

Contact & Escalation Map

Transpower Control Rooms

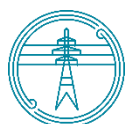
If unsure → Call the Energy Coordinator Phone: **0800 535 123**



System Operations Control Room

National Coordination Centre (NCC)

Role:	Primary contact:	Escalate to:
Energy Coordinator (24/7)	Phone: 0800 535 123	Security Coordinator
Security Coordinator (24/7)	Phone: 0800 488 500 Email: nmdata@transpower.co.nz	Duty Operations Manager
Duty Operations Manager	Phone: 04 590 6303 Email: operationsmanager@transpower.co.nz	-



Grid Operations Control Room

National Grid Operations Centre (NGOC)

Role:	Primary contact:	Escalate to:
Emergency Contact (24/7)	Phone: 0800 843 4743 (0800 THE GRID)	-

Quick Decision Guide

Situation		Contact		How
Dispatch / generation issue	⇒	NCC Energy Coordinator	⇒	0800 535 123
System event / instability issue	⇒	NCC Security Coordinator	⇒	0800 488 500
Telemetry or ICCP / data issue	⇒	IST Transmission Application Support	⇒	0800 161 640 (TP Service Desk)
Asset connection issue	⇒	NGOC	⇒	0800 843 4743
Urgent but unsure	⇒	NCC Energy Coordinator	⇒	0800 535 123
Not urgent / follow-up	⇒	Relevant team (see over)	⇒	Email

Who to Contact – by Topic

If your need is regarding	Contact	Channel
Dispatch and Generation - Generation issue / claiming bona fide - Query regarding dispatch instructions	Energy Coordinator	Phone: 0800 535 123
Notifying an urgent asset capability change	Energy Coordinator	Email: nmdata@transpower.co.nz or Phone: 0800 535 123
Querying bids, offers, market obligations, or compliance	Market Operations	Email: market.operations@transpower.co.nz
System Security and Stability - Notifying a major plant event (e.g. loss of control, unplanned outage, urgent maintenance) - Query regarding binding constraints	Security Coordinator	Phone: 0800 488 500
- Responding to a formal notice - Query regarding content of a formal notice	Security Coordinator	Email: nmdata@transpower.co.nz or Phone: 0800 488 500
Asset Testing - Submitting a non-urgent test plan for approval - Submitting an urgent test plan	Engineering Assessment	Email: operationatestplans@transpower.co.nz
Changing the date or time of approved test plan	Engineering Assessment AND Security Coordinator	Email: operationatestplans@transpower.co.nz AND Email: nmdata@transpower.co.nz
Notifying that an approved test will be proceeding as planned (2hrs prior)	Security Coordinator	Phone: 0800 488 500
Query regarding testing requirements		Email: compliance@transpower.co.nz
Equipment and Outages - Requesting an urgent equipment disconnection - Requesting information about how an outage affects you	NGOC	Phone: 0800 843 4743
Notifying an unplanned outage	Security Coordinator	Phone: 0800 488 500
- Planning a routine outage or capacity reduction - Changing, or notifying an issue with, an outage already submitted	POCP tool	Visit: Customer Portal
Operational Data Integration Connections Notifying issues with your primary voice (phone) communication channel	Energy Coordinator	Phone: 0800 535 123
Notifying issues with telemetry / ICCP (dispatch) system	Energy Coordinator Information Services & Technology Operations (IST)	Phone: 0800 535 123 Phone: 0800 161 640 (TP Service Desk) Email: ISTApplicationServicesPlatform@transpower.co.nz
Notifying a change to your primary or backup voice communication details	Operations Manager	Email: operationsmanager@transpower.co.nz
General / Non-Urgent Queries - Dispatch services or how dispatch outcomes are determined - SPD model structure, inputs, or behaviour - System Operator processes, information, docs or models - Scheduling, constraints, or published system data	System Operator	Email: system.operator@transpower.co.nz
- Wholesale electricity market processes or participation - Ancillary services (frequency, reserves, voltage support) - Market systems, tools, or frameworks - Market rules, obligations, or compliance - Market reports or insights	Market Operations	Email: market.operations@transpower.co.nz
Informing the System Operator that you have self-reported a breach	Operations Manager	Email: operationsmanager@transpower.co.nz