



CCO COMMUNICATIONS PLAN

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

Critical Contingency Operator
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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 2012.
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 Gas Ltd to Core Group Ltd and updated to reflect amended Regulations
V6.0	13.01.15	Changes made to implement recommendations of external legal review of Core Group Ltd's CCO related documentation and removal of reference to "previous bands" from Notices.
V7.0	16.06.16	Changed references from Vector and MDL as individual and separate TSOs to First Gas as the single TSO.
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1. Purpose

The purpose of this Communications Plan is to govern the communications between the Critical Contingency Operator (**CCO**) and the Transmission System Owner (**TSO**) during a critical contingency as required under Regulation 35 of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments (the **Regulations**) with effect from 1 March 2014.

First Gas Limited (**Firstgas**) is the Transmission System Owner (TSO). This Communications Plan has been prepared by the CCO in consultation with the TSO.

All capitalised terms used in this Communications Plan have the same meaning as those terms in the Regulations.

Stakeholders are as defined in the CCO Information Guide.

2. Review and Amendment

The CCO may, after consultation with the TSO, amend and publish a revised Communications Plan in accordance with Regulation 35(4).

Following any actual Critical Contingencies, the CCO will prepare a performance report in accordance with Regulation 65. This report will assess the extent to which the CCO considers this Communication Plan achieves the purpose of the Regulations. If the performance report recommends any amendments to this Communication Plan, the Plan will be revised and published in accordance with Regulation 35(4).

Following any exercise to test the Critical Contingency Management Plan (**CCMP**) in accordance with Regulation 34, the CCO will prepare a report which identifies any amendments to the Communications Plan that the CCO considers would improve its effectiveness in achieving the purpose of the Regulations.

3. Background

By way of the CCO Service Provider Agreement dated 20th November 2013 the Gas Industry Company (GIC) appointed Core Group Limited to be the CCO under the Regulations effective from 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;
- explore opportunities to increase the supply of gas;
- call for load curtailment as required to balance the system; 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 the CCMP and emergency response plans. The TSO will 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.

4. Provision of Information & Communications

Outside of any potential or actual Critical Contingency, the CCO requires continuous access to transmission system information. This information is intended to keep it informed as to the status of the transmission system and enable it to maintain an appropriate state of readiness for any potential or actual Critical Contingency.

To achieve this, the CCO has developed a Communications Protocol [CCO-021] which sets out the information requirements which apply to the TSO during normal system conditions as well as during abnormal system conditions which do not amount to a potential or actual Critical Contingency. These requirements are consistent with Regulations 38 and 38A of the Regulations.

The Communications Protocol also sets out in more detail the information requirements which apply during a potential and actual Critical Contingency. If there is any inconsistency between any requirement in this Communications Plan and the Communications Protocol, this Communications Plan takes precedence. A summary of the Communications Protocol is provided in Appendix 12 for information purposes.

5. Prior to a Critical Contingency Declaration

The Transmission System Operating Codes set out Firstgas' rights and obligations as TSO ahead of, and to some extent during, a Critical Contingency. Firstgas' remedial actions prior to the declaration of a Critical Contingency may include purchasing balancing gas, maximising throughput through use of Firstgas' compressors, reconfiguration of the transmission system, calling on interruptible contracts, operational flow orders (OFO's), curtailments and shutdowns.

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 is required to inform the CCO by telephone within 15 minutes and confirm the details in writing within 30 minutes of the event.

The CCO may issue a potential Critical Contingency notice to give warning that transmission system conditions have deteriorated to a point where a Critical Contingency may occur.

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

5.1 Potential Critical Contingency Declaration

If, in the judgement of the CCO, the event that has occurred 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 advice of the notice of the potential Critical Contingency to 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 (where available).

Appendix 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.

5.2 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 must 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 advice 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 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 the transmission system conditions to deteriorate rapidly.

6. 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; or
- (b) CCO has a reasonable expectation that a breach of one or more of those thresholds is otherwise unavoidable and considers that a 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 a notice regarding the declaration of the Critical Contingency to the TSO.

Appendix 3 contains the proforma notice that will be used for this purpose.

The CCO will issue advice of the notice of the declaration of critical contingency to Stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.

Upon receipt of the notice the TSO must issue notice of the declaration of Critical Contingency via OATIS (as defined in the Regulations) 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.

7. During a Critical Contingency

7.1 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).

If a curtailment direction is given for curtailment bands 1 or 2 the CCO will consult the Electricity System Operator and, having regard to the objectives set out in clause 1 of schedule 2, determine whether to allow a consumer installation with an Electricity Supply designation to use gas.

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

Appendix 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.

7.2 Directions to Revise Curtailment of Demand

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

Appendix 5 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.

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.

7.3 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 Retailer curtailment plans in accordance with r53 (1) (db).

Appendix 9 contains the proforma notice 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.

7.4 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.

Demand will usually be restored in the reverse order to which it was curtailed unless directions resulting from a Civil Defence Emergency or advice from the TSO is given and considered to take precedence.

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 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.

Appendix 6 contains the proforma notice that will be used for this purpose.

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 the 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 advice 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.

7.5 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 in accordance with the timeframe specified on the curtailment notice(s) to the TSO under Regulation 55(2). The TSO will provide a summary of these updates to the CCO.

7.6 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. [R53(g)]

The CCO will publish Status Update Notices on the CCO web site at 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(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; and
- (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 8 contains the proforma notice that will be used for this purpose.

7.7 Continuing Critical Contingency

If a Critical Contingency has not been terminated within three days from the date it was declared, the CCO will 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; and
- (d) The Secretary (Chief Executive, Ministry of Business, Innovation & Employment).

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

7.8 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, revised 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:

- a) 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
- b) the Industry Body, which may seek an interim injunction under regulation 39A of the Gas Governance (Compliance) Regulations 2008.

7.9 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 appropriate, the CCO will direct the TSO to undertake the reconfiguration. Appendix 10 contains the proforma that will be used for this purpose.

8. 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.

Appendix 7 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.

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

9. Communications with TSO

The CCO will communicate with the TSO either in person, by telephone, and where written communications are required, by use of email using standard PC applications.

If land line and cell phone services are unavailable, the CCO will use satellite phone services to communicate by telephone or use in person communications if possible.

First Gas has given permission for the CCO to respond to the First Gas Control Room in order to manage a critical contingency event from that location if the circumstances suit. The benefits from both the TSO and CCO working from the same location include:

- CCO being able to view real-time SCADA screens to monitor system conditions;
- Face to face communications between CCO and TSO minimising any potential delays and reducing the risk of miscommunication;
- Reducing the time delays associated with the SCADA Data Transfer process.

9.1 Normal issuing of Notices

The CCO will use reasonable endeavours to consult with the TSO before issuing Notices. Consultation should consider if the notice adequately reflects the Critical Contingency situation.

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.

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.

Appendix 11 contains an example of one of the proforma notices for oral notifications that have been provided to the TSO.

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>

9.2 Alternative methods for issuing Notices

In the event that standard PC applications are unavailable to the CCO, the CCO will communicate notices by telephone or other voice communication system and provide written confirmation by email and SMS text 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 TSO during the telephone call.

In the event that the CCO internet site is unavailable, the CCO will immediately inform the TSO. Notices will continue to be issued via email or verbally if required.

The CCO may elect to hand deliver written notices if standard PC applications are unavailable to the CCO. The date and time of a hand delivered written notices is that date and time it is received by the TSO.

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 or use face to face communications if possible.

9.3 Contacts Database for Notices

The CCO maintains a contacts database of persons nominated by the TSO 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.

The TSO will notify the CCO of changes to any nominees or their contact details.

10. 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; and
- (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.

11. Communication Plan Appendices

Appendix 1: Potential Critical Contingency Notification

Date:	
Time:	
Notice Number:	
Notice Type:	Potential Critical Contingency
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in Information Guide
Current Status:	The CCO has determined that a potential Critical Contingency situation exists.
CCO Instruction to TSO:	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.
Event causing potential Critical Contingency:	
Summary of actions being taken to resolve event and estimated time to resolve:	
Areas of transmission system affected:	
Gas Gates Affected:	

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 advice 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 2: Potential Critical Contingency Termination

Date:	
Time:	
Notice Number:	
Notice Type:	Termination of Potential Critical Contingency
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in Information Guide
Current Status:	The CCO has determined that the Potential Critical Contingency situation has been terminated.
CCO Instruction to TSO:	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 advice 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 web site at <http://www.cco.org.nz>

Appendix 3: Critical Contingency Declaration Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Declaration of Critical Contingency
Notice Issued To:	Firstgas TSO Stakeholders listed in Information Guide Interested Parties
CCO Instruction to TSO:	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.
Critical Contingency Declaration Time & Date:	
Event causing Critical Contingency:	
Summary of actions being taken to resolve event and estimated time to resolve:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	

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 advice of this Notice of Declaration of 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>

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

Appendix 4: Direction to Curtail Demand Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Direction to Curtail Demand
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in Information Guide
CCO Instruction to TSO:	<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>
Critical Contingency Declaration Time & Date:	
Event causing Critical Contingency:	
Summary of actions being taken to resolve event and estimated time to resolve:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	
Demand Curtailment Compliance Updates Frequency:	

Demand Curtailment Directions

Band	Approved Designation	Gate #	Gas Gate Name	Curtailment Direction
0				
1				
2				
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 advice 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: Direction to Revise Demand Curtailment Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Direction to Revise Demand Curtailment
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in Information Guide
CCO Instruction to TSO:	<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>
Critical Contingency Declaration Time & Date:	
Event causing Critical Contingency:	
Summary of actions being taken to resolve event and estimated time to resolve:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	
Demand Curtailment Compliance Updates Frequency:	

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 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 advice 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 6: Direction to Restore Curtailed Demand Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Direction to Restore Curtailed Demand
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in Information Guide
CCO Instruction to TSO:	<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>
Critical Contingency Declaration Time & Date:	
Event causing Critical Contingency:	
Summary of actions taken to resolve event:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	

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 >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 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 advice 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 7: Critical Contingency Termination Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Critical Contingency Termination
Notice Issued To:	Firstgas TSO Stakeholders listed in Information Guide Interested Parties
CCO Instruction to TSO:	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.
Critical Contingency Termination Time & Date:	
Current Status:	
Event that caused Critical Contingency:	
Details of Event resolution:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	

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 advice of this Notice of Critical Contingency Termination to the 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 also advise persons who have notified their interest in receiving advice of critical contingency terminations in accordance with **Regulation 62(2)**.

Appendix 8: Status Update Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Status Update
Notice Issued To:	Stakeholders listed in Information Guide
Notice Copied To:	Firstgas TSO
Date and Time Critical Contingency Declared:	
CCO determination on Regional Critical Contingency Status:	
Event that caused Critical Contingency:	
Areas of transmission system affected:	
Details of Event resolution:	
Estimated Time to repair underlying problem:	
CCO actions being taken to stabilise the gas system:	
Curtailement Directions issued by CCO and types of consumer installations affected:	
Estimated time and nature of revised curtailement directions:	
Estimated restoration schedule (if known):	
Other Information:	

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 advice of 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 9: Notice to Retailers to Implement Media Appeals

Date:	
Time:	
Notice Number:	
Notice Type:	Retailers to Implement Media Appeals
Notice Issued To:	Retailers
Notice Copied To:	Firstgas TSO Stakeholders listed in Information Guide
Demand Curtailment Status:	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.
CCO Instruction to Retailers:	Commence media appeals for domestic consumers to reduce their gas usage, in accordance with the Retailer Curtailment Plan (Regulation 43(4)).
Event that caused Critical Contingency:	
Details of Event resolution:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	

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 advice of this Notice to Retailers to Implement Media Appeals 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 10: Direction to TSO to undertake Reconfiguration

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

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 advice 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 11. Critical Contingency Declaration – Urgent Oral Notice

Date:	
Time:	
Notice Number:	
Notice Type:	Declaration of Critical Contingency
Notice Issued to:	Firstgas TSO
CCO Instruction to TSO:	<p>Pursuant to Regulation 23, the CCO has given urgent oral notice that a Critical Contingency has been declared.</p> <p>Communications under the Communications Plan are to commence immediately.</p> <p>The CCO has instructed the TSO to issue notice of Declaration of Critical Contingency to Large Consumers and Retailers within 30 minutes of receiving the urgent oral notice, and ensure an appropriate critical notice is posted on OATIS as soon as reasonably practicable.</p>
Critical Contingency Declaration Time & Date:	
Event causing Critical Contingency:	
Summary of actions being taken to resolve event and estimated time to resolve:	
CCO determination on Regional Critical Contingency Status:	
Areas of transmission system affected:	

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 advice of this Notice of Declaration of Critical Contingency 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 12: Summary of CCO-TSO Communications Protocol

The following table is provided for information purposes and summarises the provision of information and communications which are set out in more detail in the CCO-TSO Communications Protocol (CCO-021)

Information	Information to be Provided	Frequency & Timeframe
Transmission System Status Report	Information to enable CCO to review the transmission system availability status, security of supply risk profiles, scheduled maintenance, configuration and outage plans.	Report (CCO-050) to CCO during final week of each month plus ongoing updates as required.
General System Queries and Updates During Normal Operations	Information on historic/current/projected transmission system conditions to support calibration of CCO Load Model.	Verbal, SMS or written response as required.
SCADA Data File	Transmission system SCADA data download during normal, abnormal or event conditions.	Data files provided in accordance with the agreed SCADA Data Transfer Functional Specification.
Transmission System Changes	Notification of any planned changes to the transmission system that will affect the performance or capability of the system.	As soon as practicable, as and when required
Event Notification	Initial verbal notification/alert of any event within the transmission system that has the potential to create a critical contingency.	Telephone within 15 minutes of event arising.
	Written Security of Supply Alert confirming details of the parts of the transmission system affected, predictions on when the event will likely be resolved and actions being taken to resolve the situation.	Email Security of Supply Alert (CCO-053) as soon as possible but no later than 30 minutes of event arising
Periodic Updates During Events	Updates on the status of the event and specific notification of any material changes.	Verbal notification of any material changes within 15 minutes and email update within 30 minutes of the event. Email SoS Update (CCO-053) at periods specified by CCO at the time of the event.
Published Information	Information to enable CCO to prepare Public Information Report as specified in Schedule 5 following curtailment of consumers in band 3.	Email Public Information Report (CCO-052) no later than 8am, 12pm and 4pm daily.
Large Consumer Compliance Updates	Copies of Large Consumer Compliance Updates provided to TSO	Forward Compliance updates by email within 15 minutes of receipt.
Retailer Compliance Updates	Consolidated summary of Retailer Compliance Updates provided to TSO	Email Summary of Compliance updates as soon as practicable.
Event Resolution	Verbal notification that the event has been resolved.	Telephone within 30 minutes of event being resolved.
	Security of Supply Update confirming details of the event resolution	Email SoS Update (CCO-053) within 60 minutes of event being resolved.
* SCADA Real Time Remote Access	Information to enable CCO to monitor in real-time the current transmission system conditions and rate of change.	Continuous

* It is noted that SCADA Real Time Remote Access is not yet available and is subject to further assessment however it is included as a requirement.