



Distributor Manual Demand Disconnection Process

Introduction

In accordance with Clause 7(19) of Technical Code B, Schedule 8.3 of the Electricity Industry Participation Code 2010 (the 'Code'), Distributors are responsible for ensuring they have in place an up to date process for manually disconnecting demand at points of connection - including the specification of the party who will effect the disconnection of demand. This process will be used by the System Operator in instructing Distributors to manually disconnect demand during grid emergencies where required.

The manual disconnection of demand is the final step in a process that begins, where possible, with the System Operator communicating with the Distributor about an impending or current Grid Emergency and the likely demand reductions required. It is imperative that the final step of demand disconnection is achieved promptly and effectively. Therefore any process that the Distributor has must:

- Ensure that the Distributor is normally able to disconnect demand or has agreement with another party to disconnect demand on its behalf.
- Provide that ultimately, the System Operator can request the Grid Owner to disconnect demand directly at the relevant point(s) of connection. This mechanism will be applied in the event that the Distributor or their nominated alternative is unable, unwilling or cannot be contacted in the timeframe required to effect demand disconnection.
- Incorporate the response times required by the System Operator for confirming action.

To assist Distributors but also to assist the System Operator in having a consistent and manageable demand shedding process, the System Operator has developed a standard process that it can agree to as the process for manual demand disconnection in accordance with the above Code.

Standard Distributor Process for Manual Disconnection of Demand at Points of Connection

1. During a Grid Emergency the System Operator may require that demand is disconnected manually. The Distributor will receive and act on System Operator instructions to disconnect demand at the Distributor control room and with the response times advised by the distributor.

Details to be provided by Distributor

- Control Room Contact Details
 - Phone number
 - Alternative phone number
 - Fax
 - Email (where preferred to fax)
- Control Room Manning Details
 - Either:
 - 24 hours
 - 7 days, 07:30 to 17:30
 - 7 days, 07:30 to 22:30
 - Monday to Friday 07:30 to 17:00
 - Unmanned
 - Other (provide details)
- Response Time

2. Where a Distributor control room is not manned at all times or where the Distributor has contracted with a third party to effect disconnection, then the Distributor will identify the third party, the times when the third party is to act for the distributor and response time of the third party.

Details to be provided by Distributor

- Identify third party to carry out demand reduction
- Contact and details for third party to carry out demand reduction
- Times when this party should receive and action demand shedding instructions on the distributors behalf
- Response time for third party

3. The System Operator will follow the Distributor's process where possible. The Distributor agrees that if the System Operator determines that the Distributor or their nominated alternative is unwilling, unable or not responsive to any disconnection instruction, the System Operator shall instruct the Grid Owner to disconnect demand in accordance with priority lists to be provided by the Distributor.

Details to be provided by Distributor

- Demand priority lists

Agreement to Process

To the extent that you would like the System Operator to agree to the above process, Distributors will need to:

- a. complete the details set out in the above process for each connection; and
- b. obtain Grid Owner's written agreement to the above process for each connection.

Once the System Operator has received both a) and b), it will send you written confirmation that it agrees to the process.

A condition of the System Operators agreement will be that:

- In the event that the System Operator no longer considers the above process assists it to plan to comply, and comply, with the principal performance obligations, it may revoke its agreement to the above process. The System Operator will give 60 Business Days' notice of its intention to revoke its agreement to the above process.
- Where the Distributor wishes to change this agreement the Distributor will give 60 Business Days' notice of its intention to revoke its agreement to the above process.

These conditions are intended to allow the Distributor, System Operator and Grid Owner a reasonable opportunity to agree a new process.

All information regarding Manual Load Shedding should be provided on the template available on <http://www.systemoperator.co.nz/security-management#cs-142287> and sent the completed file to system.operator@transpower.co.nz