

Released under RTI - DPC

## SAFETY OF WORKFORCE

Callide Power Station employs 260 Queenslanders and their safety is our priority.

219 staff were successfully evacuated I'm thankful no injuries were reported.

We'll work closely to support these workers in the days and weeks ahead.

Queensland's generation assets and the workforce that power them are critically important to our energy system.

## GETTING CALLIDE BACK ONLINE

We want to get back to selling power to NSW, not buying it, so we're hoping to get Callide back online as soon as safely possible.

At this stage, it is **too early to determine the cause of the incident**.

I can confirm Queensland Fire and Emergency Services deemed the site safe at 11:30 last night.

CS Energy will commence a **full investigation** and I anticipate that work to start today.

Have spoken to CEO Andrew Bills, assured me this will be a priority.

## COAL-FIRED POWER STATIONS

This incident shows that unforeseen events can happen anywhere and can have a cascading effect across our electricity system.

However, they also show that both the amount and diversity of capacity we have in the system help us to respond.

When significant events occur, the system will trip and take time to be restored.

In fact, it was the **diversity of our fleet**, and especially our important **pumped hydro at Wivenhoe**, that **brought the system back into balance**.

## THANKING QUEENSLANDERS

We asked Queenslanders to conserve their energy, and once again, Queenslanders pulled together.

Demand reduced with assistance from the public, large industry, and government facilities. No load shedding was required.



## **INCIDENT**

At 1.45pm yesterday, there was a fire in Callide C Power Station affecting units 3 and 4.

All workers were evacuated and I am advised there are no injuries.

By 2:06pm, all transmission lines out of Central Queensland were lost.

**2,300 megawatts of customer load was automatically shed by the system, including 440,000 households.**

There are processes in place to gradually and safely increase supply from other power stations. These scenarios are planned for.

**By 4.30pm, the number of households without power had reduced to less than 10,000.**

## **LOAD SHEDDING**

**AEMO was forecasting serious lack of reserves** and rotational load shedding by the evening peak, which means there would be insufficient generation to meet evening loads as Queenslanders returned to their homes.

By then I had spoken with AEMO to coordinate a response

- AEMO coordinated generator supply side response
- I released a statement calling for Queenslanders to limit their electricity use.

Response from energy users was very helpful – **demand reduced with assistance from the public, large industry, and government facilities** – a great example of the community pulling together.

As a result, **no rotational load shedding was needed in Queensland.**

This shows the **strength of Queensland's electricity system** to respond to a very significant incident.

## **INVESTIGATION**

At this stage, it is **too early to determine the cause of the incident.**

I can confirm Queensland Fire and Emergency Services deemed the site safe at 11:30 last night.

CS Energy will commence a **full investigation** and I anticipate that work to start today.

## MAINTENANCE

The Palaszczuk Government has a \$2.234 billion maintenance program to ensure our publicly-owned energy assets are safe and in good working condition.

Since 2017, we've invested **\$636 million in Callide Power Station**, including \$324 million in Callide C alone.

Operations and maintenance have been conducted in accordance with statutory requirements –

I can confirm extensive overhauls took place in both 2019 and 2020.

The plant is fully inspected and repaired during these overhauls.

## Will you use this fire as an excuse to close Callide?

While we await the outcome of CS Energy's investigation, there are no plans to decommission any of Queensland's energy assets ahead of their time.

## Doesn't this prove you need to build another coal-fired power station?

This incident shows that unforeseen events can happen anywhere and can have a cascading effect across our electricity system.

However, they also show that both the amount and diversity of capacity we have in the system help us to respond.

When you have an event like this, it doesn't matter how much base load you have.

When significant events occur, the system will trip and take time to be restored.

In fact, it was the **diversity of our fleet**, and especially our important **pumped hydro at Wivenhoe**, that **brought the system back into balance**.

## Will this happen again?

The Australian Energy Market Operator has advised me they are confident there is sufficient supply to meet demand going forward.

## Did a hydrogen leak cause the explosion?

I don't think it's helpful to speculate these matters before CS Energy can undertake a full and proper assessment.

**VACCINATIONS**

Cold chain supplies for vaccines have management plans in place and I'm confident those plans were executed yesterday.

Released under RTI - DPC

## Kay Swanston

---

**From:** Tam van Alphen  
**Sent:** Wednesday, 26 May 2021 9:19 AM  
**To:** Melissa Hallam; Denise Spinks; Jim Murphy; Tim Linley  
**Cc:** Sharon Durham; Simon Zanatta; Ellen McIntyre; McKinley Fiveash; Ben Brew; @Premiers Media; Danielle Cohen; Amy Hunter  
**Subject:** RE: Power outages - Initial advice

Good morning,

Summary information just received from TMR on yesterday for loop.

I am advised TMR not aware of any widespread issues with school pick ups.

## Overview of power outages 25 May 2021

Traffic signals in the Metro, South Coast, North Coast, Far North, Northern, Wide Bay Burnett and Mackay Whitsunday districts were affected by power outages from around 2pm onwards due to a fire at the Callide power station.

As power was restored across the state, the network rapidly returned to normal.

By 6pm, all signals were operating as normal.

There were no impacts for the South West or Darling Downs Queensland Region.

Public transport systems were largely unaffected - with some lift outages across stations, but no major service impacts.

### BACKGROUND

#### Roads:

- 296 Streams intersections down
- 241 SCATS intersections down
- Most LUMS sites lost communications
- More than 500 CCTV cameras were off line
- Nundah Tunnel reported loss of power
- ATN and TRUs were advised.
- QPS sent out a notification to all Operational staff and deployed resources to high-priority intersections
- TMR is aware on an incident at Zillmere on the BCC network
- By 6pm, the network was stable across the state.

#### Passenger transport:

- No impacts to the School transport network due to the power outage (there was an unrelated incident at Laidley)
- Only minor delays to bus services due to traffic signal loss

- Minimal operational impacts to the Queensland Rail Network
- There were some customers stuck in station lifts, which did not reset as the power came back on:
  - three customers stuck in the lifts at Caboolture and Northgate Stations
  - customers at Northgate Station were in the lifts for a few minutes
  - customer at Caboolture Station was stuck in the lift for approximately 30 minutes
  - There was no impact to the welfare of the customers, and Station Staff reassured the customers while they were in the lifts.
- It is understood there were some Aurizon impacts in Central Qld.

**Maritime:**

- Nil impacts to the VTS network.

**Customer Service Centres:**

- No significant impacts to customers:
  - Three SEQ centres closed early - Bundall, Sherwood and Helensvale
  - Mareeba CSC closed early in Northern
  - Moura and Biloela QGAP's closed early in Central
- No impacts to Southern and Central regions
- All centres are back online today
- Online remained fully functional
- Customer Contact Centre remained fully operational.

**TMR facilities:**

- Carseldine campus was affected by power outages but operated on generators for the period required. Power has subsequently been fully restored.

**Messaging:**

- TMR deployed messaging across all websites and social media channels (including TMR, Qld Traffic, TransLink and Street Smarts) to ask network users to be patient and careful.

**Follow up:**

- TMR is actively investigating whether there are any opportunities to turn off any feature or other lighting. No options identified so far.

Thanks

Tam

---

**From:** Tam van Alphen

**Sent:** Tuesday, 25 May 2021 3:33 PM

**To:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>; Denise Spinks <Denise.Spinks@ministerial.qld.gov.au>; Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>; Tim Linley <Tim.Linley@ministerial.qld.gov.au>

**Cc:** Sharon Durham <Sharon.Durham@ministerial.qld.gov.au>; Simon Zanatta <Simon.Zanatta@ministerial.qld.gov.au>; Ellen McIntyre <Ellen.McIntyre@ministerial.qld.gov.au>; McKinley Fiveash <McKinley.Fiveash@ministerial.qld.gov.au>; Ben Brew <Ben.Brew@ministerial.qld.gov.au>; @Premiers Media <premiers.media@ministerial.qld.gov.au>

**Subject:** RE: Power outages - Initial advice

Thanks Mel

Update from DG Scales & QR for loop:

- Brisbane Metropolitan Transport Management Centre stood up – although widespread traffic light outages, not seeing significant impacts to road network at this stage. TMR working with QPS on deployment to major intersections
- Translink hub stood up – no major disruptions to services at this stage
- All customer service centres operating

- QR, no significant impacts, but some power issues at Wulkuraka which might mean delays to deployment of NGRs - could mean some 3 car sets replace 6 car sets during peak, but no expected impact to services
- Aurizon impacts in central Qld

Tam

**From:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>

**Sent:** Tuesday, 25 May 2021 2:57 PM

**To:** Denise Spinks <Denise.Spinks@ministerial.qld.gov.au>; Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>; Tim Linley <Tim.Linley@ministerial.qld.gov.au>

**Cc:** Tam van Alphen <Tam.VanAlphen@ministerial.qld.gov.au>; Sharon Durham

<Sharon.Durham@ministerial.qld.gov.au>; Simon Zanatta <Simon.Zanatta@ministerial.qld.gov.au>; Ellen McIntyre

<Ellen.McIntyre@ministerial.qld.gov.au>; McKinley Fiveash <McKinley.Fiveash@ministerial.qld.gov.au>; Ben Brew

<Ben.Brew@ministerial.qld.gov.au>; @Premiers Media <premiers.media@ministerial.qld.gov.au>

**Subject:** Power outages - Initial advice

Hi all

We have been advised that 3 of the 4 units at Callide B and C are off line as is 2 of the 6 units at GPS.

There are reports of fire at Callide and advice is all staff have been evacuated and there are no reports of injuries.

There are wide spread outages in Queensland in the area of 370,000 customers. It appears that the majority of these are in SEQ will reports of 7,000 in Ergon's area.

We are receiving a further briefing at 3pm.

I will keep you updated.

Thanks

M



**Queensland  
Government**

**Melissa Hallam**

Chief of Staff

**Office of the Hon. Mick de Brenni MP**

Minister for Energy, Renewables and Hydrogen

Minister for Public Works and Procurement

M

GPO Box 2457 Brisbane QLD 4001

**Kay Swanston**

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**From:** Melissa Hallam  
**Sent:** Wednesday, 26 May 2021 2:17 PM  
**To:** Jim Murphy  
**Subject:** RE: Te callide inquiry

Thanks Jim.

Has there been an issue?

M

Melissa Hallam  
Chief of Staff  
Office of the Hon. Mick de Brenni MP  
Minister for Energy, Renewables and Hydrogen Minister for Public Works and  
Procurement

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M   
GPO Box 2457 Brisbane QLD 4001

-----Original Message-----

**From:** Jim Murphy <Jim.Murphy@ministerial.qld.gov.au>  
**Sent:** Wednesday, 26 May 2021 12:48 PM  
**To:** Melissa Hallam <Melissa.Hallam@ministerial.qld.gov.au>  
**Subject:** Te callide inquiry

Mel

need to be clear that AEMO deals with the energy system outage and system stability and QFES deals with the actual inquiry as to the incident.

Thanks  
Jim

Sent from my iPhone

## Troy Mitchell

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**From:** Kerryn Manifold  
**Sent:** Thursday, 27 May 2021 5:07 PM  
**To:** Annastacia Palaszczuk  
**Cc:** @Premiers Media; @Premiers Policy  
**Subject:** Tomorrow

Media planned for tomorrow...

- Health Minister getting COVID vax at 8.30am in Redcliffe
- DP having a presser in Carseldine at 9.30am about construction starting on 53 terrace homes which will be entirely powered by solar and battery
- Min de Brenni visiting workers at Callide
- Min Enoch on the Gold Coast handing over the keys at a newly-completed Gold Coast Youth Foyer

Given the swells expected tomorrow and over the weekend, fisheries are removing shark nets on Gold Coast and Sunshine Coast beaches as they usually do in these events but leaving drumlines wherever possible



**Queensland**  
Government

**Kerryn Manifold**  
Director - Government Media Unit  
**Office of the Hon. Annastacia Palaszczuk MP**  
Premier of Queensland and Minister for Trade

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