

System Operations Division System Operator Policy Business Performance Charter

Document Location Map

- 📁 **Level 3 Document User Domain Procedures**
 - 📁 **Business Support and Development (SD) /Industry Relationship Management**
 - 📄 **SP-SD-001 Business Performance Charter**

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Revision History

Revision	Date	Change	Section
V01	25 Aug 05	Initial Issue	
V02	19/4/07	Annual Review completed, no change	
V03	30/5/07	New section 3.1.8 added, "Consultation with Participants"	
V04	15/9/10	Reviewed to ensure this document is still current with the System Operator requirements. Update includes the EGR to 'code changes,	

1 Purpose

Purpose and Objectives This charter expresses the System Operator's general policies and expectations of business behaviour to be observed and displayed in meeting its obligations and delivering services under the 'Code' and its service provider contract with the Electricity Authority. We believe the manner in which we meet our obligations materially influences our ability to meet the Principle Performance Obligations (PPO).

Our compliance with this charter is on a good faith basis and subject to legislative and contract commitments.

This charter is intended to:

- enable participants anticipate how their interactions with us will be managed
- enable participants to have confidence our decisions and our views will be of high technical merit, respected and delivered professionally
- contribute to a reasonable basis on which our performance under the rules can be judged
- assist us respond to demands for information and accountability.

Reference

UG-SD-003 Business Performance Charter Quick Reference Guide

2 Guiding principle

We are a service provider to the electricity industry. Industry participants have an interest in our activities and processes and the manner in which we deliver our services.

3 Levels of Commitment

Commitment to service

We will:

- meet our obligations and provide services in a manner that is professional, competent, timely and reasonable taking into account the nature of the industry and the circumstances pertaining at any particular time
 - take reasonable steps to understand and take account of the needs and expectations of participants
 - consult with participants and other stakeholders where appropriate
 - treat all participants fairly and impartially
 - provide opportunities for participants to comment on its performance and properly consider comments received
 - provide means and opportunities for participants to advise their expectations of service and the extent to which those expectations are realised
 - be respected for our attitude, approach, ideas and actions.
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Records

We will:

- keep full and accurate records of our activities. In particular we will keep and retain auditable records of the time our non-operational staff spend carrying out activities required under the rules. Subject to issues of confidentiality, conflicts of interest and reasonableness we will make such records available to participants on request in respect of services directly paid for by a participant (e.g. dispensations)
 - maintain and keep up to date a website from which current documents, notices and other System Operator material may be accessed and downloaded by participants.
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Correspondence and requests

We will endeavour:

- upon receipt of correspondence (whether in letter or e-mail form), by the next business day to either:
 - answer the correspondence, or
 - advise the correspondence has been received and when an answer will be provided
 - to ensure all e-mail correspondence sent to us with out a nominated addressee is acknowledged and the sender advised the name of the person from whom a response can be expected
 - to ensure messages left on telephone answer systems will be responded to as soon as reasonably possible
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*correspondence and requests,
continued*

- to meet all timetables we advise for the provision of any services (including responses to correspondence). When it becomes apparent an advised timetable may not be achieved, we will as soon as possible advise interested parties of a revised delivery timetable. In particular, we will not wait until an agreed delivery time has been reached before notifying any party of a delay in a response being available
- when providing a response and it is reasonable to do so, provide the reasons for any decision made or for any views expressed (including, but not limited to the relevant rules)
- when requesting information from a participant, provide the reasons for requesting such information.

Quality and Content

We will ensure our correspondence, reports, opinions and other communications:

- meet professional standards of content (research, application of technical standards) and presentation
- are, where appropriate, subjected to peer review
- are clear, complete
- meet reasonable expectations of quality.

Meetings

We encourage participants to discuss with us any issues related to the rules, the manner in which the power system is operated and the manner in which we perform our obligations. Our personnel will meet with participants when reasonably requested to do so to consider such issues

Reports

Subject to restrictions imposed by the rules or the service provider contract, we will publish on our website copies of all performance reports (both monthly and annual) provided to the Electricity Authority. Publication will be made as soon as reasonably practicable after delivery of such reports to the Electricity Authority.

Communications with Participants

We will regularly communicate with participants regarding matters of interest to us and the industry at large, using a number of communication channels.

We will:

- prepare and publish on our website a newsletter at a frequency not less than two-monthly
 - organise and host at least two industry workshops each year and will invite industry participation in the development of the agenda for such workshops. Each workshop will be held in at least two different locations.
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Consultation with Participants

When we consult with participants or are required to invite comments from participants it will do so by applying the following principles:

We will:

- allow a reasonable and sufficient timeframe
- provide information to participants that will be sufficient to facilitate intelligent consideration and response
- give participants the opportunity to make written responses
- treat consultation genuinely. When we seek advice, comments and input the resulting course of action will only be decided once the consultation information has been considered.
- listen to and consider responses and then make a decision
- carry out consultation with an open mind. We will do more than merely share information or give notice of decisions that have already been made.
- consider participant submissions (oral or written) and then produce a written statement that addresses and responds to issues raised by submitters
- allow our consultation process to have some flexibility, both as to form and timetable. For example, we may engage in a second round of consultation where our prospective final proposal is substantially different from the one consulted on.

Complaints and disputes

Complaints regarding the manner in which services offered or provided are delivered by it should in the first instance be directed to the System Operations Risk and Performance Manager.

Where a dispute arises between a participant and us in respect of service issues the Risk and Performance Manager will use reasonable endeavours to resolve the dispute to the satisfaction of participant and ourselves. Where the Risk and Performance Manager is unable to resolve the dispute the matter will be referred for final resolution to the General Manager – System Operations.

For avoidance of doubt, matters of dispute concerning the content or application of the 'Code' are ones for the Electricity Authority and should be referred to the Electricity Authority for consideration.

4 Document Information

4.1 Metadata

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