



# CCO INFORMATION GUIDE

**Prepared in accordance with the Gas Governance (Critical Contingency Management)  
Regulations 2008 and 2013 Amendments**

Critical Contingency Operator  
cco@cco.org.nz

Revision Register		
Revision	Issued	Reason for Revision
V1.0	17.09.09	First Issue for Publication
V1.1	18.05.10	Notice templates updated to reflect recommendations in CCO test exercise report.
V2.0	11.07.11	Amended to remove guidance issued on regional status of critical contingencies in accordance with recommendation 4.3(a) in the CCO report on exercise 'Tuarua' and following consultation on the proposed amendments in accordance with r37.
V3.0	11.09.12	Amended to include recommendations from CCO Performance Report on the Maui pipeline outage published on 22 December 2011.
V4.0	31.05.13	Notice templates updated to reflect TSO direction on the CCO notification.
V5.0	28.02.14	Change of Critical Contingency Operator Service Provider from Vector Ltd to Core Group Ltd and updated to reflect amended Regulations.
V6.0	27.02.15	Changes made to implement recommendations of external legal review of Core Group Ltd.'s CCO related documentation and removal of Transition Arrangements and references to "previous bands" from Notices.
V7.0	17.06.16	Changed references from Vector and MDL as individual and separate TSOs to First Gas as the single TSO.
V8.0	28.02.17	Updated to align with TSO combined single CCMP. Communications Section expanded to clarify communications protocols.

## Contents

<b>1. Introduction and Purpose</b>	<b>1</b>
<b>2. Review and Amendment</b>	<b>1</b>
<b>3. Overview</b>	<b>2</b>
<b>4. Curtailment Arrangements</b>	<b>2</b>
4.1 Curtailment Bands	3
4.2 Designations	3
4.3 Effect of designation on curtailment directions	4
<b>5. Critical Contingency Process</b>	<b>6</b>
5.1 Critical Contingency Conditions	6
<b>6. Potential Critical Contingency</b>	<b>6</b>
6.1 Declaring a Potential Critical Contingency	6
6.2 Termination of Potential Critical Contingency	6
<b>7. Declaration of Critical Contingency</b>	<b>7</b>
<b>8. During a Critical Contingency</b>	<b>8</b>
8.1 Directions to Curtail Demand	8
8.2 Directions to Revise Curtailment of Demand	8
8.3 CCO Direction to Retailers	8
8.4 Directions to Restore Curtailed Demand	9
8.5 Retailer & Large Consumer Compliance Updates	10
8.6 Publishing of Information by CCO	10
8.7 Continuing Critical Contingency	11
8.8 Non-compliance with curtailment or restoration directives	11
8.9 Other CCO activities	11
<b>9. Termination of a Critical Contingency</b>	<b>12</b>
<b>10. Communication of Notices</b>	<b>12</b>
10.1 Normal issue of Notices	12
10.2 Alternative methods for issuing Notices	12
10.3 Contacts Database for Notices	13
<b>11. Specific Stakeholder Communication Protocols</b>	<b>13</b>
11.1 Electricity System Operator	13
11.2 Large Consumers	13
11.3 Civil Defence and Emergency Management	14
11.4 Operators of Gas Storage Facilities	14

11.5	Operators of Upstream Gas Production Facilities. ....	14
11.6	Retailers .....	14
11.7	Gas Distributors.....	15
<b>12.</b>	<b>Publishing of Information by Asset Owner .....</b>	<b>15</b>
	<b>Appendix 1 - Process for declaration of Critical Contingency.....</b>	<b>16</b>
	.....	<b>16</b>
	<b>Appendix 2 - Process during a Critical Contingency.....</b>	<b>17</b>
	<b>Appendix 3 - Process for termination of Critical Contingency.....</b>	<b>18</b>
	<b>Appendix 4 - Stakeholders .....</b>	<b>19</b>
	<b>Appendix 5 – Proforma CCO Notices.....</b>	<b>21</b>
	Appendix 5.1: Potential Critical Contingency Notification .....	21
	Appendix 5.2: Potential Critical Contingency Termination .....	22
	Appendix 5.3: Critical Contingency Declaration Notice .....	23
	Appendix 5.4: Direction to Curtail Demand Notice .....	24
	Appendix 5.5: Direction to Revise Demand Curtailment Notice.....	26
	Appendix 5.6: Notice to Retailers to Implement Media Appeals .....	28
	Appendix 5.7: Direction to Restore Curtailed Demand Notice.....	29
	Appendix 5.8: Status Update Notice .....	31
	Appendix 5.9: Critical Contingency Termination Notice .....	32
	Appendix 5.10: Direction to TSO to undertake Reconfiguration .....	33
	<b>Appendix 6 – CCO Contact Details .....</b>	<b>34</b>

## 1. Introduction and Purpose

The purpose of this Information Guide is to explain the communication flows between the Critical Contingency Operator (**CCO**) and certain parties (**Stakeholders**) during a critical contingency as required by the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments (the **Regulations**).

Stakeholders specified in Regulation 36 are:

- (a) The Electricity System Operator.
- (b) The Director of Civil Defence Emergency Management.
- (c) Operators of gas storage facilities.
- (d) Operators of upstream gas production facilities.
- (e) The Industry Body (Gas Industry Company).
- (f) The Minister of Energy and the Secretary (Chief Executive Ministry of Business, Innovation & Employment)
- (g) Additional Stakeholders that the CCO and Industry Body consider necessary, which include:
  - Gas Distributors
  - Director General of Health
  - Retailers and Large Consumers
  - Persons who have registered their interest of being notified of Critical Contingency declarations and terminations

A list of the Stakeholders is included in Appendix 4. Contact details for the CCO are in Appendix 6.

This Information Guide describes the critical contingency process and gives a structured guide to the processes and communications employed before and during a Critical Contingency. This Information Guide is published on the CCO website at <http://www.cco.org.nz>

All capitalised terms used in this Information Guide have the same meaning as those terms in the Regulations.

The communication flows between the CCO and the Transmission System Owner (TSO) during a Critical Contingency are outlined in the CCO Communications Plan.

## 2. Review and Amendment

This guide may be amended and published by the CCO following consultation with persons that the CCO considers are representative of the interests of persons likely to be affected by the Information Guide under Regulation 37(4).

Following any actual Critical Contingencies or test exercises, the CCO will prepare a performance report in accordance with Regulation 65. This report will assess the extent to which the CCO considers this Information Guide achieves the purpose of the Regulations. A draft performance report will be published for consultation with submissions required within 5 business days. All submissions will be published on the GIC website. If the performance report recommends any amendments to this Information Guide, the Guide will be revised and published in accordance with Regulation 37(4).

### **3. Overview**

By way of the Critical Contingency Operator Service Provider Agreement dated 20<sup>th</sup> November 2013 the Gas Industry Company (GIC) has appointed Core Group Limited to be the CCO under the Regulations effective 1 March 2014.

Critical Contingencies occur when there is a shortage of gas supply relative to demand. The pressure on the transmission system can fall to a point where intervention is required in order to ensure that a sufficient supply of gas is maintained in the transmission system to supply distribution networks and domestic consumers.

The purpose of the Regulations is to achieve the effective management of critical gas outages and other security of supply contingencies without compromising long-term security of supply.

The role of the CCO includes to:

- determine and declare the onset of a Critical Contingency
- determine whether a Critical Contingency is a Regional Critical Contingency
- receive and consider communications from the TSO and Stakeholders
- call for load curtailment as required to balance the system
- explore opportunities to increase the supply of gas
- continuously monitor the supply/demand balance and adjust load curtailment directions as necessary
- keep Stakeholders informed and publish information on the status of a Critical Contingency; and
- determine when it is safe to terminate a Critical Contingency;

The TSO remains in direct control of the transmission system at all times by activating processes and procedures contained within its Critical Contingency Management Plan (**CCMP**) and emergency response plans.

The TSO must comply with the directions of the CCO given under the Regulations.

The CCO must issue directions to the TSO that are consistent with the CCMP and the Communications Plan.

The TSO must issue directions to Retailers and Large Consumers that are consistent with the CCMP.

### **4. Curtailment Arrangements**

The objectives of the curtailment arrangements are to:

- (a) ensure that gas is supplied in a safe, efficient, and reliable manner; and
- (b) minimise net public cost; and
- (c) prioritise the supply of gas for essential services and critical care; and
- (d) allow for gas to be used to complete critical processing; and
- (e) allow for gas to be used to fuel certain electricity generating units; and
- (f) ensure efficient utilisation of gas in storage facilities; and
- (g) ensure effective operational management of a Critical Contingency

#### 4.1 Curtailment Bands

The curtailment bands are summarised in Table 1 below:

<b>Table 1 - Curtailment Bands</b>		
<b>Curtailment Band</b>	<b>Consumption</b>	<b>Description</b>
0		Gas Storage
1	>15 TJ/day	Consumers with alternative fuel capability supplied directly from the transmission system
2	>15 TJ/day	Consumers without an alternative fuel capability supplied directly from the transmission system
3	>10 TJ/annum and up to 15 TJ/annum	Large Industrial and commercial consumers
4	>250 GJ/annum and up to 10 TJ/annum	Medium-sized industrial and commercial consumers
5	>2 TJ/annum	Essential services designated consumers
6	< 250 GJ/annum	Small commercial customers
7	Any	Critical care designated consumers

(Note: Domestic consumers are not included in the curtailment bands)

During a Critical Contingency, any curtailment of gas consumption must occur in the order of the defined groups of consumer installations (curtailment bands), for example, curtailment band 0 is curtailed first and curtailment band 7 is curtailed last.

Regulation 53(2) allows the CCO to direct curtailment of only a subset of load within a curtailment band if it is satisfied that the direction would further the objectives set out in Schedule 2 of the Regulations. Subject to regulation 53(2), consumer installations in each curtailment band are to be given equal priority in terms of any curtailment.

#### 4.2 Designations

The purpose of a designation is to modify the curtailment arrangements as they apply to a consumer installation that needs to continue using gas in a critical contingency. Details of the designations are set out in Regulations 46A to 46D and summarised in Table 2 below:

<b>Table 2 Designations:</b>	
<b>Designation Types:</b>	<b>Description</b>
Critical Care	Hospitals, primary health care, prisons, essential support for critical care providers, residential care or support of people with disabilities or people who are frail, dispensing medicine.
Essential Services	Mortuary services, heat treatment of biohazards, municipal water supply, treatment of municipal sewage, cremation of human remains, emergency services; >2 TJ per year
Critical Processing:	To avoid serious damage to plant, mitigate serious environmental damage, or prevent inhumane treatment of animals at an abattoir, commercial or industrial process that is underway, can be completely shut down within 18 hours, and for which an immediate shutdown would require disposal of dangerous or toxic chemicals or extensive

	operations and must be approved by the industry body as meeting specified criteria
Electricity Supply	To start up or switch to generation plant that runs on fuel other than natural gas; or to synchronise a unit that provides ancillary services

The detailed criteria and process to gain an approved designation issued by the Gas Industry Company (GIC) are set out in Regulations 46E to 46O.

Applications for designations may be made to GIC using the forms provided at:

<http://www.gasindustry.co.nz/work-programmes/critical-contingency-management/contingency-designation-applications/>

A list of designations approved by the GIC is published on the GIC and CCO websites.

### 4.3 Effect of designation on curtailment directions

If the CCO gives a curtailment direction in respect of a curtailment band, each consumer installation in that band must stop using gas in accordance with the direction, except to the extent provided for below:

1. Consumer installations with an approved critical care designation need not comply with a curtailment direction in respect of any of curtailment bands 1 to 6.
2. Consumer installations with an approved essential services designation need not comply with a curtailment direction in respect of any of curtailment bands 1 to 4.
3. Consumer installations with an approved critical processing designation may continue to use gas in accordance with the shutdown profile determined under Regulation 46J:
  - if the consumer installation is in any of curtailment bands 1 to 3 and a curtailment direction is given in respect of any of those curtailment bands; or
  - if the consumer installation is in curtailment band 4 and a curtailment direction is given in respect of that curtailment band;

but must stop using gas as soon as possible if:

- the consumer installation is in any of curtailment bands 1 to 3 and a curtailment direction is given in respect of curtailment band 4; or
  - a curtailment direction is given in respect of curtailment band 6.
4. Consumer installations with an approved electricity supply designation may, if a curtailment direction is given in respect of curtailment band 1 or 2, continue to use the amount of gas specified in the application for the designation only in accordance with a determination made at that time by the CCO under Regulation 53(1)(da).

In some circumstances the CCO may curtail subsets of demand in accordance with Regulation 53 (2).

The effect of approved designations within each curtailment band is summarised in Table 3.

<b>Table 3 – Effect of Approved Designations within Curtailment Bands</b>				
<b>Band</b>	<b>Consumption</b>	<b>Description</b>	<b>Approved Designation</b>	<b>Effect</b>
0		Gas Storage	N/A	
1	<b>&gt;15 TJ/day</b>	Consumers with alternative fuel capability	Electricity Supply	Continue to use amount of gas specified in the approved designation only in accordance with a determination made by the CCO under regulation 53(1)(da).
			Critical Processing	Reduce demand to approved shutdown profile
2	<b>&gt;15 TJ/day</b>	Consumers without an alternative fuel capability	Electricity Supply	Continue to use amount of gas specified in the approved designation only in accordance with a determination made by the CCO under regulation 53(1)(da).
			Critical Processing	Reduce demand to approved shutdown profile
3	<b>&gt;10 TJ/annum and up to 15 TJ/ day</b>	Industrial and commercial consumers	Critical Processing	Reduce demand to approved shutdown profile
4	<b>&gt;250 GJ/annum and up to 10 TJ/ day</b>	Medium-sized industrial and commercial consumers	Critical Processing	Reduce demand to approved shutdown profile Bands 1-3 fully curtailed
5	<b>&gt;2 TJ/annum</b>	Essential services designated consumers	Essential Services	Not required to comply with curtailment directions in respect of bands 1-4. Must follow any direction to curtail band 5.
6	<b>&lt;250 GJ/annum</b>	Small commercial customers	N/A	All critical processing demand in all bands fully curtailed
7	<b>Any</b>	Critical care designated consumers	Critical Care	

(Note: Domestic consumers are not included in the curtailment bands)

Regulation 57A provides a mechanism for the consideration and emergency approval of essential services designation or critical care designation during a critical contingency event. That regulation only applies in very narrowly-defined circumstances. Such applications can only be approved in limited circumstances and it is strongly recommended that any designation is applied for prior to any critical contingency circumstances occurring.

## **5. Critical Contingency Process**

### **5.1 Critical Contingency Conditions**

The CCMP published by the TSO defines thresholds for each part of the transmission system designed to avoid disruption to connected downstream transmission and distribution systems.

The current approved First Gas CCMP is published on the OATIS Information Exchange at <https://www.oatis.co.nz> and on the CCO website at <http://www.cco.org.nz> under Publications.

The thresholds are defined in terms of a minimum pressure and projected number of hours remaining before the minimum pressure is reached at defined points on the transmission systems.

Critical contingency conditions may be caused by a variety of different events on the transmission systems. Events will generally fall into two main categories.

- (a) Shortage of gas supply relative to demand.
- (b) Physical failure, breakdown or damage to transmission system or production system components.

## **6. Potential Critical Contingency**

During a potential critical contingency, the TSO's Transmission System Operating Codes continue to apply and the TSO may take action under these codes with the objective of avoiding a critical contingency.

### **6.1 Declaring a Potential Critical Contingency**

If in the judgement of the TSO an event has occurred that has the potential to create a Critical Contingency involving a breach of one or more of the contingency thresholds as defined in the CCMP, the TSO will inform the CCO by telephone within 15 minutes and confirm the details in writing within 30 minutes.

If in the judgement of the CCO an event has occurred that has the potential to result in a breach of one or more of the contingency thresholds, as defined in the CCMP, the CCO may give notification of a potential Critical Contingency to the TSO.

The CCO will issue a copy of the notice of the potential Critical Contingency to the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

A potential Critical Contingency notification may include details of the event, the parts of the transmission system affected and a summary of the actions being taken to resolve the event when available.

Appendix 5.1 contains the proforma notice that will be used for this purpose.

In addition to the issue of the potential Critical Contingency notice, the CCO may issue update notices to Stakeholders on the status of the potential Critical Contingency.

### **6.2 Termination of Potential Critical Contingency**

If in the judgement of the TSO the event causing the potential Critical Contingency has been resolved or no longer makes it likely that a Critical Contingency will occur, the TSO will inform the CCO by telephone within 30 minutes and confirm the details in writing within 60 minutes.

The CCO will issue a notice to the TSO as confirmation of notification of termination of potential Critical Contingency.

The CCO will issue a copy of the notice of termination of Potential Critical Contingency to the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

Appendix 5.2 contains the proforma notice that will be used for this purpose.

A potential Critical Contingency will automatically be terminated upon declaration of a Critical Contingency by the CCO. At this point the provisions of the Regulations take effect.

It should be noted that in some circumstances a potential Critical Contingency notification by the CCO may not precede a Critical Contingency declaration. This may occur where an event has caused system conditions to deteriorate rapidly or resolution of an event could take considerable time.

## **7. Declaration of Critical Contingency**

The CCO will make a determination that there is a Critical Contingency in any of the following circumstances:

- (a) CCO considers that a breach has occurred of one or more of the thresholds in the CCMP.
- (b) CCO has a reasonable expectation that a breach of one or more of those thresholds is otherwise unavoidable and considers that the determination is necessary to achieve the purpose of the Regulations

The CCO will assume that any pressure reduction in the relevant part of the transmission system will continue at a constant rate, unless the CCO has reasonable grounds for considering, based on the best available information, that a non-constant rate of reduction will provide a significantly more accurate basis for its determination.

As soon as possible after determining a Critical Contingency, the CCO will determine, having regard to the guidelines published by the industry body under Regulation 45, whether the Critical Contingency is a Regional Critical Contingency as defined in Regulation 45(1).

On determining whether a Critical Contingency is a Regional Critical Contingency, the CCO will publish a notice:

- (a) declaring that the Critical Contingency is a Regional Critical Contingency and which parts of the transmission system are subject to the critical contingency determination; or
- (b) declaring that the Critical Contingency is not a Regional Critical Contingency.

If it is not immediately possible for the CCO to determine the nature of the Critical Contingency the notice will state "Not Yet Determined".

Based on the determination, the CCO will issue notice regarding the declaration of the Critical Contingency to the TSO and the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

Appendix 5.3 contains the proforma notice that will be used for this purpose.

Upon receipt of the notice the TSO is required to issue notice of the declaration of Critical Contingency via OATIS to the parties defined in the CCMP within 30 minutes of receiving such notice from the CCO.

Following the declaration of a Critical Contingency by the CCO, the CCO may publish regular updates on the status of the Critical Contingency on the CCO website.

## **8. During a Critical Contingency**

### **8.1 Directions to Curtail Demand**

During a Critical Contingency, any curtailment of gas consumption is to occur in the order of the defined groups of consumers (curtailment bands) set out in Schedules 2 and 3 of the Regulations i.e. curtailment band 0 is curtailed first and curtailment band 7 is curtailed last. In some circumstances the CCO may curtail subsets of demand in accordance with Regulation 53(2).

During a Critical Contingency the CCO may issue notices to the TSO directing them to implement demand curtailment.

Appendix 5.4 contains the proforma notice that will be used for this purpose.

Prior to issuing a notice to curtail demand the CCO will take into account communications from the TSO. If the TSO believes that the proposed curtailment is inconsistent with the objectives set out in Schedule 2 to the Regulations, it will advise the CCO accordingly.

Upon receipt of a notice of direction to curtail demand the TSO is required to give notice of the curtailment directives to the parties defined in the CCMP within 30 minutes of receipt.

The CCO will issue a copy of the notice of direction to curtail demand to the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

### **8.2 Directions to Revise Curtailment of Demand**

During a Critical Contingency the CCO may issue notices to the TSO to revise demand curtailment.

Appendix 5.5 contains the proforma notice that will be used for this purpose.

Prior to issuing a notice to revise demand curtailment the CCO will take into account communications from the TSO. If the TSO believes that the proposed revised curtailment is inconsistent with the objectives set out in Schedule 2 to the Regulations, it will advise the CCO accordingly.

Upon receipt of a notice of direction to revise demand curtailment the TSO is required to give notice of the curtailment revision directives to the parties defined in the CCMP within 30 minutes of receipt.

For the avoidance of doubt, this notice supersedes the original notice of direction to curtail demand and any previous notice(s) of direction to revise demand curtailment. It specifies all the demand that is required to be curtailed.

The CCO will issue a copy of the notice of direction to revise demand curtailment to the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

### **8.3 CCO Direction to Retailers**

In the event that the CCO considers that curtailment of curtailment bands 0 to 6 is insufficient to stabilise the pressure in the affected parts of the transmission system, the CCO must instruct retailers

to commence appeals via media in accordance with their curtailment plans in accordance with Regulation 53(1)(db).

Appendix 5.6 contain the proforma notices that will be issued by the CCO to Retailers to give directions to commence appeals via media.

The CCO will issue a copy of the notice of direction to Retailers to implement media appeals to the TSO and Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

#### **8.4 Directions to Restore Curtailed Demand**

Once the CCO is satisfied that the pressure and line pack in the relevant part of Transmission System have stabilised to a level that will allow demand to be restored, the CCO will issue to the TSO a notice of direction to restore curtailed demand.

Appendix 5.7 contains the proforma notice that will be used for this purpose.

The restoration of gas supply during a Critical Contingency will usually occur in the reverse order to which it was curtailed. However, restoration may occur in a different order if the TSO and CCO decide that a different order will better achieve the purpose of the Regulations, having regard to the objectives in clause 1 of Schedule 2 of the Regulations, or that directions under a Civil Defence Emergency take precedence.

The CCMP contains details to be considered regarding alternative demand restoration arrangements. If the TSO considers that curtailed demand should be restored in an order different to the normal restoration order it will inform the CCO by telephone and confirm the details in writing.

The establishment of priorities for restoration during the recovery phase will be considered by reference to whether a different order (as opposed to reversing the order of curtailment) would better achieve the purpose of the Regulations, having regard to the objectives in clause 1 of Schedule 2 of the Regulations. Considerations are likely to include based on gas inventory requirements; overcoming hardship as rapidly as possible and maximising the utilisation of gas available. The following principles will be considered by the CCO during the load restoration process:

- (a) Risks to the safety and integrity of gas transmission system, gas distribution systems and to interconnected parties should be minimised.
- (b) Risks to the health of the public and the public's physical environment should be minimised.
- (c) Supply to customers will be restored only if it can be reasonably expected to be maintained.

For the avoidance of doubt this notice supersedes any previous notice(s) of direction to restore curtailed demand. It includes all demand previously directed for restoration and any additional demands that can now be restored.

Prior to issuing a notice to restore demand the CCO will use reasonable endeavours to consult with the TSO. If a TSO believes that the proposed restoration is inconsistent with the objectives set out in Schedule 2 to the Regulations, it will advise the CCO accordingly.

Upon receipt of a notice of direction to restore curtailed demand the TSO is required to give notice of the restoration directives to the parties defined in the CCMP.

The CCO will issue a copy of the notice of direction to restore curtailed demand to the Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website

## **8.5 Retailer & Large Consumer Compliance Updates**

Retailers and Large Consumers are required to provide regular updates of compliance with notices of direction to curtail, revise curtailment and to restore demand to the TSO under Regulation 55(2). The TSO will provide these updates to the CCO in accordance with the timeframe specified on the curtailment notice(s).

## **8.6 Publishing of Information by CCO**

The CCO is required to ensure that information is published and updated regularly so that interested parties are able to be informed of the status of a Critical Contingency and its expected duration where that can be determined. [Regulation 53(g)]

The CCO will publish Status Update Notices on the CCO website at [www.cco.org.nz](http://www.cco.org.nz) which will contain supplementary information about the Critical Contingency and will be updated regularly.

Status Update Notices are supplementary to the other notices issued by the CCO during a critical contingency. They do not contain any directions or declarations and are published to provide further information and forecasts about the status of the Critical Contingency. The information contained in Status Update Notices is based on the best information/knowledge available to the CCO at the time of publication and may vary over the duration of the event as the situation changes/develops.

In addition, and in accordance with Schedule 5 1 (2), the CCO will, after the curtailment of consumer installations in curtailment band 3, prepare and publish updated statements 3 times, no later than 9 am, 1 pm, and 5 pm, on every day that the declaration of Critical Contingency continues to be in force.

Such statements will contain the following information

- (a) the time at which the Critical Contingency was declared;
- (b) whether the Critical Contingency was precipitated by the failure of 1 or more production stations or the failure of a gas pipeline or was caused by something else
- (c) what actions are being taken by the CCO to stabilise the gas system, including curtailment and seeking increased supplies from alternative sources
- (d) where curtailment is required, the CCO's current estimate of which curtailment bands will be directed to curtail and examples of the types of consumer installations in the affected curtailment bands
- (e) the extent of the geographic area or areas affected by the reduction in gas supplies
- (f) any information that the CCO may have on the estimated time to repair the underlying problem.

In addition to the above, updates will contain:

- (a) the CCO's best estimate of the timing of any revised curtailments and whether such revisions will increase or decrease the extent of the curtailment
- (b) any information available about the likely time for repairs to be complete, the CCO's best estimate of when restoration of gas supply is expected to commence and the times curtailed bands might be restored
- (c) where the CCO has no information on expected repair times and cannot estimate a restoration schedule, a statement to that effect

- (d) any other information the CCO holds which would better inform the market

Appendix 5.8 contains the proforma notice that will be used for this purpose.

### **8.7 Continuing Critical Contingency**

If a Critical Contingency has not been terminated within three days from the date it was declared, the CCO will, in accordance with Regulation 59, give notice of the situation to the following parties:

- (a) The Director of Civil Defence Emergency Management.
- (b) The Industry Body (Gas Industry Company)
- (c) The Minister of Energy.
- (d) The Secretary (Chief Executive for the Ministry of Business, Innovation & Employment)

The CCO will provide any information on the Critical Contingency to these parties as required.

### **8.8 Non-compliance with curtailment or restoration directives**

If at any time during or after a Critical Contingency the TSO has reason to believe or has obtained information pertaining to non-compliance with directives to curtail demand, revise demand curtailment or restore demand, it will inform the CCO. The TSO will provide this information to the CCO in writing.

If the CCO becomes aware that a consumer installation is not complying with a curtailment direction, or that a designated consumer installation is not complying with a curtailment direction or the terms of its designation, the CCO will notify:

- I. the responsible retailer, or the TSO in the case of a large consumer, which must contact the consumer installation and direct it to adhere to the curtailment directions; and
- II. the Industry Body, which may seek an interim injunction under regulation 39A of the Gas Governance (Compliance) Regulations 2008.

### **8.9 Other CCO activities**

During a Critical Contingency the CCO will also monitor the pressure (including linepack levels) in any section of the transmission system affected, using information made available by the TSO.

If appropriate to the event the CCO will explore available opportunities to increase upstream gas production and draw on gas storage.

The CCO may also consider whether reconfiguration of the transmission system is feasible and if so, will consult with the TSO whether reconfiguring would contribute to achieving the purpose of the regulations. If so, the CCO will direct the TSO to undertake the reconfiguration.

Appendix 5.10 contains the proforma that will be used for this purpose.

## **9. Termination of a Critical Contingency**

In accordance with Regulation 60, the CCO will make a determination to terminate a Critical Contingency when the transmission system is capable of supplying gas to all consumers at the level at which gas was supplied immediately before the event that gave rise to the Critical Contingency. This determination may be made before gas supplies have been restored to all curtailed consumers.

The CCO will issue a Critical Contingency termination notice to the TSO and the stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

Appendix 5.9 contains the proforma notice that will be used for this purpose.

Upon receipt of a Critical Contingency termination notice the TSO is required to give notice of the termination to the parties defined in the CCMP.

## **10. Communication of Notices**

### **10.1 Normal issue of Notices**

Notices required to be given under the regulations are classified as either urgent or ordinary. Any notice given by the CCO will normally be in writing and will be:

- (a) sent by email to the appropriate nominated electronic address of the addressee; and
- (b) available in full on the CCO website, the address of which will be sent by email or truncated SMS text message to the appropriate nominated electronic address of the addressee.

Either of the above methods on its own qualifies as notice having been given.

Notices may be issued in this manner at any time 24/7 and parties expected to act on notices need to be able to receive and act on such notices in a timely manner.

The Regulations also provide for urgent notices to be given orally if the CCO considers that the urgency of the situation means that notice should not be given in writing. If urgent notice is given orally by the CCO, confirmation of that notice will be given in writing as soon as practicable.

Notices are taken to be given at the time the electronic communication was time stamped by the CCO computer system and transmitted to the electronic address provided by the addressee.

All notices issued by the CCO will also be published on the CCO website at <http://www.cco.org.nz>

### **10.2 Alternative methods for issuing Notices**

In the event that standard PC applications are unavailable to the CCO, the CCO will communicate notices by telephone and provide written confirmation by email as soon as reasonably practicable afterwards. The time and date of any notice given by telephone while standard PC applications are unavailable to the CCO will be agreed between the CCO and the stakeholder during the telephone call.

If land line and cell phone services are unavailable to the CCO, the CCO will use its satellite phone service to communicate notices by telephone.

### **10.3 Contacts Database for Notices**

The CCO maintains a contacts database of persons nominated by the TSO, affected stakeholders and interested parties who have requested to receive notices via email and/or truncated SMS text message.

The CCO carries out routine quarterly email and SMS tests of the contacts listed in the database to ensure it is current.

Stakeholders are solely responsible for ensuring that the CCO has their correct contact details and are expected to notify the CCO of changes to their contact details.

## **11. Specific Stakeholder Communication Protocols**

### **11.1 Electricity System Operator**

If a potential or actual critical contingency is likely to affect supply to any thermal power generation plant supplied from the gas transmission system, the CCO will initiate telephone contact with the Electricity System Operator (ESO) in order to:

- Determine what effect curtailment of the affected generation plant(s) would have on electricity supply security.
- consult the ESO on any need for a consumer installation with an electricity supply designation to use gas for the purpose set out in regulation 46D(1); and
- determine whether to allow a consumer installation with an electricity supply designation to use gas for the purpose set out in regulation 46D(1); and
- give notice of the determination via the relevant curtailment notice to the ESO and to consumers with an electricity supply designation.

The Electricity System Operator will issue a Customer Advice Notice (CAN) advising electricity market participants of the situation and referring them to the CCO website for further details.

### **11.2 Large Consumers**

On an annual basis, the CCO may request consumption information set out in Regulation 40. Large consumers are required to comply with this request. This information, which includes the total annual consumption, maximum daily consumption, curtailment band, and any approved designation, is used by the CCO to model the effect on system survival times of curtailing demand during an event.

During an event, the CCO may initiate telephone contact with affected band 1 and 2 large consumers in order to discuss current plant status and potential curtailment requirements and implications.

It should be noted however that during the early stages of a rapidly developing critical contingency situation, telephone contact with all affected band 1 and 2 large consumers may not be possible. The CCO's initial priority will be assessment of the situation in order to determine/declare a critical contingency and to issue appropriate notice(s) to the TSO. In such cases, affected band 1 and 2 large consumers may receive SMS and/or email alert of a notice being issued prior to any telephone contact from the CCO.

### **11.3 Civil Defence and Emergency Management**

A Critical Contingency may occur independently of emergencies declared by local or national CDEM groups. A Critical Contingency may trigger a CDEM emergency declaration dependent on particular circumstances e.g. pipeline rupture and gas ignition. Conversely, events that trigger a CDEM emergency declaration, e.g. flood or earthquake, may trigger a Critical Contingency.

Before during and after a Critical Contingency the CCO will issue notices to both the affected Regional CDEM group(s) and the National Crisis Management Centre (NCMC).

The TSO and gas distributors may also liaise direct with affected Regional CDEM group(s) about particular aspects of their individual assets.

During a Critical Contingency the CCO will liaise with the Sector Coordinating Entity (SCE) for the gas industry. The SCE will be the primary point of contact with the NCMC Lifeline Utility Coordinator (LUC).

Response to different types and scales of emergency events by Regional and National Civil Defence groups is defined in the MCDEM document - Guide to the National Civil Defence Emergency Management Plan 2015. This document can be found at:

<http://www.civildefence.govt.nz/cdem-sector/cdem-framework/guide-to-the-national-civil-defence-emergency-management-plan/>

### **11.4 Operators of Gas Storage Facilities.**

As a Band 0 consumer, any gas storage facility drawing gas from the transmission system would be the first to be curtailed.

As part of the CCO's assessment of overall demand curtailment requirements, the CCO may initiate telephone contact with gas storage facilities to explore available opportunities to draw gas from storage in order to mitigate the severity of the critical contingency.

### **11.5 Operators of Upstream Gas Production Facilities.**

The CCO may need to initiate telephone contact with Producers in the event that a potential or actual CC Event involves the failure/outage of a production station. The CCO needs to request relevant information from the Production Station in order to determine the cause and likely duration of the failure/outage in order to assess the appropriate level of curtailment required.

Alternatively, the CCO may need to initiate telephone contact in order to explore available opportunities to increase upstream production in order to mitigate the severity of the critical contingency.

### **11.6 Retailers**

During a Critical Contingency, Retailers will generally receive their communications from the TSO in accordance with the CCMP

However, there are three specific communication interfaces between the CCO and Retailers before or during a critical contingency:

1. On an annual basis, the CCO will request consumer information set out in Regulation 39. This information which includes the number of consumer installations in each curtailment band

and aggregate annual consumption for those consumer installations at each gas gate is used by the CCO to model the effect on system survival times of curtailing demand during an event.

2. During an event, if the CCO considers that curtailment of curtailment bands 0 to 6 is insufficient to stabilise the pressure in the affected parts of the transmission system, the CCO will instruct Retailers to commence appeals via media in accordance with their curtailment plans in accordance with Regulation 53(1)(db).
3. During an event, the CCO will “cc” to Retailers any notices it issues to the TSO for information. It is important to note that the formal communication path for issuing demand curtailment or restoration instructions is from the TSO to the Retailer. In the interest of timely notification, the TSO has elected to create a PDF of the notice issued by the CCO and attach it to the published OATIS notice.

### **11.7 Gas Distributors**

Gas distributors must not act in a manner that is inconsistent with, or would frustrate, the regulations or any directions issued under these regulations.

A prime objective of the regulations is to protect gas distribution networks from failing as the result of an event on the transmission system. It is important to note however this objective may not be achieved, for example, the failure of a transmission pipeline close to a gas gate may mean that curtailment action by the CCO under the regulations may not be sufficient to prevent the downstream distribution network from failing.

If a distribution network did fail (which is outside the scope of the Regulations), the network operator would manage the recommissioning of the network and therefore liaise directly with affected retailers in regard to the restoration of consumers’ demand on the network.

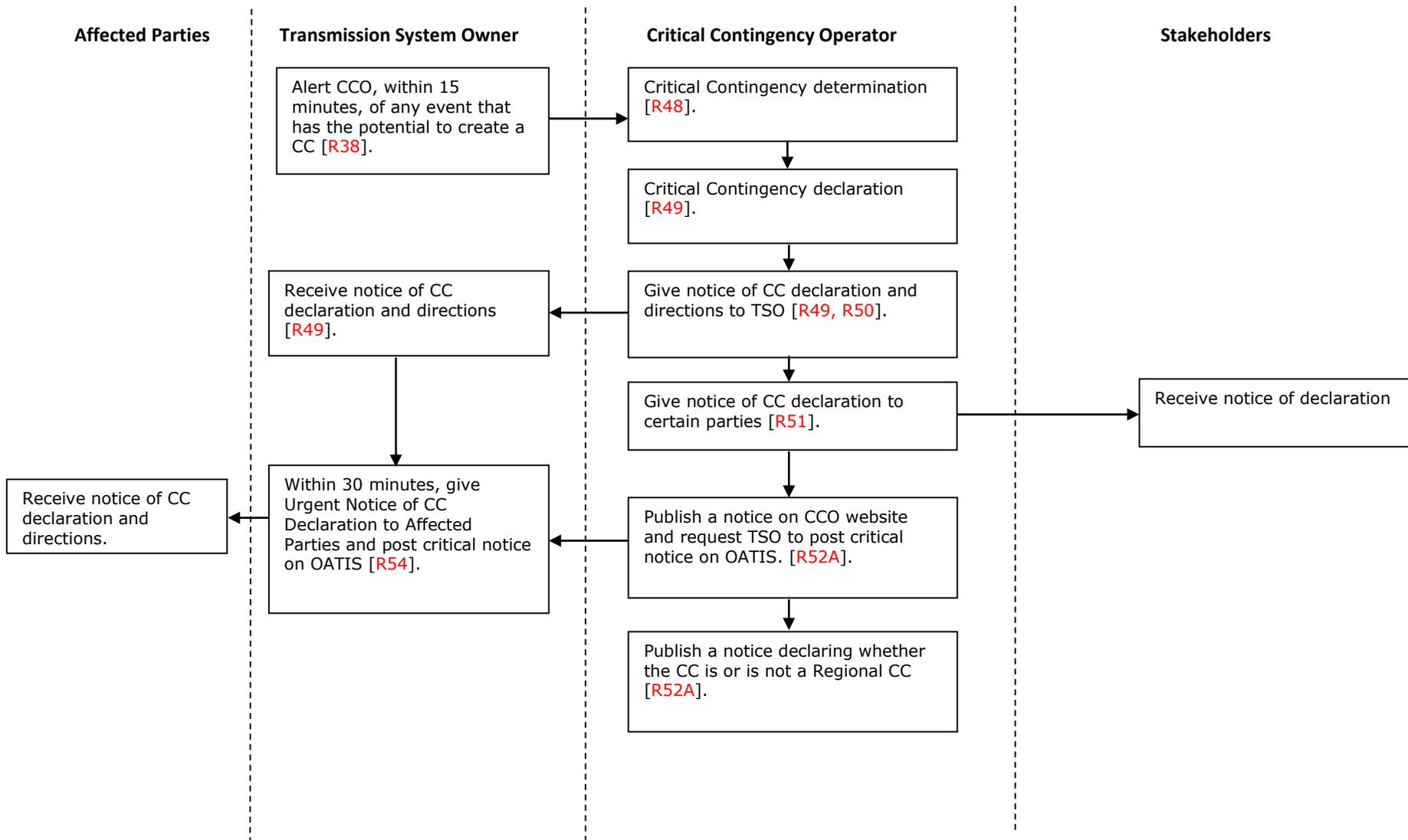
## **12. Publishing of Information by Asset Owner**

In accordance with Regulation 54A, every asset owner whose asset has become damaged or has failed and caused or contributed to a Critical Contingency is required to ensure that information is published and updated regularly so that interested parties are informed about a Critical Contingency.

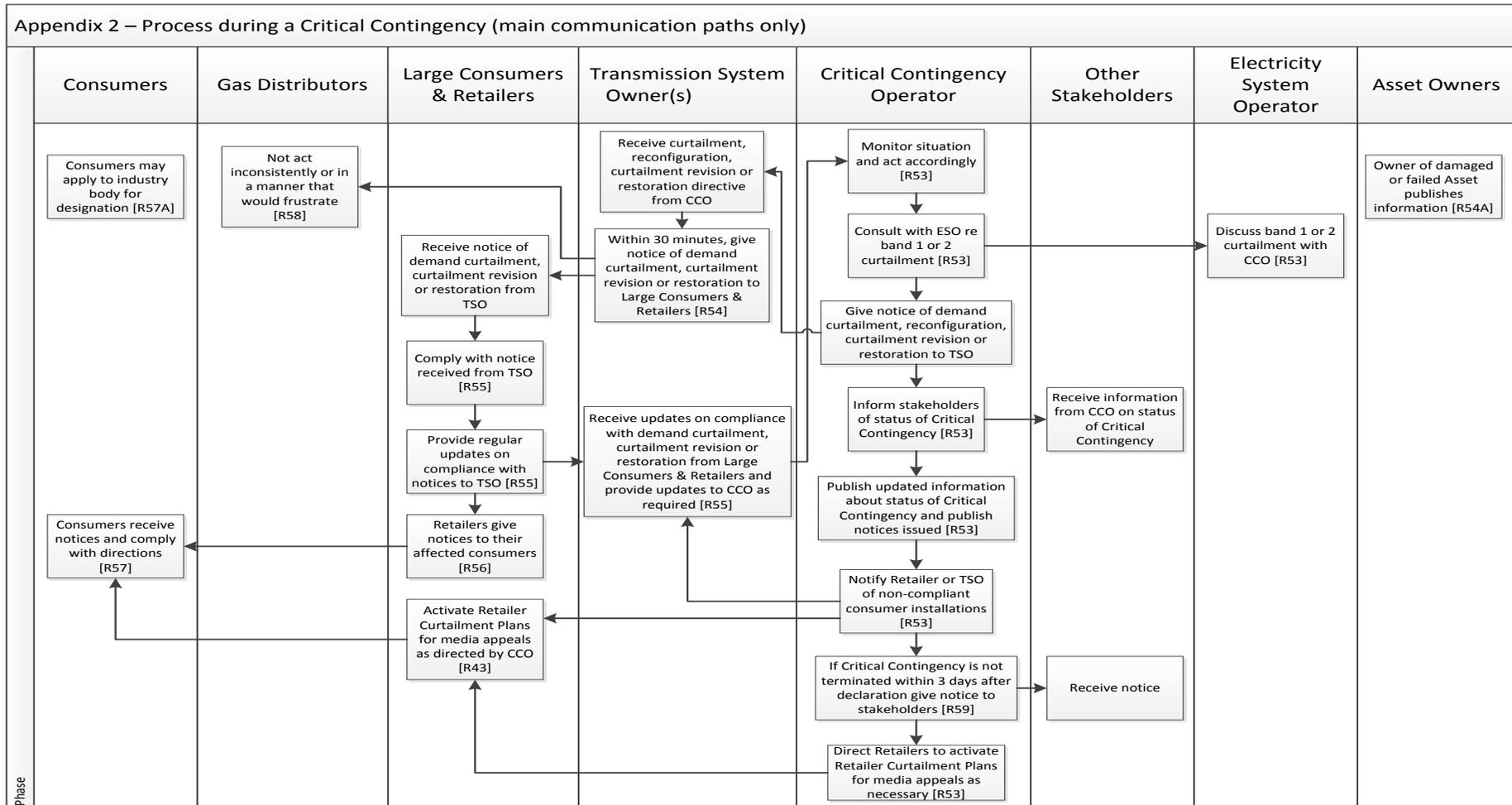
The asset owner must, after the curtailment of consumer installations in curtailment band 3, prepare a statement containing the following information:

- (a) a description of the damaged or failed asset and the cause of the damage or failure;
- (b) what actions are being taken by the asset owner to effect repairs;
- (c) the likely duration of each step of the repair process, including any testing and certification required before the asset can be restored to service;
- (d) the asset owner’s best estimate of the time at which the asset will be returned to service;
- (e) if the asset will be temporarily restored to a reduced level of service, information about the reduced capacity and likely duration of reduced capacity;
- (f) an assessment of the likely accuracy of the times provided in paragraphs (c), (d), and (e) as well as a description of the identified risk factors and the likely effects that each would be expected to have on those times.

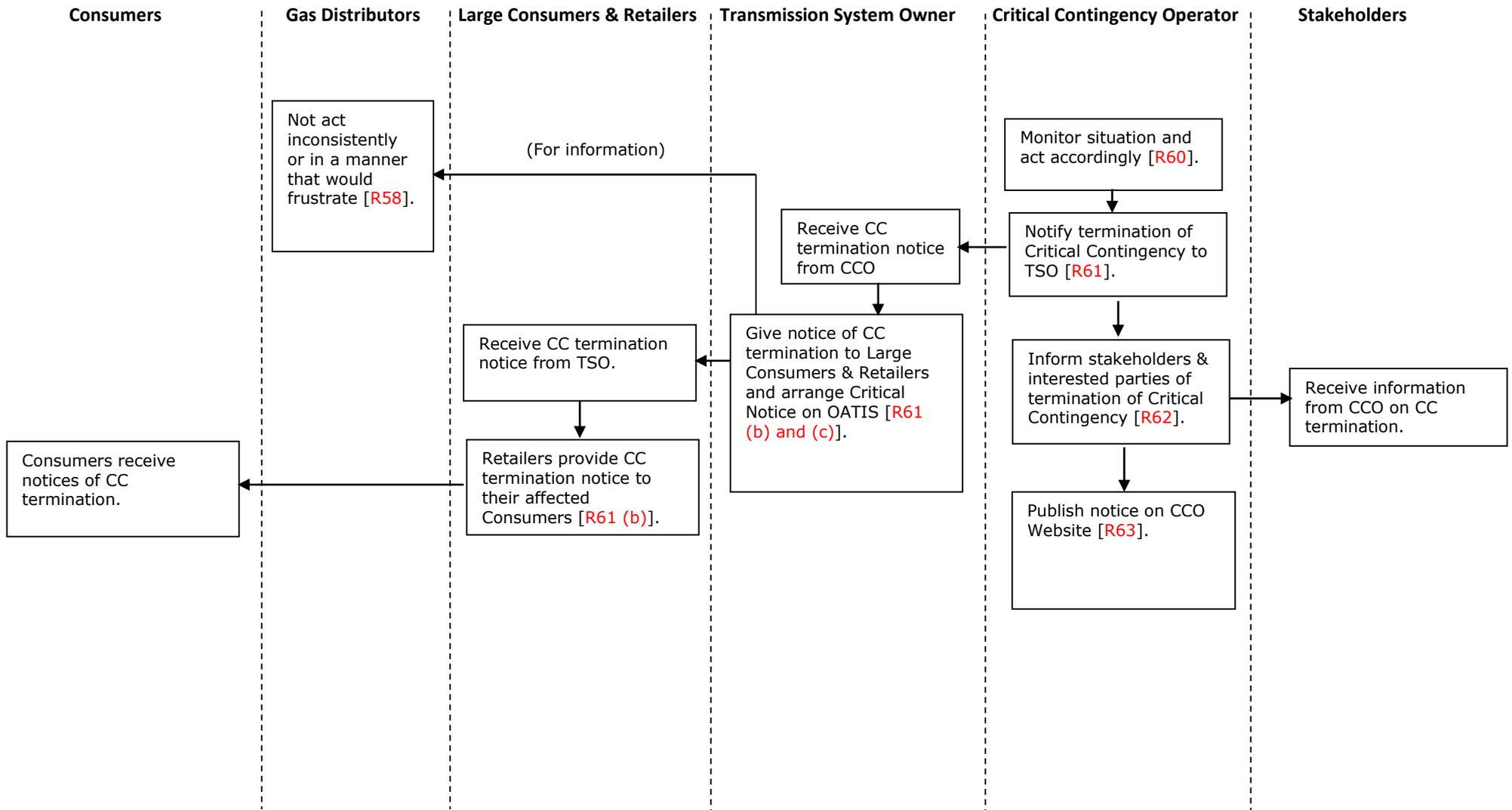
## Appendix 1 - Process for declaration of Critical Contingency



## Appendix 2 - Process during a Critical Contingency



### Appendix 3 - Process for termination of Critical Contingency



## Appendix 4 - Stakeholders

Contact details for the following stakeholders are maintained by the CCO. These details are checked and tested on a regular basis by the CCO to ensure they are valid and up to date.

Party	Individual Organisations/Bodies
<b>Minister of Energy</b>	
<b>The Secretary of Energy</b>	Chief Executive Ministry Business, Innovation & Employment
<b>Director of Civil Defence Emergency Management</b>	
<b>The Director General of Health</b>	
<b>The Industry Body</b>	Gas Industry Company
<b>Gas Storage Facilities</b>	Contact Energy Limited - Ahuroa Storage Facility
<b>Gas Producers</b>	Greymouth Gas NZ - Kaimiro Production Station - Kowhai Mixing Station - Turangi Production Station NZEC - Waihapa Production Station Origin Energy - Kupe Production Stations Shell Exploration NZ - Pohokura Production Station Shell Todd Oil Services - Oaonui Production Station Tag Oil (NZ) – Cheal & Sidewinder Production Stations Todd Energy - McKee\Mangahewa Production Stations Vector Gas Trading – Kapuni Gas Treatment Plant Westside New Zealand – Rimu Production Station
<b>Gas Distributors</b>	First Gas Vector Powerco Nova Gas Gasnet
<b>Electricity System Operator</b>	Transpower
<b>Large Consumers</b>	Genesis Energy – Huntly Power Station Contact Energy – Stratford and TCC Power Stations Methanex NZ Ltd – Motonui & Waitara Valley Methanol Plants Ballance Agri-Nutrients (Kapuni) Ltd Fonterra – Te Rapa Dairy Factory
<b>Retailers</b>	Contact Energy Energy Online Genesis Energy Greymouth Gas Mercury Energy (MRP) Mighty River Power Nova Energy Pulse Energy Switch Utilities Trustpower Vector Gas Trading
<b>Other Parties</b>	Regional CDEM Groups (North Island) Gas Industry Sector Coordinating Entity (SCE) Major Gas Users Group

<b>Interested Parties</b>	Persons who have registered with the CCO their interest of being notified of Critical Contingency declarations and terminations.
---------------------------	--

## Appendix 5 – Proforma CCO Notices

### Appendix 5.1: Potential Critical Contingency Notification

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Potential Critical Contingency</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in Information Guide</b>
<b>Current Status:</b>	The CCO has determined that a potential Critical Contingency situation exists.
<b>CCO Instruction to TSO:</b>	Issue notice of Potential Critical Contingency to Large Consumers and Retailers as soon as possible and ensure an appropriate critical notice is posted on OATIS.
<b>Event causing potential Critical Contingency:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>Areas of transmission system affected:</b>	
<b>Gas Gates Affected:</b>	

The CCO will terminate the Potential Critical Contingency by either issuing a Notification of Termination of Potential Critical Contingency or declaring a Critical Contingency.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice of Potential Critical Contingency to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.2: Potential Critical Contingency Termination

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Termination of Potential Critical Contingency</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in Information Guide</b>
<b>Current Status:</b>	The CCO has determined that the Potential Critical Contingency situation has been terminated.
<b>CCO Instruction to TSO:</b>	Issue notice of Termination of Potential Critical Contingency to Large Consumers and Retailers as soon as possible and ensure an appropriate critical notice is posted on OATIS.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice of Termination of Potential Critical Contingency to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO website at <http://www.cco.org.nz>

### Appendix 5.3: Critical Contingency Declaration Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Declaration of Critical Contingency</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b> <b>Stakeholders listed in Information Guide</b> <b>Interested Parties</b>
<b>CCO Instruction to TSO:</b>	A Critical Contingency has been declared.  Communications under the Communications Plan are to commence immediately.  Issue notice of Declaration of Critical Contingency to Large Consumers and Retailers within 30 minutes of receiving this notice.  Ensure an appropriate critical notice is posted on OATIS as soon as reasonably practicable.  The CCO will determine demand curtailment requirements and advise accordingly.
<b>Critical Contingency Declaration Time &amp; Date:</b>	
<b>Event causing Critical Contingency:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	

This notice is issued pursuant to **Regulation 49** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO pursuant to this declaration must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue this Notice of Declaration of Critical Contingency to the TSO and stakeholders listed in the CCO Information Guide and publish this notice on the CCO website at <http://www.cco.org.nz>

The CCO will advise persons who have notified their interest in receiving advice of critical contingency declarations in accordance with **Regulation 51(2)**.

#### Appendix 5.4: Direction to Curtail Demand Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Direction to Curtail Demand</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	Stakeholders listed in Information Guide
<b>CCO Instruction to TSO:</b>	<p>Within 30 minutes of receiving this notice, issue notice of Direction to Curtail Demand to Large Consumers and Retailers in accordance with the Demand Curtailment Directions set out below.</p> <p>Ensure an appropriate critical notice is posted on OATIS as soon as reasonably practicable.</p>
<b>Critical Contingency Declaration Time &amp; Date:</b>	
<b>Event causing Critical Contingency:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	
<b>Demand Curtailment Compliance Updates Frequency:</b>	

**Demand Curtailment Directions**

Band	Approved Designation	Gate #	Gas Gate Name	Curtailment Direction
0				
1				
2				

Band	Approved Designation	Description	Curtailment Direction
3	None	Industrial and commercial consumers >10 TJ/annum	
	Critical Processing	Industrial and commercial consumers >10 TJ/annum with approved designations	
4	None	Medium-sized industrial and commercial consumers >250 GJ/annum	
	Critical Processing	Medium-sized industrial and commercial consumers >250 GJ/annum with approved designations	
5	Essential Services	Consumers >2 TJ/annum with approved designation	
6	Not Applicable	Small commercial customers < 250 GJ/annum	
7	Critical Care	Consumers of any size consumption with approved designation	

Gas Gates Affected by Curtailment Direction for Bands 3-7		
Gas Gate Name	Gas Gate Code	Pipeline sub-system

This notice is issued pursuant to **Regulation 53(1)(d)(i)** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice of Direction to Curtail Demand to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.5: Direction to Revise Demand Curtailment Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Direction to Revise Demand Curtailment</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	Stakeholders listed in Information Guide
<b>CCO Instruction to TSO:</b>	<p>Within 30 minutes of receiving this notice, issue notice of Direction to Revise Demand Curtailment to Large Consumers and Retailers in accordance with the Demand Curtailment Directions set out below.</p> <p>Ensure an appropriate critical notice is posted on OATIS as soon as reasonably practicable.</p> <p>For the avoidance of doubt this notice supersedes the original Notice of Direction to Curtail Demand and any previous notice(s) of Direction to Revise Demand Curtailment. It includes all demand previously directed for curtailment and all additional demands to be curtailed.</p>
<b>Critical Contingency Declaration Time &amp; Date:</b>	
<b>Event causing Critical Contingency:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	
<b>Demand Curtailment Compliance Updates Frequency:</b>	

**Demand Curtailment Directions**

Band	Approved Designation	Gate #	Gas Gate Name	Curtailment Direction
0				
1				
2				

Band	Approved Designation	Description	Curtailment Direction
3	None	Industrial and commercial consumers <b>&gt;10 TJ/annum</b>	
	Critical Processing	Industrial and commercial consumers <b>&gt;10 TJ/annum</b> with approved designations	
4	None	Medium-sized industrial and commercial consumers <b>&gt;250 GJ/annum</b>	
	Critical Processing	Medium-sized industrial and commercial consumers <b>&gt;250 GJ/annum</b> with approved designations	
5	Essential Services	Consumers <b>&gt;2 TJ/annum</b> with approved designation	
6	Not Applicable	Small commercial customers < 250 GJ/annum	
7	Critical Care	Consumers of any size consumption with approved designation	

Gas Gates Affected by Curtailment Direction for Bands 3-7		
Gas Gate Name	Gas Gate Code	Pipeline sub-system

This notice is issued under **Regulation 53(1)(d)(ii)** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice of Direction to Revise Demand Curtailment to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.6: Notice to Retailers to Implement Media Appeals

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Retailers to Implement Media Appeals</b>
<b>Notice Issued To:</b>	<b>Retailers</b>
<b>Notice Copied To:</b>	First Gas TSO Stakeholders listed in Information Guide
<b>Demand Curtailment Status:</b>	The CCO has determined that curtailment of curtailment bands 0 to 6 is insufficient to stabilise the pressure in the affected parts of the transmission system.
<b>CCO Instruction to Retailers:</b>	Commence media appeals for domestic consumers to reduce their gas usage, in accordance with the Retailer Curtailment Plan (Regulation 43(4)).
<b>Event that caused Critical Contingency:</b>	
<b>Details of Event resolution:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	

This notice is issued pursuant to **Regulation 53 (1) (db)** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice to Retailers to Implement Media Appeals to the TSO and stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.7: Direction to Restore Curtailed Demand Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Direction to Restore Curtailed Demand</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	Stakeholders listed in Information Guide
<b>CCO Instruction to TSO:</b>	<p>Within 30 minutes of receiving this notice, issue notice of Direction to Restore Curtailed Demand to Large Consumers and Retailers in accordance with the Demand Restoration Directions set out below.</p> <p>Ensure an appropriate critical notice is posted on OATIS as soon as reasonably practicable.</p> <p>For the avoidance of doubt this notice supersedes any previous notice(s) of Direction to Restore Curtailed Demand. It includes all demand previously directed for restoration.</p>
<b>Critical Contingency Declaration Time &amp; Date:</b>	
<b>Event causing Critical Contingency:</b>	
<b>Summary of actions taken to resolve event:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	

**Demand Restoration Directions**

Band	Approved Designation	Gate #	Gas Gate Name	Restoration Direction
0				
1				
2				

Band	Approved Designation	Description	Restoration Direction
3	None	Industrial and commercial consumers <b>&gt;10 TJ/annum</b>	
	Critical Processing	Industrial and commercial consumers <b>&gt;10 TJ/annum</b> with approved designations	
4	None	Medium-sized industrial and commercial consumers <b>&gt;250 GJ/annum</b>	
	Critical Processing	Medium-sized industrial and commercial consumers <b>&gt;250 GJ/annum</b> with approved designations	
5	Essential Services	Consumers <b>&gt;2 TJ/annum</b> with approved designation	
6	Not Applicable	Small commercial customers <b>&lt; 250 GJ/annum</b>	
7	Critical Care	Consumers of any size consumption with approved designation	

Gas Gates Affected by Restoration Direction for Bands 3-7		
Gas Gate Name	Gas Gate Code	Pipeline sub-system

This notice is issued pursuant to **Regulation 53(1)(e)** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice to Restore Curtailed Demand to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.8: Status Update Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Status Update</b>
<b>Notice Issued To:</b>	<b>Stakeholders listed in Information Guide</b>
<b>Notice Copied To:</b>	First Gas TSO
<b>Date and Time Critical Contingency Declared:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Critical contingency precipitated by:</b>	
<b>Geographic area or areas affected:</b>	
<b>Details of Event resolution:</b>	
<b>Estimated Time to repair underlying problem (if known):</b>	
<b>CCO actions being taken to stabilise the gas system:</b>	
<b>Curtailement Directions issued by CCO and types of consumer installations affected:</b>	
<b>Estimated time and nature of revised curtailement directions:</b>	
<b>Estimated restoration schedule (if known):</b>	
<b>Other Information:</b>	

This notice is supplementary to the other notices issued by the CCO during a critical contingency.

This notice does not contain any directions or declarations and is published to provide more information and forecasts about the status of the critical contingency.

The information contained in Status Update Notices is based on the best information/knowledge available to the CCO at the time of publication and may vary over the duration of the event as the situation changes/develops.

The CCO will issue this Status Update to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

## Appendix 5.9: Critical Contingency Termination Notice

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Critical Contingency Termination</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b> <b>Stakeholders listed in Information Guide</b> <b>Interested Parties</b>
<b>CCO Instruction to TSO:</b>	The Critical Contingency has been terminated.  Issue notice of Termination of Critical Contingency to Large Consumers and Retailers within 30 minutes and ensure an appropriate critical notice is posted on OATIS and direct retailers to advise their consumers that the critical contingency has been terminated.
<b>Critical Contingency Termination Time &amp; Date:</b>	
<b>Current Status:</b>	
<b>Event that caused Critical Contingency:</b>	
<b>Details of Event resolution:</b>	
<b>CCO determination on Regional Critical Contingency Status:</b>	
<b>Areas of transmission system affected:</b>	

This notice is issued pursuant to **Regulation 60** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO pursuant to this declaration must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue this Notice of Critical Contingency Termination to the TSO and stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <http://www.cco.org.nz>

The CCO will advise persons who have notified their interest in receiving advice of critical contingency terminations in accordance with **Regulation 62(2)**.

## Appendix 5.10: Direction to TSO to undertake Reconfiguration

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>TSO to undertake Reconfiguration</b>
<b>Notice Issued To:</b>	<b>First Gas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in Information Guide</b>
<b>CCO Instruction to TSO:</b>	<p>After consultation with the TSO the CCO has determined that a reconfiguration would contribute to achieving the purpose of the regulations.</p> <p>Undertake reconfiguration of the transmission system [insert detail of reconfiguration to be undertaken]</p>
<b>Event causing potential Critical Contingency:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>Areas of transmission system affected:</b>	
<b>Gas Gates Affected:</b>	

This notice is issued pursuant to **Regulation 53 (1) (dc)** of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and First Gas CCMP.

The CCO will issue a copy of this Notice to the stakeholders listed in the CCO Information Guide and publish this notice in the public domain of the CCO web site at <http://www.cco.org.nz>

## Appendix 6 – CCO Contact Details

<b>Contacts:</b>	
<b>Email Address</b>	<a href="mailto:cco@cco.org.nz">cco@cco.org.nz</a>
<b>Telephone (24/7)</b>	0800 226 267 To contact CCO Duty Officer via an Answer Messaging Service
<b>Internet Site</b>	<a href="http://www.cco.org.nz">http://www.cco.org.nz</a>

<b>Alternative Contacts (Disaster Recovery)</b>	
<b>Email Address</b> (To be used in the event the Primary Email is not available)	alternatecco@gmail.com
<b>Satellite Phone</b>	00881622459074