

Report 2026



TRANSPOWER

Service Measures Report 2026

September 2026





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Section 1.0

Introduction



Introduction

1.1. Purpose of service measures report

This Service Measures Report (report) summarises

- our services framework which defines the services we provide to our customers
- the performance and asset health measures, quality standards, targets, and incentives the Commerce Commission (the Commission) has determined for RCP4 (1 July 2025 to 30 June 2030)
- the performance of our regulated transmission business during Disclosure Year 2026 (DY 2026; 1 July 2025 to 30 June 2026) against the current regulatory control period (RCP4) performance and asset health measures¹.

This report satisfies the requirements of the Grid Outputs Report detailed in Transpower's capital expenditure input methodology (Capex IM).

1.2. Structure of this report

This report has two main sections:

1. The first is an overview of our services framework
2. The second is an overview of our RCP4 service measures, quality standards, targets, and incentives, together with details of our performance in DY 2026

¹ Dates in this document represent the disclosure year ending 30 June. For example, the disclosure year 1 July 2026 to 30 June 2027 is simply referred to as Disclosure Year 2027, or DY 2027.

Section 2.0

Our Services Framework



Our Services Framework

The services we provide by operation of our network and the electricity system span eight broad categories (summarised in Table 1 below). They include provision of regulated electricity transmission services, provision of the system operator service and other activities not regulated under our individual price-quality path (IPP). The first three drive cost and quality of transmission services for end-consumers and have been the focus for the performance and asset health measures in all RCP periods to date. For RCP4, we are also introducing new customer service measures, which relate to the 'grid access' service we provide².

Table 1 - Our services framework

Service	Brief Description
Grid reliability	Keep interruptions to a very low level and restore supply quickly when there is an interruption.
Grid availability	Keep a high level of availability to minimise the impacts of system constraints for generators and consumers, so the lowest cost generation can be offered into the market.
Event communications	Communicate with our customers when supply is interrupted so we can achieve the best outcomes for end-consumers.
Grid access	Work with customers to connect their assets to the grid, and plan and deliver changes to their connections.
Site access	Safely host customer equipment on our sites.
Information provision	Provide planning and other information to assist connected parties to make informed decisions.
Asset relocation	Assist in the identification, selection and execution of options to relocate transmission infrastructure.
System operation	Operate a competitive electricity market and deliver a secure power supply.

The performance and asset health measures help us fine-tune performance by ensuring we deliver services our customers value. They are measures that

- are meaningful and valuable to our customers
- focus on customer outcomes and service
- are challenging, but realistic and reasonably achievable
- drive a culture focusing on service

² We engaged with customers and stakeholders when developing our proposed RCP4 performance and asset health measures to ensure they represented the most important matters.

- provide direction to asset strategies
- improve our justification for expenditure on assets
- provide rigour to capital expenditure (capex) and grid operational expenditure (opex) substitution
- provide evidence and confidence that our spending is targeted at delivering the right performance.

We also use asset health as an indicator to understand and manage the current and future grid risk profile, as well as using it as a key input for decision-making processes. Asset health measures enable us to

- understand the condition of our grid assets and the probability of asset failure
- address potential problems caused by near end-of-life assets through asset refurbishment, replacement, or by other means³
- provide stakeholders and the Commission with a view of the state of our assets, highlighting potential work required to efficiently improve grid performance.

³ There are cases where it is expedient to rely on our contingency plans to respond with a replacement from a nearby store when the asset fails or when we have determined it is about to fail.



Section 3.0

RCP4 service measures



RCP4 service measures

For RCP4 our service measures were reset. This involved consultation with our customers, interested consumer groups and the public.⁴ The measures were published in November 2024 in the final Transpower Individual Price Quality Path (IPP) determination from the Commerce Commission.⁵

The RCP4 service measures are summarised in the sections below:

- Section 3.1 describes our performance measures
- Section 3.2 describes those performance measures that are revenue linked and have quality standards
- Section 3.3 describes our asset health measures and related quality standards
- Section 3.4 describes our customer service measures
- Section 3.5 describes the linkages between our service measures and our asset management
- Section 3.6 describes our DY 2026 performance, with additional commentary.

⁴ [Transpower Service Measures Refresh for RCP4](#)

⁵ [Transpower IPP Determination 2025](#)

3.1. RCP4 performance measures

For RCP4, we have eight performance measures. These are

- three measures of grid performance (GP)
- five measures of asset performance (AP).

Four of the eight measures are revenue linked and four are non-revenue linked.⁶

Measures of Grid Performance

Our three measures of grid performance assess grid reliability and relate to our ability to provide uninterrupted transmission service. The first two, GP1 and GP2, are revenue linked with quality standards⁷ and are discussed in in Section 3.2. The grid performance measures are summarised in Table 2.

Table 2 - Measures of grid performance for RCP4

Category	RCP4 Code	Quality Standard	Revenue Linked Target	RCP4 Performance Measure
Measures of Grid Performance (Grid Reliability)	GP1	Yes	Yes	Number of unplanned interruptions greater than one minute across all six supply and generation point of service sub-categories during a disclosure year.
	GP2	Yes	Yes	Average duration of unplanned interruptions greater than one minute, across six supply and generation point of service sub-categories during a disclosure year.
	GP4	No	No	The amount of energy demand that is not supplied due to a transmission interruption to supply, as a percentage of total energy demand, during a disclosure year.

⁶ Linking performance measures to revenue has the effect of financially rewarding or penalising us for out- or under-performing the grid output targets set for these measures.

⁷ Quality standards set a minimum standard of quality.

Measures of Grid Performance - Point of service categorisations

Measures of grid performance GP1 and GP2 are each reported across six point of service (PoS) sub-categories. Tables 3 and 4 describe the PoS sub-categories and categories for RCP4. A list of the points of service and customer for each sub-category can be found in Schedule F of the IPP⁸.

Table 3 - Point of service sub-categories for RCP4

Sub-category	Description	Examples
High Economic Consequence	A PoS that satisfies either of the following criteria: - significantly above-average consumption - an average consumption but an above-average fraction of commercial, industrial, and/or agricultural end-use consumers.	PEN033_S1, ISL066_S1, INV033_S1, HAM033_S1
Material Economic Consequence	A PoS that typically exports electricity from the grid but does not qualify as being 'High Economic Consequence'.	APS011_S1, BAL033_S1, HAM011_S1, KUM066_S1
Generator	A PoS that typically injects electricity into the grid.	BEN220_I1, ROX220_I1, MTI220_I1, HLY220_I1

Table 4 - Point of service categories for RCP4

Category	Sub-category	PoS
N-1 security⁹	High Economic Consequence	37
	Material Economic Consequence	105
	Generator	41
	N-1 security total	183
N-security	High Economic Consequence	9
	Material Economic Consequence	26
	Generator	10
	N-security total	45
	Total	228

⁸ [Transpower IPP Determination 2025 - Schedule F](#)

⁹ N-security is where the system is such that a single fault event can lead to a service interruption. N-1 security is where the system is built such that a service interruption will only occur if there are concurrent outages.

Asset Performance measures

Our five asset performance measures (AP1, AP1.2, AP2, AP3 & AP4) assess asset availability and relate to our ability to maintain availability, minimise planned and unplanned outages, and communicate changes to customers. AP1 and AP2 are both revenue linked with quality standards; they are discussed in Section 4.2. The asset performance measures for RCP4 are summarised in Table 5.

Table 5 - Asset performance measures for RCP4

Category	RCP4 Code	Quality Standard	Revenue Linked Target	RCP4 Performance Measure
Asset Performance Measures (Grid Availability)	AP1	Yes	Yes	HVDC capacity availability of Pole 2 and Pole 3 of the inter-island high-voltage direct current (HVDC) system as a percentage of annual capacity during a disclosure year.
	AP1.2	No	No	HVDC operational capacity availability from any constraint.
	AP2	Yes	Yes	Percentage of time selected high voltage alternating current (HVAC) assets are available during a disclosure year.
	AP3	No	No	Return to service time – extent to which Transpower meets planned return to service times for planned outages of selected HVAC assets that are returned to service two or more hours after Transpower’s planned return to service time.
	AP4	No	No	Return to service time communications - measures the extent to which Transpower communicates delays to affected parties of planned outage return to service times of selected HVAC assets: - the percentage of outages that Transpower gives 1.5 hours or less notice to market (or industry) participants in the event assets are going to be returned to service later than the original planned return to service time; or - the extended return to service time.

The selected assets for assessing the AP2, AP3, and AP4 measures are listed in Schedule G of the IPP.¹⁰

¹⁰ [Transpower IPP Determination 2025 - Schedule G](#)

3.2. RCP4 revenue linked performance measures

For RCP4 we have four revenue linked performance measures with associated quality standards; these are GP1, GP2, AP1, and AP2. Linking measures to revenue has the effect of financially rewarding or penalising us for over- or under-performing against the targets set for these measures. For the RCP4 period total revenue at risk is \$90.5 million. The targets, quality standards, caps, collars, and revenue incentives are further explained in the following sections.

Grid Performance Targets

GP1 and GP2: Number and duration of unplanned interruptions

Our targets for the GP1 and GP2 measures of grid performance are in Table 6.

Table 6 - Measure of grid performance targets for RCP4

Category	Sub-category	PoS	GP1 Number of Interruptions (all PoS)	GP2 Average Duration (mins) of Interruptions (all PoS)
N-1 security	High Economic Consequence	37	4	73
	Material Economic Consequence	105	21	74
	Generator	41	9	225
	N-1 security total	183		
N-security	High Economic Consequence	9	2	66
	Material Economic Consequence	26	15	104
	Generator	10	7	123
	N-security total	45		
	Total	228		

Asset Performance Targets

AP1: Percentage capacity availability of HVDC assets

Our RCP4 target for AP1 (HVDC availability) is 98.00 per cent for all five years of RCP3, excluding three special projects: project k; project l; and project m. These projects and the related adjustments are described in clauses 18.3 and 18.4 of the IPP¹¹.

AP2: Percentage availability of selected HVAC assets

Our RCP4 target for AP2 is 98.25 per cent availability over selected assets. The selected assets include: 110 kV and 220 kV circuits, interconnecting transformers, and bus sections that have the most impact on the market in RCP4 when out of service. They are listed in Schedule G of the IPP.¹²

¹¹ [Transpower IPP Determination 2025 - Clauses 18.3 & 18.4](#)

¹² [Transpower IPP Determination 2025 - Schedule G](#)

Performance measure incentives and quality standards

To determine the potential adjustment to our revenue, our actual (normalised) results will be compared against the targets. The target for each measure represents a result where there would be no financial impact, i.e. we receive no financial penalty or reward. The caps and collars set the range of performance within which we receive either a financial penalty or reward.

The strength of each financial incentive is determined by the incentive rate and differs depending on the service measure. The incentives are symmetric, meaning the incentive rate and absolute reward or penalty is the same for over or under-performance.

Tables 7 and 8 summarise the caps, collars, targets, quality standards, and incentive rates for our revenue linked performance measures in RCP4.

Some service measures have quality standards; these are minimum levels that can trigger compliance investigations and enforcement action. Quality standards can be applied annually or across many years using quality limits. Table 9 shows how compliance with the quality standard is determined.

Table 7 – RCP4 grid performance measures incentive summary

Measure	Cap	Target	Collar	PoS sub-category limit	Incentive rate	\$ at risk per year
GP1: number of interruptions (per annum)					\$ per interruption	
N-1 Security High Economic Consequence	0	4	8	8	789,666	\$3,158,66
N-1 Security Material Economic Consequence	4	21	38	38	170,537	\$2,899,12
N Security High Economic Consequence	0	2	4	4	185,592	\$371,184
N Security Material Economic Consequence	4	15	26	26	57,795	\$635,745
N-1 Security Generator	4	9	14	14	50,000	\$250,000
N Security Generator	4	7	10	10	83,333	\$249,999
GP2: average duration of interruptions (mins)					\$ per minute	
N-1 Security High Economic Consequence	23	73	123	123	63,173	\$3,158,65
N-1 Security Material Economic Consequence	27	74	121	121	61,683	\$2,899,10
N Security High Economic Consequence	15	66	117	117	7,278	\$371,178
N Security Material Economic Consequence	0	104	208	208	6,113	\$635,752
N-1 Security Generator	30	225	420	420	1,282	\$249,990
N Security Generator	0	123	246	246	2,033	\$250,059

Table 8 – RCP4 asset performance measures incentive summary

Measure	Cap	Target	Collar	Quality standard	Incentive rate	\$ at risk per year
AP1: HVDC availability (%)					\$ per 1%	
HVDC availability	99.00%	98.00%	97.00%	96.00%	1,000,000	\$1,000,000
AP2: HVAC availability (%)					\$ per 1%	
HVAC availability (selected assets)	98.62%	98.25%	97.87%	97.45%	5,320,564	\$2,021,814

Table 9 - Quality standard compliance requirements for RCP4

Performance Measure	RCP Disclosure year				
	DY 2026	DY 2027	DY 2028	DY 2029	DY 2030
GP1 and GP2	Comply (meet quality limits for 4 or more of the 6 POS subcategories) in disclosure year, or if not, then to have complied in the two previous disclosure years, including the last two years of RCP3				
Asset health	Calculate values, no compliance assessment	Comply (meet quality limits for 4 or more of the 7 asset classes) with the AH assessment in disclosure year, or if not, then to have complied in DY 2026.	Comply (meet quality limits for 4 or more of the 7 asset classes) with the AH assessment in disclosure year, or if not, then to have complied in the two previous disclosure years		
AP1 and AP2	Comply (meet quality standard) in current disclosure year				

Compliance for the measures of grid performance (GP1 and GP2) in a disclosure year is defined as being when four or more of the six PoS sub-category limits for each measure are not exceeded. This is referred to as pooling. There is no quality standard for Asset Health in the first RCP4 disclosure year (DY 2026).

Compliance for the asset performance measures (AP1 and AP2) is defined as a result which is higher than, or equal to, the quality standard. Note: there is a deadband zone between the collar and the quality standard for the asset performance measures.¹³

Normalisation

Under our price-quality path there is a 'normalisation' process that can exclude events that are beyond Transpower's control and can unfairly skew the quality measures. Subject to approval from the Commission, we can adjust the calculation of our actual performance for normalisation. In recent years this has included Cyclone Gabrielle and a helicopter crash into Transmission Lines. A normalisation application has been submitted for Cyclone Vaianu in DY2026.

¹³ A deadband refers to a part of the range where no direct financial incentives apply.

3.3. RCP4 asset health measures and quality standards

Asset health measures

Our RCP4 asset health measures are aligned with the way we manage network assets, and how we measure and report on asset condition in our business. The measures indicate the expected health of these assets at the end of the regulatory control period, accounting for the investments we make in replacing, refurbishing, and maintaining the assets.

The measures provide a leading indicator showing how we see the state of our grid assets and enable us to foresee and communicate asset health issues. We use an Asset Health Index (AHI) for each asset, compiled from asset health modelling and condition data, to reflect the current state of our grid asset fleet.

Both asset health measures have associated quality standards but are not revenue linked. Further details are provided below.

Quality standards

For the asset classes listed in Table 10 we calculate the proportion of each asset class having an AHI score of 8 or above (meaning poor to very poor health) at the end of each disclosure year in the RCP4 period. The quality standard (for each asset class) is met if the proportion does not exceed the percentages listed in Table 10 for each disclosure year.

Table 10 - Quality standards for asset classes with an AHI score of 8 or higher for RCP4

Asset Class	DY 2026 %	DY 2027 %	DY 2028 %	DY 2029 %	DY 2030 %
Tower grillage foundations	4.26	3.51	3.9	4.04	3.99
Tower protective coatings	13.98	15.89	17.79	20.02	22.09
Insulators*	2.79	3.14	3.85	4.76	5.98
Conductors*	1.76	1.97	2.18	2.37	2.61
Protection Relays	7.56	6.92	6.37	8.12	8.61
Power transformers*	5.17	9.15	11.53	12.18	13.35
Outdoor circuit breakers*	1.24	1.45	2.46	3.19	4.27

*Criticality weighted

3.4. RCP4 Customer Service Measures

Customer measures are designed to measure overall customer satisfaction and to measure how Transpower is delivering new or enhanced grid connections. These measures, listed in Table 11, are for reporting only, there are no associated quality standards of revenue linked targets.

Table 11 – Customer Service Measures for RCP4

RCP4 Measure	Description
Customer Service 1	Overall Customer Satisfaction
Customer Service 2	Number of connection enquiries
	Average, minimum and maximum times to start or decline an investigation
	Number of investigations started
	Average time to deliver concept assessment
	Investigations delivered in contracted time
	Connections delivered
	Value of connections delivered
	Median and mean time TWA-Commissioning Load
	Median and mean time TWA-Commissioning Generation
	Average cost overrun and number of overruns
	Average cost underrun and number of underruns

3.5. Connecting Service Measures to Asset Management

Asset Management is a discipline that links directly to service outcomes. Figure 1 illustrates the indirect causal connection of Asset Management activities (Controls) to service. Some controls are not responsive, for example, annual renewal rates are ~2-3% of the entire asset base. On the right of figure 1, there is a view of corresponding service measures.

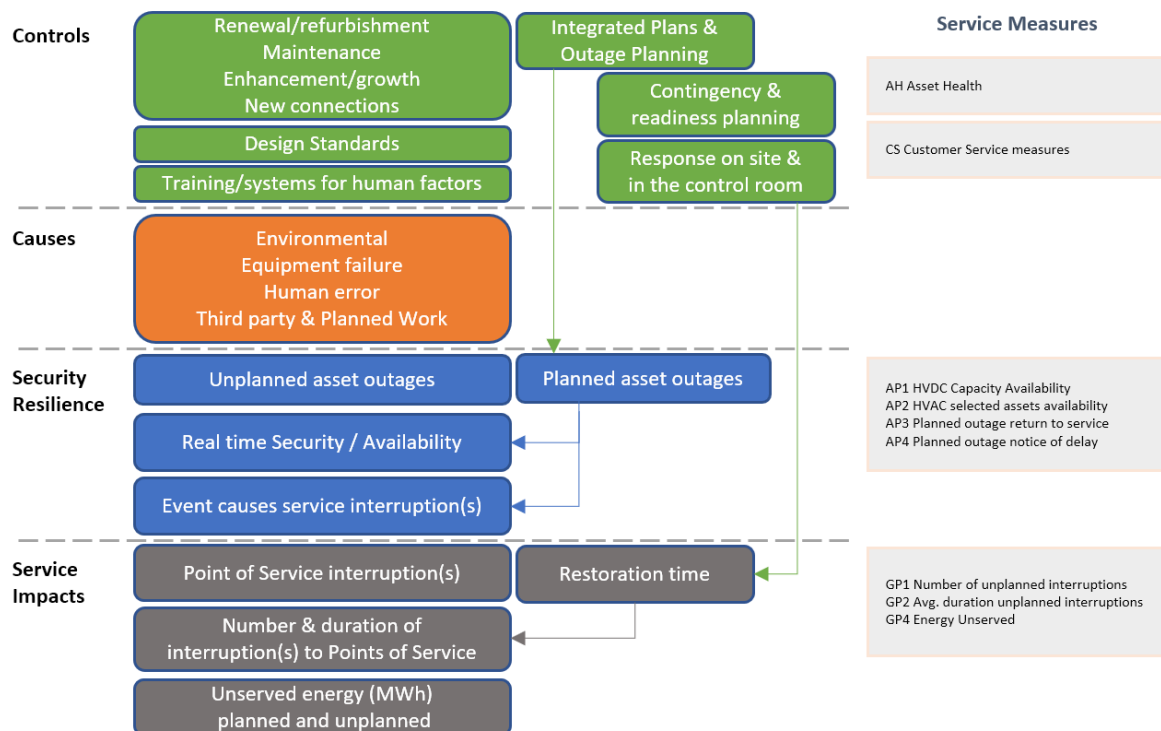


Figure 1 - Asset management and service performance

From a planning perspective, we can influence our service measures in how we:

- undertake maintenance and renewals for equipment reliability
- plan work packages and timing to minimise peaks in planned outages
- deliver good practice and communications for planned outages
- deliver customer service for new connections
- proactively deliver improvements to system resilience
- prepare for event management with readiness planning

The service measures make use of Value of Lost Load (VoLL), enabling us to categorise PoS, set incentive strengths and gauge end users' expectations. Additionally, we use VoLL to support network enhancement and development decisions (including as an input to the investment test) and for asset renewal planning and prioritisation through our criticality framework, where applicable.

3.6. Disclosure Year 2026 performance

The following tables show our performance for DY 2026:

- Table 12 provides an overview of our performance against our revenue linked targets
- Table 13 provides an overview of our performance against the quality standards
- Table 14 provides an overview of our performance against performance measures which do not have quality standards.

Commentary on our performance, including where we have exceeded the collar, follows these tables. GP1 and GP2, results include cyclone Vaianu event. We will be applying to Commerce Commission for a normalisation for this event for approval. If approved, three associated interruptions (two N- Material and one N Gen POS Subcategories) will be excluded from the below results.



Table 12 - Performance measures linked to revenue and for asset health for disclosure year 2026

Measure	Category	Cap	Target	Collar	PoS sub- category limit	Incentive Rate	Actual	Result (\$M)
GP1 - Number of unplanned interruptions across all points of service (No.)	GP1A: N-1 high EC	0	4	8	8	\$789,666	4	0
	GP1B: N-1 material EC	4	21	38	38	\$170,537	18	0.512
	GP1C: N high EC	0	2	4	4	\$185,592	2	0
	GP1D: N material EC	4	15	26	26	\$57,795	9	0.347
	GP1E: N-1 generator	4	9	14	14	\$50,000	6	0.15
	GP1F: N generator	4	7	10	10	\$83,333	13	-0.25
GP2 - Average duration of unplanned interruptions greater than one minute (mins.)	GP2A: N-1 high EC	23	73	123	123	\$63,173	105	-2.022
	GP2B: N-1 material EC	27	74	121	121	\$61,683	80.8	-0.418
	GP2C: N high EC	15	66	117	117	\$7,278	90	-0.175
	GP2D: N material EC	0	104	208	208	\$6,113	395.6	-0.636
	GP2E: N-1 generator	30	225	420	420	\$1,282	84.8	0.18
	GP2F: N generator	0	123	246	246	\$2,033	193.3	-0.143
Measure	Category	Cap	Target	Collar	Quality Standard	Incentive Rate	Actual	Result (\$M)
AP1 - HVDC availability (%)		99.00%	98.00%	97.00%	96.00%	\$1,000,000	98.22%	0.22
AP2 - HVAC availability (%)	Selected assets	98.62%	98.25%	97.87%	97.45%	\$5,320,564	98.50%	1.33
AH: (% with Asset Health of 8 or higher)	Tower grillage foundations	N/A	N/A	N/A	4.26%	N/A	5.84%	N/A
	Tower protective coatings	N/A	N/A	N/A	13.98%	N/A	9.11%	N/A
	Insulators	N/A	N/A	N/A	2.79%	N/A	1.88%	N/A
	Conductors	N/A	N/A	N/A	1.76%	N/A	2.36%	N/A
	Protection relays	N/A	N/A	N/A	7.56%	N/A	7.82%	N/A
	Power transformers	N/A	N/A	N/A	5.17%	N/A	3.85%	N/A
	Outdoor circuit breakers	N/A	N/A	N/A	1.24%	N/A	0.3%	N/A

Note: These results are not corrected for the Cyclone Vaianu normalisation event that is subject to approval by the Commission. These results are preliminary and may change following the final audit process, and a normalisation application.

Table 13 - Our performance against the quality standards for disclosure years 2026–2030

Measure	Category	Met Quality Standard				
		DY 26	DY 27	DY 28	DY 29	DY 30
GP1 - Number of unplanned interruptions across all points of service (No.)	All	●				
GP2 - Average duration of unplanned interruptions greater than one minute (mins.)	All	●				
AP1 - HVDC capacity availability (%)		●				
AP2 - HVAC availability (%)	Selected assets	●				
AH: (Asset Health of 8 or higher)	All	N/A				

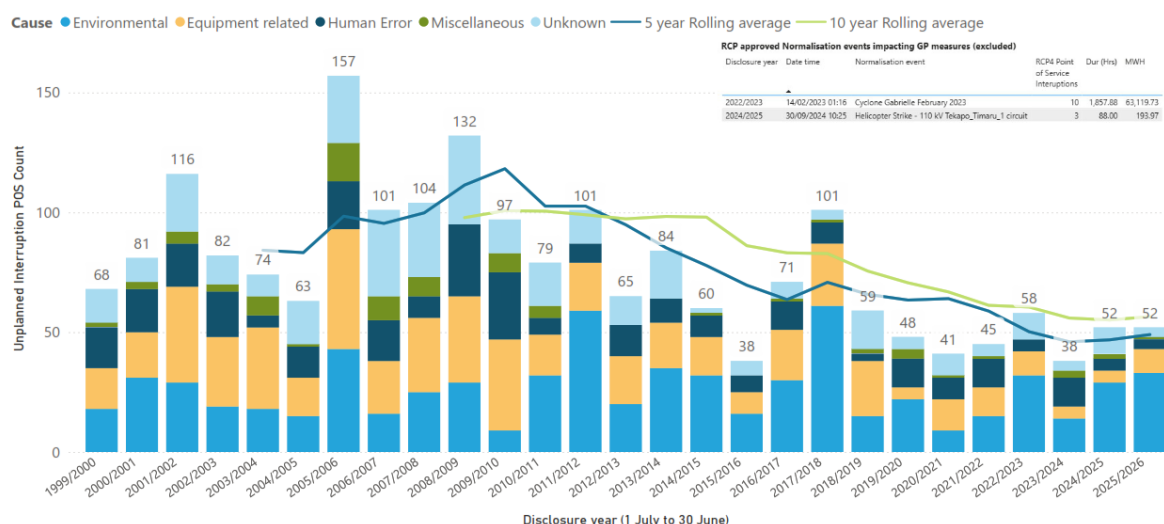
Notes: these results are preliminary and may change following the final audit. No quality standard for AH in DY26, refer to table 9 for details

Quality Standard Breaches

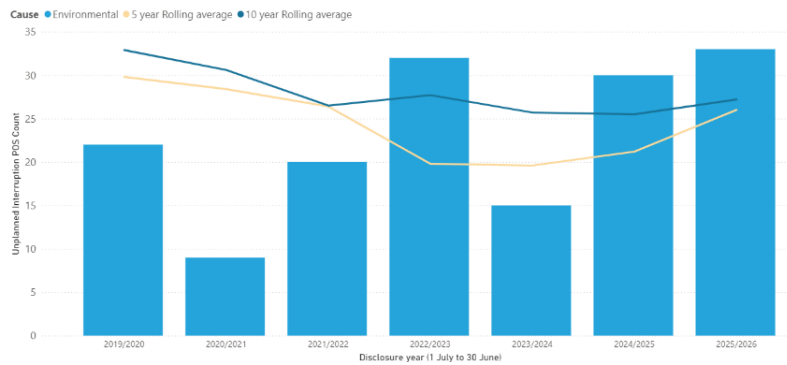
For DY 2026, all annual quality standards were met, and the required number of quality limits that apply to quality standard are set across multiple years have also been met.

Commentary on long-term trends in service performance

Interruptions to transmission service have been trending down since DY 2010. The unaudited results for DY 2026 saw the fifth equal best performance in 27 years, with 52 unplanned interruptions for the RCP4 points of service (PoS).

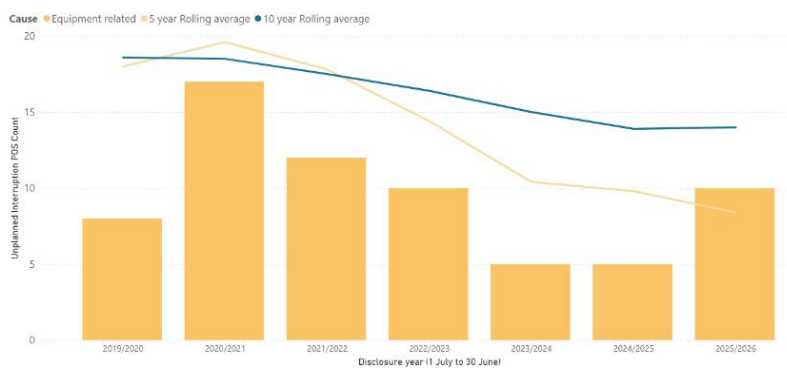
**Figure 2 - Unplanned interruption performance (RCP4 Points of service)**

Key observations over the number of interruptions for the last 7 years in Figure 3 below:



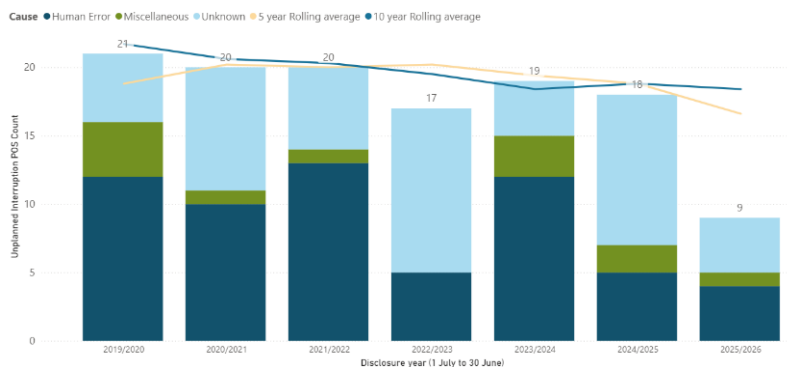
Environmental

Environmentally caused interruptions continue to exhibit high variability and are the major cause of interruptions.



Equipment

Interruptions caused by equipment failures are relatively stable and both the 5-year and 10-year rolling average show improvements.



Human Error, Unknown and Misc.

Remaining interruptions with causes being human error, miscellaneous and unknown are trending down.

Figure 3 - Observations on unplanned interruptions

Continued focus on enhancing asset management practices, including improvements in asset health monitoring, replacement and refurbishment planning, maintenance regimes and outage planning, will improve performance and continuing to deliver system upgrades to maintain system security also helps manage reliability.

Table 14 - Our performance against measures which do not have quality standards for disclosure years 2026–2030

Measure	Units	Actual				
		DY 26	DY 27	DY 28	DY 29	DY 30
GP-4A – Energy demand not supplied due to transmission interruption: N-1 high EC	%	0.00072				
GP-4B – Energy demand not supplied due to transmission interruption: N-1 material EC	%	0.00093				
GP-4C – Energy demand not supplied due to transmission interruption: N high EC	%	0.00002				
GP-4D – Energy demand not supplied due to transmission interruption: N material EC	%	0.00051				
AP1.2 – HVDC operational capacity availability South to North	%	77.57				
AP1.2 – HVDC operational capacity availability North to South	%	79.54				
AP3 - Return to service time >2 hours of planned return to service ¹⁴	%	6.16				
AP4 - Return to service time – Communications < 1.5 hours' notice of delay	%	9.59				
CS1 – Customer satisfied with Transpower	%	80				
CS2 – Enquiries	No.	102				
CS2 – Enquiries to formal investigation: average	Days	121				
CS2 – Enquiries to formal investigation: min	Days	121				
CS2 – Enquiries to formal investigation: max	Days	121				
CS2 – Investigations started	No.	29				
CS2 – Concept assessment delivered: average	Days	44				
CS2 – Investigations delivered within contracted time	No.	*				
CS2 – Investigations delivered within contracted time	%	*				
CS2 – Commissioning: number	No.	17				
CS2 – Commissioning: dollar value	\$m	30.6				
CS2 – Commissioning – Load: median	Days	351				
CS2 – Commissioning – Load: mean	Days	387				
CS2 – Commissioning – Generation: median	Days	460				
CS2 – Commissioning – Generation: mean	Days	362				
CS2 – Commissioning delivered within contracted time	%	82				
CS2 – Commissioning exceeds cost	No.	1				
CS2 – Commissioning exceeds cost: average overrun	%	14				
CS2 – Commissioning meet or less cost	No.	15				
CS2 – Commissioning meet or less cost: average underrun	%	23				

Note: these results are preliminary and may change following the final audit process. *Not reported



Appendix A: Definitions for GP1 and GP2

'Interruptions'¹⁵ for the purpose of the GP1 and GP2 measures means:

- any supply interruption of greater than one minute in duration caused by a Transpower unplanned outage; or
- any generator interruption of greater than one minute in duration caused by a Transpower unplanned outage; or
- any unplanned interruption internal to a customer's system that resulted from an incident on the Transpower system.

This excludes:

- any momentary interruption (i.e. interruption to service for less than one minute) caused by Transpower, e.g. caused by a circuit tripping and auto-reclosing or the operation of a supply change-over system; and
- interruption to a Transpower customer, caused by another customer, e.g. a generator customer may cause under-frequency load shedding in a distribution customer's system, or a distribution customer may cause trippings that affect a second distribution customer supplied from the same site; and
- interruption to a Transpower customer, caused by the customer themselves, that resulted in Transpower equipment being removed from service.

Note: This does not include the correct operation of a 'boundary' (i.e. feeder or generator) circuit breaker, which does not remove any other Transpower equipment from service; and

- restrictions to supply, such as interruptible load shedding or water-heating cuts; and
- events where there has been Automatic Under Frequency Load Shedding; and
- interruptions to generator auxiliary supply; and
- interruptions to embedded generation based on reconciliation manager's connection type.

An unplanned interruption ends on the date and time of 'Restoration' to a customer, which means the earliest of:

- for generators:
 - when the generator circuit breaker is closed; or
 - the generator is notified that Transpower equipment has been returned to service and is available for generation to be reconnected; or
 - operational control for connecting the Transpower assets is returned to the generator.
- for customers other than generators:
 - when the first feeder is closed, if feeder circuit breakers have been opened; or
 - when the supply bus is re-livened, if feeder circuit breakers have remained closed after the interruption; or
 - when 75 per cent of the load is returned to service by way of a backfeed within the customer's system or by generators; or
 - when Transpower has readied all its equipment and has made reasonable efforts to advise the customer that the equipment can be returned to service.

¹⁵ For the purposes of interruptions in the event recording and reporting system, a planned interruption results from an outage for which 24 hours' notice has been given. If less notice or no notice is given, the interruption is considered unplanned.