

CRITICAL CONTINGENCY OPERATOR

INFORMATION GUIDE

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

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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
12	April 2026	Updated to align with revised CCMP.	GA	JL	10 April 2026
13	September 2026	Updated to align with 2026 Amendment Regulations	GA	JL	21 September 2026

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.

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).

No later than 20 business days after terminating any actual critical contingency or test exercise, the CCO will prepare and publish a draft performance report under Regulation 65.

This report reviews how well this Guide supports the purpose of the Regulations.

Stakeholders will have at least 5 business days to make a submission on the report. All submissions will be forwarded to GIC to be published on the GIC website.

No later than 10 business days after the deadline for making submissions the CCO must, prepare and publish the performance report and send a copy of the performance report to the industry body.

If the report recommends changes, this Guide will be updated and republished in line 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

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:

Table 1 - Curtailment Bands		
Curtailment Band	Consumption	Description
0		Any consumer installation, to the extent that gas is used for injection into gas storage
1	More than 100 TJ/day	Any consumer installation supplied directly from the transmission system
2	More than 15 TJ/day and not more than 100 TJ/day	Any consumer installation supplied directly from the transmission system
2A	More than 300 TJ per annum and not more than 15 TJ per day	Large industrial or commercial consumer installation
3	More than 10 TJ/annum and not more than 300 TJ per annum, and not more than 15 TJ per day	Large Industrial or commercial consumer installation
4	More than 250 GJ/annum and not more than 10 TJ/annum	Medium-sized industrial or commercial consumer installation
5	More than 250 GJ/annum	Any consumer installation (whether or not in any of curtailment bands 0 to 4), to the extent that an essential services designation applies to the installation
6	250 GJ or less per annum	Small commercial consumer installation
7	Any	Any consumer installation (whether or not in any of curtailment bands 0 to 6), to the extent that a critical care designation applies to the consumer installation

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

Curtailment bands are determined using the highest daily consumption and average annual consumption over the most recent 3-year period (Schedule 2, clause 1A). For installations with less than 3 years of data, expected consumption must be used.

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.

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; >250 GJ 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>

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:

Critical care installations

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

Essential services installations

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

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 curtailment direction is issued for any of those bands, or
 - they are in band 4 and a curtailment direction is issued for band 4.
- They must fully curtail gas consumption as soon as possible when:
 - they are in bands 1 to 3 and a curtailment direction is issued for band 4, or
 - the CCO directs full curtailment under regulation 53, or
 - a curtailment direction is issued for band 6.

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).

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	More than 100 TJ/day	Any consumer installation supplied directly from the transmission system	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).

Table 3 – Effect of Approved Designations within Curtailment Bands				
Band	Consumption	Description	Approved Designation	Effect
			Critical Processing	Reduce demand to approved shutdown profile Stop using gas as soon as possible if a curtailment direction is given for band 4. Stop using gas if the CCO orders full curtailment under regulation 53.
2	More than 15 TJ/day and not more than 100 TJ/day	Any consumer installation supplied directly from the transmission system	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. Stop using gas as soon as possible if a curtailment direction is given for band 4. Stop using gas if the CCO orders full curtailment under regulation 53.
2A	More than 300 TJ per annum and not more than 15 TJ per day	Large industrial or commercial consumer installation	Critical Processing	Reduce demand to approved shutdown profile. Stop using gas as soon as possible if a curtailment direction is given for band 4. Stop using gas if the CCO orders full curtailment under regulation 53.
3	More than 10 TJ/annum and not more than 300 TJ per annum and not more than 15 TJ per day	Large Industrial or commercial consumers	Critical Processing	Reduce demand to approved shutdown profile Stop using gas as soon as possible if a curtailment direction is given for band 4. Stop using gas if the CCO orders full curtailment under regulation 53.
4	More than 250 GJ/annum and not more than 10 TJ/annum	Medium-sized industrial and commercial consumers	Critical Processing	Reduce demand to approved shutdown profile Bands 1-3 critical processing fully curtailed Stop using gas as soon as possible if a curtailment

Table 3 – Effect of Approved Designations within Curtailment Bands				
Band	Consumption	Description	Approved Designation	Effect
				direction is given for curtailment band 6.
5	More than 250 GJ/annum	Any consumer installation (whether or not in any curtailment bands 0 to 4), to the extent that an essential services designation applies to the installation.	Essential Services	Not required to comply with curtailment directions in respect of bands 0-4. Must follow any direction to curtail band 5.
6	250 GJ or less per annum	Small commercial consumer installation	N/A	All critical processing demand in all bands fully curtailed
7	Any	Any consumer installation (whether or not in any curtailment bands 0 to 6), to the extent that a critical care designation applies to the consumer installation	Critical Care	Not required to comply with curtailment directions in respect of bands 0-6.

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

5 CRITICAL CONTINGENCY PROCESS

5.1 Critical Contingency Conditions

The 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:

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

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.

The TSO allows the CCO to operate from the TSO 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. An SMS may also be sent. 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.

Standard notice templates are not included in this plan because critical contingencies may require flexible formats. However, the TSO and CCO may elect to publish examples of notices that may be used for critical contingency purposes on the publications section of the OATIS and CCO websites.

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 PRIOR TO A CRITICAL CONTINGENCY DECLARATION

The Transmission System Codes define the TSOs' rights and obligations before and during a contingency. Before a contingency is declared, the TSO 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 the TSO 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

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 Regulations do not require a Potential Critical Contingency Notice, but the CCO and TSO consider it good practice to notify stakeholders when circumstances and time allow.

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)

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.

7 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 is not required to declare a critical contingency if it considers that the breach is short-term or unavoidable as a result of a planned outage, and a determination is not necessary to achieve the purposes of the regulations.
- 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.

8 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(2a)), including:

- subsets of gas-fired electricity generation (after consulting ESO);
- geographical subsets;
- percentage-based subsets (based on consumption at declaration);
- gas-gate subsets;
- subsets defined by transmission pressure levels.

There are specific 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.

Further rules apply requiring consumers with critical processing designations to stop using gas as soon as possible where:

- The consumer is in bands 1 to 3, prior to any notification to curtail any consumers in band 4; or
- A curtailment direction is given in respect of curtailment band 6; or
- The CCO directs full curtailment under Regulation 53.

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.

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.

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 domestic 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

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.

8.5 Retailer & Large Consumer Compliance Updates

Retailers and Large Consumers must send regular curtailment compliance updates to the TSO at the intervals stated in demand curtailment notices and in the form specified in the CCMP.

Process:

- The TSO provides templates for Retailers and Large Consumers which are available on OATIS and the CCO websites.
- Each group should send updates to the TSO 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 decision making.

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

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:

- The Director of Civil Defence Emergency Management
- The Industry Body (Gas Industry Company)
- The Minister of Energy
- 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:

- Notify the responsible retailer, or the TSO if it involves a large consumer. They must contact the consumer and direct them to comply.
- Notify the Gas Industry Company (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.

9 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.

10 SPECIFIC STAKEHOLDER COMMUNICATION PROTOCOLS

10.1 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.

10.2 Large Consumers

A large consumer means a consumer that is connected directly to the transmission system and either has the potential to consume gas in excess of 15 TJ/day, or purchases gas directly from a producer, wholesaler or wholesale gas market.

The CCO may request the consumption information listed in Regulation 40 from large consumers. 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 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 large consumers. The CCO's first priority is assessing the situation, declaring a critical contingency if needed, and issuing notices to the TSO. In these cases, large consumers may receive an SMS or email alert without having received a phone call from the CCO.

10.3 Emergency Management

A critical contingency can occur even if no Emergency has been declared under the Emergency Management Act 2026. Likewise, an 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 Emergency Management Committees and National Emergency Management Agency (NEMA).

The TSO and gas distributors may also contact Emergency Management Committees 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.

10.4 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.

10.5 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.

10.6 Retailers

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

1. Retailer Curtailment Plan

Each retailer must provide the CCO with their up-to-date Retailer Curtailment Plan annually, by 1 March (Regulation 43(1)(b)).

The Annual CCO Exercise under regulation 34 to test the CCMP will also test that the Retailer Curtailment Plans comply with regulation 43

2. Annual consumer consumption 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.

3. 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 to domestic consumers to conserve gas, as set out in their curtailment plans and Regulation 53(1)(db).

4. 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.

10.7 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.

10.8 Industry Body (GIC)

The industry body must inform the critical contingency operator in writing of the following, as recorded on the registry:

- the number of ICPs by curtailment band:
- the number of ICPs by gas gate.

The industry body must provide this information annually, not later than 6 weeks after receiving a request from the critical contingency operator to provide the information.

Note: To avoid doubt, for the purposes of this regulation, a gas gate does not include a point of connection between a distribution system and a gas measurement system downstream of that distribution system.

11 PUBLISHING OF INFORMATION BY ASSET OWNER

Under Regulation 54A, any asset owner whose asset has been damaged, fails, or is subject to an unexpected interruption, and that damage, failure, or unexpected interruption either:

- contributes to the critical contingency by reducing gas delivered into or from the transmission system by 5 standard cubic meters per second or more; or
- has caused the 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, failed or unexpectedly interrupted 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

APPENDICES

Appendix 1 - Process for Declaration of Critical Contingency

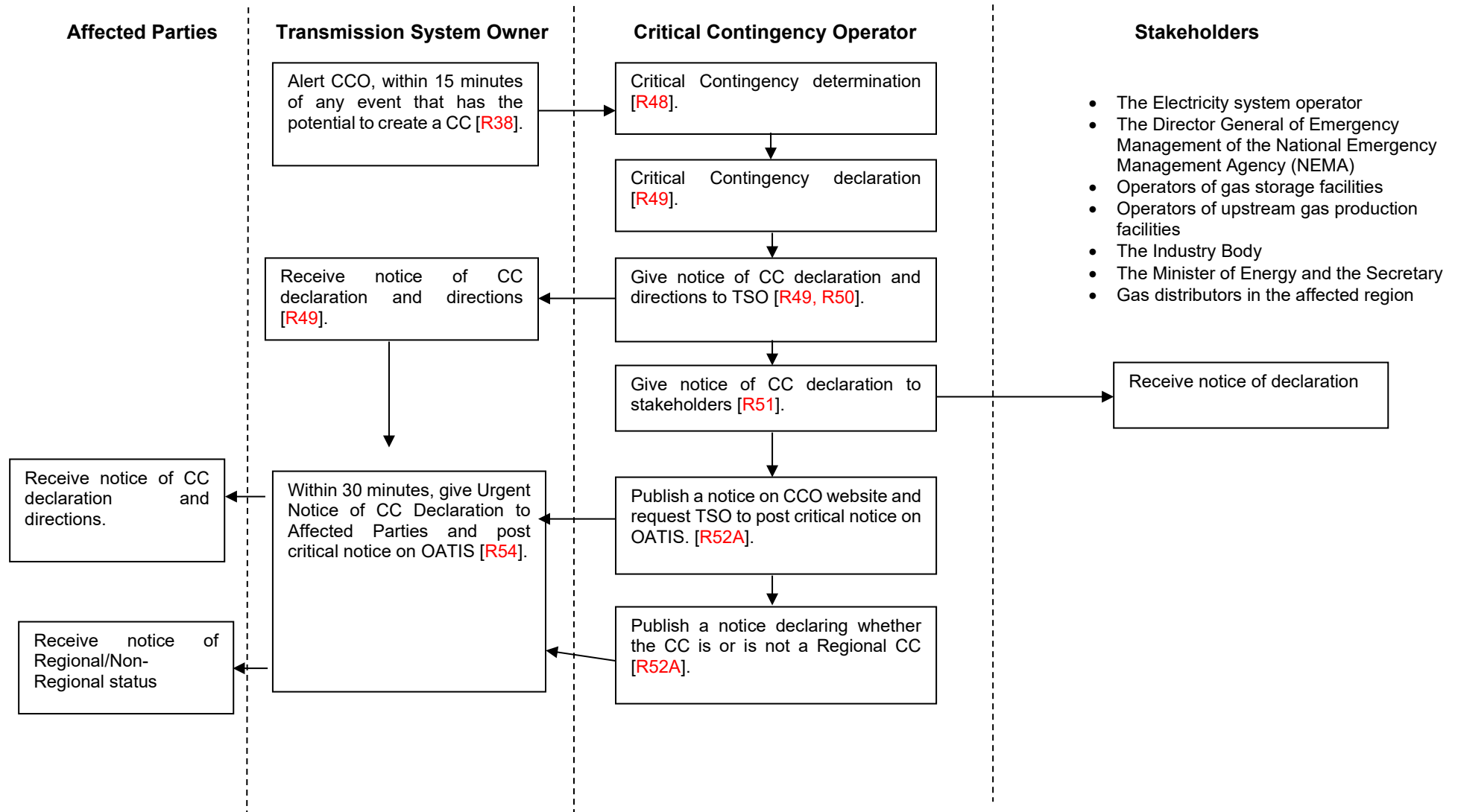
Appendix 2 - Process during a Critical Contingency

Appendix 3 - Process for Termination of Critical Contingency

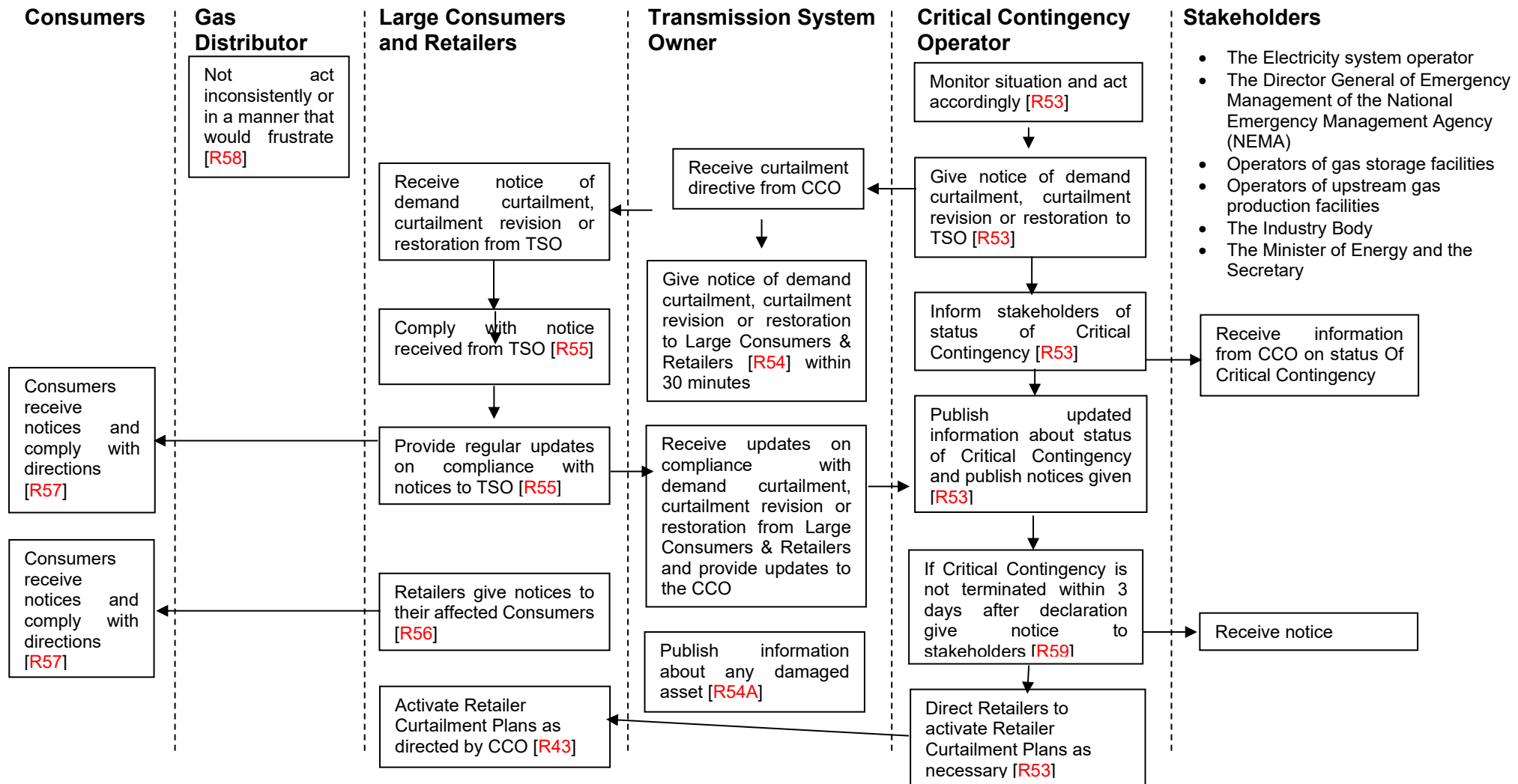
Appendix 4 - Stakeholders

Appendix 5 – CCO Contact Details

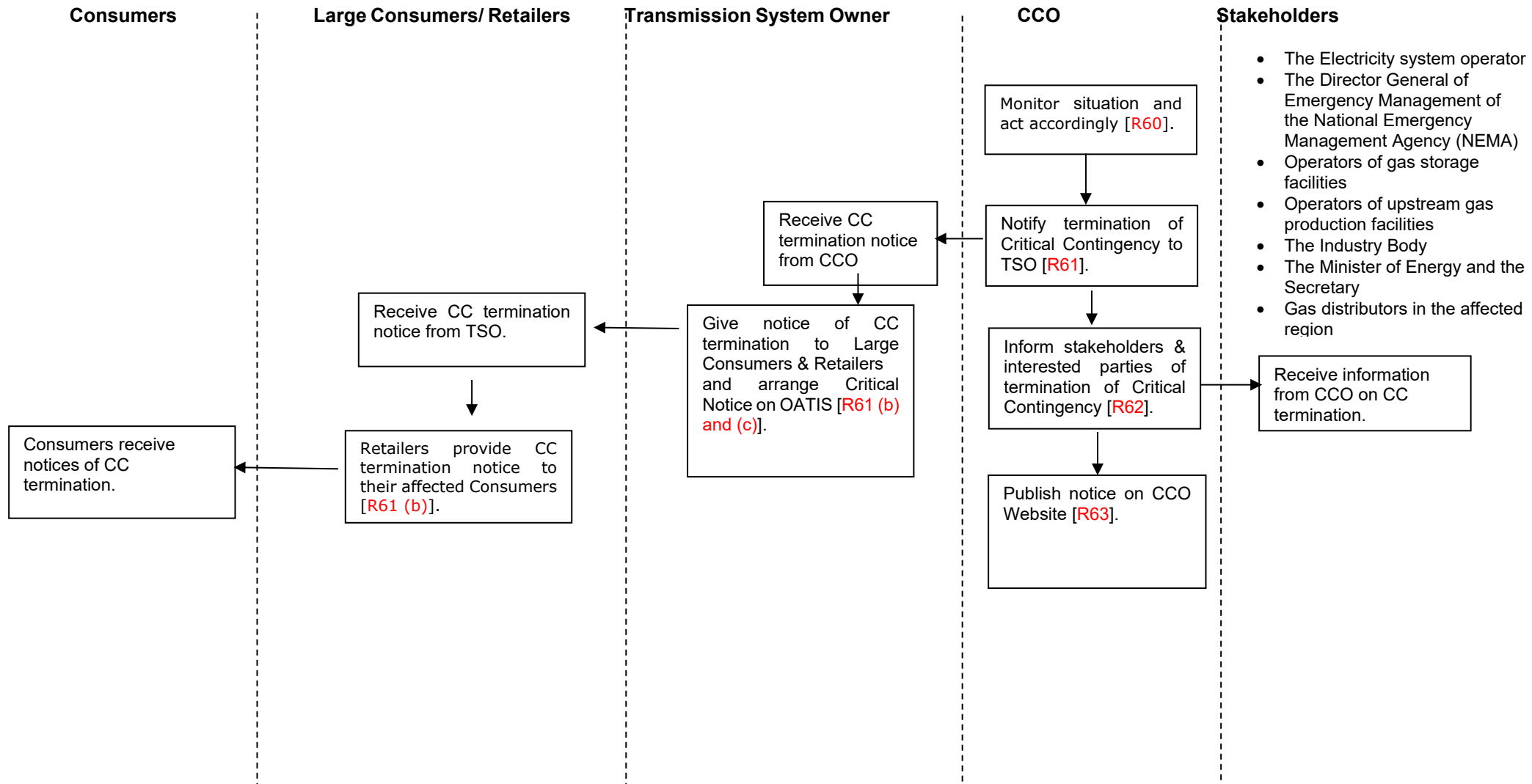
APPENDIX 1 - PROCESS FOR DECLARATION OF CRITICAL CONTINGENCY



APPENDIX 2 - PROCESS DURING A CRITICAL CONTINGENCY



APPENDIX 3 - PROCESS FOR TERMINATION OF CRITICAL CONTINGENCY



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 General of Emergency Management of the National Emergency Management Agency	
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 First Renewables Limited – Broadlands Receipt Point 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/Mangahewa Production Stations, Kapuni Gas Treatment Plant
Gas Distributors	Firstgas Vector Powerco Nova Gas GasNet
Electricity System Operator	Transpower
Large Consumers	Genesis Energy – Huntly Power Station Contact Energy – Stratford Power Stations Methanex NZ Ltd – Motonui & Waitara Valley Methanol Plants Ballance Agri-Nutrients (Kapuni) Ltd Nova Energy Ltd – Mangorei Peaker
Retailers	Ballance Agri-Nutrients Kapuni Blue Pacific Energy Clay Bricks

Party	Individual Organisations/Bodies
	Contact Energy Evonik Peroxide Genesis Energy Greymouth Gas Mercury Nova Gas NZ Hot House Pan Pac Pulse Energy Transgas Visy Glass
Other Parties	Regional Emergency Management Committees (North Island) Gas Industry Sector Coordinating Entity (SCE) Major Gas Users Group
Interested Parties	Persons who have registered with the CCO their interest of being notified of Critical Contingency declarations and terminations.

APPENDIX 5 – CCO CONTACT DETAILS

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

Alternative Contacts (Disaster Recovery)	
Email Address (To be used in the event the Primary Email is not available)	DisasterrecoveryCCO@gmail.com
Satellite Phone/s	0061 4800 81531