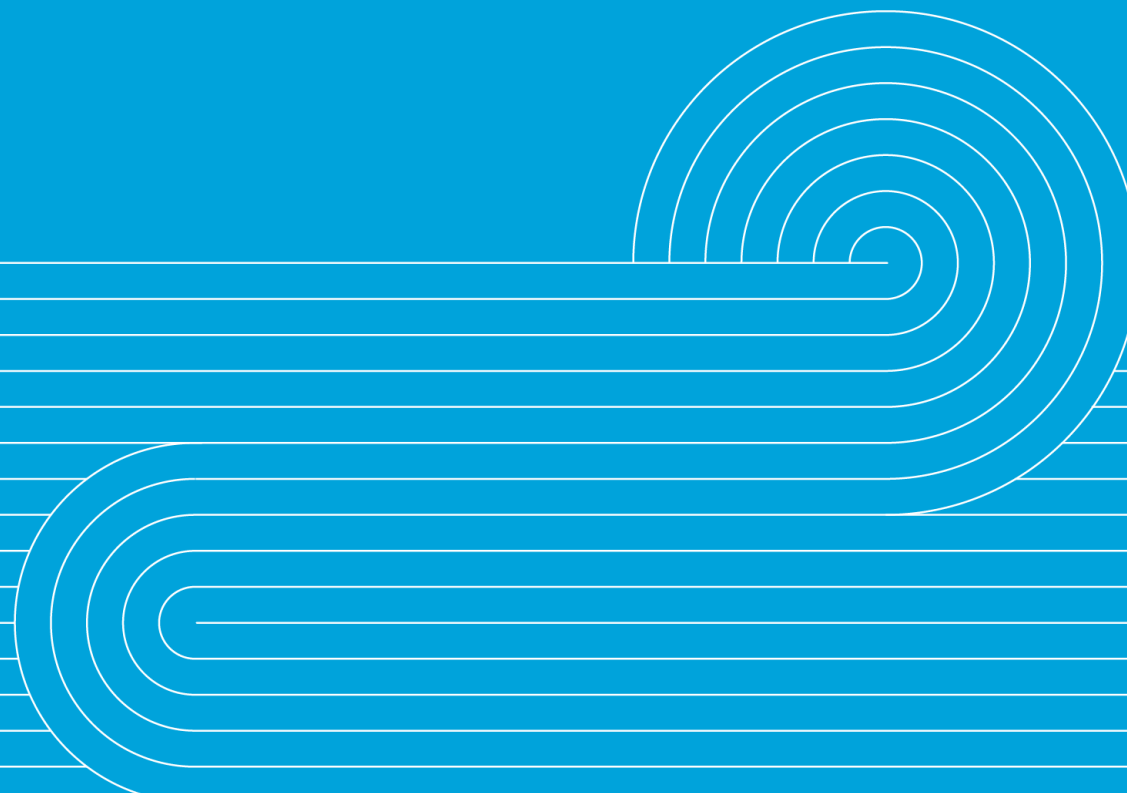




Industry Exercise 2025

Webinar 2

18 March 2025





Opening **Karakia**

Kia tau te rangimarie
O te Rangi e tū iho nei
O Papatūānuku e takoto nei
O te taiao e awhi nei
Ki runga i a tātou
Tihei Mauri ora

Translation

Let the peace
of the sky above us
of the earth laid out here
and of the all-embracing universe
settle upon us
Breathe the breath of life

Industry Exercise 2025 – Overview

Objective

- To build resilience and ensure industry is collectively prepared for a major power system event.

Outcome

- So that we as an industry can minimise the impact on consumers as much as possible.

Approach

- We have chosen to test a dry winter situation to:
 - build industry-wide capability to implement rolling outages.
 - test both operational and communication responses, and the interplay between both.



Industry Exercise 2025 Structure

Webinar 1 (4 March, 9:30 – 12:30): Rolling outages process

- Learn about industry processes for an extended electricity supply shortage.

Webinar 2 (today, 9:30 – 12:30): Preparing for the Industry Exercise

- Understand how the industry exercise will work and what you need to do to prepare.

Industry Exercise (9 April, 9:30 – 15:00)

- Take part in the simulated rolling outages exercise.



Today's agenda

- 09:30 Welcome, housekeeping, overview
- 09:40 Rolling outage process recap
- 09:50 Advanced notification of a supply shortage
- 10:00 Advanced notification of a supply shortage – communication considerations
- 10:15 Supply shortage declaration
- 10:25 Direction to reduce consumption and savings targets
- 10:40 Supply shortage declaration – communication considerations
- 11:00 Providing us your GXP demand forecast & rolling outage schedule
- 11:20 What to expect during the exercise
- 12:00 Crisis communications
- 12:25 Final wrap up, close



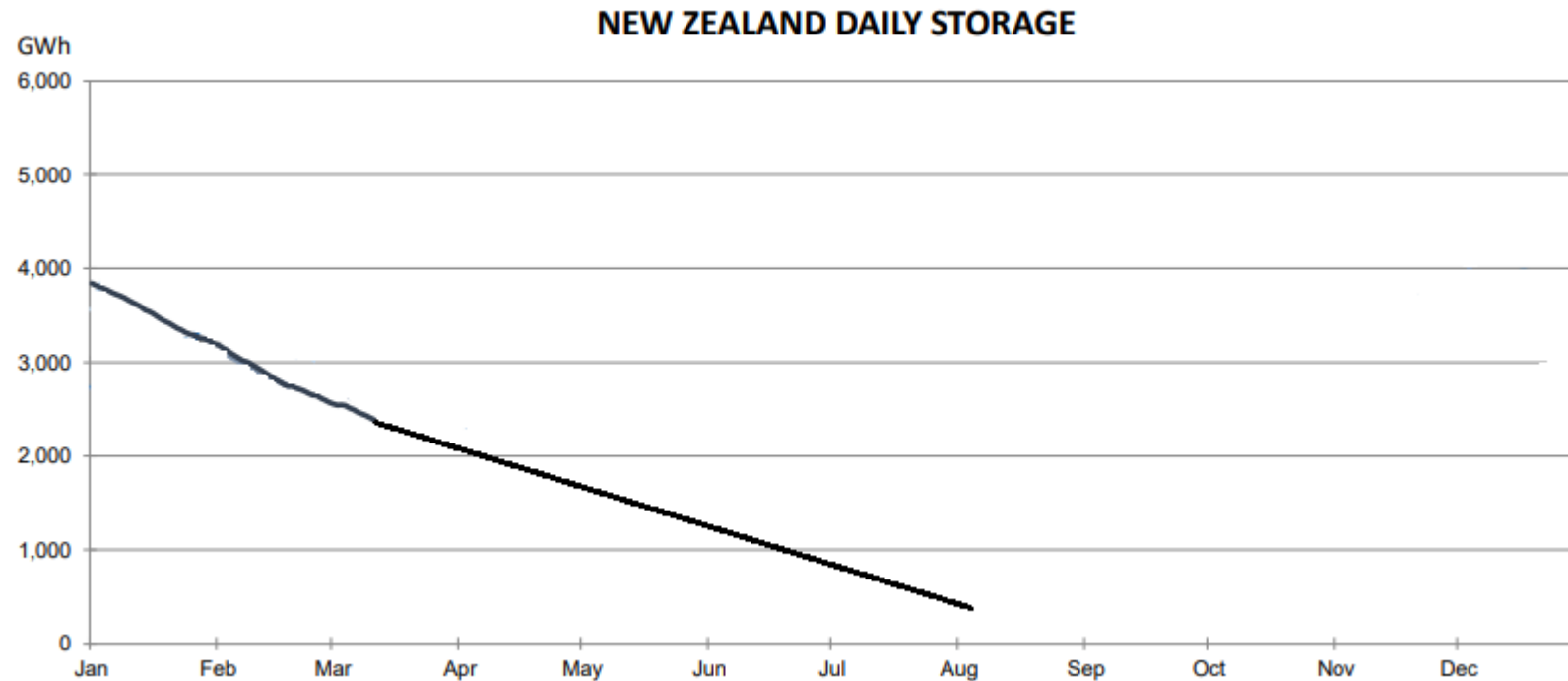


Rolling outage process recap

Dean Eagle, Market Technical Specialist, Transpower

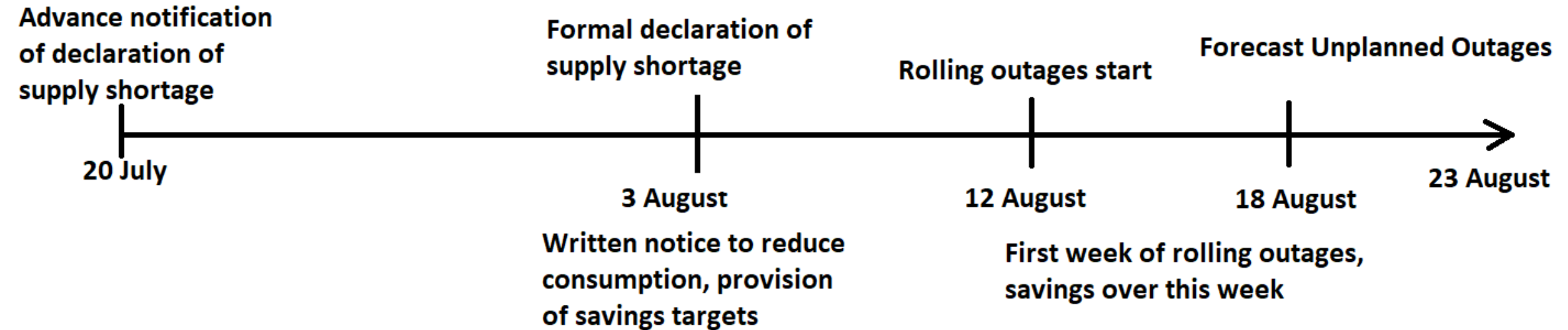
Recap on the process

- Scenario – very dry hydro lakes – shortage of electricity supply
- Timeline and notifications



An overview of the process

- Possible Timeline



OCC commencement is based on the Electricity Risk Curves. An OCC must start prior to 3 August and could start some time prior to 20 July

Notification timeline

Notification Type					
	Advance notice of supply shortage (CAN)	Formal declaration of supply shortage (CAN)	Notice to reduce consumption	GXP demand forecast with reductions	Rolling outages commence
Day Number	Day 0	Day 14	Day 14	Day 16-19	Day 23
Scenario Date	20 July 2024	3 August 2024	3 August 2024	5 August - 8 August 2024	12 August 2024
Actual Date	18 March 2025 (this webinar)	18 March 2025 (this webinar)	18 March 2025 (this webinar)	2 April 2025 (prior to Industry Exercise)	9 April 2025 (Industry Exercise)

Any questions

Please raise your hand





Advanced notification of a supply shortage


Dean Eagle, Market Technical Specialist, Transpower

Advance Notification of a Supply Shortage

- Advance notification of an impending supply shortage
- Prepare for rolling outages
- Endeavour to give 14 days notice



Advance Notification of a Supply Shortage- Notice

 TRANSPOWER			
Customer Advice Notice		Industry Exercise 2025 only	
To:	Recipients	From:	The System Operator
Sent:	20 July 2024	Telephone:	04 590 8540
Ref:	EX202501	Email:	IndustryExercise@transpower.co.nz
Revision of:			

Advance Notice of a Potential Supply Shortage Declaration INDUSTRY EXERCISE 2025 ONLY
--

The system operator advises of a potential supply shortage declaration commencing **06:00 on 3 August 2024**.

The declaration will apply to all of New Zealand

No response is required to this CAN from lines companies and directly connected consumers. However, preparations for rolling outages to commence on 12 August 2024 should be made by lines companies and directly connected consumers.

Additional Information

An industry briefing to discuss the situation will be held later today.

This advance notice of a potential supply shortage declaration has been made in accordance with clause 9.14 of the Code and clause 3.9 of the System Operator Rolling Outage Plan

Rolling outages will only commence if sufficient inflows to hydro catchments do not eventuate.

For more information, please refer to the following Transpower webpage:
[Rolling outage plans | Transpower](#)

Advance Notification of a Supply Shortage - How did we get to this?

- Modelling shows non supply days 28-35+

NonSupply	
Day	Non Sup
NonSupply	
28	→ 0
	→ 0
	→ 9
	→ 0
	→ 0
31	→ 72
32	→ 64
33	→ 57
34	→ 2

Any questions

Please raise your hand



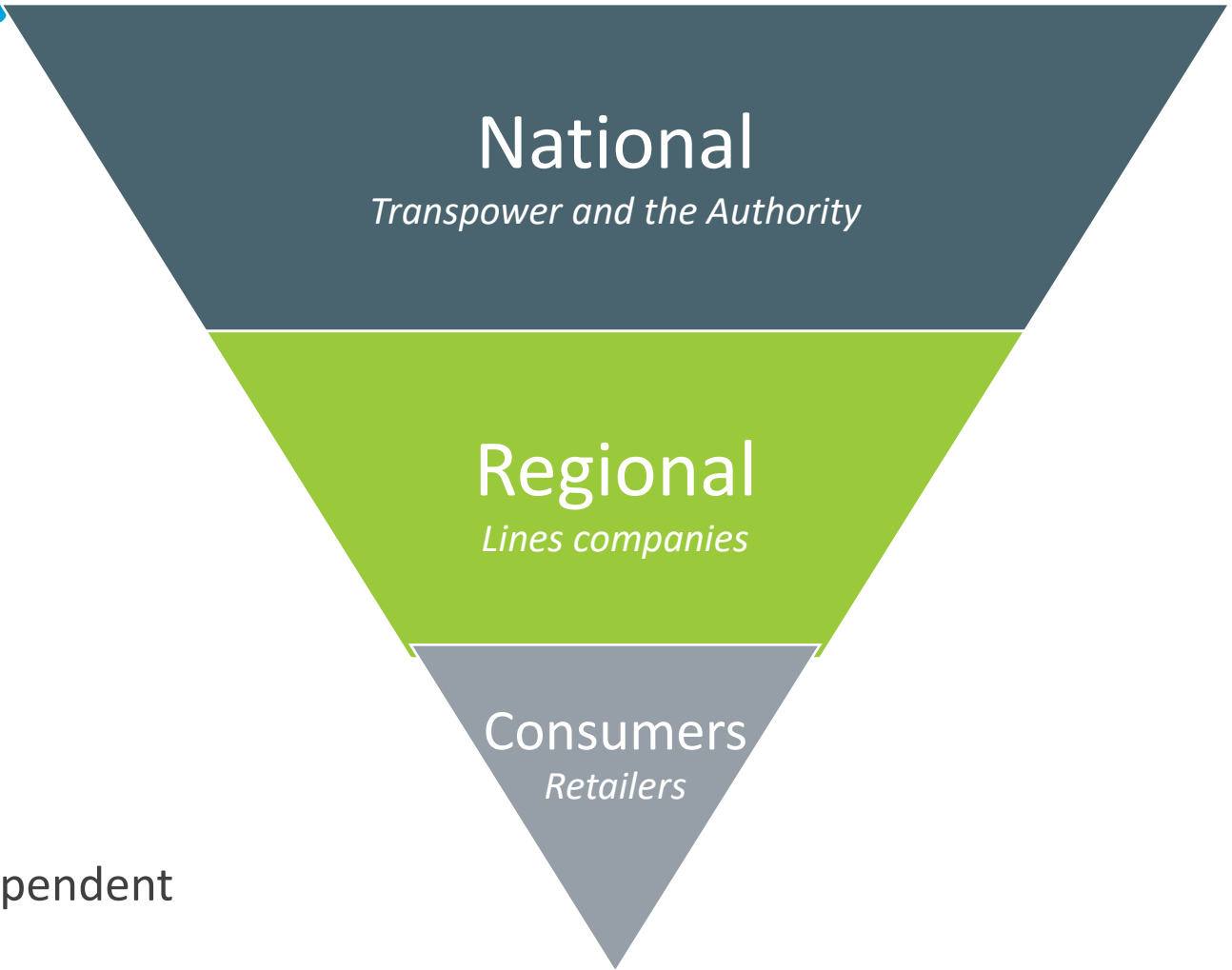
An aerial photograph of a town at dusk, with lights glowing from the buildings and streets. The town is situated on a peninsula or near a large body of water, with mountains in the background. A large, white, stylized line-art circle is overlaid on the image, centered over the town. The circle is composed of multiple concentric lines that form a spiral-like pattern at the top and bottom, giving it a modern, abstract appearance.

Advanced notification of a supply shortage – communications considerations

Nathan Green, Principal Advisor Corporate Communications

Three layers to communications

- All have a part to play in communicating
- Three key levels of communication
 - Country
 - Region
 - Consumer
- Different levels hold different information
- And different channels
- Need to ensure messaging is consistent
- Consumer Care Obligations and medically-dependent consumers critical



Refresh Official Conservation Campaign (OCC) messaging – and step up campaign



www.savepowernow.govt.nz

Advance notice of supply shortage – what Transpower will do?

- Our Coordinated Incident Management System (CIMS) response already underway.
 - Electricity Sector Public Information Manager (PIM) Network set up.
- Regular briefings also underway:
 - Industry briefings – Major Power System Event Contact List, SO Briefing List
 - Comms-specific briefings – Electricity Sector PIM Network
 - Government briefings continue alongside Authority and MBIE
- Transpower media pack – media briefing, media release, explainers, interviews.
- Transpower, Authority and Save Power Now websites updated, OCC campaign revised.
- Information shared on Transpower and Authority social media channels.



Advance notice of supply shortage – Transpower messaging

- Thank Kiwis for effort, dry conditions persisting and we need to increase OCC efforts.
- We have announced an advance notice of a supply shortage. If conditions don't improve in 14 days we will need to declare a supply shortage.
- However, rolling outages will still not start for another nine days – that's 23 days from today, which is plenty of time for rain.
- Rolling outages will reduce demand to mitigate the risk of widespread unplanned outages.
 - these are harder for families, businesses and communities to prepare for and manage.
- Tips on how to increase energy savings as part of OCC.
- If you're medically dependent on power you should hear from your retailer - if you haven't make sure you're registered with them.
- We will commit to updating people through Transpower/Authority/OCC websites and social media.



Advance notice of supply shortage – lines company/retailer considerations (1)

- For lines companies, it's time to put your communications and stakeholder plan from your Participant Rolling Outage Plan (PROP) into action:
 - Is it still fit for purpose?
 - Who are your key stakeholders, and how will you reach them?
 - Are you resourced for this?
 - How will you ensure your messages are aligned with Transpower and Authority?
- For retailers, how will you coordinate with lines companies to communicate with customers and stakeholders, and ensure no one falls through the cracks.
- Think about Consumer Care Obligations, and what you will do for medically dependent consumers.



Advance notice of supply shortage – lines company/retailer considerations (2)

- Lines companies and retailers have specific consumers and stakeholder channels.
- How will you reframe messaging for your needs?
- What communications will you provide to your consumers and key stakeholders now and as we get closer to a formal declaration?
- How do we cater for different levels of understanding, misinformation?
- What do you expect to hear from Transpower and the Authority?
 - We will front media and liaise with government
 - Toolkit with messaging, explainers
 - Electricity Sector Public Information Manager (PIM) Network as key channel
 - What else do you need?



Any questions

Please raise your hand





Supply Shortage Declaration

Dean Eagle, Market Technical Specialist, Transpower

Declaration of a Supply Shortage

- Time jump 14 days to 3 August.
- Still no significant rainfall or inflows
- Formal declaration of a Supply Shortage.
- Requires consultation with the Authority before declaring.
- For a shortage of electricity supply need to have already started an Official Conservation Campaign.



Declaration of Supply Shortage- Notice

TRANSPOWER		CAN	
Customer Advice Notice		Industry Exercise 2025 only	
To:	Recipients	From:	The System Operator
Sent:	3 August 2024	Telephone:	04 590 8540
Ref:	EX202502	Email:	IndustryExercise@transpower.co.nz
Revision of:			

Supply Shortage Declaration
INDUSTRY EXERCISE 2025 ONLY

The system operator declares a supply shortage commencing today 3 August 2024 from trading period beginning 06:00 hours.

This supply shortage declaration applies to all of New Zealand.

No response is required to this CAN from lines companies and directly connected consumers.

Lines companies and directly connected consumers should continue making preparations for rolling outages to commence.

Rolling outages are expected to commence from 12 August 2024.

Additional Information

An industry briefing to discuss the situation will be held later today.

This declaration has been made in accordance with clause 9.15 of the Code and clause 3.6A of the System Operator Rolling Outage Plan.

While the supply shortage declaration is in force, the system operator may direct lines companies and directly connected consumers to reduce demand consistent with their rolling outage plans. Written directions to reduce demand will be communicated separately today following this declaration.

Rolling outages will only commence if sufficient inflows to hydro catchments do not eventuate.

Any questions

Please raise your hand





Direction to reduce consumption and savings targets

Dean Eagle, Market Technical Specialist, Transpower

Written direction to reduce consumption and savings targets

- The direction will be to reduce consumption, likely this requires rolling outages.
- Each written direction sent by email to lines companies and direct connects.
- Must be acknowledged by email within 48 hours, unless otherwise specified.
- Publish regional targets to our website.
- Savings targets (individualised) will be sent within the email.
- Endeavour to give 9 days notice of savings targets.
- In our scenario rolling outages start 12 August (the exercise on 9 April).



Written direction to reduce consumption and savings targets

- Direction to lines companies and direct connects under clause 9.15 of the code, must comply.
- Direction takes effect 12 August at 6am
- Has a savings target, this is weekly (so 12-18 August)
- You need to plan how this will be achieved its not instructed in real time

Send

To participant name

Cc [Industry Exercise](#)

Subject INDUSTRY EXERCISE 2025 - Direction to (Participant Name) to reduce demand effective 12 August 2024

SENSITIVE

On the 3rd August 2024 a supply shortage was declared by the System Operator

Under clause 9.15 of the Code, **the system operator directs (participant name) to reduce consumption of electricity consistent with your rolling outage plan and this direction.**

This direction will commence from 0600 on 12 August 2024.

Your Energy Savings Target for the week of 12 August 2024 to 18 August 2024 is 10%. This 10% should be taken from the System Operators demand forecast which has been provided separately .

Actions required:

- **Acknowledge this direction, by return email within 48 hours of receipt of this notice**
- **Provide feedback on your demand forecast within 48 hours of receipt of this notice if you feel it is grossly wrong**
- **Provide week ahead rolling outages schedules and GXP demand forecast prior to 8 August 2024. These should be sent to IndustryExercise@transpower.co.nz with your company name and rolling outage information in the subject title.**

The system operator reminds (participant name) that while this direction is in effect, participants must still meet their obligations with respect to grid emergencies, AUFLS and the provision of interruptible reserves (if applicable).

The system operator will continue to monitor conditions closely. Amendments to this direction may be made if required.

If you have any question or require further information please contact the System Operator at IndustryExercise@transpower.co.nz. Industry briefings will also provide additional information.

Regards
System Operator

Written direction to reduce consumption and savings targets

- Actions to take
 - Must acknowledge by return email within 48 hours
 - May provide feedback on demand forecast within 48 hours if it looks grossly wrong
 - Must provide a GXP demand forecast or outage schedule within 2- 5 days
 - Savings are a weekly target think MWh not MW
 - Savings assessed against the forecast, not last years actuals



Written direction to reduce consumption and savings targets

A	B	C	D	E	F	G	H	I	J	K
							Total Reduction in MW	Start Time	Restoration Time	
Timestamp	Station A		Station B		Station C					
11/08/2024 21:00	1.7		7.3		7.0					
11/08/2024 21:30	1.6		7.0		6.6					
11/08/2024 22:00	1.4		6.4		6.2					
11/08/2024 22:30	1.0		5.9		5.9					
11/08/2024 23:00	1.2		6.6		7.2					
11/08/2024 23:30	1.2		6.2		6.3					
12/08/2024 0:00	1.0		5.6		5.6					
12/08/2024 0:30	0.8		5.2		5.0					
12/08/2024 1:00	0.6		4.9		4.5					
12/08/2024 1:30	0.6		4.7		4.1					
12/08/2024 2:00	0.6		4.6		4.2					
12/08/2024 2:30	0.5		4.5		4.1					
12/08/2024 3:00	0.4		4.4		3.9					
12/08/2024 3:30	0.4		4.6		3.7					
12/08/2024 4:00	0.6		4.7		3.5					
12/08/2024 4:30	0.6		4.8		3.5					

Written direction to reduce consumption and savings targets

- Lines companies – demand taken from same time last year.
- Direct connects – demand may be reduced.
- Data used to determine:
 - When to start rolling outages
 - What your savings targets will be
- This data is static 35 days. In reality it would be the next 35 days.
- Does not include rolling outages.
- You may review and feedback within 48 hours if it looks grossly wrong.



Any questions

Please raise your hand



A woman with dark hair in a bun, wearing a light-colored long-sleeved shirt, is sitting in a control room. She is looking at several computer monitors. The monitors display various data visualizations, including bar charts, line graphs, and a complex network diagram. A decorative white line graphic, resembling a stylized 'C' or a series of concentric arcs, is overlaid on the image, partially encircling the woman's head. The background is filled with more monitors and technical equipment.

Supply shortage declaration – communications considerations

Nathan Green, Principal Advisor Corporate Communications, Transpower

Declaration of supply shortage – what Transpower will do?

- We will continue to use main channels outlined previously.
- Escalating urgency will be reflected in materials and messaging.
- Official Conservation Campaign (OCC) will be revised again to show escalating urgency.
- We will make regional/lines company savings targets available to media and public, for if rolling outages are needed.
 - Transpower and Authority will each host a map linking to each lines company
 - Savings targets will be published by lines company.
 - If rolling outages needed, links will be to lines company outage information.
- Transpower/Authority will also develop method for capturing total number properties on outage by region/across country for government stakeholders and media/public.
 - Will also establish a cadence for when these numbers are updated.



Declaration of supply shortage – messaging

- Thank Kiwis again for efforts, dry conditions have persisted, we are declaring a supply shortage.
- This means we will instruct lines companies to begin rolling outages in nine days.
- Rolling outages reduce demand to mitigate the risk of widespread unplanned outages.
 - these are harder for families, businesses and communities to prepare for and manage.
- Timing could shift based on how much we can voluntarily reduce use, and whether we get rain.
- We have provided lines companies with savings targets for each week, but how they implement rolling outages is a matter for each company.
- You can expect to hear from your local lines company and/or retailer about the potential impact on your supply – please don't contact them unless you really need to.
- If you don't know who your lines company is, we are providing a map on our website.
- Tips on how to get ready – you should have heard from your retailer if medically dependent.



Declaration of supply shortage - lines company/retailer considerations

- For lines companies and retailers, how will your messaging change now rolling outages are imminent?
- How will you ensure your messages are aligned with Transpower and Authority?
- Coordination between lines companies and retailers will be critical as we plan for implementing rolling outages:
 - How will lines companies work with retailers to develop processes for keeping consumers informed about when rolling outages will affect them – e.g. accessing EIEP5A for planned outages?
 - If not, what arrangement do you have with lines companies to receive affected ICP information?
 - How do you coordinate contacting medically dependent consumers with lines companies?
- Other considerations
 - Tools, processes, people
 - Volume of communications'
 - Duration and fatigue



Any questions

Please raise your hand





Providing us your GXP demand forecast & rolling outage schedule

Tim Connolly, Operations Manager, Transpower

Information we require from Direct Connects

- Information we require back from direct connects by 2 April:
 - Week ahead rolling outage schedule
 - Please use the template emailed to you last week (first day shown below).
 - Lists GXP, outage start time and outage restore time and MW quantities

	August 12, 2024			
GXP	Outage Start Time	Outage Restore Time	MW Quantity Reduced	MW Quantity Restored



Information we require from Lines Companies

- Week ahead half hourly GXP demand (take our forecast and subtract your outages).
- Please use the same format as PowerCo.

Date	BRK0331		BPE0551		BPE0331		CST0331		GYT0331		Total Reduction in MW	Start Time	Restoration Time
2/09/2024 7:00	20.70	14.98	0.00	0.00	63.40	54.94	45.90	39.13	10.30	9.42	127.67	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 7:30	19.90	13.99	0.00	0.00	62.10	53.51	44.10	30.40	9.90	9.07	185.69	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 8:00	19.20	13.57	0.00	0.00	59.40	51.27	42.10	27.86	9.80	8.99	184.28	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 8:30	18.40	13.10	0.00	0.00	57.40	49.93	40.30	26.23	9.40	8.69	177.43	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 9:00	17.70	12.87	0.00	0.00	56.20	49.09	38.70	24.73	8.90	8.32	172.76	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 9:30	16.60	12.10	0.00	0.00	53.10	46.31	36.10	22.76	8.30	7.86	167.69	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 10:00	15.40	11.26	0.00	0.00	49.50	43.02	33.00	20.07	7.50	7.07	163.66	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 10:30	14.10	10.17	0.00	0.00	46.20	40.07	30.20	17.35	6.80	6.37	162.24	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 11:00	13.30	9.54	0.00	0.00	44.30	38.44	28.30	15.65	7.20	6.81	159.12	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 11:30	12.30	8.67	0.00	0.00	40.70	34.69	25.90	13.18	7.10	6.67	159.12	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 12:00	11.60	8.05	0.00	0.00	38.30	32.51	23.60	10.46	5.50	5.14	157.57	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 12:30	11.00	7.64	0.00	0.00	36.60	30.93	22.00	9.34	4.80	4.42	154.42	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 13:00	10.90	7.61	0.00	0.00	35.70	30.03	21.60	9.47	4.70	4.32	152.61	2/09/2024 6:30	2/09/2024 13:30
2/09/2024 13:30	10.70	10.70	0.00	0.00	34.80	33.72	21.20	12.68	4.80	4.80	60.57	2/09/2024 6:30	2/09/2024 13:30



Additional information we require from you

- The time it will take to implement reductions and restorations.
 - This will give us an idea of ramp rates for each Lines Company and Direct Connect.
- Plans should include changes in load within an outage duration, and how they will occur.
 - For instance, will feeders be returned and others disconnected during the outage period?
- Do any planned feeder outages require National Grid Operating Centre to operate the feeder circuit breakers
 - This will give us an idea of workload and resource requirements
- Participants should email plans to IndustryExercise@transpower.co.nz at least one week prior to rolling outage commencement (COB 2 April noting the 9 April exercise date)



What we will do with this information

- Used to populate a National Coordination Centre rolling outage spreadsheet to facilitate manageable load variations throughout outage durations.
- If required, System Operator will discuss changes with lines companies and Direct Connects, to achieve a staggered/manageable plan.
- The System Operator will call and follow up with an email approvals to lines companies and Direct Connects once processed and deemed manageable.
- Aiming to approve plans at least two days prior to commencement.



NCC Rolling Outage Spreadsheet

Time	6:45	7:00	7:15	7:30	7:45	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	13:00	13:15	13:30	13:45	14:00	14:15	14:30	14:45	15:00	15:15			
Top Energy	0	-2	-2	-2	-2	0	0	0	0	0	0	0	0	2	2	2	2	-2	-2	-2	-2	0	0	0	0	0	0	0	0	2	2	2	2	0	0			
Northpower	0	-6	-6	-6	-6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	6	6	0	0				
Vector	0	0	0	-41	-41	-41	-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	41	41	41	41	0	0				
NZ Steel (GLN)	0	-4.3	-4.3	-4.3	-4.3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4.3	4.3	4.3	4.3			
Counties Power	0	-6	-6	-6	-6	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1	0	0	0	0	1	1	1	1	1	1	1	1	1	6	6	6	6	0	0			
Powerco	0	-43	-43	-43	-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	43	43	43	43	0	0				
WEL Networks	0	0	0	0	0	-8	-8	-8	-8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	8	8	0	0		
Waipa Networks	0	-3.5	-3.5	-3.5	-3.5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3.5	3.5	3.5	3.5	0	0				
Tasman (KAW)	0	-5.4	-5.4	-5.4	-5.4	0	0	0	0	0	0	4	4	4	4	4	4	-4	-4	-4	-4	0	0	0	0	0	0	0	5.4	5.4	5.4	5.4	0	0				
The Lines Company	0	-3.5	-3.5	-3.5	-3.5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3.5	3.5	3.5	3.5	0	0		
Winstone (TNG)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Unison Networks	0	-9.5	-9.5	-9.5	-9.5	0	0	0	0	0	0	0	0	0	9	9	9	9	-9	-9	-9	-9	0	0	0	0	0	0	0	9.5	9.5	9.5	9.5	0	0			
Pan Pac (WHI)	0	-8.5	-8.5	-8.5	-8.5	-2	-3	-1	-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	5	8.5	8.5	8.5	8.5	0	0			
Horizon	0	-3.75	-3.75	-3.75	-3.75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3.75	3.75	3.75	3.75	0	0				
Firstlight	0	-1.5	-1.5	-1.5	-1.5	0	0	0	0	0	0	1.5	1.5	1.5	1.5	1.5	1.5	-1.5	-1.5	-1.5	-1.5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Centralines	0	-1	-1	-1	-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0			
Scanpower	0	-1	-1	-1	-1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0			
Electra	0	-1.8	-1.8	-1.8	-1.8	0	0	0	0	0	0	0	0	0	0	0	1.8	1.8	-1.8	-1.8	0	0	0	0	0	0	0	0	1.8	1.8	1.8	1.8	0	0	0	0		
Wellington Electricity	0	0	0	0	0	-12	-12	-12	-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12	12	0	0	
NI Total load added/removed this TP	0	-101	-101	-142	-142	-64	-65	-22	-22	-1	-1	4.5	4.5	6.5	15.5	17.3	7.3	-0.3	-18.3	-16.5	-15.5	-8	1	1	1	1	6	7	7	132.5	132.5	155	159.3	27.8	27.8	0	0	
Network Tasman	0	-9	-9	-9	-9	-9	-9	-9	-9	0	0	0	0	0	10	10	10	10	-10	-10	-10	-10	0	0	0	0	0	0	8	8	8	8	8	8	8	8	0	0
Marlborough Lines	0	-4	-4	-4	-4	-4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4	0	0	0	0	0	0	0	
Buller Electricity	0	-2	-2	-2	-2	-2	-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2	0	0	0	0	0		
Westpower	0	-1	-1	-1	-1	-1	-1	0	0	0	0	0	0	0	1	1	1	1	1	1	1	-1	-1	-1	-1	-1	-1	-1	0	0	0	0	0	0	0	0		
Mainpower	0	0	0	0	-18	-18	-18	-18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	14	14	14	-14	-14	-14	-14	0	0	0	0	0	0	0	
Orion	0	-46	-46	-46	-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46	46	46	46	0	0	0	0		
EA Networks	0	-1.2	-1.2	-1.2	-1.2	-1.2	-1.2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	-1	-1	-1	-1	-1	0	0	0	0	0	0	1.2	1.2	
Alpine Energy	-15	-15	-15	-15	-15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	15	15	15	15	15	0	0		
Network Waitaki	0	0	-8	-8	-8	-8	-8	-8	0	0	0	0	0	0	0	0	0	0	6	6	6	6	-6	-6	-6	-6	-6	0	0	0	0	0	0	0	0	0	0	
Aurora Energy	0	0	0	0	0	0	-12	-12	-12	-12	-12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12	12	12	12	
Powernet	0	-14	-14	-14	-14	-14	-14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14	14	14	14	14	14	14	14	0	0
NZAS (TWI)	0	0	0	-91	-24	-21	-52	-11	-86	-49	10	-52	-27	-58	-71	-30	8	-105	-57	-11	-38	-68	-11	-12	-40	-87	-39	-32	-7	-30	-6	7	-66	-52	-26	-26		
SI Total load added/removed this TP	-15	-92.2	-100	-191	-142	-78.2	-117	-58	-98	-61	-2	-64	-27	-58	-1756	-19	19	-94	-60	-13	-40	-72	-3	-4	-30	-77	-57	-44	-16	45	79	104	29	-3	9.2	0	0	
Time	6:45	7:00	7:15	7:30	7:45	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	13:00	13:15	13:30	13:45	14:00	14:15	14:30	14:45	15:00	15:15			
NZ Total load add/removed this TP	-15	-193	-201	-333	-284	-142	-182	-80	-120	-62	-3	-59.5	-22.5	-51.5	-1741	-1.7	26.3	-94.3	-78.3	-29.5	-55.5	-80	-2	-3	-29	-76	-51	-37	-9	177.5	211.5	259	188.3	24.8	37	0	0	

Operational communication

- A Customer Advice Notice (CAN) will be sent out via an industry exercise email a day before rolling outages commence to confirm outages are to proceed as planned.
- If a plan is approved, no verbal communication with NCC (the Security Coordinator) is required on the day unless plans have changed, or if participants would like to discuss anything.
- Any changes >10% of load or >30 minutes outside planned times, should be communicated via email to the IndustryExercise@transpower.co.nz, and verbally to the security coordinator if in real time.
- Participants should advise the security coordinator once reductions have been completed. This will help us build an accurate picture of implementation.



Any questions

Please raise your hand



An aerial photograph of a town at dusk, with lights glowing from the buildings and streets. The town is situated on a peninsula or near a large body of water, with mountains in the background. A large, white, stylized line-art circle is overlaid on the image, centered over the town. The circle is composed of multiple concentric lines that form a spiral-like pattern at the top and bottom, giving it a modern, abstract appearance.

What to expect during the exercise

Matt Copland, Head of Grid & Systems Operations Manager, Transpower
Nathan Green, Principal Advisor Corporate Communications, Transpower
Harrison Orr, Head of Resilience, RiskLogic

Industry Exercise 2025

Exercise Objectives



Rehearse industry communication during a major power systems event.



Build familiarity with System Operator communications during a major power systems event.



Build and demonstrate capability and collaboration across industry during a major power systems event.



Identify gaps or opportunities for improvement in tools and processes.

Who has registered to be involved?

Lines Companies

- Alpine Energy
- Aurora Energy
- Buller Electricity Ltd
- Counties Energy
- EA Networks
- Electra
- Firstlight Network
- Horizon Networks
- Mainpower
- Marlborough Lines
- Nelson Electricity
- Network Tasman
- Network Waitaki Ltd
- Northpower
- Orion

- Powerco
- Powernet
- Smart Net Limited
- The Lines Company
- Top Energy
- Unison Networks
- Vector
- Waipa Networks
- WEL Networks
- Wellington Electricity
- Westpower

Direct Connects

- Daiken Southland
- New Zealand Steel
- NZAS

- Pan Pac Forest Products
- Oji Fibre Solutions

Retailers

- 2degrees NZ
- Contact Energy
- Deep Energy
- Ecotricity
- Electric Kiwi
- Flick Electric
- For Our Good Ltd
- Genesis Energy
- K Power Limited
- Lodestone Energy
- Meridian Energy

- Mercury Energy
- Nova Energy
- Octopus Energy
- Orange Services Ltd
- Plains Power
- Pulse Energy
- Rural Energy Retail
- Sustainability Trust – Toast Electric

Generators

- Contact Energy
- Genesis Energy
- Manawa Energy
- Mercury
- Meridian Energy

- Pioneer Energy

Other

- Electricity Authority
- Electricity Networks Aotearoa
- ERANZ
- Major Electricity Users Group
- NEMA
- Utilities Disputes
- Emergency Management Canterbury



Exercise Structure

Time	Operational Response Stream	Communications Response Stream
9:00	Welcome, exercise schedule (Everyone via the MS teams meeting invite)	
9:10	Situation update (Everyone via the MS teams meeting invite)	
9:30	Phase 2: Escalation (Rolling outages commence - morning day 1) Lines companies & Direct connects simulate the first 2 hours of rolling outages as per agreed plans (Offline at your premises)	Phase 2: Escalation (Rolling outages commence - morning day 1) Using the RiskLogic social media simulator, communication teams simulate proactive and reactive comms as appropriate for initiation of rolling outages (via MS teams meeting invite)
11:30	Hot debrief (Everyone via the MS teams meeting invite)	
12:15	Lunch	
13:00	No action other than supporting communication teams as required	Continue communications response (via MS teams meeting invite) Phase 3: Restoration (Partial restoration day 1) Phase 4: Ongoing, fatigue setting in
14:30	Wrap up (Everyone via the MS teams meeting invite)	



Testing our operational response (1)

This stream of the exercise will be focusing on lines companies and direct connects ability to implement rolling outages.

- Use your approved demand reductions and outage schedule
- Simulate the first two hours of the first day of rolling outages
 - Note if your first outage starts at 6:30am, that would be your exercise start time.
- Include the communication of relevant information to retailers (including EIEP5A data)
- Consider standing up and simulating an incident management team
- Try to be as realistic as possible in order to test the practicality of your plan
- Complete any relevant operational questions in the exercise workbook



Testing our operational response (2)

For the purposes of the exercise:

- National Coordination Centre will have two coordinators, one Operations Manager
 - The Security Coordinator (SC) is tasked with managing security of the system during rolling outages

In the first instance, Lines Companies and Direct Connects should discuss any aspects of their situations with the SC as required

- National Grid Operating Centre will have one Grid Asset controller (GAC), also acting as an Operations Manager
 - The GAC will manage switching of GXP feeder circuit breakers under Transpower operational control if requested
- Contact information will be provided ahead of the exercise



Testing our communications response – ahead of exercise

- This stream of the exercise is focused on lines companies and retailers communicating with consumers and other stakeholders ahead of and during rolling outages. Ahead of the exercise:
- Fill out the workbook with your comms and engagement approach from the advance notification of a supply shortage and the declaration, and provide the messaging you will use
- Develop your communications approach and messaging for the onset of rolling outages in the 9 April exercise, and be prepared to upload to the exercise simulation environment on 9 April as needed
- EIEP5A data
 - Lines companies should upload EIEP5A data to the SharePoint site provided by RiskLogic
 - Retailers should access EIEP5A data to best approximate extent and location of outages
 - talk to your operations teams if you don't know how to use this
- Familiarise yourself with Consumer Care Obligations and how they will apply to your communications approach in the lead up to and during the exercise



Testing our communications response – during exercise

- Roll out real time communications as you would in the lead up to and during outages
 - Where possible, simulate based on EIEP5A planned outage data from the SharePoint site
 - If this becomes logistically challenging in the simulation environment, just use general messaging and refer to 'zone 1', 'zone 2' consumers, or whatever makes sense to you.
- Respond to injects into the simulation environment - there will be ambiguity so do your best.
- Fill out your workbook as you go – one per organisation, not per participant
- A key outcome is to drive cooperation between operations and comms and throughout the sector, and to identify the challenges we face
- So work closely with your operations teams to understand their challenges and what that will mean for communication in a real event
- Focus on using the exercise to build your internal capabilities, and identify the tools, messaging and resources you may need for the real thing



Industry Exercise 2025 – EIEP5A forms

1. SharePoint Folder – EIEP5A Forms

- Participants will be provided access to a secure SharePoint folder for respective EIEP5A forms to be uploaded as part of this exercise.
- An invitation will be sent to your email during this session. If there are any issues in accessing the SharePoint please contact Harrison Orr at horr@risklogic.com.au



Industry Exercise 2025 – Workbook

2. Exercise Workbook (MS Forms)

- Participants will be asked to complete exercise workbooks during the exercise.
- Guidance will be provided by facilitators regarding when to complete each section.
- Webinar 2 requires you to complete Phase 1 of this workbook.
- Throughout the exercise MS Forms will be provided to you for completion. Only one workbook needs to be completed per participating organisation and each workbook will be provided at a specific time during the incident simulation.
- If you have multiple attendees from your organisation, please consider how you will communicate during the breakout periods to complete the workbook.



Industry Exercise 2025 – Workbook (phase 1)

2. Exercise Workbook – Phase 1

Participants to complete Phase 1 of the workbook by 02 April 2025.



Industry Exercise 2025 – Social media simulator

3. Social Media Simulator

- Simulated mainstream and social media injects will be shared on a Social Media Simulator platform.
- This is a closed system which simulates media platforms and allows participants to share and respond to content.
- As part of the exercise, participants will be asked to post examples of your communications to the simulator.
- Log in details shall be shared ahead of the exercise and a briefing provided at the start of the exercise.




**PLEASE DO NOT POST TO YOUR MEDIA CHANNELS DURING
THE EXERCISE**



Industry Exercise 2025 – Emails / other content

4. Emails / Other Content

- If you would send emails, perform briefings, or share other content with stakeholders as part of your communications strategy, please send these to the following exercise email address:
 - IndustryExercise@transpower.co.nz
- Please ensure the subject line includes:
 - Industry Exercise 2025...
- Please identify all content as:
 - ‘For Exercise Purposes Only’

 Send	To	IndustryExercise@transpower.co.nz
	Cc	
Subject		Industry Exercise 2025: Email to Consumers
FOR EXERCISE PURPOSE ONLY		
Dear Customer,		
XYZ		

**PLEASE DO NOT SEND EMAILS OR OTHER CONTENT TO
STAKEHOLDERS DURING THE EXERCISE**

Industry Exercise 2025 – Hot debrief / Survey

Hot Debrief

- Immediately following the core exercise activities in the Morning Session, a hot debrief will be conducted to discuss what worked well, challenges posed by the scenario, and any improvement opportunities.

Hot Debrief



- Following the exercise, a survey will be sent out to participants to capture your feedback.

Participant Survey



Possible exercise interactions

Leading up to and during the exercise:

- Formal Notices (CANs, WRNs, GENs) – emailed to participants
- Media releases – emailed to participants
- Acknowledgement of receipt of information – emailed to participants
- Meeting invites to Industry Briefings – emailed to participants
- Industry Briefings – MS Teams meetings (use existing MS Teams link in main invite)
- Verbal control room communications – as per supplied contact information
- Inter-organisational communications – may be email or verbal, as per supplied contact information

Note: a list of contacts for the exercise along with other information will be sent the Monday prior, please check your organisational details are correct. Email IndustryExercise@transpower.co.nz for any corrections.

If you didn't receive the information pack for this webinar, please email IndustryExercise@transpower.co.nz to be added to the exercise distribution list

Exercise communication protocols

- Please start all conversations – even with other participants – with “Industry Exercise 2025” and include the phrase in the subject line of any emails or to start text messages or other communications.
- All notices and other instructions for the exercise will come from this Industryexercise@Transpower.co.nz email address.
- Note that our control centres will be using their normal email addresses for any real-world communications. This means that you should treat anything as real coming from our control centres that is not headed “Industry Exercise 2025”.
- If Transpower participants in the exercise need to contact any other participants regarding a real-world event, they will begin the communication with “No duff”. Please do the same if contacting a Transpower participant or any other participant about a real-world event during the exercise.
- If we need to cancel the exercise at any point we will email all participants with the subject line “No duff – Industry Exercise 2025 is cancelled”.



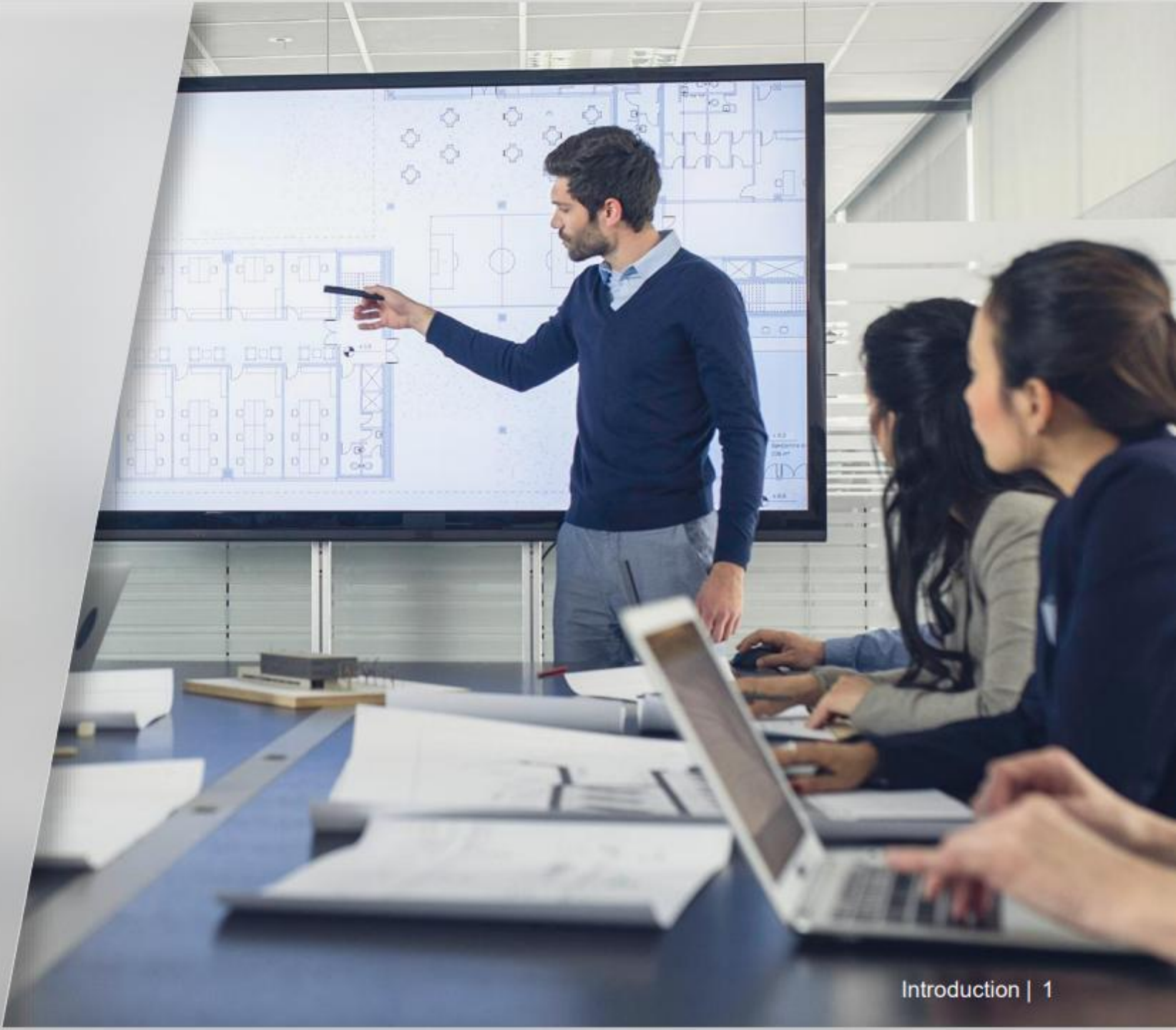
Any questions

Please raise your hand



Crisis

Communications



Why crisis/emergency comms goes wrong



Crisis Communications Mantras

1. A lie travels halfway around the world, before the truth gets its pants on
2. In the absence of information, people always assume the worst
3. If you don't say something, someone will say it for you
4. If only a few people know about something, be prepared for it to leak
5. If you are 97% certain of the facts, check them again

Iterative communications



Iterative communications

1. Acknowledge the incident

2. What we know
3. What we don't know

4. What it means for our customers
5. What we are doing about it
6. What do we want them to do

7. Take responsibility, apologise, show empathy, etc

8. Myth bust
9. Silver linings (if appropriate)

10. Commit to updates
11. Website and socials

Case study – TC Alfred



Queensland Government

Disaster Management

Expand all | Collapse all

Local Disaster Management Plans and Resources	▼
District Disaster Management Plans	▼
State Disaster Management Plans	▼
National Plans	▼

Last updated: 30 January 2025



Case study – TC Alfred



Case study – TC Alfred



Hub & Spoke Model



Thank You



Tim Archer

Head of Communications

RiskLogic

0418 246 420



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Final wrap up, Close

Matt Copland, Head of Grid & Systems Operations Manager, Transpower

Information required by 2 April

- **Lines companies and direct connects** should acknowledge receipt of direction to reduce consumption and savings targets by COB tomorrow

Please provide the following information by 2 April 2025:

- **Lines companies and direct connects** should submit
 - forecast demand reductions and/or outage schedules
 - send the information to IndustryExercise@transpower.co.nz
 - EIEP5A or another method to advise retailers of affected ICPs
 - Upload to SharePoint
- **Retailers, lines companies, and direct connects** should submit their completed phase 1 workbooks.



Wrap up

- Industry Exercise (9 April, 9:30 – 15:00) – Join the MS Teams invite
- A copy of today's slide deck along with a recording of the webinar will be uploaded to the Transpower website, along with Q&As
- Any queries about today's webinar please email IndustryExercise@transpower.co.nz
- You will be provided with:
 - a set of instructions on how to use the RiskLogic simulator
 - contact information for exercise participants
 - additional workbook phases
 - access to a SharePoint site to upload and view completed EIEP5A files
- Please read and follow any instructions provided.



Closing **Karakia**

Unuhia, unuhia,
Unuhia ki te uru tapu nui
Kia wātea, kia māmā, te ngākau,
Te tinana, te wairua, i te ara tangata
Koia rā e Rongo, whakairia ake ki runga
Kia tina! Tina! Hui e! Tāiki e!

Translation

Draw on, draw on
draw on the supreme sacredness
to clear, to free the heart,
the body and spirit of humankind
That is Rongo suspended high above us
Draw together! Affirm!



Thank you

TRANSPower.CO.NZ