

# CRITICAL CONTINGENCY OPERATOR INFORMATION GUIDE

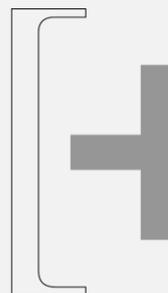


PREPARED IN ACCORDANCE WITH THE GAS  
GOVERNANCE (CRITICAL CONTINGENCY  
MANAGEMENT) REGULATIONS 2008 AND 2013  
AMENDMENTS

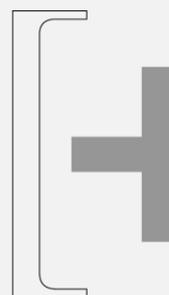
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## APPENDICES

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~~Appendix 5.8: Status Update Notice~~

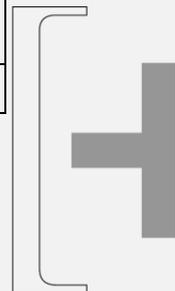
~~Appendix 5.9: Critical Contingency Termination Notice~~

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~~Appendix 5.11: Critical Contingency Declaration – Urgent Oral Notice~~

Appendix 56 – CCO Contact Details

Rev	Date	Description	Prepared By	Checked By	Consultation completed
11	October 2022	Updated notice templates in response to feedback from the last test exercise and updates to stakeholder list	RD	GA/RD	12 October 2022
<u>12</u>	<u>March 2024</u>	<u>Updated to align with revised CCMP.</u>			



## 1.0 PURPOSE

This Information Guide explains how the Critical Contingency Operator (CCO) communicates with key parties (Stakeholders) during a critical contingency, as required under the Gas Governance (Critical Contingency Management) Regulations 2008 and their amendments.

Under Regulation 36, the following Stakeholders must be notified:

- The Electricity System Operator
- The Director of Civil Defence Emergency Management
- Operators of gas storage facilities
- Operators of upstream gas production facilities
- The Industry Body (Gas Industry Company)
- The Minister of Energy and the Secretary (Chief Executive, Ministry of Business, Innovation & Employment)

In addition, the CCO and the Industry Body may identify further Stakeholders, including:

- Gas distributors
- The Director-General of Health
- Retailers and large consumers
- Individuals or organisations who have registered to receive critical contingency notifications

A full list of Stakeholders is provided in **Appendix 4**.

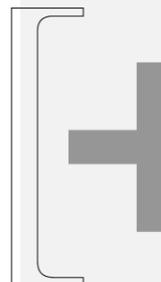
This Guide outlines the critical contingency process and provides a structured overview of the communication steps taken before and during a critical contingency. It is available on the CCO website: <https://www.cco.org.nz/>

All terms used in this Guide have the same meaning as defined in the Regulations.

First Gas Limited (Firstgas) is the Transmission System Owner (TSO). Communication flows between the CCO and the TSO during a critical contingency are detailed in the **CCO Communications Plan**, also available on the CCO website.

~~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.~~

~~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 <https://www.cco.org.nz/>~~

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

~~First Gas Limited (Firstgas) is the Transmission System Owner (TSO). The communication flows between the CCO and the TSO during a critical contingency are outlined in the CCO Communications Plan which is also available on the CCO website.~~

## 2.0 REVIEW AND AMENDMENT

~~The CCO may update this Guide after consulting with people it believes represent those affected, as required by Regulation 37(4).~~

~~After any real critical contingency or test exercise, the CCO will prepare a performance report under Regulation 65. This report reviews how well the Guide supports the purpose of the Regulations.~~

~~For real critical contingencies, a draft report will be released for consultation, with feedback due within 5 business days. All submissions will be published on the GIC website. If the report recommends changes, the Guide will be updated and republished in line with Regulation 37(4)~~

~~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.~~

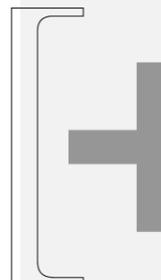
~~For actual critical contingencies, a draft performance report will be published for consultation with submissions required within 5 business days. All submissions will be published on the GIC website. If the performance report recommends any amendments to this Information Guide, the guide will be revised and published in accordance with Regulation 37(4).~~

## 3.0 OVERVIEW

~~The aim of the Regulations is to make sure there is enough gas in the transmission system to supply distribution networks and households, and to manage major gas outages without affecting long-term security of supply.~~

~~The CCO's role includes:~~

- ~~• Deciding when a critical contingency has begun~~



- Deciding whether it affects a specific region
- Receiving and assessing information from the TSO and stakeholders
- Calling for load curtailment when needed to keep the system in balance
- Looking for ways to increase gas supply
- Monitoring supply and demand and adjusting curtailment as needed
- Restoring demand in an orderly way so the contingency can end efficiently
- Keeping stakeholders informed and publishing updates
- Deciding when it is safe to end a critical contingency
- Post event reporting

The TSO always remains in direct control of the transmission system.

During a critical contingency:

- The TSO activates the processes in its Critical Contingency Management Plan (CCMP) and emergency response plans
- The CCO issues directions to the TSO that align with the Regulations, the CCMP, and the Communications Plan
- The CCO issues directions to stakeholders in line with the Regulations and this Guide
- The TSO issues directions to Retailers and Large Consumers in line with the Regulations and the CCMP

~~By way of the Critical Contingency Operator Service Provider Agreement effective 1<sup>st</sup> March 2022 the Gas Industry Company (GIC) has appointed Plant & Platform Consultants Limited to be the CCO under the Regulations.~~

~~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 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.~~

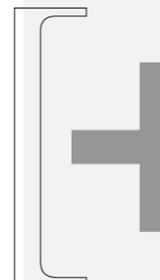
~~The role of the CCO includes to:~~

- ~~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~~
- ~~restore demand as required to terminate critical contingency in an efficient manner~~
- ~~keep stakeholders informed and publish information on the status of a critical contingency~~
- ~~determine when it is safe to terminate a critical contingency.~~

~~The TSO always remains in direct control of the transmission system.~~

~~The TSO will activate processes and procedures contained within its Critical Contingency Management Plan (CCMP) and emergency response plans.~~

~~The CCO will issue directions to the TSO that are consistent with the Regulations, the CCMP and the Communications Plan and the TSO will comply with the directions given.~~



~~The CCO will issue directions to stakeholders that are consistent with the Regulations and the Information Guide.~~

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

## 4.0 CURTAILMENT ARRANGEMENTS

The objectives of the curtailment arrangements are to:

- ensure that gas is supplied in a safe, efficient, and reliable manner
- minimise net public cost
- prioritise the supply of gas for essential services and critical care
- allow for gas to be used to complete critical processing
- allow for gas to be used to fuel certain electricity generating units
- ensure efficient utilisation of gas in storage facilities
- ensure effective operational management of a critical contingency.

### 4.1 Curtailment Bands

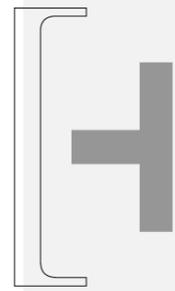
The curtailment bands are summarised in Table 1 below:

Curtailment Band	Consumption	Description
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, gas use must be reduced in the order set by the curtailment bands. Band 0 is curtailed first, and Band 7 is curtailed last.

Under Regulation 53(2), the CCO may require only part of a curtailment band to reduce load if this better supports the objectives in Schedule 2 of the Regulations. Otherwise, all consumer installations within the same band must be treated with equal priority when curtailment is required.



~~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:

Table 2 - Designations:	
Designation Types:	Description
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
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
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

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:

<https://www.gasindustry.co.nz/our-work/work-programmes/critical-contingency-management/#current-arrangements>

<https://www.gasindustry.co.nz/work-programmes/critical-contingency-management/current-arrangements/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

~~When the CCO issues a curtailment direction for a curtailment band, all consumer installations in that band must stop using gas as directed, except for the situations below:~~

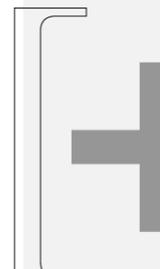
### ~~1. Critical care installations~~

~~These do not have to comply with curtailment directions for bands 1 to 6.~~

### ~~2. Essential services installations~~

~~These do not have to comply with curtailment directions for bands 1 to 4.~~

### ~~3. Critical processing installations~~



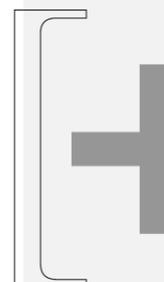
- ~~They may keep using gas according to their approved shutdown profile (Regulation 46J) when:~~
  - ~~they are in bands 1 to 3 and a direction is issued for any of those bands, or~~
  - ~~they are in band 4 and a direction is issued for band 4.~~
- ~~They must stop using gas as soon as possible when:~~
  - ~~they are in bands 1 to 3 and a direction is issued for band 4, or~~
  - ~~a direction is issued for band 6.~~

#### **4. Electricity supply installations**

~~If a curtailment direction is issued for band 1 or 2, they may continue using the amount of gas specified in their designation application, but only as determined by the CCO under Regulation 53(1)(da).~~

~~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:
 
  - ~~a. 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~~~~
  - ~~b. 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).~~

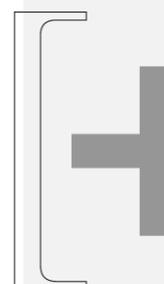


The effect of approved designations within each curtailment band is summarised in Table 3.

Table 3 – Effect of Approved Designations within Curtailment Bands				
Band	Consumption	Description	Approved Designation	Effect
0		Gas Storage	N/A	
1	>15 TJ/day	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	>15 TJ/day	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	>10 TJ/annum and up to 15 TJ/ day	Industrial and commercial consumers	Critical Processing	Reduce demand to approved shutdown profile
4	>250 GJ/annum and up to 10 TJ/ day	Medium-sized industrial and commercial consumers	Critical Processing	Reduce demand to approved shutdown profile Bands 1-3 fully curtailed
5	>2 TJ/annum	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	<250 GJ/annum	Small commercial customers	N/A	All critical processing demand in all bands fully curtailed
7	Any	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.



## 5.0 CRITICAL CONTINGENCY PROCESS

### 5.1 Critical Contingency Conditions

The Firstgas Critical Contingency Management Plan (CCMP) sets pressure thresholds for different parts of the transmission system. These thresholds are designed to prevent disruptions to downstream transmission and distribution networks. The Firstgas CCMP is available on the OATIS Information Exchange (<https://www.oatis.co.nz>) and on the CCO website under Publications.

The thresholds specify the minimum allowable pressure at key points on the transmission system, along with the estimated number of hours before that minimum pressure would be reached.

Critical contingency conditions can arise from a range of events, which generally fall into two categories:

1. A shortage of gas supply compared with demand
2. Physical failure, breakdown, or damage to transmission or production system assets

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 Firstgas CCMP is published on the OATIS Information Exchange at <https://www.oatis.co.nz> and on the CCO website at <https://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 system.

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

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

### 5.2 Communication of Critical Contingency Notices

The CCO will communicate with the TSO in person, by phone, video conference, or by email.

If landline and mobile services are unavailable, satellite phones or face-to-face communication will be used.

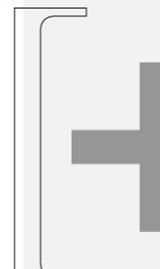
Firstgas allows the CCO to operate from the Firstgas Control Room (or nearby) during a contingency.

#### 5.2.1 Normal issuing of Notices

The CCO will consult with the TSO before issuing notices to ensure they reflect the situation accurately.

Notices are classified as **ordinary** or **urgent**:

**Ordinary notices** are normally in writing, sent by email, and published on the CCO website. A link may also be sent by SMS. Either email or SMS alone counts as valid notice.



Urgent notices may be given orally if needed, with written confirmation provided as soon as possible.

Notices are considered issued at the time they are time-stamped and sent from the CCO's system.

Notice templates are not included in this Plan because contingencies may require flexible formats.

All notices will also be published on the CCO website.

### **5.2.2 Alternative methods for issuing Notices**

If email or PC systems are unavailable, notices will be given by phone or other voice systems, with written confirmation sent later by email or SMS. The time and date of phone notices will be agreed during the call.

If the CCO website is unavailable, the TSO and Stakeholders will be informed immediately, and notices will continue via email or verbally.

Notices may also be hand-delivered if systems are down. The time of delivery is when the TSO receives the notice.

If landline and mobile services are unavailable, satellite phones or face-to-face communication will be used.

### **5.2.3 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.

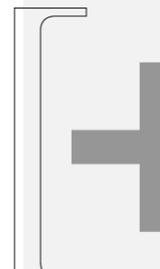
Contact details for the CCO are in Appendix 5.

## **6.0 PRIOR TO A CRITICAL CONTINGENCY DECLARATION**

The Transmission System Codes define Firstgas' rights and obligations before and during a contingency.

Before a contingency is declared, Firstgas may take remedial actions such as:

- Purchasing balancing gas
- Maximising throughput using compressors
- Reconfiguring the transmission system
- Using interruptible contracts
- Issuing operational flow orders (OFOs)
- Curtailments or shutdowns



### **Notification requirements:**

If Firstgas believes an event could lead to a critical contingency (breaching thresholds in the CCMP):

- The CCO must be notified by phone within 15 minutes
- Written confirmation must follow within 30 minutes

~~The Transmission System 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 notification to give warning that transmission system conditions have deteriorated to a point where a critical contingency may occur.~~

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

## **6.1 Potential Critical Contingency Declaration**

If the CCO believes an event could breach one or more critical contingency pressure thresholds (as defined in the CCMP), it may issue a Potential Critical Contingency Notice to the TSO.

The CCO will also notify stakeholders listed in the CCO Information Guide and publish the notice on the CCO website. The notice may include:

- Details of the event
- The affected parts of the transmission system
- A summary of actions being taken to resolve the issue (if available)

~~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.~~

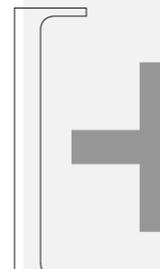
~~The CCO will issue advice of the notification of the potential critical contingency to stakeholders listed in the CCO Information Guide and publish the notice on the CCO website.~~

~~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 when available.~~

~~Appendix 5.1 contains the pro forma notice that will be used for this purpose.~~

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

If the TSO believes the event has been resolved or no longer poses a risk of becoming a critical contingency, it must:



- Inform the CCO by phone within 30 minutes
- Confirm in writing within 60 minutes

The CCO will then:

- Issue a termination notice to the TSO
- Notify stakeholders listed in the CCO Information Guide
- Publish the notice on the CCO website

A potential contingency automatically ends if the CCO declares a critical contingency.

In fast-developing situations, the CCO may declare a critical contingency without first issuing a potential contingency notice

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 termination of the 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 pro forma 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.

## **7.0 DECLARATION OF CRITICAL CONTINGENCY**

The CCO will declare a Critical Contingency if:

- A breach of one or more CCMP thresholds has occurred, or
- A breach is considered unavoidable, and a declaration is needed to meet the purpose of the Regulations.

How the determination is made:

- The CCO assumes pressure reductions will continue at a constant rate unless reliable information suggests otherwise.
- As soon as possible after declaring a contingency, the CCO will decide whether it is regional or non-regional (per Regulation 45).

The Critical Contingency Declaration Notice will:

- Confirm the critical contingency declaration time and date.
- Identify the areas of the transmission system that are affected.
- State that CCO/TSO directions must be followed
- Indicate if it is a Regional Critical Contingency (Regulation 52A)



### **Communication process:**

The CCO will issue the declaration notice to the TSO and stakeholders listed in the CCO Information Guide. The notice will also be published on the CCO website.

The TSO must then issue its own notice via OATIS to the parties defined in the CCMP within 30 minutes of receiving the CCO's notice.

See Appendix 1 for the process flow chart for communications on the declaration of a 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 these 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 (GIC) 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:~~

- ~~• 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~~
- ~~• declaring that the critical contingency is non regional.~~

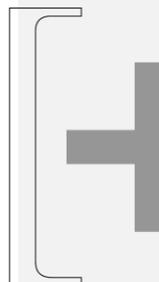
~~If it is not immediately possible for the CCO to determine the nature of the critical contingency the notice will state "not yet determined". The determination will be communicated as soon as practical using the "Regional Critical Contingency Status" section of subsequent notices. If the evolving situation is such that the CCO decides that the regional status determination should be revised this will also be notified as soon as practical via a new notice, in the section described as "Regional Critical Contingency Status".~~

~~Based on the determinations, the CCO will issue a notice for the declaration of the critical contingency to the TSO and stakeholders listed in the CCO Information Guide. The notice will be published on the CCO website.~~

~~Appendix 5.3 contains the pro forma notice that will be used for this purpose.~~

~~Upon receipt of the critical contingency declaration 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.~~



## 8.0 DURING A CRITICAL CONTINGENCY

### 8.1 Directions to Curtail Demand

~~During a critical contingency, gas use is reduced in order of the curtailment bands set out in Schedules 2 and 3 of the Regulations.~~

~~Band 0 is curtailed first, Band 7 last. The CCO may also curtail subsets of demand within a band (Regulation 53(2)).~~

~~There are special rules for Bands 1 and 2 electricity generation: Before curtailing these bands, the CCO will consult the Electricity System Operator (ESO) to:~~

- ~~• Assess the impact on electricity supply security~~
- ~~• Decide if certain electricity-designated consumers may continue using gas (Regulation 46D(1))~~
- ~~• Determine whether to curtail only part of gas-fired generation to maintain voltage support and system stability~~

~~The curtailment notice will clearly state whether any electricity-designated consumers are allowed to keep using gas.~~

#### Process:

- ~~• The CCO issues a curtailment notice to the TSO~~
- ~~• The CCO considers any feedback from the TSO before issuing the notice. If the TSO believes the direction conflicts with the objectives in Schedule 2, it must advise the CCO.~~
- ~~• Once the TSO receives the notice, it must notify all parties defined in the CCMP within 30 minutes.~~
- ~~• The CCO will also send the notice to stakeholders listed in the Information Guide and publish it on the CCO website.~~

~~See Appendix 2 for the process flow chart for communications during a critical contingency.~~

~~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 within a curtailment band in accordance with Regulation 53(2).~~

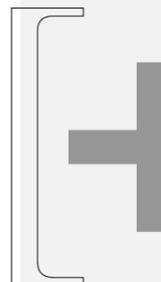
~~If a curtailment direction is or may be given for curtailment bands 1 or 2, the CCO will consult the Electricity System Operator (ESO) to determine whether to:~~

- ~~• allow a consumer installation with an electricity supply designation to use gas, and/or~~
- ~~• curtail subsets of gas-fired electricity generation, to enable remaining gas-fired electricity generation within a curtailment band to assist with voltage support and/or electricity system stability.~~

~~During a critical contingency the CCO may issue notices to the TSO directing them to implement demand curtailment.~~

~~Appendix 5.4 contains the pro forma notice that will be used for this purpose.~~

~~Prior to issuing a notice to curtail demand the CCO will consider 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 a revised curtailment notice to the TSO.~~

~~The CCO will consider feedback from the TSO before issuing the revision. If the TSO believes the revision conflicts with the objectives in Schedule 2, it must advise the CCO.~~

~~Once the TSO receives the revised notice, it must notify all CCMP parties within 30 minutes.~~

### **Important:**

- ~~• The revised notice replaces all previous curtailment notices.~~
- ~~• It specifies the full set of demand that must now be curtailed.~~

~~The CCO will send the revised notice to stakeholders listed in the Information Guide and publish it on the CCO website.~~

~~During a critical contingency the CCO may issue notices to the TSO to revise demand curtailment.~~

~~Appendix 5.5 contains the pro forma notice that will be used for this purpose.~~

~~Prior to issuing a notice to revise demand curtailment the CCO will consider 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**

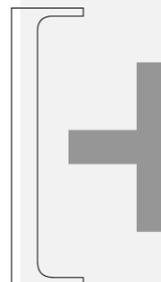
~~If curtailing demand in Bands 0–6 is not enough to stabilise system pressure, the CCO will instruct retailers to begin public appeals via media to request consumers that have not been curtailed to conserve their use of gas.~~

~~Retailers must follow their Retailer Curtailment Plans (Regulation 53(1)(db)).~~

~~The CCO will:~~

- ~~• Issue a formal notice to Retailers~~
- ~~• Send a copy to the TSO and stakeholders listed in the Information Guide~~
- ~~• Publish the notice on the CCO website~~

~~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 pro forma 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 system pressure and linepack have stabilised, the CCO will issue a demand restoration notice to the TSO.~~

~~Demand is normally restored in reverse order of curtailment (last curtailed = first restored). Exceptions may apply if:~~

- ~~• Civil Defence Emergency directions take precedence~~
- ~~• TSO advice or other factors suggest a different order would better meet the objectives of the Regulations~~

### ~~Restoration priorities will consider:~~

- ~~• Minimising risks to transmission and distribution systems and interconnected parties~~
- ~~• Minimising risks to public health and the environment~~
- ~~• Restoring supply only if it can be maintained reliably~~

~~The demand restoration notice replaces all previous restoration notices. It covers all demand already approved for restoration plus any new demand that can now be restored.~~

~~Before issuing the notice, the CCO will consult with the TSO. If the TSO believes the plan conflicts with the objectives in Schedule 2, it must advise the CCO. Once the TSO receives the notice, it must notify all CCMP parties.~~

~~The CCO will also send the notice to stakeholders listed in the Information Guide and publish it on the CCO website.~~

~~Once the CCO is satisfied that the pressure and linepack 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.~~

~~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 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 5.7 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 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 must send regular curtailment compliance updates to Firstgas at the intervals stated in contingency notices.~~

~~To streamline this:~~

- ~~• Firstgas provides templates for Retailers and Large Consumers~~
- ~~• Each group should send updates to the email address listed on the template~~
- ~~• All parties should be familiar with the template and its instructions~~

~~Timely and accurate updates are critical. The CCO uses this data—alongside TSO analysis—to assess system stability and guide decisions.~~

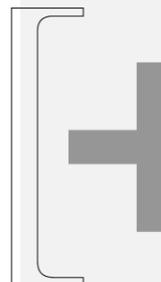
~~Retailers and large consumers are required to provide regular updates of compliance with notices of direction to curtail, revise curtailment and to restore demand to the TSO under Regulation 55(2). The TSO will provide these updates to the CCO in accordance with the timeframe specified in the curtailment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

## 8.6 Publishing of Information by CCO

~~The CCO must keep stakeholders regularly informed about the status and expected duration of a critical contingency (Regulation 53(g)).~~

~~Status update notices will be published on the CCO website. These:~~

- ~~• Provide supplementary information and forecasts~~
- ~~• Do not contain directions or declarations~~
- ~~• Are based on the best information available at the time, and may change as the situation evolves~~



**Daily updates (after Band 3 curtailment):**

If consumers in Band 3 and higher are curtailed, the CCO will publish updated statements three times each day (by 9 am, 1 pm, and 5 pm) while the contingency remains in force. These statements will include:

- The time the contingency was declared
- The cause (e.g. production station failure, pipeline failure, or other event)
- Actions being taken to stabilise the system (curtailment, alternative supplies, etc.)
- Current details of which curtailment bands are affected, with examples of consumer types
- The geographic areas impacted
- Any available estimate of repair times

**Additional information may include:**

- Timing of revised curtailments and whether they increase or decrease demand reductions
- Likely repair completion times, expected restoration start times, and when curtailed bands may be restored
- A statement if no repair or restoration estimates are available
- Any other information that would help inform the market

~~The CCO is required to ensure that information is published and updated regularly so that interested parties can 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 which will contain supplementary information about the critical contingency and will be updated regularly.~~

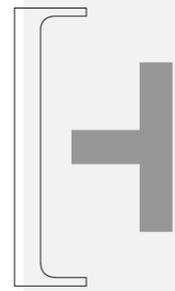
~~Status update notices are supplementary to the other notices issued by the CCO during a critical contingency. They do not contain any directions or declarations and are published to provide further information and forecasts about the status of the critical contingency. The information contained in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

~~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; and~~
- ~~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; and~~
- ~~c) what actions are being taken by the CCO to stabilise the gas system, including curtailment, and seeking increased supplies from alternative sources; and~~
- ~~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; and~~
- ~~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; and~~
- ~~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; and~~
- ~~c) where the CCO has no information on expected repair times and cannot estimate a restoration schedule, a statement to that effect any other information the CCO holds which would better inform the market.~~

~~Appendix 5.8 contains the pro forma 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 the TSO learns of any non-compliance with curtailment, revised curtailment, or restoration directives during or after a contingency, it must inform the CCO in writing.~~

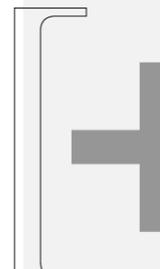
~~If the CCO becomes aware of non-compliance by a consumer installation (including designated consumers), it will:~~

- ~~1. Notify the responsible retailer, or the TSO if it involves a large consumer. They must contact the consumer and direct them to comply.~~
- ~~2. Notify the Gas Industry Company (GIC), which may seek an interim injunction under Regulation 39A of the Gas Governance (Compliance) Regulations 2008.~~

~~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:~~

- ~~1) 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~~
- ~~2) The industry body (GIC), 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 transmission system pressure and linepack using data from the TSO
- Explore options to increase upstream gas production or draw on gas storage
- Assess whether reconfiguring the transmission system could help stabilise supply.  
The CCO will consult with the TSO and if it is feasible, may direct the TSO to carry out the reconfiguration

~~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 pro forma notice that will be used for this purpose.~~

## 9.0 TERMINATION OF A CRITICAL CONTINGENCY

The CCO will declare a critical contingency terminated once the transmission system can supply gas to all consumers at the same level as before the event. This decision may be made even if some curtailed consumers have not yet had their supply restored.

The CCO will issue a termination notice to the TSO.

The TSO must notify all parties defined in the CCMP once it receives the termination notice.

The CCO will also advise stakeholders listed in the CCO Information Guide and publish the termination notice on the CCO website.

See Appendix 3 for the process flow chart for communications at the 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 pro forma 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.~~



## ~~10.0 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.~~

~~Appendix 5.11 contains an example of one of the pro-forma 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.~~

### ~~10.2 Alternative Methods for Issuing Notices~~

~~If 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 the CCO internet site is unavailable, the CCO will inform stakeholders and provide an alternate website address for the temporary location of CCO notices. Notices will continue to be issued via email or verbally as required.~~

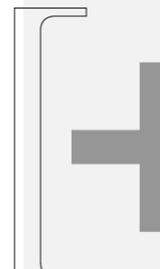
~~The CCO may elect to hand deliver written notices if standard PC applications are unavailable to the CCO. The date and time of a hand delivered written notices is that date and time it is received by the TSO.~~

~~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.~~

### ~~10.39.1~~ **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.

Contact details for the CCO are in Appendix 6.

## **44.010.0** SPECIFIC STAKEHOLDER COMMUNICATION PROTOCOLS

### **44.110.1** Electricity System Operator (ESO)

If a potential or actual critical contingency is likely to affect gas supply to any gas-fired power station, the CCO will phone the ESO to:

- understand how curtailing the affected power station(s) would impact electricity supply
- discuss whether an electricity-supply-designated site needs to keep using gas for the purpose allowed under Regulation 46D(1)
- decide whether to allow that site to keep using gas under Regulation 46D(1)
- consider whether only part of the gas-fired generation in a curtailment band should be curtailed so remaining units can support voltage or system stability

Any curtailment notice sent to the TSO (and copied to stakeholders) will state whether any electricity-supply-designated site is allowed to keep using gas.

The ESO will then issue a Customer Advice Notice (CAN) to electricity market participants and direct them to the CCO website for more information.

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 ESO to:

- determine what effect curtailment of the affected generation plant(s) would have on electricity supply security
- consult on any need for a consumer installation with an electricity supply designation to use gas for the purpose set out in regulation 46D(1)
- determine whether to allow a consumer installation with an electricity supply designation to use gas for the purpose set out in regulation 46D(1)
- determine whether to curtail subsets of gas-fired electricity generation, to enable remaining gas-fired electricity generation within a curtailment band to assist with voltage support and/or electricity system stability.

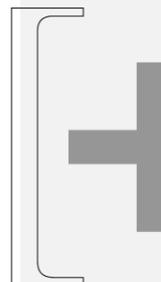
The relevant curtailment notice issued to the TSO and copied to stakeholders will contain information on whether any electricity supply designation is allowed.

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

### **44.210.2** Large Consumers

The CCO may request the consumption information listed in Regulation 40 from large consumer. It includes annual and maximum daily gas use, curtailment band, and any approved designations. The CCO uses this data to model how curtailment would affect system survival times during an event.

During an event, the CCO may phone affected band 1 and 2 large consumers to discuss plant status and possible curtailment needs.



~~However, in a fast-moving situation, the CCO may not be able to call all affected band 1 and 2 consumers immediately. The CCO's first priority is assessing the situation, declaring a critical contingency if needed, and issuing notices to the TSO. In these cases, band 1 and 2 consumers may receive an SMS or email alert before any phone call from the CCO.~~

~~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 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 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.~~

### **44.310.3 Civil Defence and Emergency Management**

~~A critical contingency can occur even if no Civil Defence emergency has been declared. Likewise, a Civil Defence emergency—such as a major flood or earthquake—may also lead to a critical contingency if it affects gas supply.~~

~~Before, during, and after a critical contingency, the CCO will send notices to the affected regional Civil Defence Emergency Management (CDEM) groups and National Emergency Management Agency (NEMA).~~

~~The TSO and gas distributors may also contact regional CDEM groups directly about issues affecting their own assets.~~

~~During a critical contingency, the CCO will work with the gas industry's Sector Coordinating Entity (SCE), which acts as the main link to the NCMC Lifeline Utility Coordinator.~~

~~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 the circumstances e.g., significant gas outage. Conversely, events that trigger a CDEM emergency declaration, e.g., flood or earthquake, may trigger a critical contingency.~~

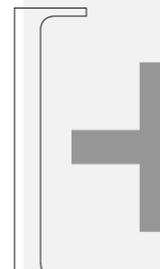
~~Before, during and after a critical contingency the CCO will issue notices to both the affected regional CDEM group(s) and the National Emergency Management Agency (NEMA) and/or the National Crisis Management Centre (NCMC).~~

~~The TSO and gas distributors may also liaise directly with affected regional CDEM group(s) about 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 Guide to the National Civil Defence Emergency Management Plan 2015. This document can be found at:~~

~~<https://www.civildefence.govt.nz/cdem-sector/plans-and-strategies/national-civil-defence-emergency-management-plan-and-guide/>~~



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

As a Band 0 consumer, a 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 contact with gas storage facilities to explore available opportunities to draw gas from storage to mitigate the severity of the critical contingency.

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

The CCO may need to initiate contact with gas producers if a potential or actual critical contingency involves the failure/outage of a production station. The CCO needs to obtain relevant information from the producer to determine the nature and likely duration of the failure/outage to assess the appropriate level of curtailment required.

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

#### **41.610.6 Retailers**

During a critical contingency, retailers usually receive instructions from the TSO under the CCMP. However, the CCO communicates directly with retailers in three situations:

##### **1. Annual information request**

Each year, the CCO asks retailers for the information required by Regulation 39. This includes the number of consumer installations in each curtailment band and their total annual consumption at each gas gate. The CCO uses this data to model how curtailment would affect system survival times.

##### **2. Media appeals during an event**

If curtailing bands 0 to 6 is not enough to stabilise system pressure, the CCO will instruct retailers to begin media appeals, as set out in their curtailment plans and Regulation 53(1)(db).

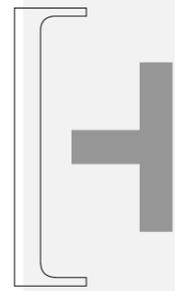
##### **3. Copies of CCO notices**

During an event, the CCO will copy retailers into any notices it issues to the TSO. However, formal curtailment and restoration instructions still come from the TSO to retailers. To speed up communication, the TSO may attach the CCO's notice to the OATIS notice it publishes.

~~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.~~

#### **44.710.7 Gas Distributors**

~~Gas distributors must not do anything that conflicts with the Regulations or with any directions issued under them.~~

~~One of the main aims of the Regulations is to protect gas distribution networks from failing when something goes wrong on the transmission system. However, this protection is not guaranteed. For example, if a transmission pipeline fails close to a gas gate, curtailment under the Regulations may not be enough to stop the downstream distribution network from failing.~~

~~If a distribution network does fail (which is outside the scope of the Regulations), the network operator is responsible for restoring it. They will work directly with affected retailers to manage the return of gas supply to consumers.~~

~~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 regarding the restoration of consumers' demand on the network.~~

#### **42.011.0 PUBLISHING OF INFORMATION BY ASSET OWNER**

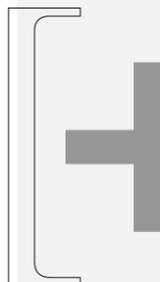
~~Under Regulation 54A, any asset owner whose equipment has failed or been damaged in a way that causes or contributes to a critical contingency must regularly publish updates so interested parties know what is happening.~~

~~Once curtailment reaches band 3, the asset owner must prepare a statement that includes:~~

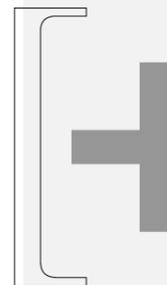
- ~~• a description of the damaged or failed asset and what caused it~~
- ~~• what repair work is being done~~
- ~~• how long each step of the repair process is expected to take, including testing and certification~~
- ~~• the best estimate of when the asset will return to service~~
- ~~• details of any temporary, reduced-capacity operation and how long that reduced capacity may last~~
- ~~• an assessment of how accurate these time estimates are, including key risks and how they might affect the repair timeline~~

~~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.~~



## APPENDICES

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

~~Appendix 5 – Proforma CCO Notices~~

~~Appendix 5.1: Potential Critical Contingency Notification~~

~~Appendix 5.2: Potential Critical Contingency Termination~~

~~Appendix 5.3: Critical Contingency Declaration Notice~~

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

~~Appendix 5.5: Direction to Revise Demand Curtailment Notice~~

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

~~Appendix 5.7: Direction to Restore Curtailed Demand Notice~~

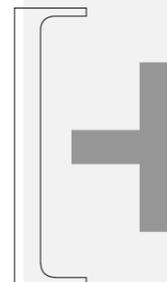
~~Appendix 5.8: Status Update Notice~~

~~Appendix 5.9: Critical Contingency Termination Notice~~

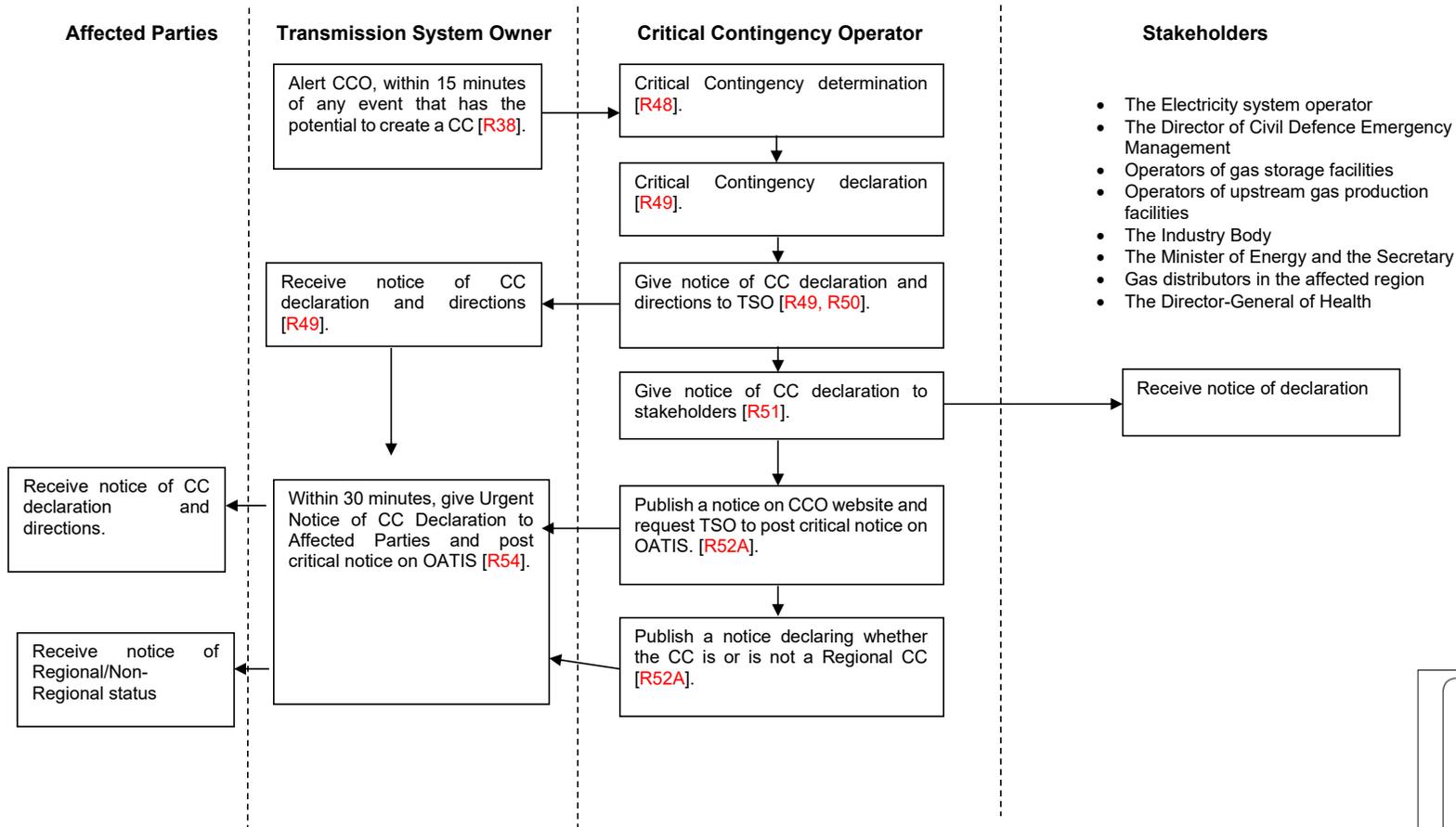
~~Appendix 5.10: Direction to TSO to undertake Reconfiguration~~

~~Appendix 5.11: Critical Contingency Declaration – Urgent Oral Notice~~

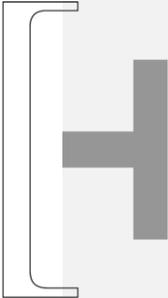
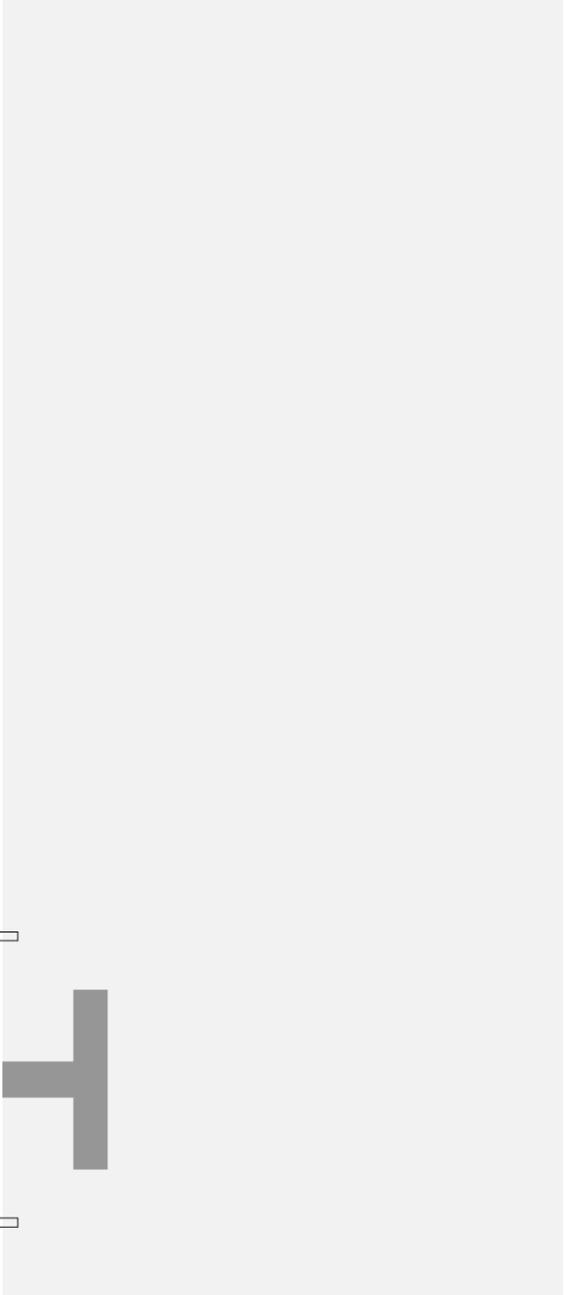
Appendix 56 – CCO Contact Details

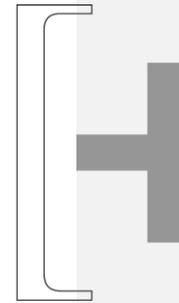
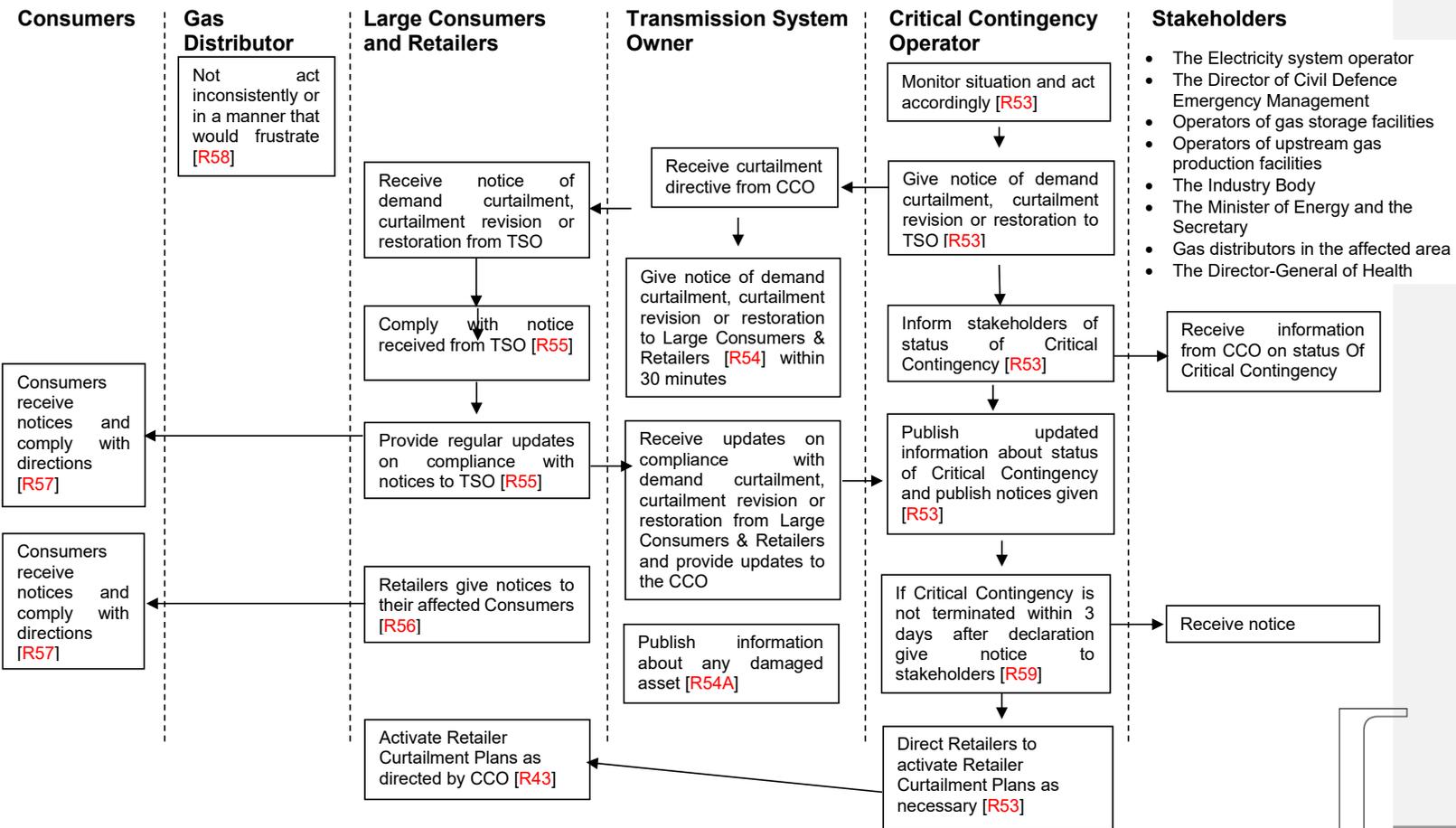


## APPENDIX 1 - PROCESS FOR DECLARATION OF CRITICAL CONTINGENCY

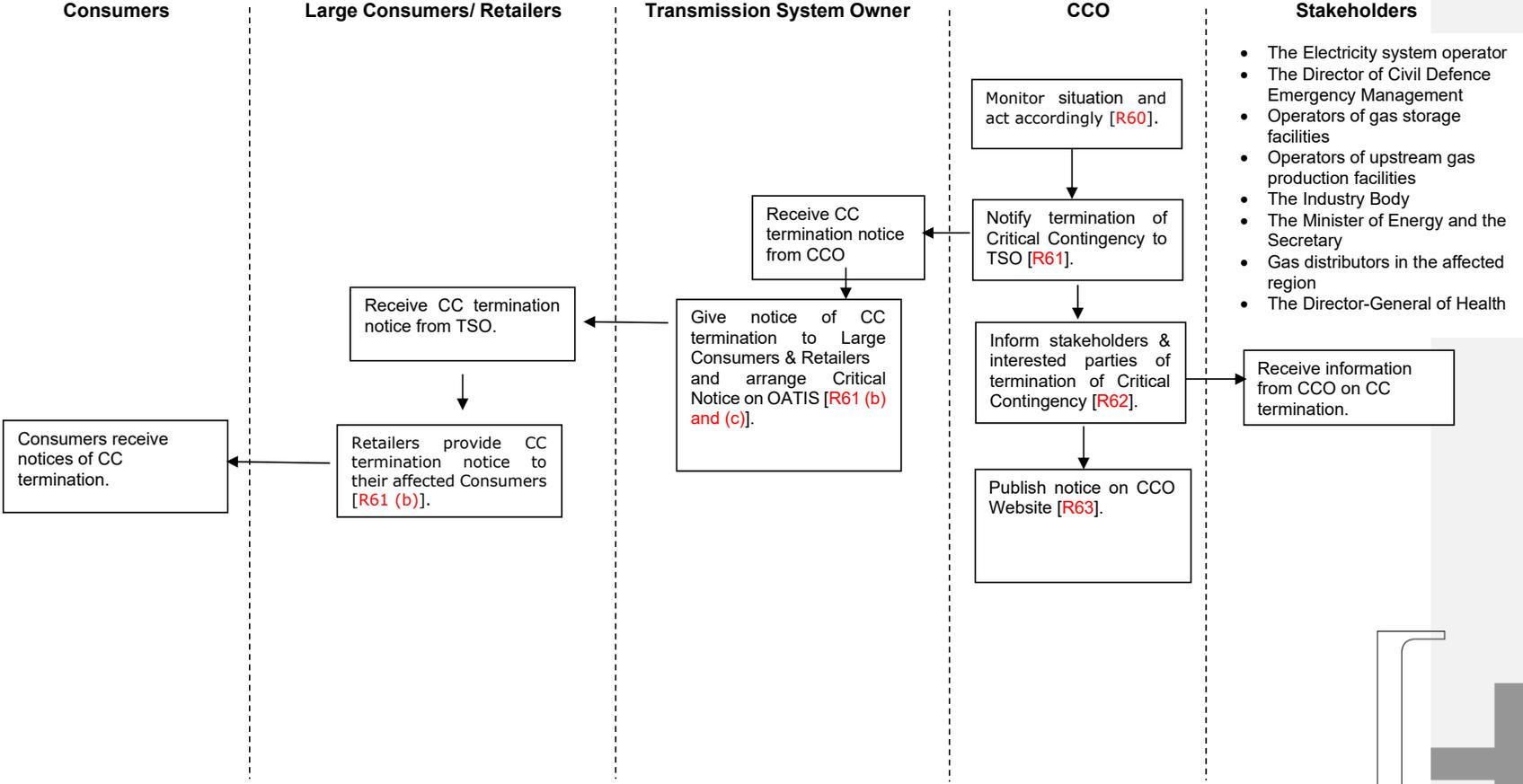


**APPENDIX 2 - PROCESS DURING A CRITICAL CONTINGENCY**

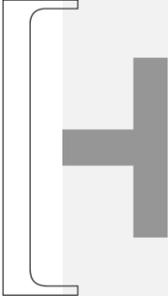




# APPENDIX 3 - PROCESS FOR TERMINATION OF CRITICAL CONTINGENCY



- The Electricity system operator
- The Director of Civil Defence Emergency Management
- Operators of gas storage facilities
- Operators of upstream gas production facilities
- The Industry Body
- The Minister of Energy and the Secretary
- Gas distributors in the affected region
- The Director-General of Health



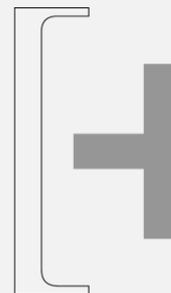
## APPENDIX 4 - STAKEHOLDERS

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.

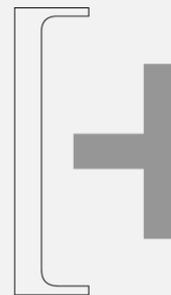
Party	Individual Organisations/Bodies
Minister of Energy	
The Secretary of Energy	Chief Executive Ministry Business, Innovation & Employment
Director of Civil Defence Emergency Management	
The Director General of Health	
The Industry Body	Gas Industry Company
Gas Storage Facilities	Flexgas Limited - Ahuroa Storage Facility
Gas Producers	Beach Energy Limited - Kupe Production Station Cheal Petroleum Limited – Cardiff Mixing Station <a href="#">First Renewables Limited – Broadlands Receipt Point</a> Greymouth Gas New Zealand Limited- Turangi Production Station, Kowhai Mixing Station Greymouth Petroleum Limited - Kaimiro Production Station, OMV Production Limited - Pohokura Production Station OMV Taranaki Limited – Maui Production Station Tamarind NZ Onshore Ltd. – Norfolk Receipt Point, Sidewinder Production Station. Todd Pohokura Limited – Pohokura Production Station Todd Energy Limited – McKee/ <a href="#">Mangahewa</a> -Production Stations, Kapuni Gas Treatment Plant Westside New Zealand Limited – Mokoia Mixing Station
Gas Distributors	Firstgas Vector Powerco Nova Gas GasNet
Electricity System Operator	Transpower
Large Consumers	Genesis Energy – Huntly Power Station Contact Energy – Stratford <del>and TCC</del> Power Stations, <del>Te Rapa Cogeneration</del> Methanex NZ Ltd – Motonui & Waitara Valley Methanol Plants Ballance Agri-Nutrients (Kapuni) Ltd Nova Energy Ltd – Mangorei Peaker
Retailers	Contact Energy Genesis Energy <a href="#">Frank Energy</a> Greymouth Gas Hanergy



Party	Individual Organisations/Bodies
	MegaTel Mercury Nova Energy Pulse Energy <del>Trustpower</del> <del>Vector OnGas</del> Transgas Limited
<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



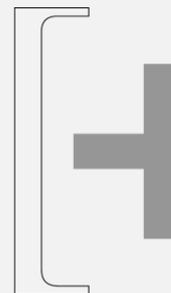
## APPENDIX 5.1 – POTENTIAL CRITICAL CONTINGENCY NOTIFICATION

<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>Firstgas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in the CCO 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>Transmission pipeline(s) affected:</b>	
<b>Geographic area 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 Firstgas 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 <https://www.cco.org.nz/current-event/>



## 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>FIRSTGAS TSO</b>
<b>NOTICE COPIED TO:</b>	<b>STAKEHOLDERS LISTED IN THE CCO INFORMATION GUIDE</b>
<b>CURRENT STATUS:</b>	<b>THE CCO HAS DETERMINED THAT THE POTENTIAL CRITICAL CONTINGENCY SITUATION HAS BEEN TERMINATED.</b>
<b>CCO INSTRUCTION TO TSO:</b>	<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.</b>

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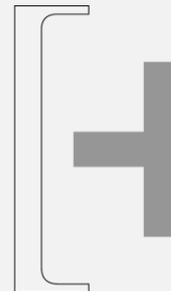
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THIS NOTICE IS ISSUED IN ACCORDANCE WITH THE GENERAL CRITICAL CONTINGENCY NOTICE CONDITIONS CONTAINED IN THE CCO INFORMATION GUIDE, CCO COMMUNICATIONS PLAN AND FIRSTGAS CCMP.

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 [HTTPS://WWW.CCO.ORG.NZ/CURRENT-EVENT/](https://www.cco.org.nz/current-event/)



## APPENDIX 5.3 – CRITICAL CONTINGENCY DECLARATION NOTICE

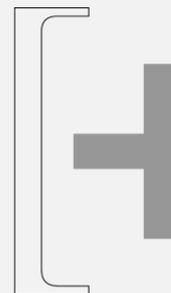
<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>Declaration of Critical Contingency</b>
<b>Notice Issued To:</b>	<b>Firstgas TSO Stakeholders listed in the CCO Information Guide Interested Parties</b>
<b>CCO Instruction to TSO:</b>	A Critical Contingency has been declared. Communications 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>Regional Critical Contingency Status:</b>	
<b>Transmission pipeline(s) affected:</b>	
<b>Geographic area 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.

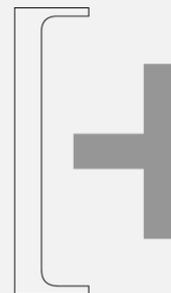
The CCO will issue this Notice of Declaration of Critical Contingency to the TSO and stakeholders listed in the CCO Information Guide and publish this notice on the CCO website at <https://www.cco.org.nz/current-event/>

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

Date:	
Time:	
Notice Number:	
Notice Type:	Direction to Curtail Demand
Notice Issued To:	Firstgas TSO
Notice Copied To:	Stakeholders listed in the CCO 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:	
Regional Critical Contingency Status:	
Transmission pipeline(s) affected:	
Gas gates affected	
Demand Curtailment Compliance Updates Frequency:	



### Demand Curtailment Directions Bands 0-2

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

### Demand Curtailment Directions Bands 3-7

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	

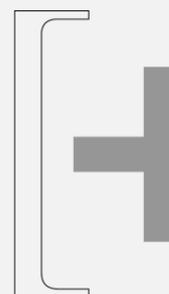
### Gas-Gates Affected by Curtailment Direction for Bands 3-7 specified above

Gas-Gate Name	Gas-Gate Code	Pipeline sub-system

This notice is issued pursuant to Regulation 52(1)(d)(i) of the Gas Governance (Critical Contingency Management) Regulations 2008 and amendments. All directions issued by the CCO must be complied with.

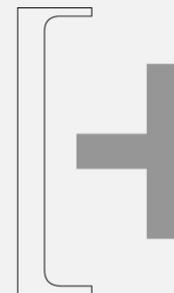
This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and Firstgas CCMP.

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 <https://www.cco.org.nz/current-event/>



**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>Firstgas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in the CCO Information Guide</b>
<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. 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>Regional Critical Contingency Status:</b>	
<b>Transmission pipeline(s) affected:</b>	
<b>Gas gates affected:</b>	
<b>Demand Curtailment Compliance Updates Frequency:</b>	



### Demand Curtailment Directions Bands 0-2

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

### Demand Curtailment Directions Bands 3-7

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	

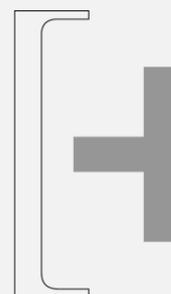
#### Gas Gates Affected by Curtailment Direction for Bands 3-7 specified above

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 <https://www.cco.org.nz/current-event/>



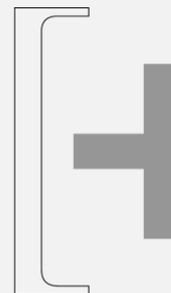
**APPENDIX 5.6 – NOTICE TO RETAILERS TO IMPLEMENT MEDIA APPEALS**

<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>	Firstgas TSO Stakeholders listed in the CCO 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>Regional Critical Contingency Status:</b>	
<b>Transmission pipeline(s) affected:</b>	
<b>Geographic area 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.~~

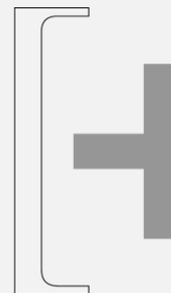
~~This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and Firstgas CCMP.~~

~~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 <https://www.cco.org.nz/current-event/>.~~



**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>Firstgas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in the CCO Information Guide</b>
<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>Regional Critical Contingency Status:</b>	
<b>Transmission pipeline(s) affected:</b>	
<b>Gas gates affected:</b>	



### Demand Restoration Directions Bands 0-2

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

### Demand Restoration Directions Bands 3-7

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	

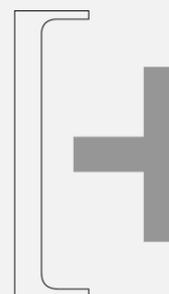
#### Gas Gates Affected by Restoration Direction for Bands 3-7 specified above

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 <https://www.cco.org.nz/current-event/>



## APPENDIX 5.8 – STATUS UPDATE NOTICE

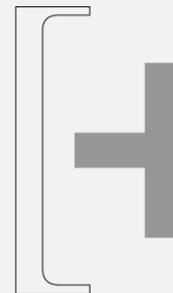
Date:	
Time:	
Notice Number:	
Notice Type:	Status Update
Notice Issued To:	Stakeholders listed in the CCO Information Guide
Notice Copied To:	Firstgas TSO
Date and Time Critical Contingency Declared:	
Regional Critical Contingency Status:	
Critical contingency caused by:	
Transmission pipeline(s) affected:	
Geographic area affected:	
Details of Event resolution:	
Estimated Time to repair underlying problem (if known):	
CCO actions being taken to stabilise the gas system:	
Curtailment Directions issued by CCO, and types of consumer installations affected:	
Estimated time and nature of revised curtailment 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 this Status Update to the stakeholders listed in the CCO Information Guide and publish this notice on the CCO web site at <https://www.cco.org.nz/current-event/>



## APPENDIX 5.9 – CRITICAL CONTINGENCY TERMINATION NOTICE

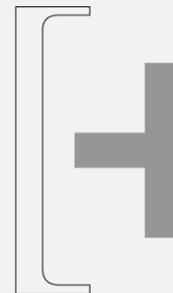
Date:	
Time:	
Notice Number:	
Notice Type:	Critical Contingency Termination
Notice Issued To:	Firstgas TSO Stakeholders listed in the CCO Information Guide Interested Parties
CCO Instruction to TSO:	The Critical Contingency has been terminated. Issue notice of Termination of Critical Contingency to Large 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:	
Regional Critical Contingency Status:	
Transmission pipeline(s) affected:	
Geographic area 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 Firstgas 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 <https://www.cco.org.nz/current-event/>

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



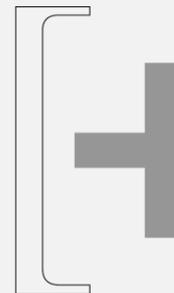
**APPENDIX 5.10 – DIRECTION TO TSO TO UNDERTAKE RECONFIGURATION**

<b>Date:</b>	
<b>Time:</b>	
<b>Notice Number:</b>	
<b>Notice Type:</b>	<b>TSO to undertake Reconfiguration of the Transmission System</b>
<b>Notice Issued To:</b>	<b>Firstgas TSO</b>
<b>Notice Copied To:</b>	<b>Stakeholders listed in the CCO Information Guide</b>
<b>CCO Instruction to TSO:</b>	After consultation with the TSO the CCO has determined that a reconfiguration would contribute to achieving the purpose of the regulations. The TSO is instructed to undertake reconfiguration of the transmission system.
<b>System reconfiguration required:</b>	
<b>Critical Contingency caused by:</b>	
<b>Summary of actions being taken to resolve event and estimated time to resolve:</b>	
<b>Transmission pipeline(s) affected:</b>	

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

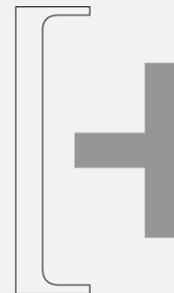
This notice is issued in accordance with the General Critical Contingency Notice Conditions contained in the CCO Information Guide, CCO Communications Plan and Firstgas CCMP.

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 <https://www.cco.org.nz/current-event/>



**APPENDIX 5.11 – CRITICAL CONTINGENCY DECLARATION – URGENT ORAL 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>Firstgas TSO</b>
<b>CCO Instruction to TSO:</b>	<p>Pursuant to Regulation 23, the CCO has given urgent oral notice that a Critical Contingency has been declared. 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>
<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>Regional Critical Contingency Status:</b>	
<b>Transmission pipeline(s) affected:</b>	
<b>Geographic area affected:</b>	



## APPENDIX 56 – CCO CONTACT DETAILS

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

Alternative Contacts (Disaster Recovery)	
Email Address (To be used in the event the Primary Email is not available)	CCO@pandp.co.nz
Satellite Phone/s	0061 4800 81531 0061 4057 01208

