

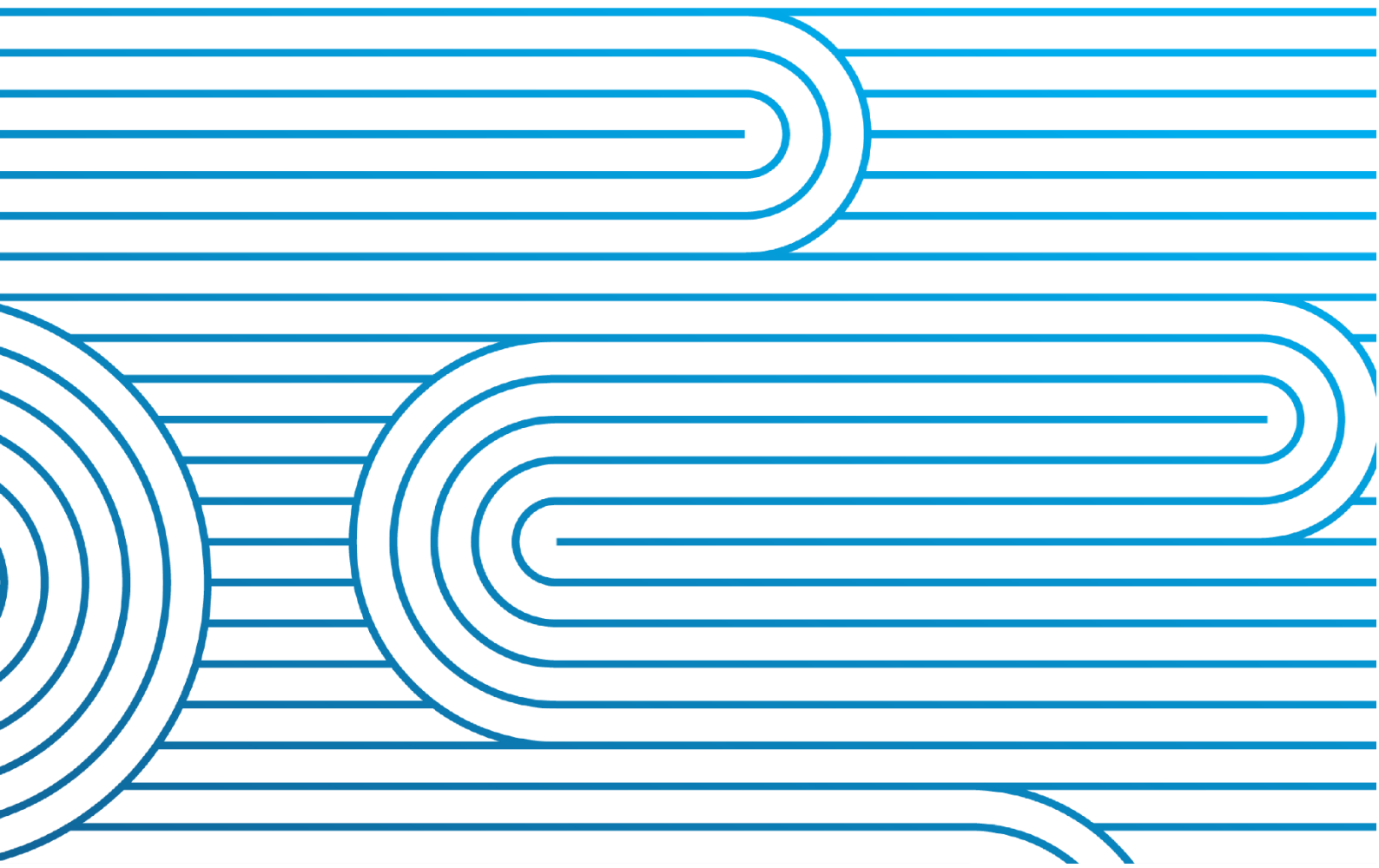
Outage Handling and Management system (OHMS)

Frequently Asked Questions (FAQs) – Service Providers

This document summarises the FAQs raised during the Service Provider OHMS Training.

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1. Frequently Asked Questions and answers from the recent Service Provider training

Q: When will Service Providers be able to make changes to Outage Windows (via Outage Variation Requests or OVRs) and attach Operational Requests (ORs)?

A: This will be a feature released in March 2026 with the full release of OHMS functionality and retirement of our existing system, IONS.

Q: What is the purpose of the Annual Outage Plan migration between OHMS and IONS?

A: Publishing the draft 26/27 Annual Outage Plan back into IONS on 31 January gives industry visibility and enables changes to be made, until the full release of OHMS is live in March 2026.

Q: When will Service Providers be able to create their own views?

A: This will be a feature released in March 2026 with the full release of OHMS functionality and retirement of our existing system, IONS. If the existing system views are not suitable, your Transpower Outage Planner can create views on your behalf.

