Data Protection in the Energy Industry

Heng Mok – Chief Information Security Officer

Think about a raindrop...

Cybersecurity
Who we are

As one of Australia’s biggest energy providers, we believe we can make the biggest change.

AGL is a leading integrated essential service provider, with a proud 184-year history of innovation and a passionate belief in progress – human and technological.

We deliver 3.95 million gas, electricity, and telecommunications services to our residential, small and large business, and wholesale customers across Australia.

We operate Australia’s largest electricity generation portfolio, with an operated generation capacity of 11,208 MW, which accounts for approximately 20% of the total generation capacity within Australia’s National Electricity Market.

AGL has three simple strategic priorities: growth, transformation and social licence.
Energy Market is Complex and Evolving shaping data protection requirements

“Every nation / jurisdiction has a different operating model around retail, transmission / distribution and generation”

“The energy industry is in transition to emerging technologies around storage, firming and distributed assets”

“Increasing regulatory and compliance requirements around cybersecurity”

“Increased usage of IoT, sensors driving analytics and business decision making”

“Increasing interrelationships with cloud and 3rd party suppliers”
Contextualising Data Protection Awareness strategies

• Data and information protection is a shared responsibility for all staff and third parties which handle and interact with your data and information

• Enablement of a privacy and cybersecurity by design thinking and approach

• Ensuring that the messaging is relevant and simple for your industry

• Enter the raindrop campaign
Raindrop Campaign

• Part of our Cyber Awareness team’s delivery

• Build cyber advocates across the organisation

• Raindrop’s are used to drive our hydro generation plants for renewable generation which make it relatable

• You don’t need to be technical to relate to the importance of a raindrop and its potential
Raindrops are precious just like our information

Every piece of information is like a raindrop - precious.

Raindrops can fall anywhere and be used by anyone

Unless they are collected and safely stored

Protected and carefully managed by our people

To maximise potential
Use the 5 R’s to be information wise and make every drop count

- Recognise how precious it is
- Regulate how and who accesses it
- Be Responsible and safely collect, store and use it wisely
- Respect and protect the information
- Realise its potential
Applies to people and our assets
Be information wise – every drop counts

Information is a precious gift. Protect it. Respect it.

Don’t flush away our information

Don’t waste a drop

Check for leaks in the system

Is information leaking out of your device?

Every drop of water matters

Don’t be a Wally with our information

Who’s drinking our information?
Questions