

Meeting Date: 12 March 2020

DEVELOPING QUESTIONS FOR
TRANSPower ABOUT ITS COMMUNICATION
OF REDUCED SECURITY AND OUTAGES

SECURITY
AND
RELIABILITY
COUNCIL

Note: This paper has been prepared for the purpose of the Security and Reliability Council (SRC). Content should not be interpreted as representing the views or policy of the Electricity Authority.

Developing questions for Transpower about its communication of reduced security and outages

1. Actions from the previous meeting

- 1.1. In October 2019, Transpower released a new external communications plan (plan). The SRC has expressed a desire to have confidence that the plan achieves its goals.
- 1.2. An action item from the March SRC meeting was to develop a set of questions in relation to Transpower's communication of reduced security and outages. This resulted from some inconsistencies between the verbal and written statements at the March meeting regarding the communications of the Northland outage.
- 1.3. The secretariat has considered a series of questions to pose to Transpower and wishes to confirm with the SRC that this is an exhaustive list of concerns, to ensure that this action item is fully resolved by the next meeting.

2. Questions for Transpower

- 2.1. The secretariat has considered the question and advises that it may be valuable to allow Transpower to [provide example scenarios as a means to answer the questions] instead of requesting information on a specific incident which has occurred in the past.
- 2.2. The secretariat has identified 5 distinct scenarios which can provide insight into Transpower's use of their plan:
 - 2.2.1. Long-term, planned, security-reducing
 - 2.2.2. Short-term, planned, security-reducing
 - 2.2.3. Unplanned security-reducing
 - 2.2.4. Planned outages (not resulting in less than n-1 security)
 - 2.2.5. Unplanned outages (not resulting in less than n-1 security)
- 2.3. The secretariat has considered a series of questions for Transpower for each of these scenarios:
 - 2.3.1. Did Transpower receive any feedback on its communications? If so, what?
 - 2.3.2. Did Transpower's communication since the plan's introduction meet the goals of the plan?
 - 2.3.3. If not, what changes did Transpower make to ensure its communications meet the goals of the plan, and have these changes worked?
 - 2.3.4. Is there anything further Transpower will do differently or any changes it intends to make to the plan for next time as a result of this incident?
- 2.4. The secretariat considered requesting information specifically referencing the Northland outage, as there will have already been significant work done for the

investigation. However, it considers a broader approach will provide a fuller picture of Transpower's compliance with their plan and suggests allowing Transpower to select incidents which fit each of the 5 scenarios above. This may or may not include the Northpower incident.

3. Questions for the SRC to consider

3.1 The SRC may wish to consider the following questions.

- Q1. What further information, if any, does the SRC wish to have provided to it by the secretariat?
- Q2. Does the SRC agree that it is appropriate to allow Transpower to choose the incidents it uses as examples?