

Operations Division

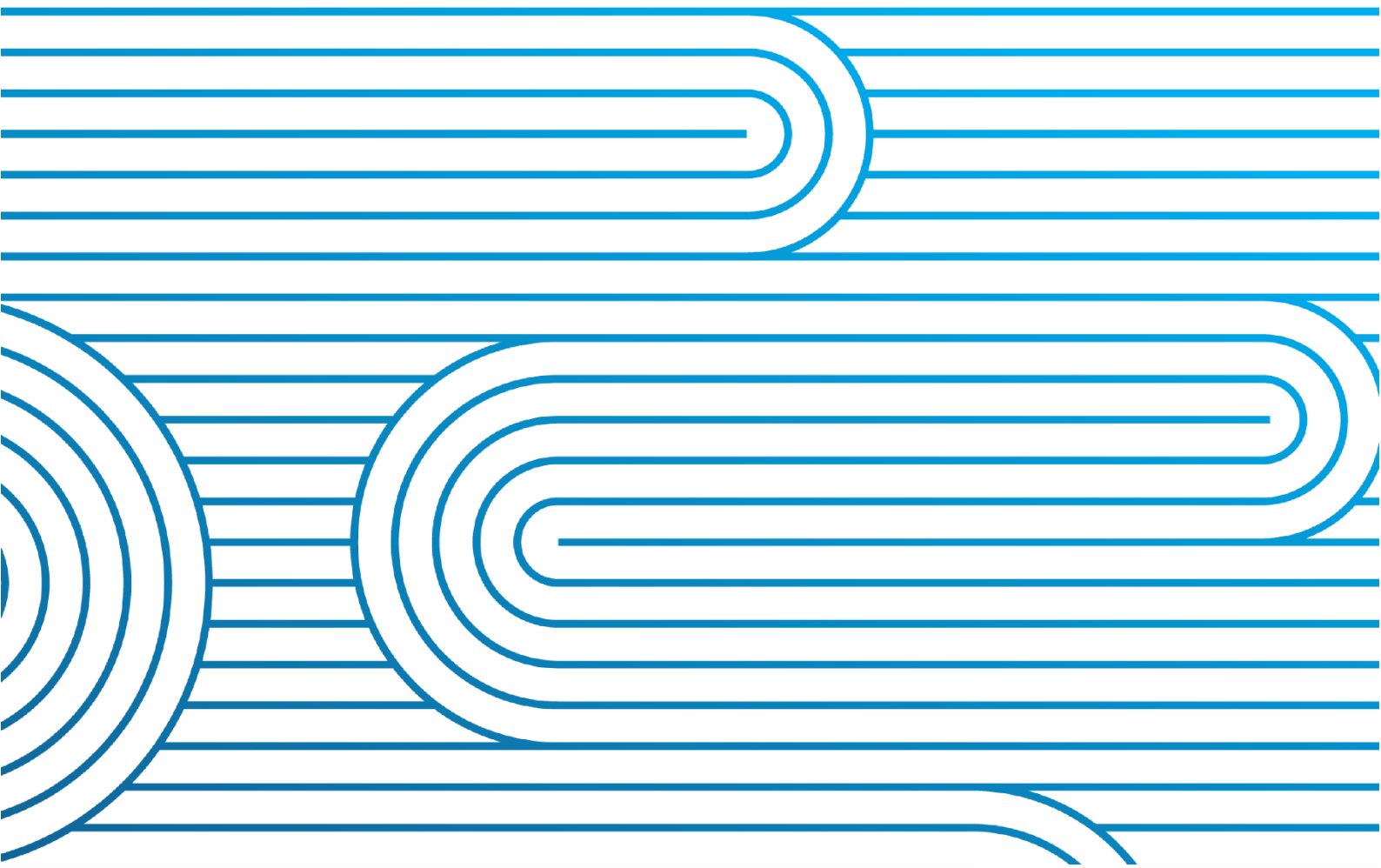
UG-SD-1071 Operations Customer Portal – SO Register Asset Owner User Guide

This Userguide is part of the Business Support and Development (SD) process within Transpower and forms part of the System Operator function.

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Transpower New Zealand Limited





Version	Date	Change
0.1	16/10/2023	Draft version for review.
1.0	17/10/2023	First version for release.
2.0	26/5/2026	Application screenshots updated to reflect new frontend framework

	Position	Date
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Approved By:	Anna Li	26 May 2026

Ref	Related Artefact	Description	Location
1.	Training videos	Videos providing a high-level overview of key functions of the SO Register application:	Transpower YouTube channel – linked to Transpower website <i>SO Register Tutorial Playlist</i>
2.	FM-EA-938 Operations Customer Portal Admin Users Form		<i>FM-EA-938 Operations Customer Portal Admin Users Form</i>



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1 INTRODUCTION

1.1 DOCUMENT PURPOSE AND SCOPE

This is the user guide for Asset Owners (AOs) using the System Operator Register (SO Register) application which is part of the Operations Customer Portal. This user guide document describes the processes of applying for dispensations to be granted and equivalence arrangements to be approved when Asset Owners cannot comply with an asset owner performance obligation (AOPO) or technical code obligation in Part 8 of the Electricity Industry Participation Code (the Code). It should be read with reference to the Code.

1.2 OPERATIONS CUSTOMER PORTAL OVERVIEW

The Operations Customer Portal provides centralised access to the following System Operator applications:

- Automated Under Frequency Load Shedding (AUFLS)
- Asset Capability Statement (ACS)
- Planned Outage Co-ordination Process (POCP)
- New Zealand Generation Balance (NZGB)
- System Operator Register (SO Register)

The URL to access the Operations Customer Portal is <https://customerportal.transpower.co.nz/>

1.3 SO REGISTER OVERVIEW

The System Operator Register is the register kept by the System Operator to record dispensations and equivalence arrangements in accordance with clause 8 of Schedule 8.1 of the Electricity Industry Participation Code. It provides workflows for Asset Owners and the System Operator to manage applications for dispensations and equivalence arrangements, as well as managing consultations with industry on decisions made.

Asset Owners have the right to apply for approval of equivalence arrangement or grant of dispensation.

If you are an Asset Owner who cannot comply with an Asset Owner Performance Obligations (AOPO) or a technical code obligation in respect of a particular asset or configuration of assets, being an existing, new or proposed asset, then in accordance with Schedule 8.1 of Part 8 of the Code you may apply for:

- an equivalence arrangement to be approved, or
- dispensation to be granted.

This document defines the format and process for using the SO Register application on the Operations Customer Portal to apply for dispensations or equivalence arrangements.

Information provided as part of an application is used by the System Operator to assess the non-compliance of the Asset Owner and their assets with its AOPOs and any effect that this non-compliance may have on the System Operator planning to comply, and comply, with their Principal Performance Obligations (PPOs).

1.4 RELATED DOCUMENTS

The SO Register User Guide forms part of the Asset Owner documentation provided by Transpower as System Operator. Other documents in this series include:



Document Name	Purpose
Asset Capability Information Overview	This document defines the requirements of Asset Capability Information required by Transpower as System Operator under the Electricity Industry Participation Codes (the Code).
Policy Statement	The policies by which the System Operator must seek to achieve the various Principal Performance Obligations (and other deliverables) contained in Part 7 of the Code.
Companion Guide for Testing of Generation Assets	<p>To guide Asset Owners on:</p> <ul style="list-style-type: none"> • how to demonstrate performance and limitations in the operation of assets by testing to assist the system operator plan for the safe and efficient operation of the grid; and • typical test results which should assist with model development and validation.
Companion Guide for Commissioning and Decommissioning Generation	<p>This document provides guidance on:</p> <ul style="list-style-type: none"> • typical commissioning activities that need to be considered when connecting and testing new generation, or when decommissioning generation; and • suggestions for a timeline for these activities to be undertaken leading up to the proposed commissioning date(s).
Generation Connection Guide	The document provides guidance on connecting, commissioning, registration, offering and dispatching of new generation plant onto New Zealand’s electricity system, plus a summary of transmission charges.
Connection Study Guide for Connecting New Generating Stations	This document has been prepared to assist Asset Owners (AO) in understanding the connection study requirements to be met when requesting connection to the New Zealand power system.
Power Plant Dynamic Model Validation and Submission	This document has been prepared to assist Asset Owners in understanding the requirements for developing mathematical models of equipment and their supporting information when required to be submitted to the System Operator.



2 ASSET OWNER ONBOARDING

Onboarding is a one-off activity that needs to occur before an Asset Owner can use the SO Register application. These will occur for existing Asset Owner users when the SO Register application goes live, and for any new Asset Owner that may come online in the future. Communication from the System Operator to initiate the onboarding process will outline what the key activities are that need to be completed and associated documentation.

2.1 CREATE ADMIN USERS

Asset Owners will be asked to identify the individuals to be created as the initial administrator (Admin user) in the SO Register application for their organisation (refer to Section 4 User Management for details on what Admin users can do) using [FM-EA-938 Operations Customer Portal Admin Users Form](#) which should be completed and e-mailed to SO_customer_portal@transpower.co.nz. There should ideally be a minimum of two administrators for each Asset Owner fulfilling the admin user role. If the Asset Owner does not exist within the Operations Customer Portal already, then it will be added to the list of organisations at the same time as the new Administrators.

Administrators are responsible for approving new user requests from within their own organisation. Users are also able to be granted access to multiple Asset Owners using the same user account and email address. Refer to section 4.6 for toggling between accessing different Asset Owners.

3 LOGGING IN

3.1 GUEST USER ACCESS

Any user who is not logged in to the SO Register will be considered a **'Guest'** user, and as such will be able to access any areas of the application deemed public information mainly useful for industry and market participants.

3.2 INITIAL LOG IN

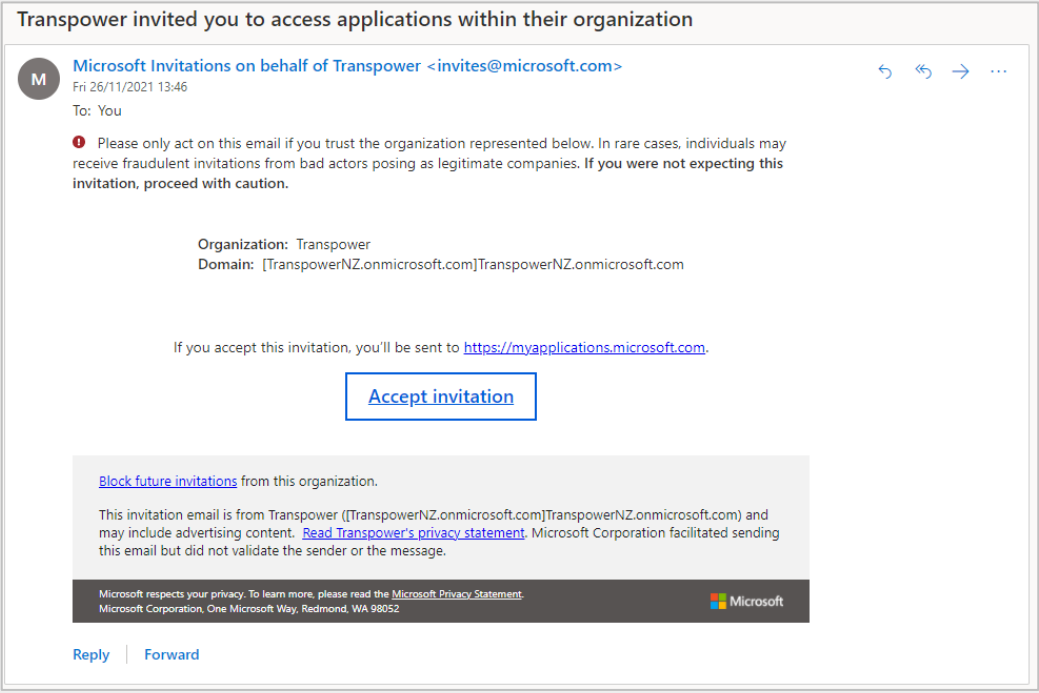

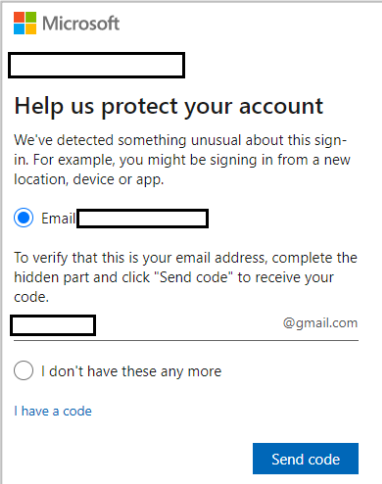
Once a user has been set up for a given Asset Owner, they will receive an e-mail with a link to access the SO Register application.

The steps to log in initially, which are outlined below, may vary slightly depending on:

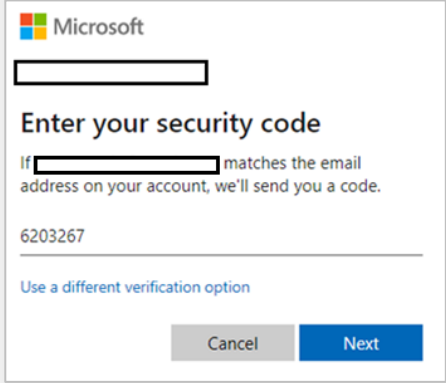
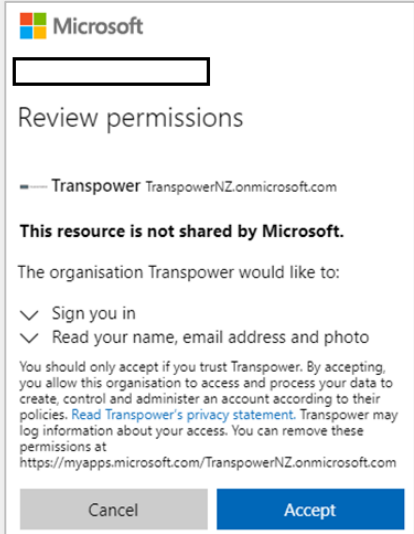
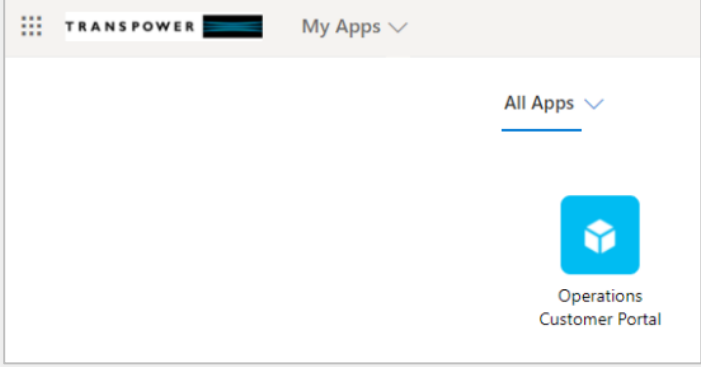
- whether the user's e-mail address is attached to an existing Microsoft account – if not, they will be prompted to create an account as a part of the sign in process.
- the verification settings on their Microsoft account (i.e. – whether they have opted for verification by text, e-mail, phone call, or the Microsoft Authenticator app).

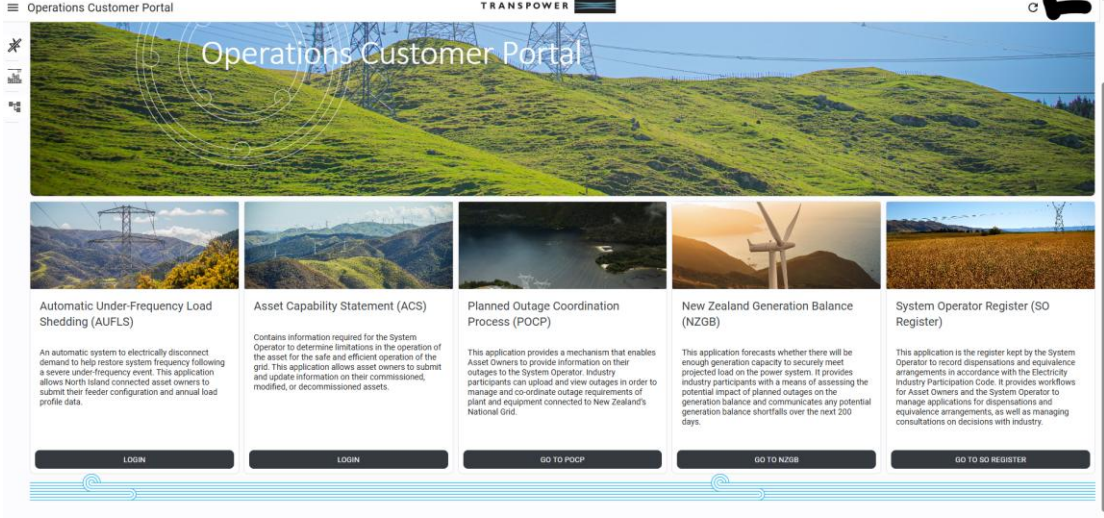
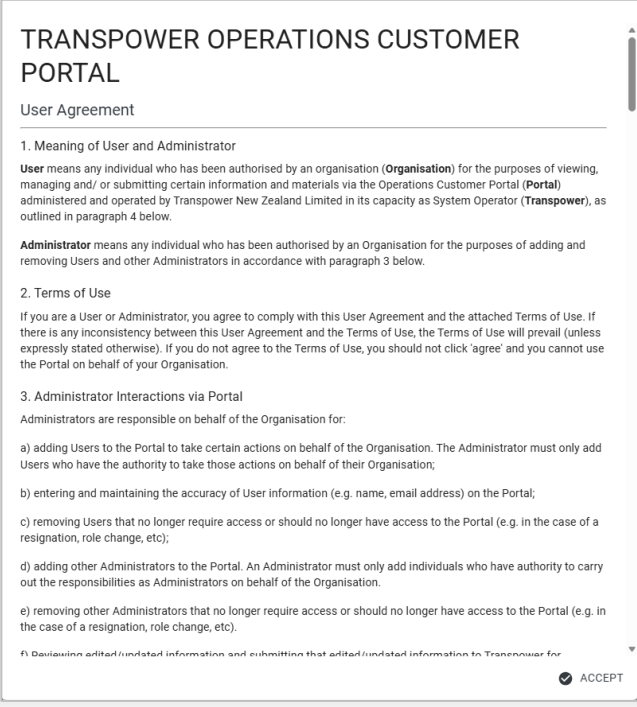
Step	Description
1.	The e-mail will look as below and is sent from 'invites@microsoft.com'. Click on the 'Accept Invitation' link.

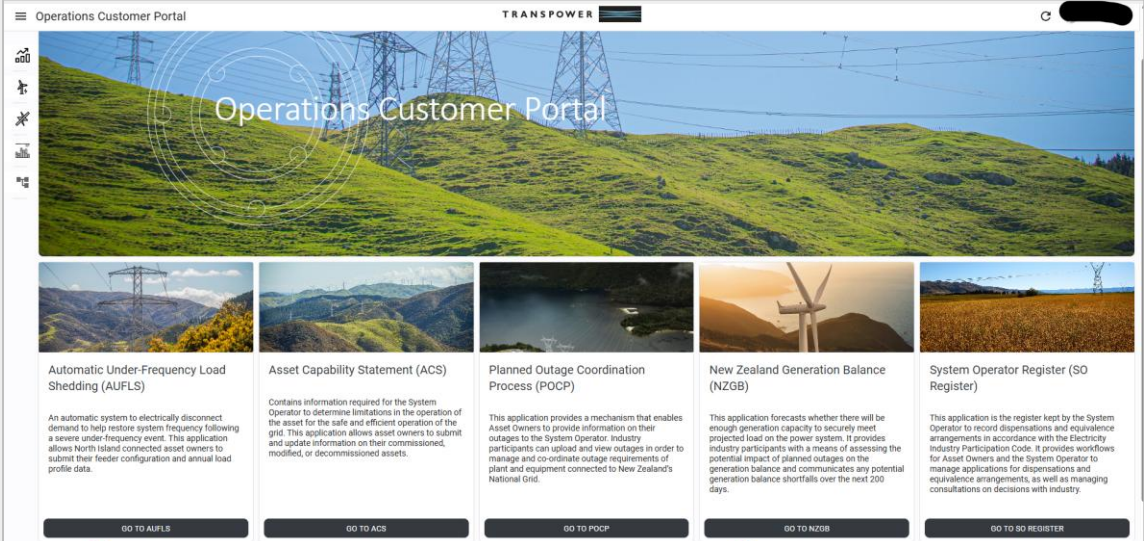


Step	Description
	
2.	<p>If the e-mail is linked to an existing Microsoft account enter the password for that account and click on the 'Sign in' button.</p> 
3.	<p>The following message will also display asking you to verify your e-mail address. Click on the 'Send code' button.</p> <p>NOTE: You may receive an e-mail to your e-mail address with the subject line 'Microsoft unusual sign-in activity'.</p> 




Step	Description
4.	<p>You will be sent an e-mail with a security code, enter it in the field provided and click on the 'Next' button.</p>  <p>The screenshot shows a Microsoft security code entry screen. At the top is the Microsoft logo. Below it is a text input field. The main heading is "Enter your security code". Below that, it says "If [input field] matches the email address on your account, we'll send you a code." The number "6203267" is displayed in the input field. There is a link "Use a different verification option" and two buttons: "Cancel" and "Next".</p>
5.	<p>The following message will display. Click on the 'Accept' button.</p>  <p>The screenshot shows a Microsoft "Review permissions" screen. At the top is the Microsoft logo and a text input field. The heading is "Review permissions". Below that, it says "— Transpower TranspowerNZ.onmicrosoft.com". A bold statement reads "This resource is not shared by Microsoft." Below that, it says "The organisation Transpower would like to:" followed by two checked items: "Sign you in" and "Read your name, email address and photo". A paragraph of text explains that the user should only accept if they trust Transpower and provides a link to the privacy statement. At the bottom are "Cancel" and "Accept" buttons.</p>
6.	<p>You will be taken to this landing page – click on the 'Operations Customer Portal' icon</p>  <p>The screenshot shows the Transpower "My Apps" landing page. At the top left is the Transpower logo and "My Apps" with a dropdown arrow. Below that is "All Apps" with a dropdown arrow. A blue icon representing the "Operations Customer Portal" is shown with the text "Operations Customer Portal" below it.</p>

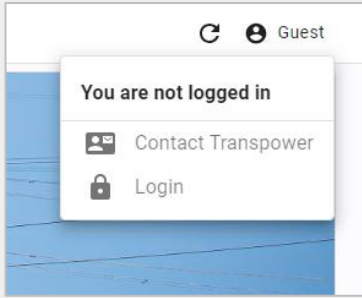
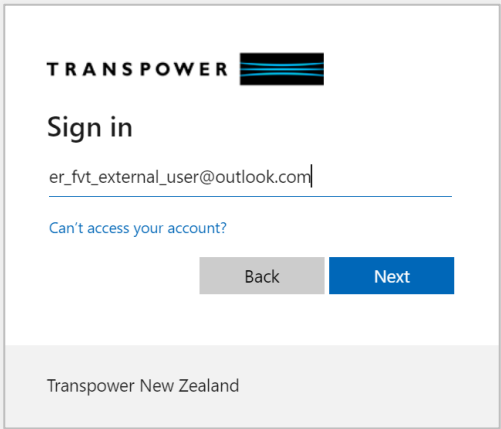
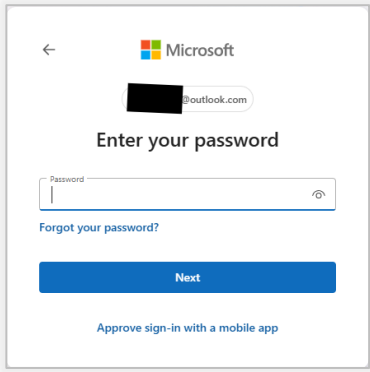
Step	Description
7.	<p>You will be taken to the 'Operations Customer Portal' landing page – click on the 'LOGIN' button within the SO Register widget.</p> 
8.	<p>You will see the 'User Agreement' pop-up screen – Read through the User Agreement and click on the 'ACCEPT' button, if you wish to continue.</p> 

Step	Description
9.	<p>You will be taken back to this page – click on the 'Go to SO Register' button.</p> 

3.3 SUBSEQUENT LOG INS

After the initial log in your browser should remember your Microsoft Office365 account and allow you to navigate straight into the SO Register.

Step	Description
1.	<p>Enter the following URL in a web browser – https://customerportal.transpower.co.nz/. You will be taken to the 'Operations Customer Portal' home page.</p>
2.	<p>Click on the 'GO TO SO REGISTER' button in the SO Register widget.</p> 

Step	Description
3.	Your browser should remember your Microsoft Office365 account and allow you to navigate straight into the SO Register. If your browser does not automatically remember your login, then login can be achieved by navigating to the user menu in the top right-hand corner of the screen and clicking on the login button. 
4.	Enter your email address and press the ' Next ' button. 
5.	You will be taken to an ' Enter password ' pop-up screen – enter your password and press the ' Sign in ' button. 
6.	You will be logged into the portal and taken to the ' SO Register '.

4 USER MANAGEMENT

Asset Owners have the ability to manage their own users for the SO Register application. User access for each application in the Operations Customer Portal is managed separately (i.e. – access is provided to an individual application not the Operations Customer Portal as a whole).

There are three permission groups within an Asset Owner organisation for the SO Register:

- View access – standard organisational view, same as registered user but can be managed by their organisation admin
- Edit access – Can upload and edit their organisation's outages



- Admin access – Can manage their organisation’s users and change their permissions, as well as having Edit access.

4.1 USER PERMISSIONS

There are three levels of AO user permissions in the SO Register application as outlined in the table below:

User Role	Permissions
Admin	<ul style="list-style-type: none"> • Access the register of dispensations and equivalence arrangements via the SO Register • Create and manage SO Register asset owner users. • Manage user permissions • Create new applications for dispensations to be granted and equivalence arrangements to be approved • Amend or withdraw application being processed • Vary or cancel granted dispensations and approved equivalence arrangements • Manage attachments to applications being processed • Export full or filtered lists of dispensations and equivalence arrangements, asset owners’ applications being processed, individual tasks, and asset owner users • View history of own applications or dispensations or equivalence arrangements • Manage own user notification settings
Edit	<ul style="list-style-type: none"> • Access the register of dispensations and equivalence arrangements via the SO Register • Create new applications for dispensations to be granted and equivalence arrangements to be approved • Amend or withdraw application being processed • Vary or cancel granted dispensations and approved equivalence arrangements. • Manage attachments to applications being processed • Export full or filtered lists of dispensations and equivalence arrangements, asset owners’ applications being processed, individual tasks, and asset owner users • View history of own applications or dispensations or equivalence arrangements • Manage own user notification settings
View	<ul style="list-style-type: none"> • Access the register of dispensations and equivalence arrangements via the SO Register • Export full or filtered lists of dispensations and equivalence arrangements, asset owners’ applications being processed, and asset owner users • View history of own applications or dispensations or equivalence arrangements • Manage own user notification settings

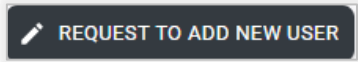
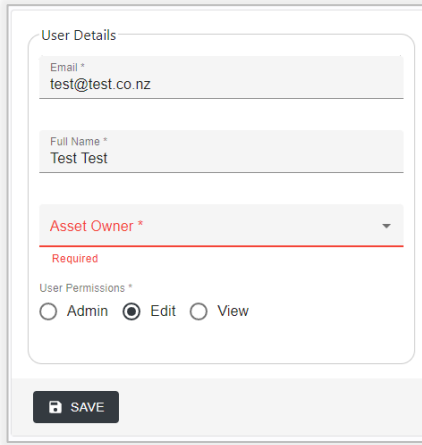
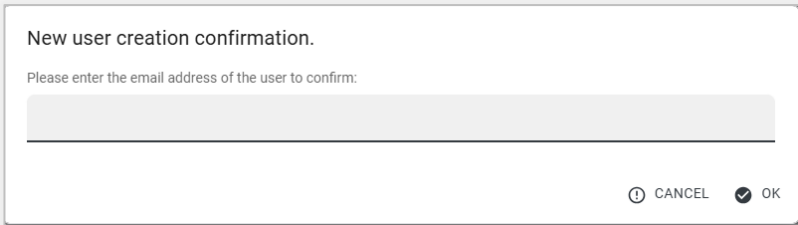
4.2 ADDING A NEW USER

The SO will migrate the existing users from Dispensation and Equivalence Database to the SO Register application as a part of the onboarding process. The admin users will be able to add any additional users for their organisation as required.

Adding a new user is a two-step process which requires:

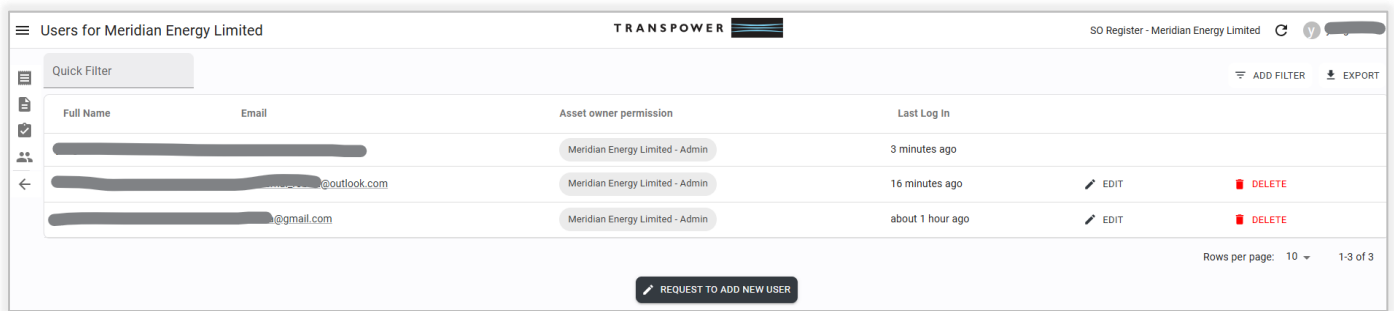
- an Admin user adding the user to their organisation in the SO Register application and selecting the permissions they will have;
- the SO reviewing and approving the request, and providing the necessary access in the backend.

A user will not have access to an AO-specific data until both of these activities have been completed.


Step	Description
1.	In the Users screen, click on the 'Request to Add New User' button 
2.	The following screen will show: <ul style="list-style-type: none"> • Enter the new user's email address and full name (this must include a first name and a last name) • In the 'Asset Owner' field, only the Asset Owner that the logged in Admin user is assigned to will be displayed. • Select the 'User Permission' for the new user • Click on the 'Save' button 
3.	Re-enter the user's e-mail address (this is to validate it is correct) and click on the ' OK ' button 
4.	You will be returned to the 'Users' page and a pop-up message will display at the bottom of the screen saying: 'User account creation request submitted'.
5.	The System Operator will provide the necessary access for the user which will take 1-2 business days. The user will be notified via e-mail when this is complete and will be provided with a link to log into the SO Register application.

4.3 CHANGING USER PERMISSIONS

Only Admin users can manage user permissions for their organisation's users – this is done in the 'Users' screen.




Note: An Admin user cannot change their own permissions.

Step	Description
1.	In the 'User' screen, click on the 'Edit' button beside the user whose permissions you are wanting to change. <div style="float: right; border: 1px solid gray; padding: 5px; margin-top: 10px;">  </div>
2.	The following screen will show: <ul style="list-style-type: none"> The user details will be greyed out, however, the 'User Permission' can be amended. Select the updated permission for the user and click on the 'Save' button. <div style="border: 1px solid gray; padding: 10px; margin-top: 10px; background-color: #f9f9f9;"> <p>User Details</p> <p>Email acs_fvt_external_adm_carl@outlook.com</p> <p>Full Name Carl Roupe van der Voort</p> <p>Asset owner * Carl's Awesome Company</p> <p>User Permission *</p> <p><input checked="" type="radio"/> Admin <input type="radio"/> Edit <input type="radio"/> View</p> <p style="text-align: right;"><input type="button" value="SAVE"/></p> </div>
3.	You will be returned to the 'Users' page and a pop-up message will display at the bottom of the screen saying: 'User permissions updated'.

4.4 REMOVING A USER

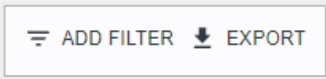
Note: An Admin user cannot remove themselves as a user.

Step	Description
1.	In the 'User' screen, click on the ' Delete ' button beside the user you are wanting to remove. <div style="float: right; border: 1px solid gray; padding: 5px; margin-top: 10px;">  </div>
2.	You will see the following pop-up message. Click on the ' Yes ' button. <div style="border: 1px solid gray; padding: 10px; margin-top: 10px; background-color: #f9f9f9;"> <p>Remove User</p> <p>Are you sure you want to delete Test Test from your Organisation?</p> <p style="text-align: right;"> <input type="radio"/> NO <input checked="" type="radio"/> YES </p> </div>

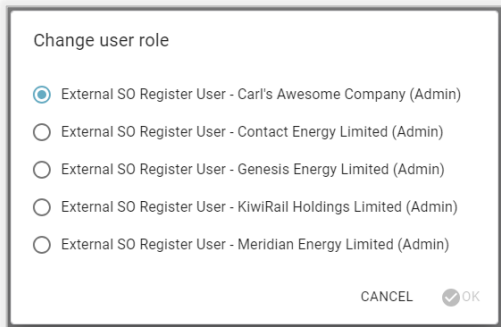
Step	Description
3.	You will be returned to the Users page and a pop-up message will display at the bottom of the screen saying: 'Successfully removed user'.

4.5 EXPORT A USER LIST

From time to time, it may be useful for an Admin user to extract a list of 'Current Users' for their organisation (e.g. - for validation checks).

Step	Description
1.	In the 'User' screen, click on the '↓Export' button. <div style="text-align: right; margin-top: 10px;">  </div>
2.	A .csv file will download to your 'Downloads' folder. The file is usually shown on the bottom left of your browser window, depending on your browser.

4.6 CHANGE USER ROLE FOR MULTIPLE ASSET OWNER ACCESS

Step	Description
1.	In the top bar next to your User Menu, click on the Asset Owner name that you are currently logged in to. <div style="text-align: center; margin-top: 10px;">  </div>
2.	Select a different Asset Owner to log in to and click 'OK'. <div style="text-align: center; margin-top: 10px;">  </div>

5 MAIN MENU PAGES

5.1 SO REGISTER LIST VIEW

The 'SO Register' view is the main page where any user can view all public information associated with completed dispensations and equivalence arrangements and in-flight applications from all Asset Owners.

ID ↑	Type	Asset owner	Station name	Asset name	Code obligation	Status	Modified on	Action	History
2000	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Subpart 2, 8.17 - Contribution by injections to overall frequency management	Revoked	13 Oct 2025, 15:14:57	SUMMARY	
2001	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Subpart 2, 8.23(1)(a) - Exporting net reactive power at full load	Revoked	23 Jun 2024, 12:51:40	SUMMARY	
2002	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code A 5(1)(c) - Generating unit has a speed governor	Revoked	05 Feb 2026, 18:17:58	SUMMARY	
2003	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code A 5(1)(c)(ii) - Has adjustable droop	Granted	09 Aug 2024, 10:32:55	EDIT	
2004	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2005	Dispensation	Genesis Energy Limited	Huntly	Unit 6	Part 8, Subpart 2, 8.19(1) - Generators (contributions to frequency support in the case of under-frequency events)	Varied in draft	29 Oct 2025, 01:00:00	SUMMARY	
2006	Dispensation	Meridian Energy Limited	Tekapo A	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	30 Jul 2010, 15:06:34	SUMMARY	
2007	Dispensation	Meridian Energy Limited	Tekapo B	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	02 Jun 2011, 09:41:03	SUMMARY	
2008	Dispensation	Meridian Energy Limited	Ohau A	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	20 Jun 2011, 07:35:05	SUMMARY	
2009	Dispensation	Meridian Energy Limited	Ohau B	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	30 Sept 2011, 13:18:33	SUMMARY	

Rows per page: 10 | 1-10 of 1044 | 1 2 3 4 5 ... 105 >

5.2 SUMMARY VIEW

Further information can be seen when viewing the Summary view or form view shown below depending on your user permissions.

Dispensation 2830
TRANSPOWER
SO Register - Carl's Awesome Company
Carl Rouppe van der Voort

< BACK
CANCEL VARY HISTORY VIEW

Dispensation summary LAST COMPLETED VERSION

Assessment

ID: 2830

Asset owner: Carl's Awesome Company

Legal owner: Carl's Awesome Company

Station name: Test Station 1

Asset name: Test Generator A

Code obligation: 8.72 Test test

Duration: Lifetime of asset

Description of non-compliance: Description Test test

Final report: Test assessment report doc.pdf

Assessment summary: Assessment information here.

Ancillary service changes: As per Condition 2 below.

Dates

Date of request: 09 Oct 2023, 08:16:47

Initiated by: Carl Rouppe van der Voort (acs_fvt_external_adm_carl@outlook.com)

Draft decision date: 10 Oct 2023, 14:26:31

Final decision date: 15 Oct 2023, 15:08:59

Last modified by: Carl Rouppe van der Voort (Carl.RouppvanderVoort@transpower.co.nz)

Last modified on: 15 Oct 2023, 15:09:30

Workflow

Workflow type: Variation

Phase: Completed

State: Completed

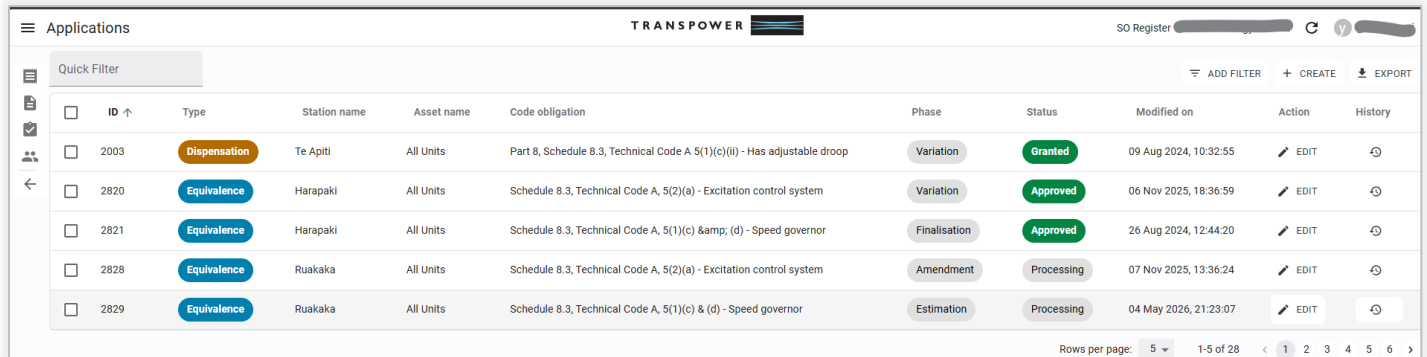
Document status: Granted

Conditions

- Revocation or Variation of Dispensation
 - In addition to the System Operator's rights under clause 8.35(1) of the Code, the System Operator may also revoke or vary the dispensation if the System Operator is satisfied that one or more of the following apply:
 - New asset capability statement information is available that materially affects the dispensation; or
 - The System Security Forecast required by clause 8.15 of the Code identifies that the dispensation affects the System Operator's ability to meet its principal performance obligations; or
 - Where the system configuration and/or system conditions change, such that additional ancillary services procurement is required, and the procurement of additional ancillary services can be directly attributable to the existence of the dispensation; or
 - There is a change(s) to any other material factor influencing the System Operator's decision whether to grant the dispensation and that change affects the System Operator's ability to meet its principal performance obligations.
 - Any revocation or variation of this dispensation under condition 1(a) above is subject to the consultation requirements set out in clause 8.35(2) of Part 8 of the Code.
- Advice about any Costs/Changes to Ancillary Services Procurement as a Result of Dispensation (8.31(1)(a), schedule 8.1 (6)(1)(b) and 6(2))

5.3 APPLICATIONS LIST VIEW

The 'Applications' view is similar to the SO Register view above, except that it is a one-touch pre-filtered list view of all the in-flight applications for your Asset Owner. This list view helps Asset Owners to get a quick view of information pertaining to in-flight applications, such as the Workflow Phase it is in, the Status of the application, and when it was last modified.

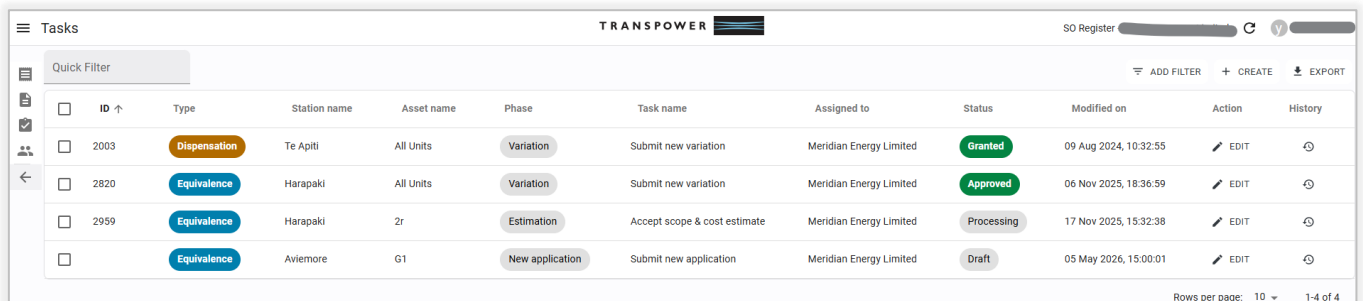


ID	Type	Station name	Asset name	Code obligation	Phase	Status	Modified on	Action	History
2003	Dispensation	Te Apti	All Units	Part 8, Schedule 8.3, Technical Code A 5(1)(c)(ii) - Has adjustable droop	Variation	Granted	09 Aug 2024, 10:32:55	EDIT	
2820	Equivalence	Harapaki	All Units	Schedule 8.3, Technical Code A, 5(2)(a) - Excitation control system	Variation	Approved	06 Nov 2025, 18:36:59	EDIT	
2821	Equivalence	Harapaki	All Units	Schedule 8.3, Technical Code A, 5(1)(c) & (d) - Speed governor	Finalisation	Approved	26 Aug 2024, 12:44:20	EDIT	
2828	Equivalence	Ruakaka	All Units	Schedule 8.3, Technical Code A, 5(2)(a) - Excitation control system	Amendment	Processing	07 Nov 2025, 13:36:24	EDIT	
2829	Equivalence	Ruakaka	All Units	Schedule 8.3, Technical Code A, 5(1)(c) & (d) - Speed governor	Estimation	Processing	04 May 2026, 21:23:07	EDIT	

5.4 TASKS LIST VIEW

The 'Tasks' view is the landing page when you log into the SO Register application. From the tasks lists you are able to view a list of tasks assigned to you individually, or other users from your organisation depending on their user permissions and tasks associated to a new application that they have submitted.




Additional information provided here includes the Workflow Phase it is in, the Task name, who it is assigned to, the Status of the application, and when it was last modified.



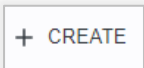

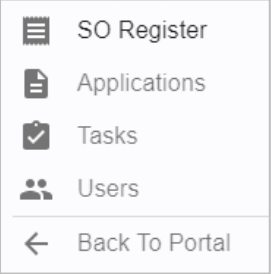
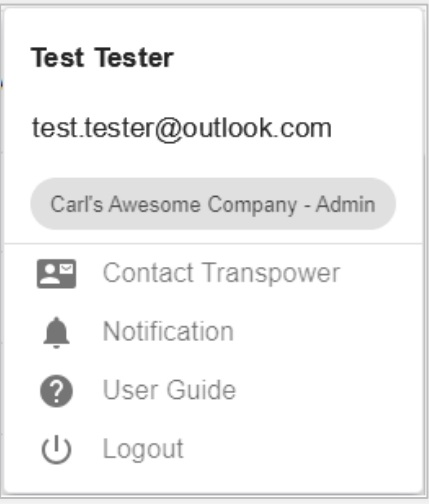
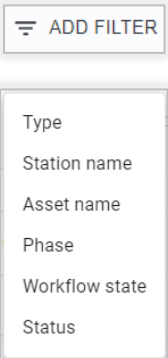
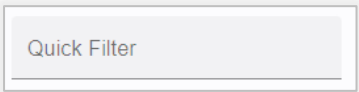
ID	Type	Station name	Asset name	Phase	Task name	Assigned to	Status	Modified on	Action	History
2003	Dispensation	Te Apti	All Units	Variation	Submit new variation	Meridian Energy Limited	Granted	09 Aug 2024, 10:32:55	EDIT	
2820	Equivalence	Harapaki	All Units	Variation	Submit new variation	Meridian Energy Limited	Approved	06 Nov 2025, 18:36:59	EDIT	
2959	Equivalence	Harapaki	2r	Estimation	Accept scope & cost estimate	Meridian Energy Limited	Processing	17 Nov 2025, 15:32:38	EDIT	
	Equivalence	Avimore	G1	New application	Submit new application	Meridian Energy Limited	Draft	05 May 2026, 15:00:01	EDIT	

5.5 BUTTON FUNCTIONALITY

In addition, the functionality outlined in the table below can be accessed from any of the SO Register, Applications, or Task list views.

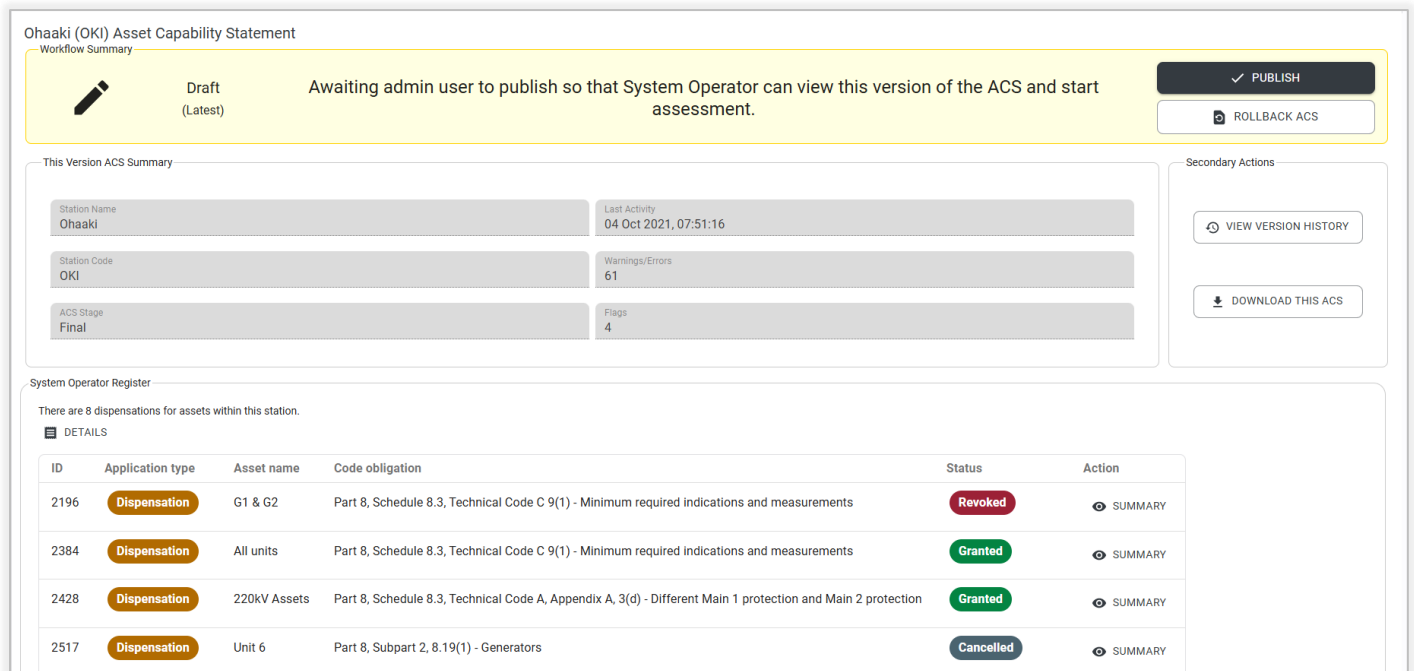
Function	Description
 	<ul style="list-style-type: none"> 'Edit' an application being processed to complete a task 'View' an application being processed or already completed These buttons may not be present depending on your user permissions
	<ul style="list-style-type: none"> 'View the history' of the selected application for a dispensation or equivalence arrangement This button may not be present depending on your user permissions



Function	Description
	<ul style="list-style-type: none"> • 'Create' a new application • This will only be available to Admin and Edit users
	<ul style="list-style-type: none"> • 'Summary' of an application or dispensation or equivalence arrangement
	<ul style="list-style-type: none"> • Navigate to other areas of the SO Register application • Note that 'Users' will only be visible to Admin users
	<p>Clicking on the username in the top right of the screen provides access to:</p> <ul style="list-style-type: none"> • View user details including the organisation and the role of the logged in user • 'Contact Transpower' – this brings up an e-mail address for the System Operator that you can click onto invoke your e-mail client to open an e-mail to send to that address • The 'User Guide' for the SO Register application • 'Notifications' – this opens a screen where you can subscribe/un-subscribe to notification emails for dispensation or equivalence arrangement application processing milestones, such as new application acceptance, draft decision, or final decision so you are kept informed and can participate in consultation • 'Logout' of the SO Register application
	<ul style="list-style-type: none"> • Adds one or more filters to the list of tasks for dispensations or equivalence arrangements for your organisation, depending on what and how you wish to view the list on the dashboard.
	<ul style="list-style-type: none"> • The list of dispensations and equivalence arrangements can also be filtered using the 'Quick Filter' which applies a filter based on a match against any text field within applications from the Asset Owner's organisation. • Most common use is to filter on IDs, station names, or station three-letter codes.

5.6 INTEGRATION WITH ACS

Dispensations and equivalence arrangements may typically be related to stations and assets that are published as part of an Asset Capability Statement (ACS) in the ACS application that is also part of the Operations Customer Portal suite of applications. When selecting a station and asset as part of a new application on SO Register, the drop-down lists will be pre-populated with stations and assets that already exist in the ACS application. When a station is selected that exists in ACS, the existence of this application for a dispensation or equivalence arrangement will also be displayed on that linked station. An example of this can be seen in Figure 1 below.



Ohaaki (OKI) Asset Capability Statement
Workflow Summary

Draft (Latest) Awaiting admin user to publish so that System Operator can view this version of the ACS and start assessment. **PUBLISH** **ROLLBACK ACS**

This Version ACS Summary

Station Name Ohaaki	Last Activity 04 Oct 2021, 07:51:16
Station Code OKI	Warnings/Errors 61
ACS Stage Final	Flags 4

Secondary Actions

VIEW VERSION HISTORY **DOWNLOAD THIS ACS**

System Operator Register

There are 8 dispensations for assets within this station.

DETAILS

ID	Application type	Asset name	Code obligation	Status	Action
2196	Dispensation	G1 & G2	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Revoked	SUMMARY
2384	Dispensation	All units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Granted	SUMMARY
2428	Dispensation	220kV Assets	Part 8, Schedule 8.3, Technical Code A, Appendix A, 3(d) - Different Main 1 protection and Main 2 protection	Granted	SUMMARY
2517	Dispensation	Unit 6	Part 8, Subpart 2, 8.19(1) - Generators	Cancelled	SUMMARY

Figure 1: Integration of dispensations and equivalence arrangements within SO Register to stations in ACS.

Clicking on the 'Summary' button will navigate the user through to the relevant summary view in SO Register.

6 UNDERSTANDING THE SO REGISTER WORKFLOW STATES

The 'SO Register Workflow Model' is applied to each application from Asset Owners. The two main workflows are for the different application types, namely dispensation or equivalence arrangement applications, with extended workflows to handle other functions such as amend, withdraw, vary, cancel, revoke, re-estimation, reassignment, or changing due dates. A version of an application is defined by any change to the input data from the Asset Owner, any change to data provided by the System Operator as part of processing the application, or any extended workflow function applied to an application.

Each version of an application will transition through several workflow phases and workflow states depending on the application type or if extended workflow actions are processed. The example below in Figure 2 is to process a dispensation application from 'New Application' to 'Completed' workflow states.

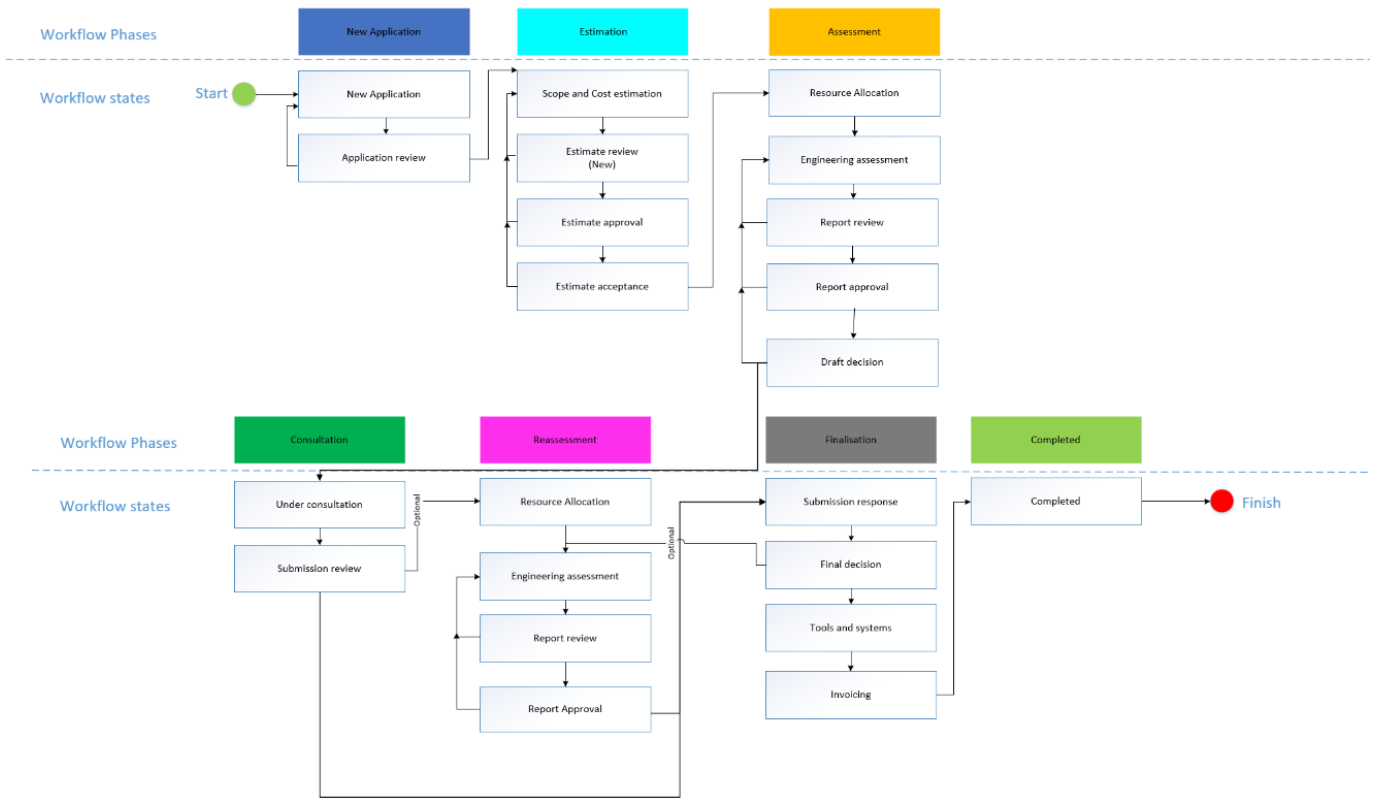


Figure 2: SO Register workflow state model for a new dispensation application.

The workflow state model has been incorporated into the user interface of the SO Register application and ensures that SO Register is intuitive to use, provides clear visibility of where an application is in a given workflow state, and comprehensive auditability of who completed any given state and when.

6.1 WORKFLOW STATE MODEL INCORPORATION INTO USER INTERFACE

The workflow state model was incorporated as an integral component of the design of the user interface. When looking at the form view available to the application Asset Owner and the System Operator the components can be identified as below.

- **Phase** – identified by the current tab on the top
- **State** – identified by the numbered lists on the left-hand side of the phase tab

An example of each of the phases and states seen within the SO Register for processing a new dispensation application is shown in Figure 3 below.

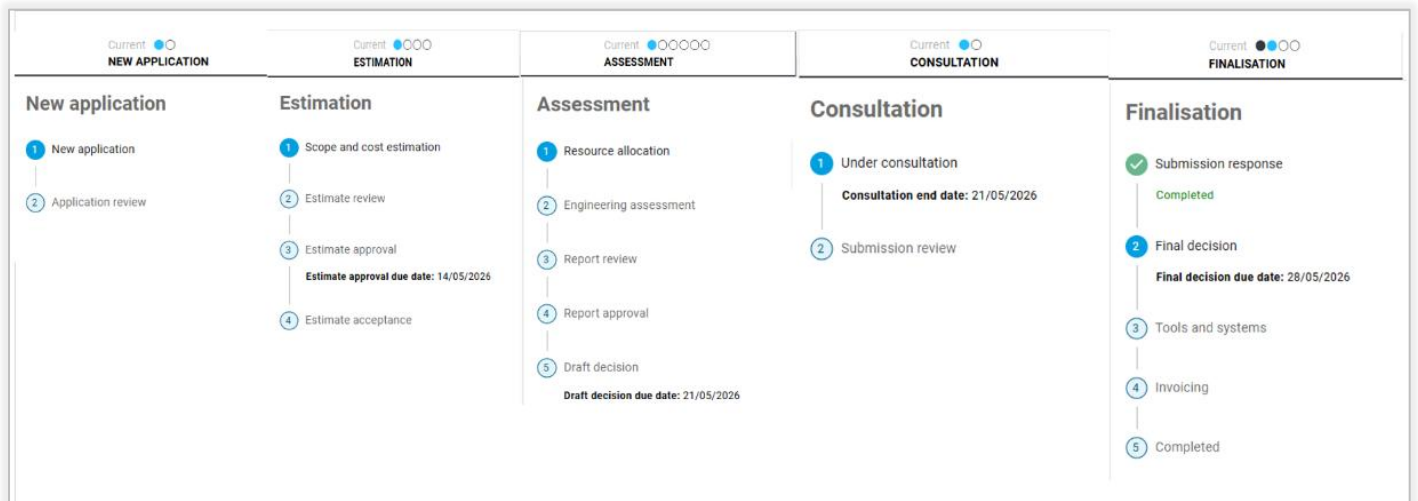


Figure 3: Workflow Phase and State representation within the SO Register form view.

The above figure shows all states next to each other, but in normal use you will only see the states associated with the currently selected tab. As states and phases get completed the icons will change to green ticks and the word 'Completed' as shown in 'New Application' to 'Consultation' phases in Figure 4 below. Current states will be partially completed and show the word 'Current' along with a series of circular icons in the phase tab indicating the completed and yet to be completed states. Future states will be darkened as they have not yet been reached.

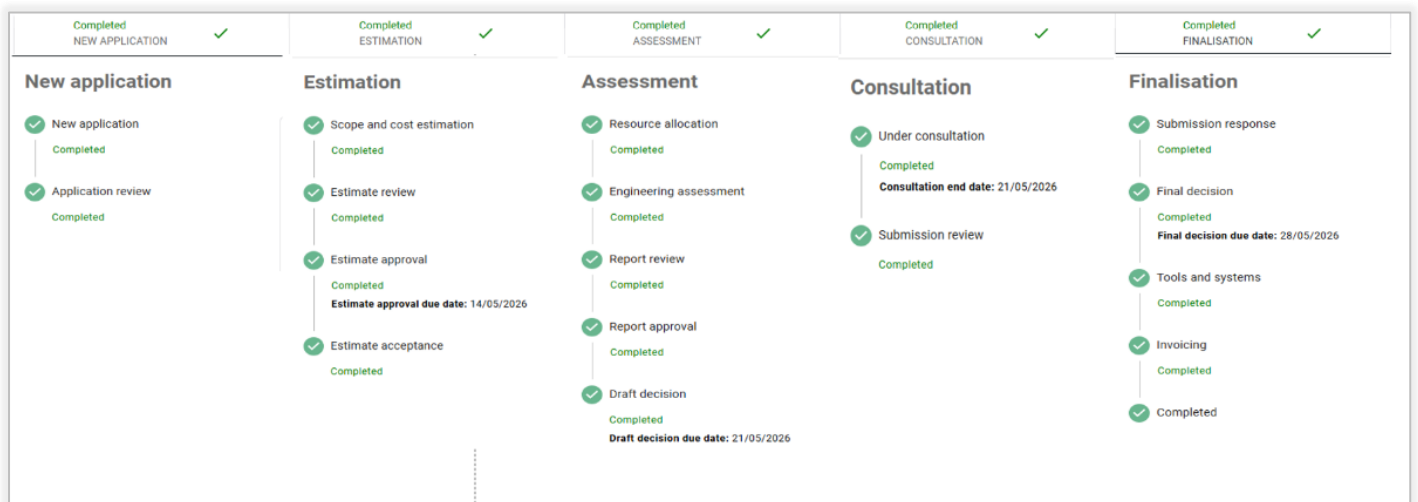


Figure 4: Workflow phases and states in partial workflow completion.

When viewing a historic version of an application from the history page, the state in which the workflow stopped is seen by a red cross in the given state as shown in Figure 5 below.

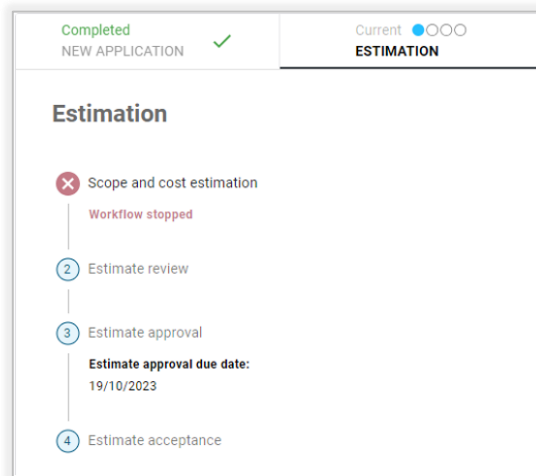


Figure 5: Example of a workflow that has been stopped for an in-flight application.

6.2 WORKFLOW AUDITABILITY

Audit information on what Asset Owner, what user role, or what individual a task for a given state has been assigned to, and when it has been assigned, has been included via tool tips when you hover over any state on the screen.

Assigned to: Meridian Energy Limited (Meridian Energy Limited)
Assigned on: 07 May 2026, 20:25:17

Assigned to: Compliance Coordinator
Assigned on: 07 May 2026, 20:37:02






Assigned to: [redacted] i ([redacted]@transpower.co.nz)
Assigned on: 07 May 2026, 21:31:47

Once the states have been completed, the tool tip will also show the person who completed that task and when.

Completed by: [redacted] i ([redacted]@transpower.co.nz)
Completed on: 07 May 2026, 20:37:02

7 SO REGISTER NOTIFICATIONS

Within the SO Register workflow there are two different types of notifications, namely task assignment notifications and milestone notifications. Milestone notifications are defaulted to on for all new users, but the notifications can be unsubscribed from by following the steps shown below.

Step	Description
1.	Click the user menu and select Notifications. <div data-bbox="1114 250 1474 660" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Test Tester</p> <p>test.tester@outlook.com</p> <p>Carl's Awesome Company - Admin</p> <ul style="list-style-type: none">  Contact Transpower  Notification  User Guide  Logout </div>
2.	Toggle the switch for milestone notifications to disable/enable notifications. <div data-bbox="341 768 1474 972" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>< BACK</p> <p>Notification emails for application processing milestones</p> <p>This will unsubscribe you from notification emails for dispensation or equivalence arrangement application processing milestones, such as new application acceptance, draft decision, or final decision, so you are kept informed and can participate in consultation.</p> <p>Note: If you are an applicant asset owner or system operator user, then these emails are independent of those that you will receive to inform you of tasks that have been assigned to you.</p> <p><input checked="" type="checkbox"/> Notification enabled</p> <p> SAVE</p> </div>
3.	Click the on 'Save' button
4.	A message will display: "Notifications settings updated." And you can click 'Back' to leave this screen. <div data-bbox="767 1193 1474 1391" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>< BACK</p> <p>Your notification email update request has been successfully submitted.</p> <p>Thank you!</p> </div>

7.1 MILESTONE NOTIFICATIONS

Milestone notifications are used to inform market participants and users of SO register of major milestones during the processing of applications for dispensations and equivalence arrangements, or when a new version is created when extended workflows are enacted. Milestone emails are sent out for the following reasons:

- New application for a dispensation or equivalence arrangement
- Amendment of an in-flight dispensation or equivalence arrangement
- Withdrawal of an in-flight dispensation or equivalence arrangement
- Changes in due dates for completion of assessment or reassessment of an application
- Re-estimation of costs or durations associated with assessment or reassessment of an application
- Resource reassignment for engineering assessment or technical review resources
- More information required by reviewers, approvers, or the Asset Owner



- Variation of a granted dispensation or approved equivalence arrangement
- Cancellation of a granted dispensation or approved equivalence arrangement, and
- Revocation of a granted dispensation or approved equivalence arrangement.

An example of a notification of a new application for a dispensation can be seen below. This notification provides details of the owner, station, and assets to which the dispensation relates, as well as the Code obligation and description of the non-compliance. A link is provided to access this application, as well as a hyperlink to unsubscribe from any future milestone notifications.

System Operator Register: Notification of New application of Dispensation ID:2833

so-admin@transpower.co.nz

To: You

Notification of New application of Dispensation.

A New application has been initiated by System Operator for a Dispensation on 12/10/2023.

This Dispensation is pursuant to:

ID	2833
Owner	Carl's Awesome Company
Station	Webinar Station
Assets	Webinar Asset
Duration	Lifetime of asset
Code obligation	Webinar: EIPC 8.23a Voltage Support AOPO
Description of non-compliance	The asset is not capable of exporting the minimum net reactive power of 50% of the maximum continuous output (MCO) within the required voltage range.

Use the link below to view this Dispensation in the System Operator Register on the Operations Customer Portal.

<https://customerportal-staging.transpower.co.nz/soregister/register/f0c683f8-4b3e-4b28-8728-74d576628949/summary>

If you have any queries regarding this Dispensation, please contact the System Operator at SO_customer_portal@transpower.co.nz

This is an automated email notification, please do not reply to this address. Please [click here to unsubscribe](#) if you no longer want to receive email notifications from the System Operator Register.

Thu 12/10/2023 11:54 PM

Reply
 Forward

7.2 TASK NOTIFICATIONS

Tasks are associated with a given state and can be assigned to either the Asset Owner, a System Operator Role, or an individual as described in section 6.2. When a task is assigned, users will receive a task assignment email with a brief description of what must done as part of the task and the dispensation or equivalence arrangement application to which the task relates.

An example of a task assignment email can be seen in Figure 6 below.

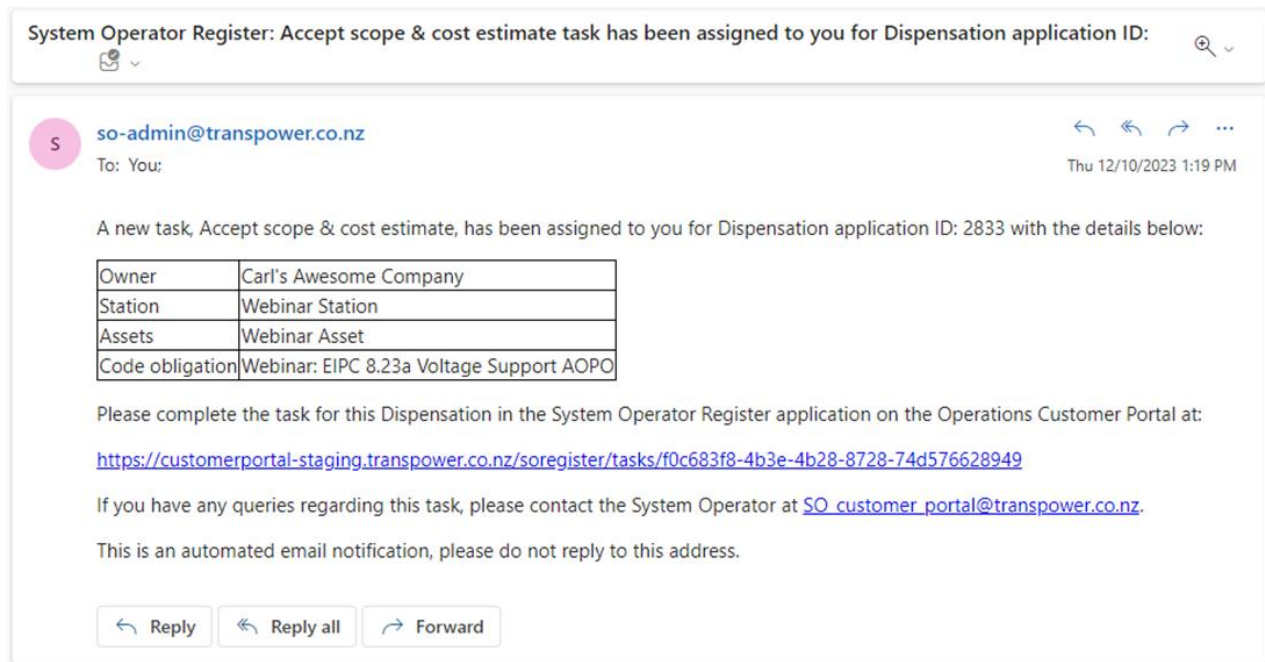
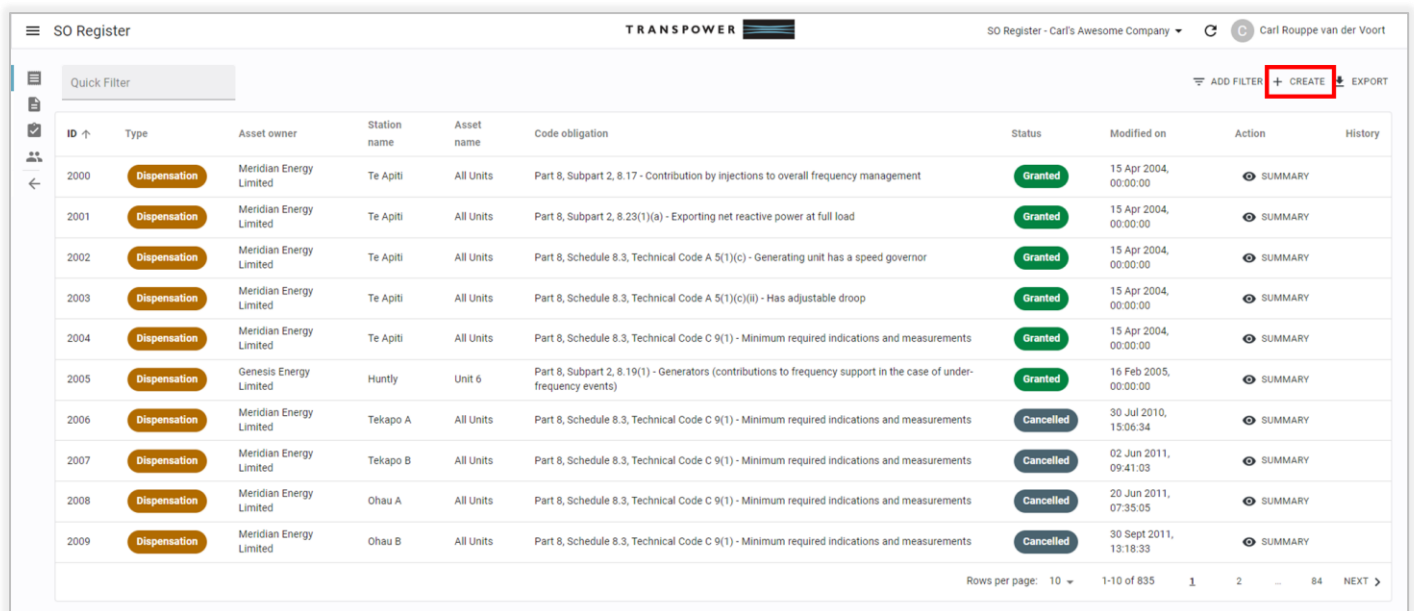


Figure 6: Example of task assignment notification.

8 CREATING A NEW DISPENSATION OR EQUIVALENCE ARRANGEMENT APPLICATION

The method by which the System Operator provides the ability for an Asset Owner to create and submit an application is through the SO Register on the Operations Customer Portal. This can be done by Asset Owner Admin or Edit users clicking the 'Create' button on any of the list views and submitting the required information.



ID	Type	Asset owner	Station name	Asset name	Code obligation	Status	Modified on	Action	History
2000	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Subpart 2, 8.17 - Contribution by injections to overall frequency management	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2001	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Subpart 2, 8.23(1)(a) - Exporting net reactive power at full load	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2002	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code A 5(1)(c) - Generating unit has a speed governor	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2003	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code A 5(1)(c)(ii) - Has adjustable droop	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2004	Dispensation	Meridian Energy Limited	Te Apiti	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Granted	15 Apr 2004, 00:00:00	SUMMARY	
2005	Dispensation	Genesis Energy Limited	Huntly	Unit 6	Part 8, Subpart 2, 8.19(1) - Generators (contributions to frequency support in the case of under-frequency events)	Granted	16 Feb 2005, 00:00:00	SUMMARY	
2006	Dispensation	Meridian Energy Limited	Tekapo A	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	30 Jul 2010, 15:06:34	SUMMARY	
2007	Dispensation	Meridian Energy Limited	Tekapo B	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	02 Jun 2011, 09:41:03	SUMMARY	
2008	Dispensation	Meridian Energy Limited	Ohau A	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	20 Jun 2011, 07:35:05	SUMMARY	
2009	Dispensation	Meridian Energy Limited	Ohau B	All Units	Part 8, Schedule 8.3, Technical Code C 9(1) - Minimum required indications and measurements	Cancelled	30 Sept 2011, 13:18:33	SUMMARY	

Rows per page: 10 | 1-10 of 835 | 1 2 ... 84 NEXT >

According to the Code, each application for an equivalence arrangement or a dispensation must—

- be in writing; and
- specify the AOPO or technical code from which approval for an equivalence arrangement or the grant of dispensation is sought; and

- c) provide supporting information for the application, including sufficient information about the actual capability of the asset or configuration of assets; and
- d) describe any remedial action planned to return the asset or configuration of assets to a compliant state; and
- e) specify the required term of the equivalence arrangement or dispensation; and
- f) indicate any information for which confidentiality is sought on the grounds that it would, if disclosed, unreasonably prejudice the commercial position of the person who supplied the information (or of the person who is the subject of that information), or would disclose a trade secret, or on the ground that it is necessary to protect information which is itself subject to an obligation of confidence, and the duration of the requirement for confidentiality.

To begin an application there is a set of Terms and Conditions that the user must agree to, as shown below.

Begin Application

Under the Electricity Industry Participation Code (Code), Asset Owners may request Dispensations to be granted and/or Equivalence Arrangements to be approved. This application form allows asset owners to apply for:

- A Dispensation to be granted pursuant to Part 8 of the Code
- An Equivalence Arrangement to be approved pursuant to Part 8 of the Code

Terms used in this application form which are defined in the Code have the same meaning.

Terms and Conditions

The Code contains provisions for the right to apply for, the granting or approving of, the modification, cancellation, revocation, variation of, or withdrawal of application for, Dispensations or Equivalence Arrangements, and liability and other provisions in clauses 8.29 to 8.37 and Schedule 8.1 of Part 8. In addition, the Asset Owner acknowledges and agrees that any consideration and processing of this Application by the System Operator, is made strictly on the basis of, and in consideration of and reliance on, the following terms and conditions:

1. The Asset Owner acknowledges that any Dispensation granted, or Equivalence Arrangement approved is subject to the conditions attached to such Dispensation grant or Equivalence Arrangement approval.
2. The Asset Owner warrants, and the person who has submitted this application on behalf of the Asset Owner certifies, that the information contained in this application and any information provided by the Asset Owner in support of this application is correct to the best of its knowledge and belief and it acknowledges that the System Operator will rely on this information.
3. The Asset Owner acknowledges that the System Operator will not begin processing the application until the cost is agreed with the Asset Owner. All time estimates provided by the System Operator will apply from that date. If at any time during the processing of the application, the System Operator advises that the cost of processing the application exceeds the agreed costs, then further processing will not take place until such time as the further costs have been agreed with the Asset Owner. Where application processing is delayed for the purpose of obtaining an amended cost agreement from the Asset Owner, then all estimated time frames will be extended accordingly.
4. In the event that the Asset Owner withdraws this application after the System Operator has commenced consideration of the Application, the Asset Owner must, without delay on receipt of demand by the System Operator, pay the reasonable costs incurred by the System Operator as a result of the withdrawal.

AGREE

Then fill in all the information relevant to your application as per the requirements in the Code mentioned above.

8.1 FIELD ENTRY TYPES

Data entry may be either 'free text', 'positive/negative decimal/integer number' entry, 'dropdown' selection, 'date' selection, or 'uploading' attachments as supporting information.

9 DATA VALIDATION

There are indicators on the form that highlights the section of information that should be provided for a given state, as shown by the blue border surrounding the fields below. Mandatory validations will also apply on fields where data is mandatory or needs to be provided in a particular format before an application can be saved. The affected fields will be highlighted in red as shown below.

New application

Application type * ▼
Required

Legal owner *
Required

Station name * ▼ Other station name
Required

Asset name * ▼ Other asset name
Required

Duration * 📅 Lifetime of Asset
Specify the desired duration of any dispensation or equivalence arrangement being applied for. Leave blank for lifetime of asset.

Code obligation *
Required

Description of non-compliance *
Required

Assessment Contact Person

Full name *
Required

Email *

10 ATTACHMENTS

AO Admin and Edit users have the ability to upload attachments as supporting information for the application, including sufficient information about the actual capability of the asset or configuration of assets, or describe any remedial action planned to return the asset or configuration of assets to a compliant state. These attachments will only be visible to the applicant Asset Owner and the System Operator when an application is submitted.


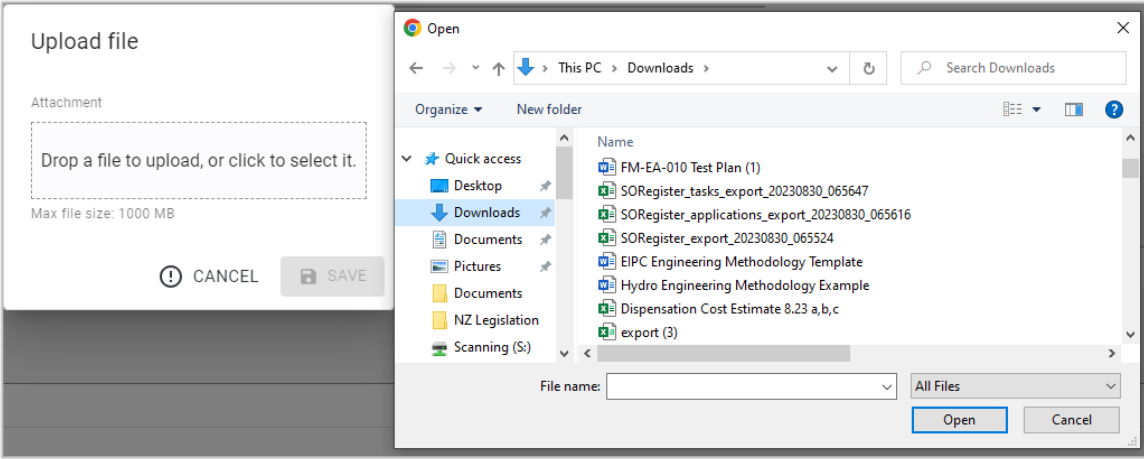
Attachments are added in the 'Supporting Information' section of an ACS which can be seen on every tab at bottom of the page. Click on '**Add Attachment**' button to upload an attachment. Attachments can be added once a station has been saved for the first time.

The screenshot shows a web-based application form. At the top, there is a sidebar with navigation icons. The main form area contains several sections:

- Application type:** A dropdown menu set to 'Dispensation'.
- Legal owner:** A text field containing 'Carl's Awesome Company'.
- Station name:** A text field containing 'Test Station 1' and a checkbox for 'Other station name'.
- Asset name:** A text field containing 'Test Generator A' and a checkbox for 'Other asset name'.
- Duration:** A dropdown menu set to 'Lifetime of asset' and a checked checkbox for 'Lifetime of Asset'.
- Code obligation:** A text field with the placeholder 'Code Obligation here.' and a note to specify the relevant obligation.
- Description of non-compliance:** A text field with the placeholder 'Description of non-compliance here.'
- Supporting information:** A section with a text area and an 'UPLOAD SUPPORTING INFORMATION' button. Below it, it states 'There are no files uploaded for this Application.'

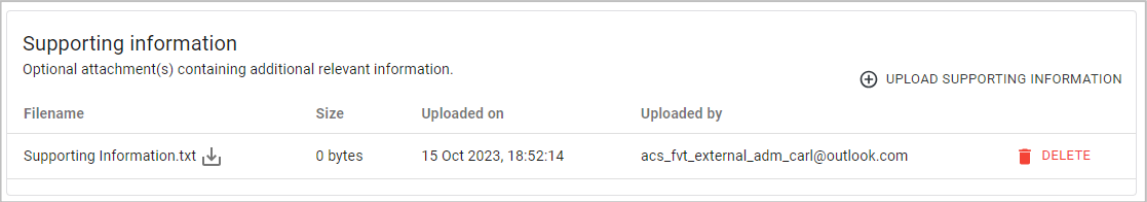
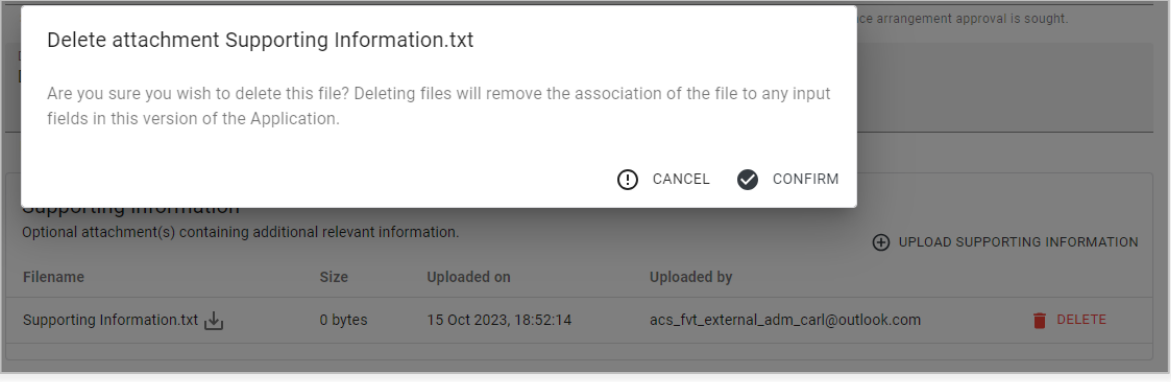
 At the bottom of the form, there are three buttons: 'DISCARD APPLICATION', 'SAVE APPLICATION', and 'SUBMIT APPLICATION'.

10.1 ADDING AND MANAGING ATTACHMENTS

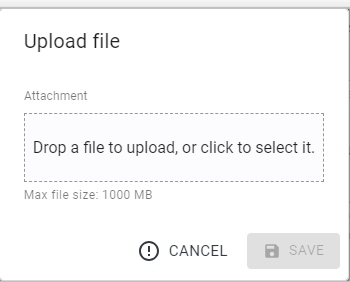
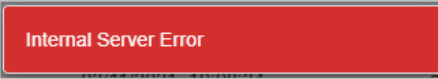
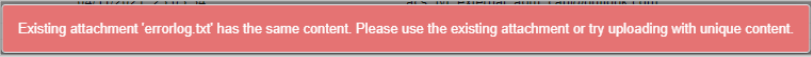
Step	Description
1.	<p>When creating a new application, after saving for the first time there is a section at the bottom to submit any supporting information as attachments. Click on the 'Upload Supporting Information' button.</p>  <p>The screenshot shows the 'Supporting information' section of the application form. It includes a text area for 'Optional attachment(s) containing additional relevant information.', a note 'There are no files uploaded for this Application.', and an 'UPLOAD SUPPORTING INFORMATION' button.</p>
2.	<p>Either drag a file from your desktop, Or Click on the 'Attachment' field to open a search menu and select a file.</p>  <p>The screenshot shows two overlapping windows. On the left is an 'Upload file' dialog with an 'Attachment' field, a dashed box for dropping a file, and 'CANCEL' and 'SAVE' buttons. On the right is a Windows 'Open' file explorer window showing the 'Downloads' folder with a list of files including 'FM-EA-010 Test Plan (1)', 'SORRegister_tasks_export_20230830_065647', and others.</p>

Step	Description
3.	Click on the 'Save' button.

10.2 DELETING ATTACHMENTS

Step	Description
1.	<p>Attachments can also be deleted by clicking on the 'Delete' button.</p> 
2.	<p>And click on the 'Confirm' button to delete the attachment.</p> 

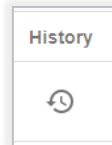
10.3 FILE UPLOAD ERRORS

Error	Description
	<p>User is trying to upload a file(s), selects the file from the file upload dialog and uploads but nothing happens. This is due to the file size being larger than the 1 GB limit.</p> <p>Please try to compress the file(s) into a zip file or split them up into multiple files for upload.</p>
	<p>Unknown error, please contact Transpower for assistance.</p>
	<p>The file already exists, or a file with a different name but exactly the same content already exists, in the</p>

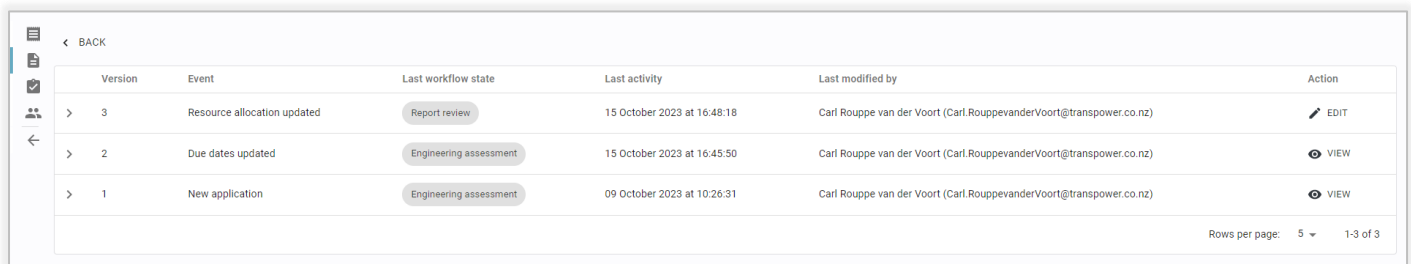
Error	Description
	list of attachments for this version of the application.

11 HISTORY

From any of the SO Register, Application, or Task list views it is possible to view the history for a given application by clicking on the History button if you have the relevant access in SO Register. When viewing a given application there will also be a button to access the history for that application.



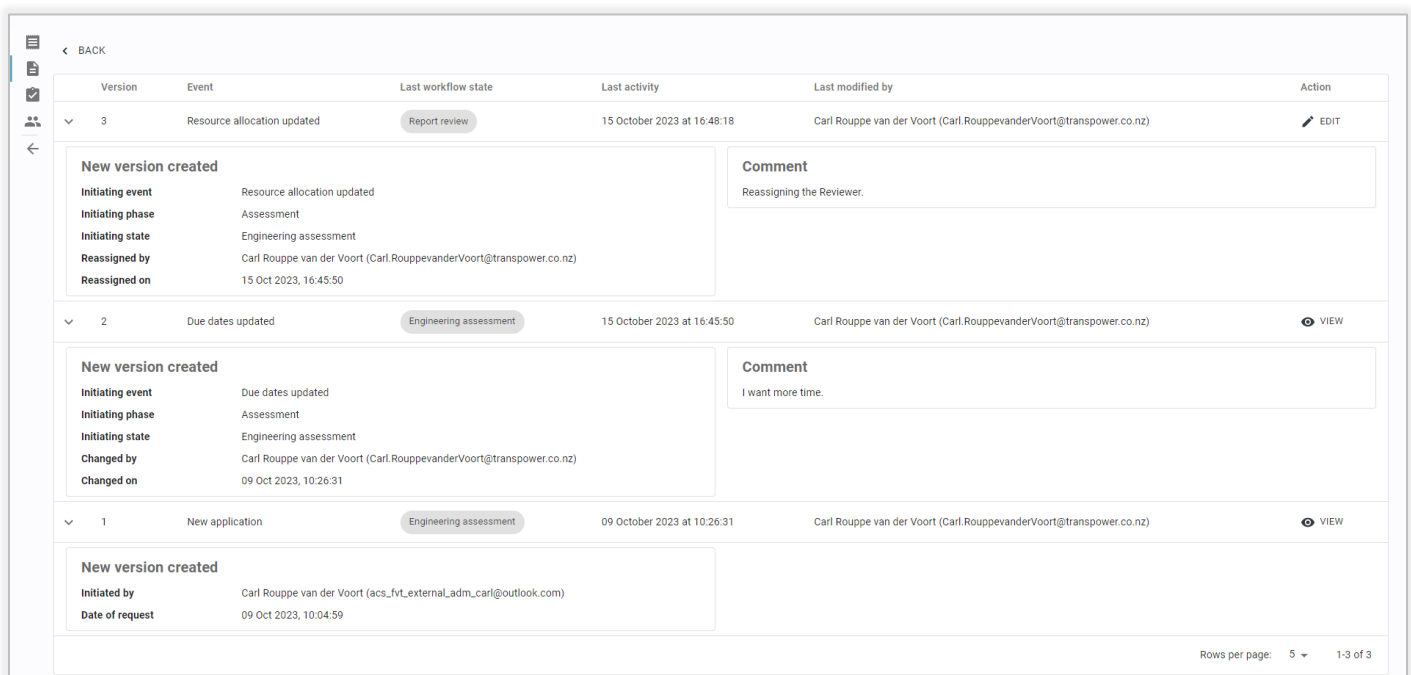
This will open up the following view which will show a separate line for each revision and a high-level summary of the final state for that given version. It is also possible to view that particular version in the state it was in at that time by clicking on the **'View'** button. Or continue editing the current in-flight version using the **'Edit'** button.



Version	Event	Last workflow state	Last activity	Last modified by	Action
> 3	Resource allocation updated	Report review	15 October 2023 at 16:48:18	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	EDIT
> 2	Due dates updated	Engineering assessment	15 October 2023 at 16:45:50	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	VIEW
> 1	New application	Engineering assessment	09 October 2023 at 10:26:31	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	VIEW

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Clicking on the arrow next to the version number will open up a detailed view of what caused the creation of this version.



Version	Event	Last workflow state	Last activity	Last modified by	Action
3	Resource allocation updated	Report review	15 October 2023 at 16:48:18	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	EDIT
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>New version created</p> <p>Initiating event Resource allocation updated</p> <p>Initiating phase Assessment</p> <p>Initiating state Engineering assessment</p> <p>Reassigned by Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)</p> <p>Reassigned on 15 Oct 2023, 16:45:50</p> </div> <div style="width: 45%;"> <p>Comment</p> <p>Reassigning the Reviewer.</p> </div> </div>					
2	Due dates updated	Engineering assessment	15 October 2023 at 16:45:50	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	VIEW
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>New version created</p> <p>Initiating event Due dates updated</p> <p>Initiating phase Assessment</p> <p>Initiating state Engineering assessment</p> <p>Changed by Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)</p> <p>Changed on 09 Oct 2023, 10:26:31</p> </div> <div style="width: 45%;"> <p>Comment</p> <p>I want more time.</p> </div> </div>					
1	New application	Engineering assessment	09 October 2023 at 10:26:31	Carl Rouppe van der Voort (Carl.RoupevanderVoort@transpower.co.nz)	VIEW
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>New version created</p> <p>Initiated by Carl Rouppe van der Voort (acs_fvt_external_adm_carl@outlook.com)</p> <p>Date of request 09 Oct 2023, 10:04:59</p> </div> </div>					

Rows per page: 5 1-3 of 3

In the case shown above, version 1 was created when the application was created, version 2 was created as a result of changing the due dates for assessment, and version 3 was created as a result of reassigning the technical reviewer for this application.

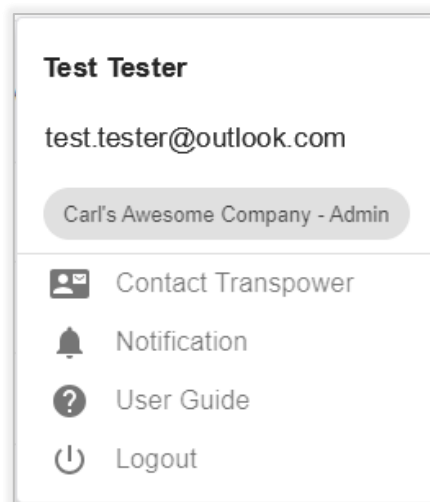
A new version is created due to any of the following actions:

- New application for a dispensation or equivalence arrangement
- Amendment of an in-flight dispensation or equivalence arrangement
- Withdrawal of an in-flight dispensation or equivalence arrangement
- Changes in due dates for completion of assessment or reassessment of an application
- Re-estimation of costs or durations associated with assessment or reassessment of an application
- Resource reassignment for engineering assessment or technical review resources
- More information required by reviewers or approvers
- Variation of a granted dispensation or approved equivalence arrangement
- Cancellation of a granted dispensation or approved equivalence arrangement, and
- Revocation of a granted dispensation or approved equivalence arrangement.

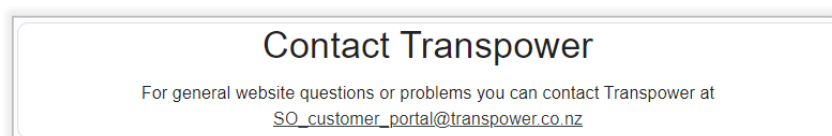
12 USER SUPPORT

If you are unable to log into the Operations Customer Portal or have any queries, please contact the System Operator on the following e-mail address SO_customer_portal@transpower.co.nz Note that this e-mail will be manned during business hours (Monday to Friday, 8am – 5pm).

This email can also be accessed in the menu under your username in the top right of the screen.



Clicking on the e-mail address in the pop up will invoke your e-mail client so you can send an e-mail.



13 DEFINITIONS OF KEY TERMS

Term	Definition
Asset Capability Statement (ACS)	A statement of capability and operational limitations that applies to specific assets during the normal and abnormal conditions which may arise on the grid, provided to the System Operator in accordance with Technical Code A of Schedule 8.3 of Part 8 of the Code. Updated by the Asset Owner during the commissioning process and supplied at planning, pre-commissioning, and post-commissioning stages.
Asset Owner (AO)	A participant who owns assets used for the generation or conveyance of electricity and persons who operate such assets and, in the case of Part 8 of the Code, includes consumers with a point of connection to the grid.
The Electricity Industry Participation Code (EIPC)	The regulatory document established and governed by the Electricity Authority on participants of New Zealand’s electricity industry.
System Operator (SO)	The entity responsible for the operation of the grid system. The system operator is Transpower New Zealand Limited.
System Operator Register (SO Register)	The SO Register is the register kept by the System Operator to record dispensations and equivalence arrangements in accordance with the Electricity Industry Participation Code. It provides workflows for Asset Owners and the System Operator to manage applications for dispensations and equivalence arrangements, as well as managing consultations on decisions with industry.



14 DOCUMENT INFORMATION

14.1 COPYRIGHT INFORMATION

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14.2 REVISION HISTORY

SharePoint Revision	Date	Change	Section
1.0	17/10/2023	Initial Issue	All
2.0	26/5/2026	BAU Review: Application screenshots updated to reflect new frontend framework.	



14.3 METADATA

Document ID Information

Document ID number: UG-SD-1071
 Document Title: UG-SD-1071 Operations Customer Portal – SO Register Asset Owner User Guide
 Document Type: Userguide
 SharePoint Version: V2
 Document Status: Issued
 Severity of Consequences: Insignificant
 Frequency of use: Monthly
 Level of Risk: Low

DMS Structure

Macro-Process: Business Support and Development (SD)
 Process:
 Process Hierarchy: L1: 06 Support L2: 20 Support
L3: 20-09 Tools/Software L4: [Business Model L4]
 Document Complexity Rating (days): 21 days

Document Control

Business Group Owner: Power Systems Group
 Prepared by (Writer/Reviewer): Alexey Kabalinskiy
 Peer Reviewer: [Peer Reviewer]
 Approved by (Owner 1): Anna Li
 Approved by (Owner 2): Click or tap here to enter text.
 Approved by (Owner 3): Click or tap here to enter text.
 Published Date: (only changed by Doc Administrator) 26/05/2026
 Next Review Date: 26/05/2026
 Review Period: 3 years
 Primary User Group(s): Power Systems Group
 Secondary User Group(s): Click or tap here to enter text.
 Hardcopy Kept in: [Control Room Folder/Section]
 To be published on TP Web site: true Web Area: Public SO