

Operations Division

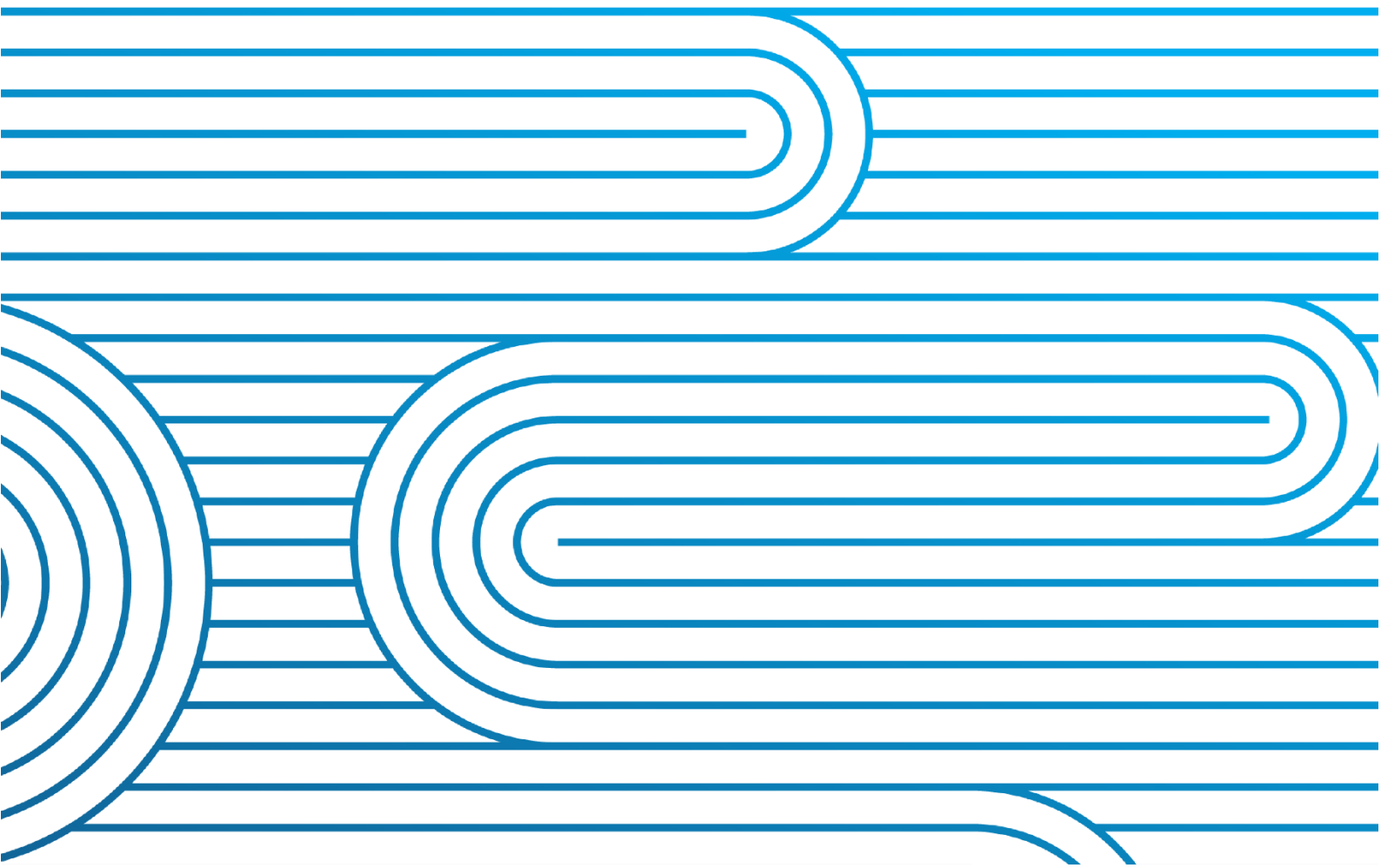
UG-SD-961 Operations Customer Portal – ACS User Guide

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
1.0	3/12/2021	First published version.
2.0	19/5/2022	Minor Update: Admin user setup form added to related artefacts table.
3.0	27/2/2026	Cyclic Review: Reissued no change.
4.0	5/6/2026	Aligned with Connected Asset Commissioning, Testing and Information Standard (CACTIS); merged Asset Owner and System Operator User Guides into one document for ease of use and consistency of information.

	Position	Date
Prepared By:	Technical Writer	2026
Reviewed By:	Senior Power Systems Engineer	2026
Approved By:	Anna Li - Engineering Assurance Manager	June 2026

Ref	Related Artefact	Description	Location
1.	Training videos	Videos providing a high-level overview of key functions of the ACS application:	Transpower YouTube channel – linked to from Transpower website ACS Tutorial Playlist
2.	FM-EA-938 Operations Customer Portal Admin Users Form	Form to use to advise the System Operator of users to be set up as Admins.	Form available here
3.	Asset Capability Statements Webpage	Guidance for industry participants submitting asset capability statements.	Webpage available here .



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1 INTRODUCTION

1.1 DOCUMENT PURPOSE AND SCOPE

This is the user guide for asset owners (AOs) using the asset capability statement (ACS) application which is part of the Operations Customer Portal. This user guide document describes the processes required to comply with the asset owner performance obligations (AOPOs) to provide an ACS as required by the Electricity Industry Participation Code (the Code) and the [Connected Asset Commissioning, Testing and Information Standard](#) (CACTIS) and provided to Transpower as System Operator. Always read our guidelines in conjunction with 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 (for dispensations and equivalence arrangements (D&E))

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

1.3 ACS OVERVIEW

An Asset Capability Statement (ACS) is an enduring schedule of information parameters about assets connected to the Power System. Asset owners are obliged to ensure that an up-to-date ACS is submitted via the ACS application at all times including when commissioning/decommissioning or modifying their assets. The Code (and Chapters 1 and 3 of [CACTIS](#)) requires asset owners to provide an ACS at the following stages of commissioning a new or modified asset, or when reconfiguring assets (see section 7.1 for more information):

- before the completion of planning for the construction (planning)
- at, or before, the completion of construction but before commissioning (pre-commissioning)
- before the completion of the commissioning period (final)
- after routine testing of certain assets
- after a change to, or modification of, assets (including decommissioning)

The asset owner must provide the System Operator with an ACS and must:

- be updated and reissued to the System Operator as information and design development progresses through the study, design, manufacture, testing and commissioning phases; and
- be complete and up-to-date before the commissioning of the asset and while the asset is connected to, or forms part of, the grid.

This user guide defines the format and process for providing that information to the System Operator. This information is used by the System Operator to:

- assess compliance of the asset owner with its AOPOs and support of the Principal Performance Obligations (PPOs) of the System Operator;



- confirm with the asset owner that in specific areas (for example – protection, voltage support, frequency support, indications and measurement) they have met the requirements of the Code;
- maintain an accurate and up-to-date model of the power system; and
- assess system impacts related to fault levels, frequency performance, frequency and voltage control, and security of supply.

1.4 RELATED DOCUMENTS

The Asset Capability Statement User Guide forms part of the AO documentation provided by Transpower as System Operator. Other documents in this series include:

Document Name	Purpose
<u>CACTIS</u>	The set of Code-incorporated technical requirements related to asset capability information, commissioning, modelling, testing, and operational communications. Chapter 1 of this document features mandatory timing of activities, including submission of ACS at different stages, and Chapter 3 specifies ACS requirements.
<u>Policy Statement</u>	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.
<u>Asset Testing</u>	Webpage providing high-level advice for planning and notifying the System Operator of tests that may impact the power system.
Guidelines for Testing of Assets: <u>GL-EA-010</u> (for Generation Assets) <u>GL-EA-765</u> (for Grid Assets) <u>GL-EA-766</u> (for Distributor Assets) GL-EA-1333 (for Ancillary Services, including interruptible load)	These documents guide AOs on: <ul style="list-style-type: none"> • how to demonstrate performance and limitations in the operation of assets by testing to assist the System Operator to plan for the safe and efficient operation of the grid; and • typical test results which should assist with model development and validation.
<u>GL-EA-404 Generation Commissioning Process</u>	This document provides guidance on: <ul style="list-style-type: none"> • typical commissioning activities that need to be considered when connecting and testing new generation; and • recommendations of timelines for these activities to be undertaken leading up to the proposed commissioning date(s), aligned with the mandatory timings of activities outlined in Chapter 1 of the <u>CACTIS</u>.
<u>GL-SD-1343 Generation Connection Guide</u>	The document provides guidance on connecting, integrating operational data capability, and commissioning new generation plants onto New Zealand’s electricity system.
<u>GL-EA-953 Connection Study Requirements</u>	This document has been prepared to assist AOs in understanding the connection study requirements to be met when requesting connection to the New Zealand power system.



Modelling Requirements Guidelines:

[GL-EA-716](#) (for synchronous assets)

GL-EA-1311 (for inverter-based resources)

These documents assist AOs in understanding the requirements for developing mathematical models of equipment and the supporting information 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 (AO) can use the ACS application.

These will occur for existing AOs when the ACS application goes live, and for any new AO 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

AOs will be asked to identify the individuals to be created as the initial administrator (Admin user) in the ACS application for their organisation (refer to Section 6 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 AO fulfilling the Admin user role.

Administrators are responsible for approving new user requests from within their own organisation.

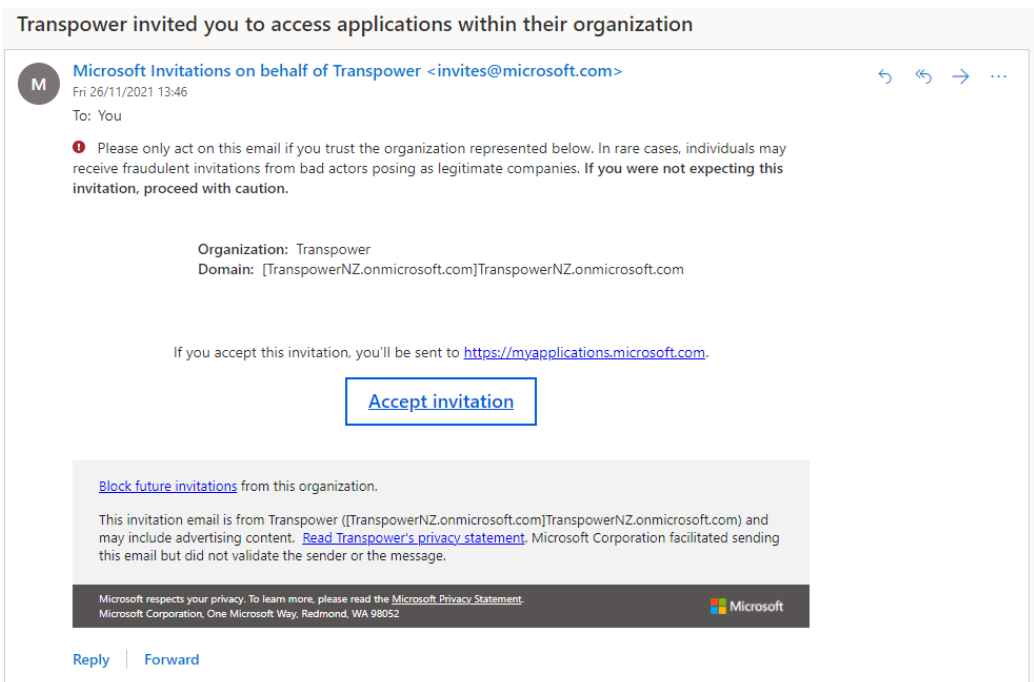
3 LOGGING IN


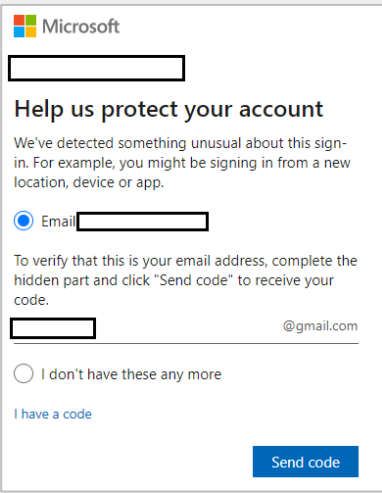
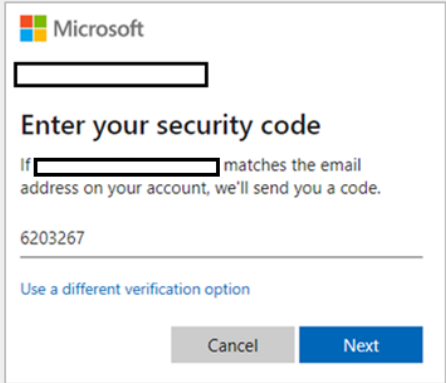
3.1 INITIAL LOG IN

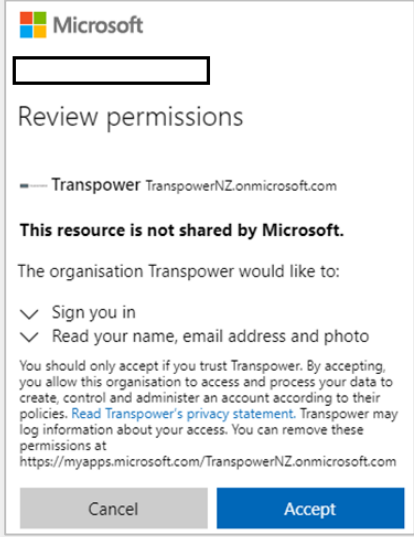
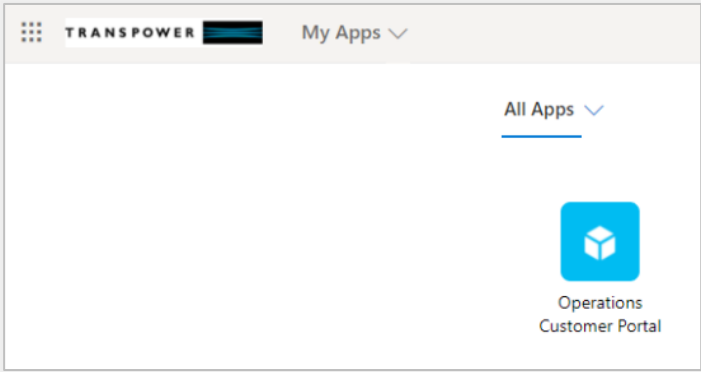
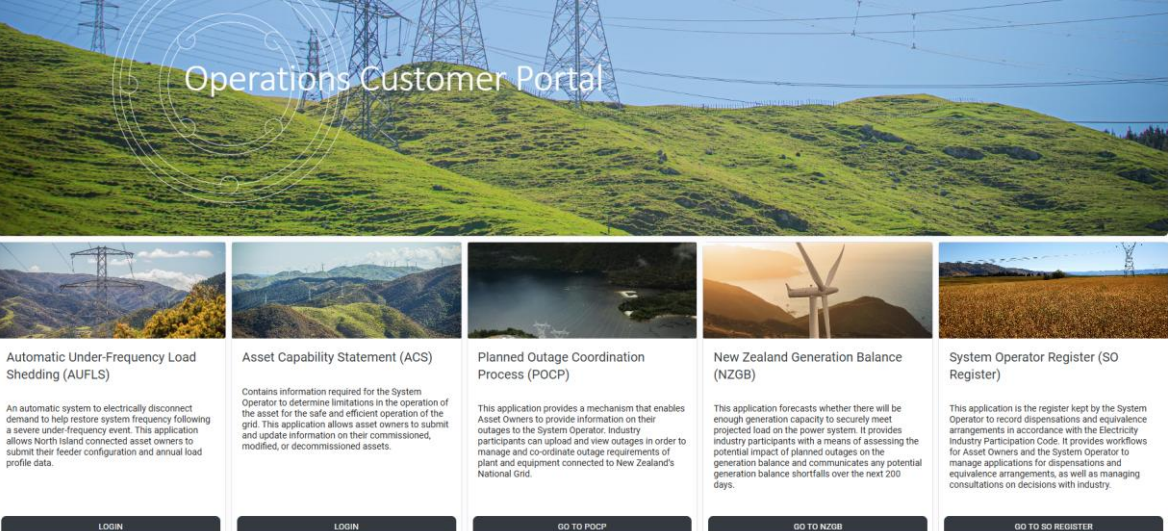
Once a user has been set up, they will receive an e-mail with a link to access the ACS application.

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 or phone call).

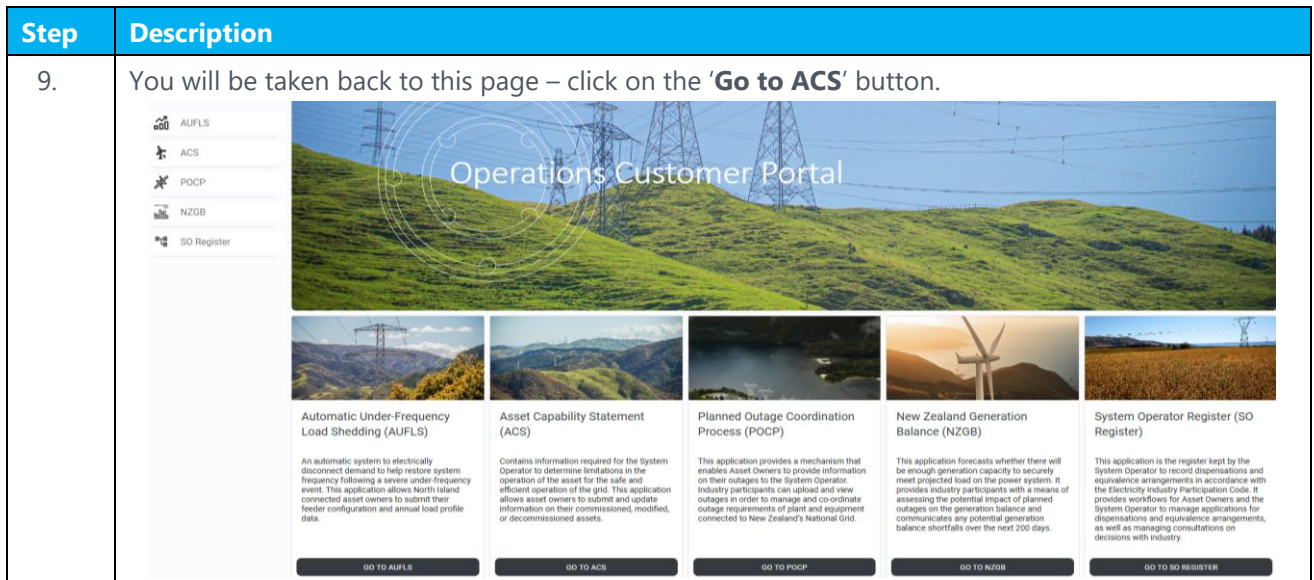
Step	Description
1.	<p>The e-mail will look as below and is sent from 'invites@microsoft.com'. Click on the 'Accept Invitation' link.</p> 

Step	Description
2.	If the e-mail is linked to an existing Microsoft account enter the password for that account and click on the 'Sign in' button. 
3.	The following message will also display asking you to verify your e-mail address. Click on the 'Send code' button. NOTE: You may receive an e-mail to your e-mail address with the subject line 'Microsoft unusual sign-in activity'. 
4.	You will be sent an e-mail with a security code, enter it in the field provided and click on the 'Next' button. 

Step	Description
5.	<p>The following message will display. Click on the 'Accept' button.</p> 
6.	<p>You will be taken to this landing page – click on the 'Operations Customer Portal' icon</p> 
7.	<p>You will be taken to the 'Operations Customer Portal' landing page – click on the 'LOGIN' button within the ACS widget.</p> 

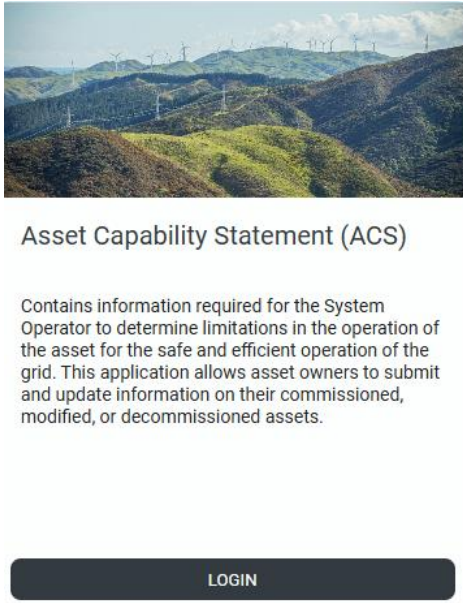


Step	Description
8.	<p>You will see the 'User Agreement' pop-up screen – Read through the User Agreement and click on the 'ACCEPT' button, if you wish to continue.</p> <div data-bbox="836 210 1474 909" style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center;">TRANSPOWER OPERATIONS CUSTOMER PORTAL</p> <p>User Agreement</p> <hr/> <p>1. Meaning of User and Administrator</p> <p>User means any individual who has been authorised by an organisation (Organisation) for the purposes of viewing, managing and/ or submitting certain information and materials via the Operations Customer Portal (Portal) administered and operated by Transpower New Zealand Limited in its capacity as System Operator (Transpower), as outlined in paragraph 4 below.</p> <p>Administrator means any individual who has been authorised by an Organisation for the purposes of adding and removing Users and other Administrators in accordance with paragraph 3 below.</p> <p>2. Terms of Use</p> <p>If you are a User or Administrator, you agree to comply with this User Agreement and the attached Terms of Use. If there is any inconsistency between this User Agreement and the Terms of Use, the Terms of Use will prevail (unless expressly stated otherwise). If you do not agree to the Terms of Use, you should not click 'agree' and you cannot use the Portal on behalf of your Organisation.</p> <p>3. Administrator Interactions via Portal</p> <p>Administrators are responsible on behalf of the Organisation for:</p> <ul style="list-style-type: none"> a) adding Users to the Portal to take certain actions on behalf of the Organisation. The Administrator must only add Users who have the authority to take those actions on behalf of their Organisation; b) entering and maintaining the accuracy of User information (e.g. name, email address) on the Portal; c) removing Users that no longer require access or should no longer have access to the Portal (e.g. in the case of a resignation, role change, etc); d) adding other Administrators to the Portal. An Administrator must only add individuals who have authority to carry out the responsibilities as Administrators on behalf of the Organisation. e) removing other Administrators that no longer require access or should no longer have access to the Portal (e.g. in the case of a resignation, role change, etc). <p>f) Reviewing edited/updated information and submitting that edited/updated information to Transpower for</p> <p style="text-align: right;"><input checked="" type="checkbox"/> ACCEPT</p> </div>

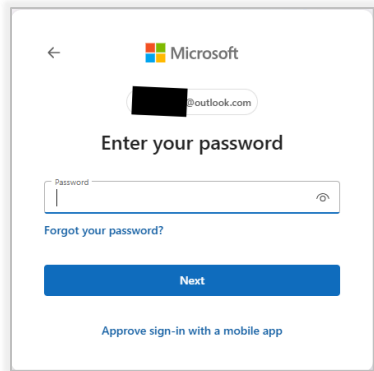
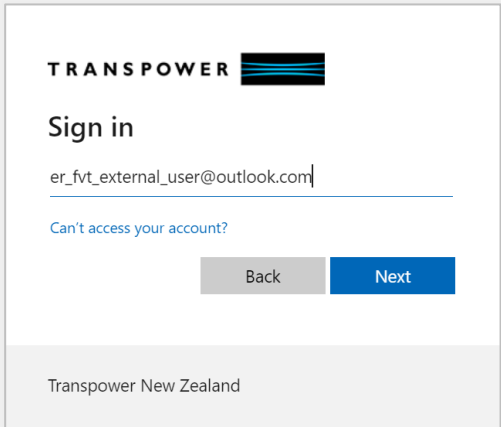
Step	Description
9.	<p>You will be taken back to this page – click on the 'Go to ACS' button.</p> 

3.2 SUBSEQUENT LOG INS

When a user logs in after the initial log in, they will only need to enter their email address and password – they will not be asked to enter a security code.

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 'LOGIN' button in the ACS widget.</p>  <p>Asset Capability Statement (ACS)</p> <p>Contains information required for the System Operator to determine limitations in the operation of the asset for the safe and efficient operation of the grid. This application allows asset owners to submit and update information on their commissioned, modified, or decommissioned assets.</p> <p>LOGIN</p>

Step	Description
3.	Enter your email address and press the 'Next' button.
4.	You will be taken to an 'Enter password' pop-up screen – enter your password and press the 'Sign in' button.
5.	You will be logged into the portal and taken to the 'ACS Dashboard'.



4 USER MANAGEMENT

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

In addition, a user must also be granted permission to access each individual ACS. Admin and Edit users will automatically be granted access to all ACSs that they have created. View users by default will not have access to any ACS.

4.1 USER PERMISSIONS

There are three AO user roles in the ACS application which have different permissions as outlined in the table below:

User Role	Permissions
Admin	<ul style="list-style-type: none"> • Manage user roles and station access control • Create and manage ACS contacts • Create new asset capability statements (and will automatically be granted access to this ACS*) • Edit ACS information and AO comments • Upload, associate, download, and delete attachments • Publish and Rollback draft asset capability statements • Review System Operator assessment comments

User Role	Permissions
	<ul style="list-style-type: none"> View historical versions of an ACS and the subsequent changes Download an ACS belonging to their own organisation Manage own user notification settings
Edit	<ul style="list-style-type: none"> Create new asset capability statements (and will automatically be granted access to this ACS*) Edit ACS information and AO comments Upload, associate, download, and delete attachments Review System Operator assessment comments View historical versions of an ACS and the subsequent changes Download an ACS belonging to their own organisation Manage own user notification settings
View	<ul style="list-style-type: none"> View any ACS that they have access to* View AO and System Operator comments View historical versions of an ACS and the subsequent changes Download an ACS belonging to their own organisation Manage own user notification settings

*A user is only able to view/edit an ACS which they have been granted access to. Access is automatically provided to users if they create an ACS but needs to be provided for View users by an Admin user.

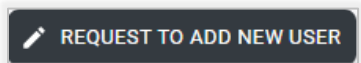
4.2 ADDING A NEW USER

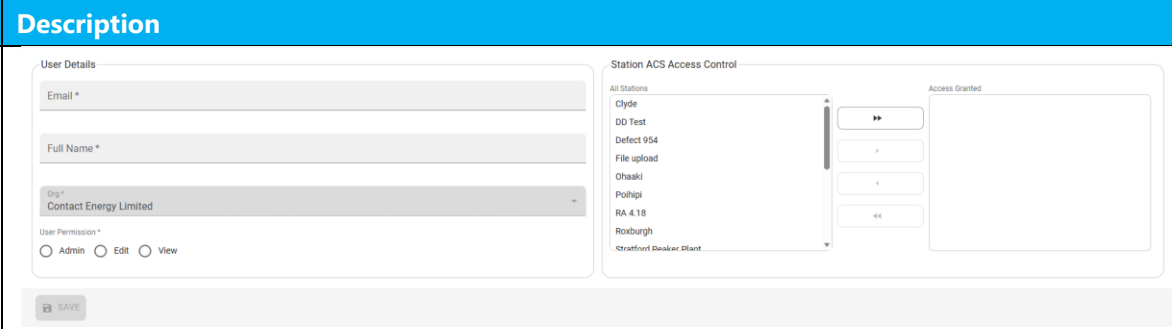
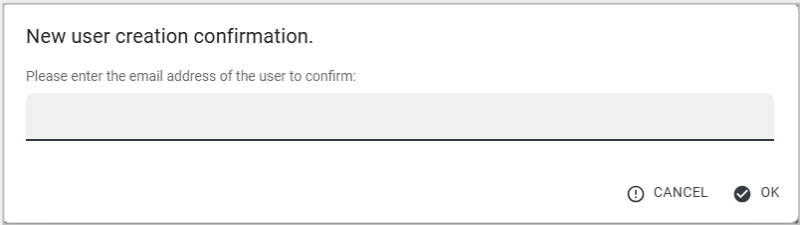
The SO will create the initial Admin users for the AO as a part of the onboarding process – these users will then be able to add any additional users for their organisation as required.

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

- an Admin user adding the user to their organisation in the ACS application and selecting the permissions they will have
- the SO providing the necessary access in the backend

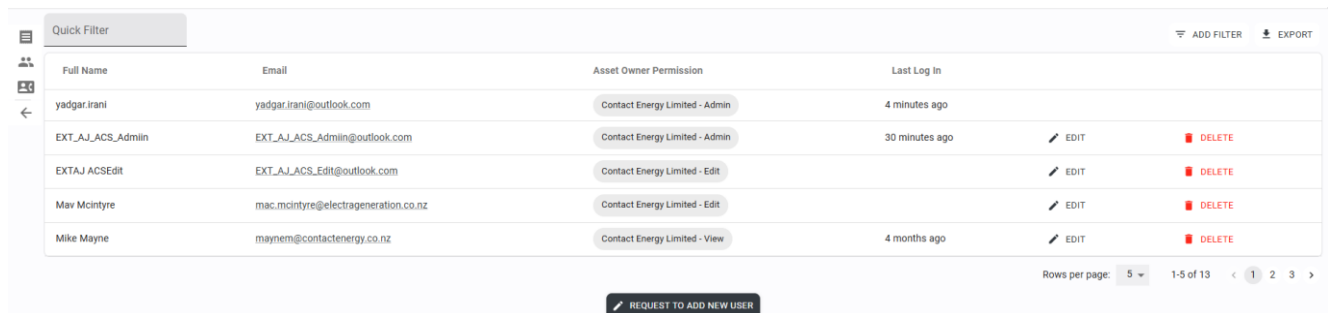
A user will not have access to an AOs data until both of these activities have been completed.

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 AO that the logged in Admin user is assigned to will be displayed – select this. Select the 'User Permissions' for the new user Select which 'Stations' the new user is permitted access to using the '>' button or select all with the '>>' button Click on the 'Save' button

Step	Description
	
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 by e-mail when this has been done and will be provided with a link to log into the ACS application.

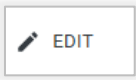
4.3 CHANGING USER PERMISSIONS

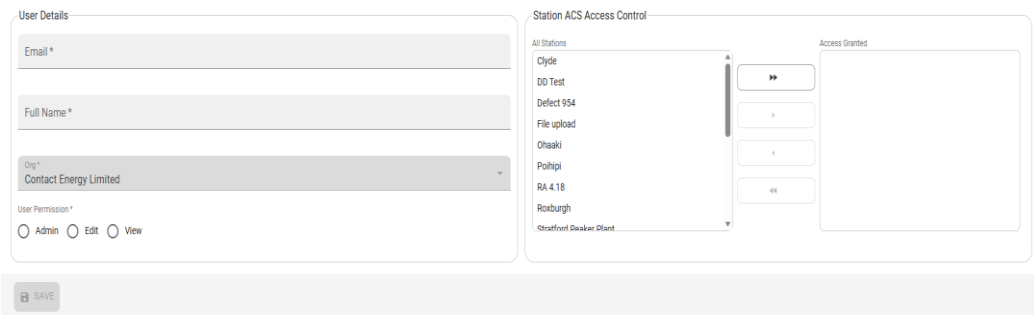
Only Admin users can manage user permissions and station ACS access control for their organisation's users – this is done in the 'Users' screen.



Full Name	Email	Asset Owner Permission	Last Log In	
yadgar.irani	yadgar.irani@outlook.com	Contact Energy Limited - Admin	4 minutes ago	
EXT_AJ_ACS_Admin	EXT_AJ_ACS_Admin@outlook.com	Contact Energy Limited - Admin	30 minutes ago	EDIT DELETE
EXTAJ ACSEdit	EXTAJ_ACS_Edit@outlook.com	Contact Energy Limited - Edit		EDIT DELETE
Mav McIntyre	mac.mcintyre@electrageration.co.nz	Contact Energy Limited - Edit		EDIT DELETE
Mike Mayne	maynem@contactenergy.co.nz	Contact Energy Limited - View	4 months ago	EDIT DELETE

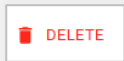
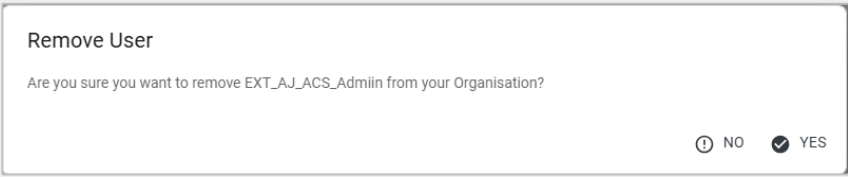
Note: An Admin user cannot change their own permissions.

Step	Description
1.	In the 'User' screen, click on the 'Edit' button beside the user whose permissions you are wanting to change. 
2.	The following screen will show: <ul style="list-style-type: none"> The user details will be greyed out, however, the 'User Permissions' and 'Station ACS Access Control' can be amended. Select the updated permission for the user and click on the 'Save' button.

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: 'User permissions updated'.

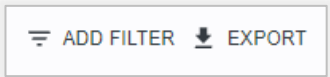
4.4 REMOVING A USER

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. 
2.	You will see the following pop-up message. Click on the 'Yes' button. 
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

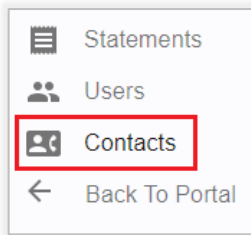
From time to time it may be useful for an Admin user to extract a list of 'Current Users' for their organisation (e.g. - for validation checks).

Step	Description
1.	In the 'User' screen, click on the '↓Export' button. 
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.

5 CONTACTS LIST MANAGEMENT

The 'Contacts' screen is where AOs can manage contacts for their organisation, and this can be accessed from the left-hand menu in the dashboard. A person that has been created as a contact can then be assigned as either a

Primary Contact or Secondary Contact within an ACS – they will then be a point of contact for operational or technical queries from System Operator relating to asset capability and function of generation plant within this station.

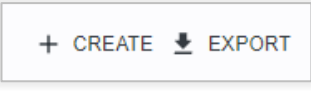



The 'Contacts' screen allows you to add new users (click on the '**Create**' button) and manage existing users (click on the '**Edit**' button).


Quick Filter					+ CREATE	EXPORT
Full Name	Primary phone	Secondary phone	Email	Notes	EDIT	DELETE
Wairakei Control Room	+64 7 376 0500	+64 3 440 0329	wrktrade@contactenergy.co.nz	Control Room is responsible for Wairakei (WRK G1-G13) , Wairakei Binary (WRK G15-G16), Poihipi Road (PPI), Ohaaki (OKI), Te Huka (TAA), Te Mihi (THI)	EDIT	DELETE
Clutha Control Centre (CCC)	+64 3 440 0329			Clutha Control Centre, based at Clyde Power Station, is responsible for Clyde, Roxburgh and Whirinaki.	EDIT	DELETE
Otahuhu Control Room				Decommissioned and unmanned. For emergencies related to the site please contact the Clyde control room	EDIT	DELETE
Te Rapa Control Room	+64 7 850 0130	+64 7 850 3490		Control Room is responsible for Te Rapa. If landlines fail: Phone 021707157	EDIT	DELETE
TCC Control Room	+64 6 765 8742			Control Room is responsible for Taranaki Combined Cycle (SPL), and will be responsible for Stratford Peaker Plant (SPP) upon completion.	EDIT	DELETE

The 'Additional Info' field can be used to capture any additional detail in relation to the contact (i.e. – the person's role). The ability to delete a contact is available when it is being edited.


5.1 CREATE A NEW 'CONTACT'

Step	Description
1.	In the 'Contact' screen, review the existing list of users. Click on the '+ Create ' button. <div style="text-align: right; margin-top: 20px;">  </div>
2.	Complete the required fields and click on the ' Save ' button. <div style="margin-top: 20px;">  </div>


5.2 EDIT AN EXISTING 'CONTACT'

Step	Description
1.	In the 'Contact' screen, review the existing list of users. Click on the 'Edit' button next to any selected user.
	
2.	Amend any detail(s) and click on the 'Save' button.

5.3 DELETE A CONTACT

Step	Description
1.	In the Contact screen, review the existing list of contacts. Click on the 'Delete' button next to any selected user.
	
2.	Click on the 'Confirm' button.

5.4 EXPORT A LIST OF CONTACTS

Step	Description
1.	In the 'User' screen, click on the 'Export' button.
	
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.

6 ACS DASHBOARD


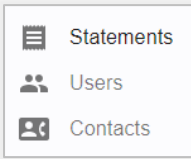
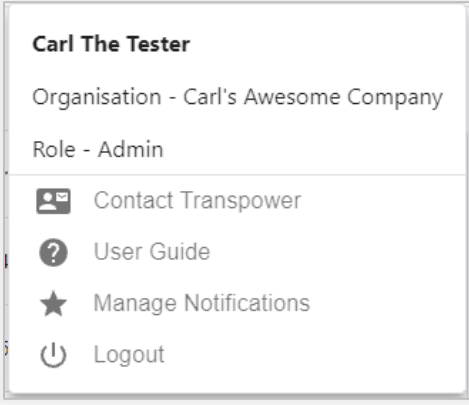
The 'ACS Dashboard' is the landing page when you log into the ACS application. From the dashboard you are able to view a list of the basic detail for all of the stations for your organisation that you have permission to access.



Quick Filter												ADD FILTER	CREATE	EXPORT
Watchlist	Station Code	Station Name	Network Connection	Form of Energy	Stage	State	Last Modified	Errors	Flags	Action	History			
<input type="checkbox"/>	★ TAA	Tauhara A Geothermal Power Station		Geothermal	Final	Draft	05/11/2021	51	0	EDIT	History			
<input type="checkbox"/>	★ OKI	Ohaaki	TPNZ	Geothermal	Final	Draft	04/10/2021	61	4	EDIT	History			
<input type="checkbox"/>	★ ROX	Roxburgh	TPNZ	Hydro	Final	Draft	01/10/2021	224	0	EDIT	History			
<input type="checkbox"/>	★ WHI	Whirinaki	TPNZ	Distillate	Final	Draft	01/10/2021	25	0	EDIT	History			
<input type="checkbox"/>	★ THI	Te Mihi Geothermal Power Plant	TPNZ	Geothermal	Final	Draft	01/10/2021	47	0	EDIT	History			
<input type="checkbox"/>	★ PPI	Poihipi	TPNZ	Geothermal	Final	Draft	11/08/2020	28	0	EDIT	History			
<input type="checkbox"/>	★ TRC	Te Rapa		Gas	Final	Draft	28/03/2018	37	3	EDIT	History			
<input type="checkbox"/>	★ SFD	Stratford Peaker Plant	TPNZ	Gas	Final	Draft	26/09/2017	49	0	EDIT	History			

Rows per page: 10 11-18 of 18 < 1 2 >

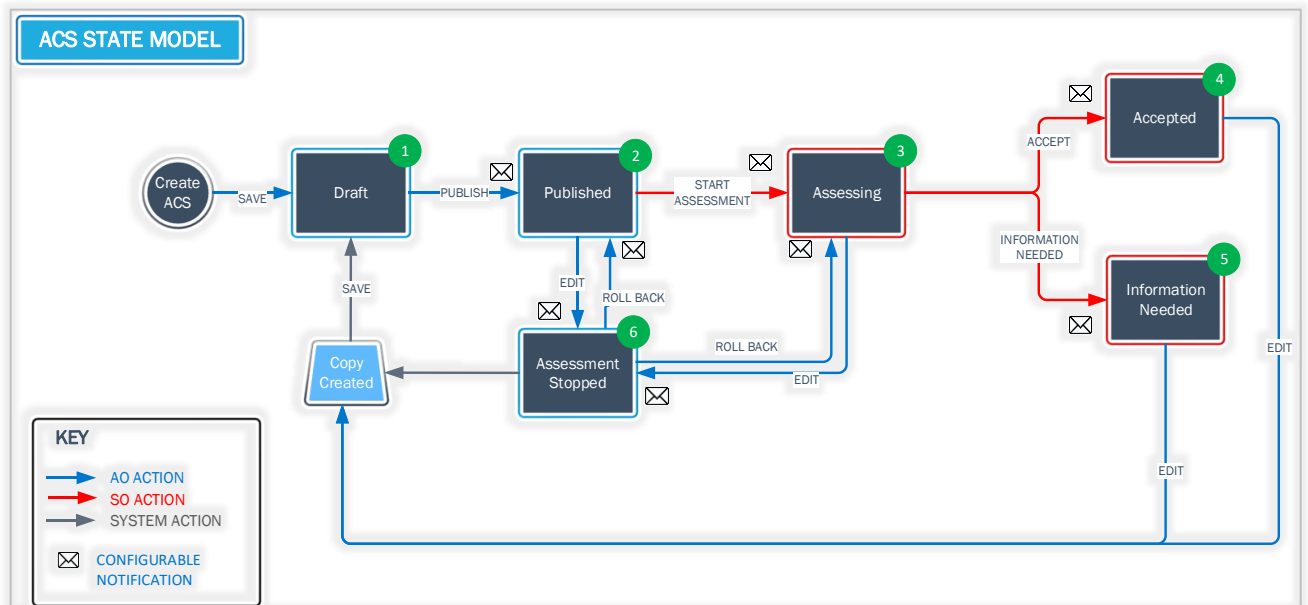
In addition, the functionality outlined in the table below can be accessed from the dashboard.

Function	Description
 	<ul style="list-style-type: none"> 'Edit' or 'View' an ACS. These buttons may not be present depending on your user permissions.
	<ul style="list-style-type: none"> 'View the history' of the ACS This button may not be present depending on your user permissions.
	<ul style="list-style-type: none"> 'Create' a new ACS This will only be available to Admin and Edit users.
	<ul style="list-style-type: none"> Navigate to other areas of the ACS application. Note that 'Users' and 'Contacts' will only be visible to Admin users.
	<p>Clicking on the user name 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 ACS application 'Manage Notifications' – this opens a screen where you can manage the ACSs in your watchlist and the states your user would receive state transition event notifications for. 'Logout' of the ACS application
	<ul style="list-style-type: none"> Adds one or more filters to the list of ACSs for your organisation depending on what and how you wish to view the list on the dashboard.

Function	Description
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Form of Energy Network Connection Stage State Station Name Watchlist </div>	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Quick Filter </div>	<ul style="list-style-type: none"> The list of ACSs can also be filtered using the 'Quick Filter' which applies a filter based on a match against any field within the ACS of the Asset Owner's organisation. Most common use is to filter on station names or station three-letter codes.

7 UNDERSTANDING THE ACS WORKFLOW STATES

The 'ACS Workflow Model' is applied to each version of an ACS. A version of an ACS is defined by a change to the input data or comments made by the asset owner. Each version of an ACS will transition through several states as per the diagram and the table below. The state of the current version is what will always display on the ACS dashboard and the state of previous versions is visible in the ACS history.




State	Description	AO Permissions	SO Permissions
Draft	<ul style="list-style-type: none"> AO Admin or Edit user create and save a new statement or create a draft from a previous version This is the starting state for each version A draft can be updated and saved countless times 	Edit View SO comments	Unable to view




State	Description	AO Permissions	SO Permissions
Published	<ul style="list-style-type: none"> AO Admin user Publishes a revision for assessment by SO 	View	View
Assessing	<ul style="list-style-type: none"> SO Admin or Edit user has started assessment of a version 	View	View but able to edit SO comments
Accepted	<ul style="list-style-type: none"> SO has completed assessment of a version and accepted it 	View	View
Information Needed	<ul style="list-style-type: none"> SO has completed assessment of a version but further information is required from the AO 	View	View
Assessment stopped	<ul style="list-style-type: none"> AO edits a version with a status of Published or Assessing – this will stop SO assessment of the most recent version and create a new draft version If the state of the ACS was Assessing (i.e. – SO had already started assessment, any comments saved to the ACS will be visible to AO in this state) 	View	View


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

Workflow Summary




Published
(Latest)

Awaiting System Operator to start assessment of this version of the ACS. Asset Owner can stop the assessment if there are updates which must be published urgently.


 EDIT ACS

Workflow Summary




Assessing
(Latest)

System Operator has started assessment of this version of the ACS. Asset Owner can stop the assessment if there are updates that must be published urgently.


 EDIT ACS

Workflow Summary




Accepted
(Latest)

System Operator has accepted this version of the ACS. Asset Owner can create a draft if there are updates to be made.


 EDIT ACS

Workflow Summary




Information Needed
(Latest)

System Operator has requested more information to assess this version of the ACS. Asset Owner must create a draft with requested updates or commentary if this information is not available and re-publish.

 EDIT ACS

Workflow Summary



Assessment Stopped
(Historical)





Asset Owner has stopped the assessment by System Operator for this version of the ACS. There is a new draft in progress with updates which must be re-published.

7.1 UNDERSTANDING THE ASSET LIFECYCLE STAGES OF AN ASSET

State	Description
Planning	The Planning phase of commissioning commences soon after the AO has approval to construct the new generation plant (you need to have initiated the commissioning process with the System Operator first – see this webpage for more information. No significant part of the station or assets has yet been constructed; the station/asset is in the Design stage only. At this stage, an Asset Owner is required to submit a planning ACS to the System Operator according to Chapters 1 and 3 of the CACTIS .
Pre-commissioning	Once the plant requirements have been confirmed, then an AO is required to submit an updated 'pre-commissioning stage' ACS to the System Operator. From this point on, any subsequent variations to the confirmed design and/or intended operational capability of any asset must be confirmed to the System Operator by way of an updated ACS. Part or all the station/asset may have been constructed, though commissioning approvals would not have yet been completed. The asset is not supplying the grid, other than for testing purposes. Chapters 1 and 3 of the CACTIS explain the timeframe and the requirements for this ACS stage.
Final	Following the final commissioning of the asset, the AO will provide a final ACS as per Chapters 1 and 3 of the CACTIS . This final ACS will contain commissioning documentation and test results for the System Operator to confirm prior assessments and the validation of dynamic models. The successfully commissioned asset is connected and supplying the grid. The ACS must be kept up to date for the life cycle of the asset.
Decommissioned	Assets taken permanently out of service. Asset information must not be deleted, but the status will be set to decommissioned. This does not include temporary or voluntary outages as this is handled by the Planned Outage Coordination Process (POCP). Instructions for decommissioning an asset can be found on this webpage .

8 WATCHLIST AND STATE CHANGE NOTIFICATIONS

As an ACS user, you can add an ACS to your watchlist so that you are notified of any updates to that ACS. Notifications are used to advise users when an ACS that they have added to their watchlist has changed state to any of the states that the user has indicated interest in.

Step	Description
1.	Click the user menu and select Manage Notifications. <div data-bbox="1050 1706 1485 2072" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Carl The Tester</p> <p>Organisation - Carl's Awesome Company</p> <p>Role - Admin</p> <hr/> <p> Contact Transpower</p> <p> User Guide</p> <p> Manage Notifications</p> <p> Logout</p> </div>

Step	Description
2.	Select the status changes that you wish to be notified of <div data-bbox="986 264 1484 645" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> Notifications for state transitions for ACS watchlist State transition event notifications <input type="checkbox"/> Published <input checked="" type="checkbox"/> Assessing <input type="checkbox"/> Assessment Stopped <input checked="" type="checkbox"/> Information Needed <input checked="" type="checkbox"/> Accepted </div>
3.	Select the stations that you wish to be notified of <div data-bbox="662 734 1484 1052" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> Asset Capability Statement watchlist <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>All Stations</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Test Station</div> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="»"/> <input type="button" value="»"/> <input type="button" value="»"/> <input type="button" value="»"/> </div> <div style="width: 45%;"> <p>Subscribed to</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Big Hydro</div> </div> </div> </div>
4.	Click the on 'Save' button
5.	A message will display: "Your notifications settings have been updated" You can now leave this screen

9 CREATING A NEW STATION ASSET CAPABILITY STATEMENT

Creating 'Station' information is the first step in creating an ACS for a generating station, creating a site for the creation of other assets within the 'Station' boundaries. Station level mandatory information must be completed before other assets can be added and should be reviewed for accuracy whenever assets are amended.

STATION

TRANSMISSION LINES

GENERATORS

TRANSFORMERS

ENERGY STORAGE DEVICES

REACTIVE POWER DEVICES

General information
12
▼

Additional information
5
▼

Attachments
▲


Uploading attachment is not available until the form has been saved. You can save the form with the mandatory fields only to enable the upload feature.

Once the 'Station' information is created and saved, the statement will be displayed including the 'Workflow Summary' and 'This Version ACS Summary'.

STATION
TRANSMISSION LINES
GENERATORS
TRANSFORMERS
ENERGY STORAGE DEVICES
REACTIVE POWER DEVICES

Test Station (KWU) 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 Test Station	Last Activity 04 November 2021, 22:16:41
Station Code KWU	Warnings/Errors 6
ACS Stage Planning	Flags 0

Secondary Actions

🕒 VIEW VERSION HISTORY

⬇️ DOWNLOAD THIS ACS

General information ! 1

Additional information ! 5

Attachments

⊕ ADD ATTACHMENT


There are no files uploaded for this Asset Capability Statement.

Multiple assets can then be added under each asset type. The detail that needs to be populated in an ACS is determined on the type of station (e.g. – geothermal, hydro, wind) and assets that exist within that station (e.g. – transmission lines, synchronous, asynchronous, and full-rated inverter-connected generators, two-winding and three-winding transformers, energy storage devices, static and dynamic reactive power devices).

STATION
TRANSMISSION LINES
GENERATORS
TRANSFORMERS
ENERGY STORAGE DEVICES
REACTIVE POWER DEVICES

Test Station (KWU) 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

⊕ ADD

Attachments

⊕ ADD ATTACHMENT

There are no files uploaded for this Asset Capability Statement.

💾 SAVE

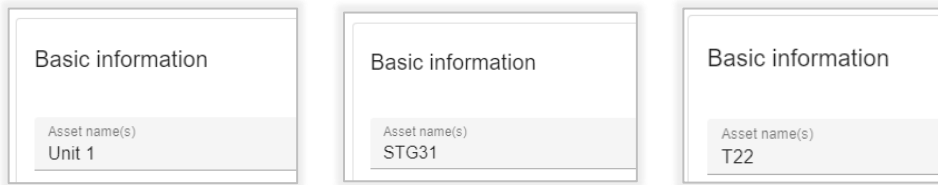
9.1 ASSET NAMING CONVENTION

When creating assets, the naming of these assets plays a large role in how Transpower can integrate this common information with other applications, such as POCP and NZGB. It is also recognised that it is not always practical to have one asset entry for every asset at a station (e.g. - wind turbine generators, solar, etc.).

As such, it is expected that when adding a single asset that has input information in the fields that represents multiple identical assets, then assets must be named using one of the following three conventions so that they can be interpreted correctly by other applications within the Operations Customer Portal.

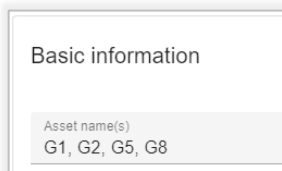
9.1.1 Single assets

This is where an entry for an asset within ACS only represents a single asset. Please name the asset as you see fit with alphanumeric and special characters, however, no commas or dashes in the name (e.g. - G1 or Unit 1 or WTG1 or T22, etc.).



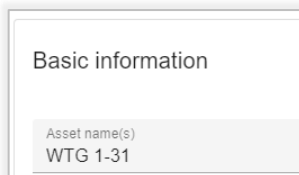
9.1.2 Comma separated assets

This is where an entry for an asset within ACS represents multiple assets, normally low in number. Please name the asset as you see fit with alphanumeric and special characters, however, the list of assets within the name must be comma separated and have no dashes anywhere in the name (e.g. - G1, G2, G5, G8, etc.).

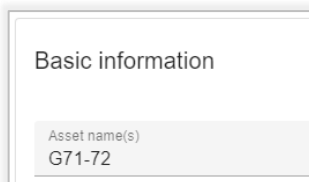


9.1.3 Asset range

This is where an entry for an asset within ACS represents multiple assets represented as a prefix and a range of numbers that will be linearly interpolated by integer. Please name the prefix for the asset as you see fit with alphanumeric and special characters, however, no commas or dashes in the name. Then add a range of numbers following the prefix (e.g. - WTG 1-31 or G71-72, etc.).



This entry will be interpreted as 31 individual generators (from WTG1 through to WTG31) each using the information from the entered asset.



This will be interpreted as 2 individual generators (G71 and G72) each using the information from the entered asset.

9.2 FIELD ENTRY TYPES

Data entry may be either 'free text', 'positive/negative decimal/integer number' entry, 'dropdown' selection, 'yes/no' radio buttons, 'N/A' ticked next to an applicable field, or 'uploading' and 'associating' files. There are also some fields or entire sections that will only be required to be populated if a particular response is entered to a previous question, known as 'dynamic' fields.

Are energy storage systems installed?
 Yes No
Confirm if any Energy Storage Devices are installed, e.g. a battery system behind inverters that are connected to the local network or the Grid. Note: emergency back-up battery systems for station supply are not applicable.

Total rated apparent power of all energy storage devices (Peak rating) MVA
Required - Provide total rated apparent power, in MVA, of all Energy Storage Devices within this station when at peak output.

Total continuous output of all energy storage devices (if different from total rated apparent power) MVA N/A
Required - Provide total apparent power, in MVA, of all Energy Storage Devices within this station under continuous output.

Total rated energy capacity of energy storage devices at full charge MWh
Required - Provide total rated energy capacity, in MWh, of all Energy Storage Devices within this station when fully charged.

Do station level control systems exist, additional to that provided by individual assets?
 Yes No
Required - Confirm if site-level control systems exist, e.g. reactive power/voltage, real power/frequency control, Mvar dispatch coordination with tap changing control etc. This will provide an additional section to detail station level control system information.

10 DATA VALIDATION

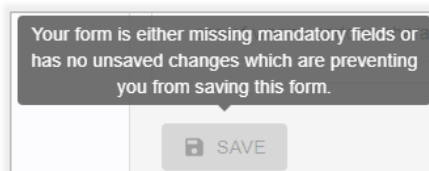
There is an indicator at the top banner of the ACS showing where errors exist within different tabs for the station level and each asset level. There is also an indicator showing how many errors exist within each section. The indicators will be coloured in priority order for red if hard validations exist, then orange if there are any soft validations, then blue if there are any compliance flags.

When an ACS has a state of Accepted, these indicators will change to a light grey colour.



10.1 HARD VALIDATION – MANDATORY FIELDS

Hard validations apply on specific fields where data is mandatory or needs to be provided in a particular format before an ACS can be saved. When you try to save the ACS, the Save button will be disabled and you will see a tool tip:



The affected fields will be highlighted in red.

Grid injection point / point of connection to the grid / grid exit point * ▼

Mandatory - Select the type of point of connection on the grid, e.g. three letter GXP (grid exit point) or GIP (grid injection point) code. If the station is not connected directly to the grid then select the closest GXP that the station is connected below.

10.2 SOFT VALIDATIONS – REQUIRED FIELDS

Soft validations apply on specific fields where data is required or needs to be provided in a specific format but will not prevent an ACS from being saved. When the ACS is saved, the affected fields will remain highlighted in orange.

Dedicated asset transformer(s)

Required - Provide the transformer ID(s) that this generator is connected to, if any.

Rated terminal voltage kV

1 |

Must be a positive number - Specify rated terminal voltage, in kV.

10.3 COMPLIANCE FLAGS

Some fields have specific parameters defined which are linked to AOPOs in accordance with Part 8 of the Code. If the populated value does not fall within these parameters, the field will be highlighted in blue. This alerts the user that this may need further investigation for a potential non-compliance and may need to be progressed through the dispensation/equivalence process, if there is not a dispensation currently in place. For more information on the dispensation/equivalence process, please visit the [Dispensations and Equivalence Arrangements](#) webpage.

Lowest frequency at which the unit can run continuously Hz

4000

Relevant Island must be entered in at the Station > General Information section - Provide lowest frequency at which the unit can run continuously, in Hertz.

Have protection systems been co-ordinated on both sides of the grid interface?

Yes No

Potential compliance issue subject to Technical Code A of Part 8 of the Electricity Industry Participation Code

Is a "Station net MW export" measurement provided?

Yes No

Potential compliance issue subject to Appendix A in Technical Code C of Part 8 of the Electricity Industry Participation Code

11 COMMENTS

Next to each field in the ACS, there is the ability for both the AO and SO to enter comments by clicking on the comment icon.



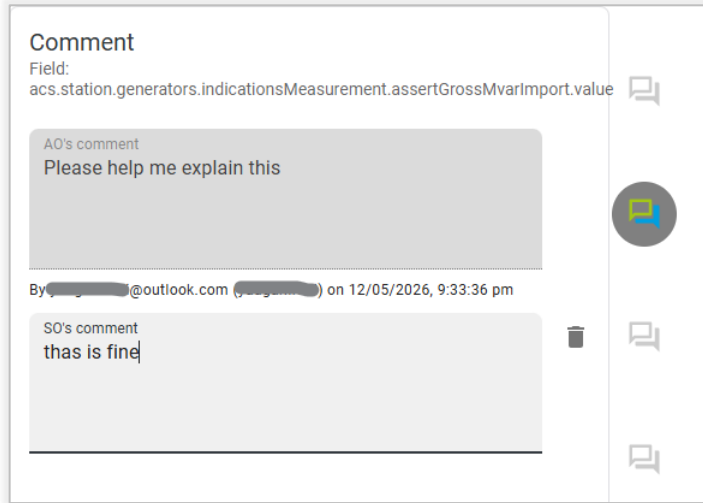
AOs can enter comments when an ACS is in a draft state. These will be visible to the SO when the ACS is published.

SO can enter comments when an ACS is being assessed. These will be visible to the AO when the assessment is completed (or if an AO creates a new draft based on a partially assessed ACS).

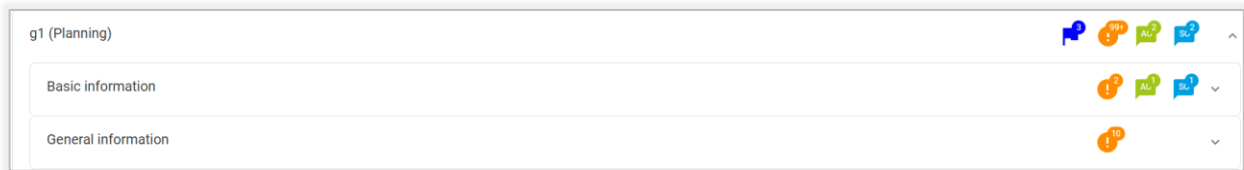
Comments are stamped with audit details to show who made the comment and when.

Comments are not required and would normally be used to:

- explain an apparent discrepancy in the fields entered, or to add explanatory details
- note whether a specific attachment explains or elaborates on the input field content



There is also an indicator to show the number of AO and SO comments at section and asset level accordions.



AO and SO can edit or delete their own comments (but not each other's). Only the most recent AO and SO comment will be seen on each revision.

12 ATTACHMENTS

AO Admin and Edit users have the ability to upload attachments (e.g. – single line diagrams, capability curves, dynamic models, model validation reports, test results, etc.) to provide sufficient information for assessment of an ACS by the System Operator and use of ACS data to represent the station/asset capability. These will only be visible to the System Operator when an ACS is published.

Attachments are added in the 'Attachments' 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.

UG Test (BEN) 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 UG Test	Last Activity 12 May 2026, 21:38:33
Station Code BEN	Warnings/Errors 141
ACS Stage Planning	Flags 3

Secondary Actions

VIEW VERSION HISTORY DOWNLOAD THIS ACS

General information AC¹

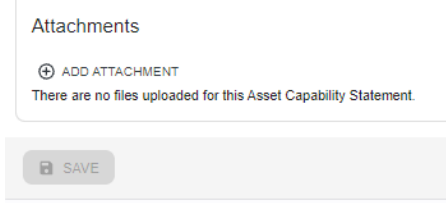
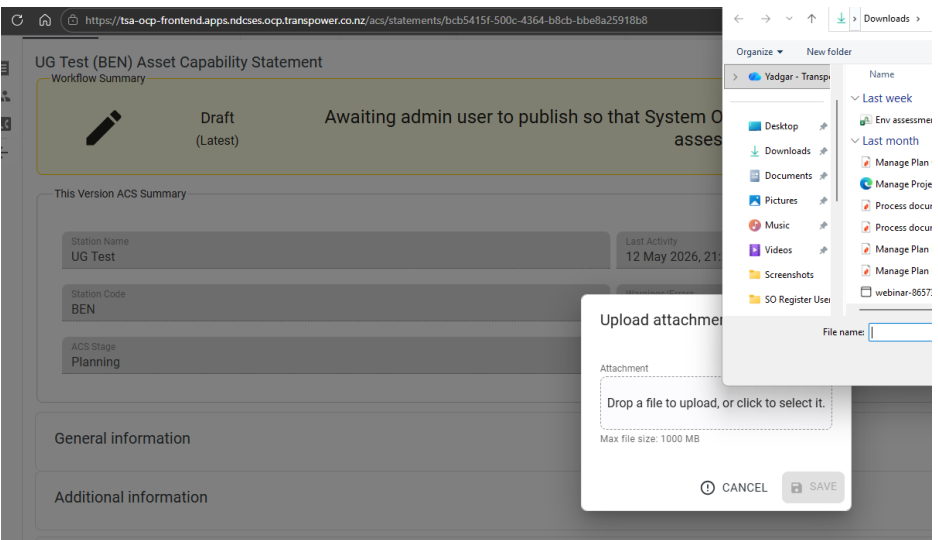
Additional information !

Attachments

+ ADD ATTACHMENT

Filename	Size	Uploaded on	Upload by	Assets
Manage Plan Changes - 1.0.0.pdf (Upload Pending)	77 KB	12 May 2026, 21:38:33	yadgar.irani@outlook.com (yadgar.irani)	DELETE

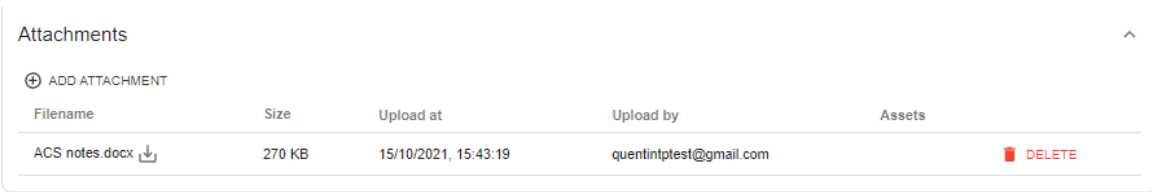
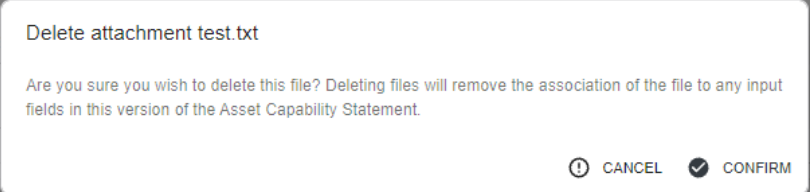
12.1 ADDING AND MANAGING ATTACHMENTS

Step	Description
1.	In the 'Station' section of a Statement, to expand the 'Attachment' accordion which exists on all tabs
2.	Click on the 'Add Attachment' button
3.	<p>Either drag a file from your desktop, Or Click on the 'Attachment' field to open a search menu and select a file</p>  

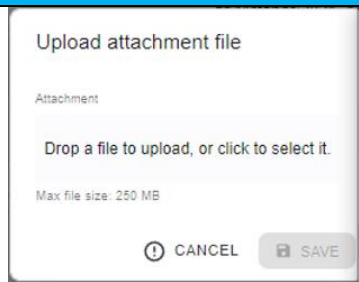

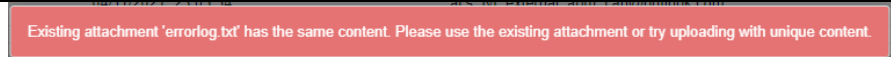


Step	Description
4.	Click on the 'Save' button

12.2 DELETING ATTACHMENTS

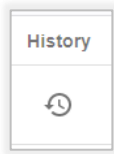
Step	Description
1.	<p>Attachments can also be deleted by clicking on the 'Delete' button on the 'Station' screen</p> 
2.	<p>And click on the 'CONFIRM' button to delete the attachment</p> 

12.3 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 1000 MB 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 list of attachments for this version of the ACS for this station.</p> <p>User is able to associate the file that is already uploaded to the attachment section to the relevant field within the ACS.</p>

13 HISTORY

From the ACS dashboard, it is possible to view the history for an ACS by clicking on the History button if you have the relevant access to the ACS.



This will open up the following view which will show a separate line for each ACS revision and a high-level summary of the final state and number of changes (both data changes and comments) between the previous 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.

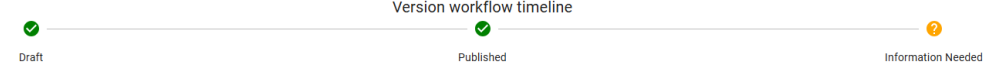
>	Version	Last Activity	Changes	AO Comments	SO Comments	VIEW
>	11 Draft	28 March 2018 at 13:23:24	1	AO 0	SO 0	VIEW
>	10 Information Needed	22 August 2019 at 13:00:24	5	AO 0	SO 0	VIEW
>	9 Assessment Stopped	01 September 2015 at 15:19:51	8	AO 0	SO 0	VIEW
>	8 Assessment Stopped	01 May 2015 at 10:11:10	99+	AO 9	SO 0	VIEW
>	7 Assessment Stopped	12 February 2015 at 10:28:51	17	AO 0	SO 0	VIEW

Rows per page: 5 ▾ 1-5 of 11 < 1 2 3 >

Clicking on the arrow next to the version, or on the row in general, will open up a detailed view of the changes (input data changes, AO and SO comment changes) were made in that version compared to the previous version and provide an overview of the Version Workflow Timeline for that ACS version. Hovering over the state will provide audit information of the user email and datetime stamp of when the revision transitioned to that state and who performed the action.

10 Information Needed
22 August 2019 at 13:00:24
5
AO 0
SO 0
VIEW

Version workflow timeline



INPUT DATA CHANGES

AO COMMENT CHANGES

SO COMMENT CHANGES

Changed From	Changed To
Te Rapa > Station > Additional information	
Station Maximum Continuous Output (MCO)	
- 49	+ 50
Reason for difference from sum of unit MCOs	
- ISO output is 42.2MW based on 2012 performance test	+ ASME PTC22-2005 output rating 42.75MW based on 2015 performance test. Max output without power augmentation is 48MW (cold ambient conditions). Max output with power augmentation is 50MW (cold ambient conditions).MCR MW/MVA is based on a cooling water temperature of 34degC.
- Max output without power augmentation is approx 45MW (cold ambient conditions)	
- Max output with power augmentation is approx 49MW (cold ambient conditions)	
Te Rapa > Generator > G1 > General information	
Manufacturer Rated MW	





14 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.



Carl The Tester
Organisation - Carl's Awesome Company
Role - Admin

-  Contact Transpower
-  User Guide
-  Manage Notifications
-  Logout

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

Contact Transpower

For general website questions or problems you can contact Transpower at SO_customer_portal@transpower.co.nz

15 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 asset owner during 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.
Connected Asset Commissioning, Testing and Information Standard (CACTIS)	The Code-incorporated set of technical requirements related to asset capability information, commissioning, modelling, testing, and operational communications.
The Electricity Industry Participation Code (The 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.

16 SYSTEM OPERATOR-SPECIFIC ACS FUNCTIONS

The following sections explain additional functionality specific to System Operator users of the ACS application. System Operator users should refer to the sections above with the same names for relevant AO-specific functions.

16.1 USER MANAGEMENT

Asset owners should be asked to identify 1-2 individuals to be the administrator user (Admin user) in the ACS application for their organisation. Admin users are responsible for approving new user requests from within their own organisation. There should ideally be a minimum of two administrators for each Asset Owner fulfilling the Admin user role.

Transpower users should request access to the applications in the Operations Customer Portal by using the internal RequestIT process.

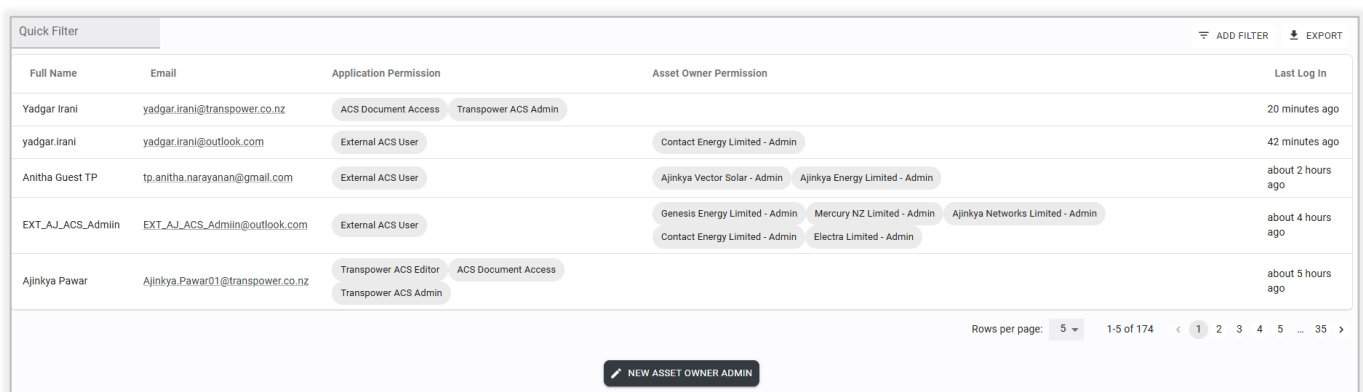
16.1.1 Transpower User Permissions

There are three Transpower user roles in the ACS application which have different permissions as outlined in the table below:

User Role	Permissions
Admin	<ul style="list-style-type: none"> View the latest published ACS versions, comments, and associated history for all stations under all Asset Owners. Commence assessment of a published ACS and make comments. Change the state of an ACS to Accepted or Information Needed following assessment Manage the list of organisations at the Portal level Add an AO Admin user to an organisation. Manage the list of AOs
Edit	<ul style="list-style-type: none"> View the latest published ACS versions, comments, and associated history for all stations under all AOs. Commence assessment of a published ACS and make comments. Change the state of an ACS to Accepted or Information Needed following assessment. View the list of AOs.
View	<ul style="list-style-type: none"> View the latest published ACS versions, comments, and associated history for all stations under all AOs. View the list of AOs.

16.1.2 Viewing User Permissions

SO Admin users can view the permissions for all users using the three columns highlighted below in the Users tab.



Full Name	Email	Application Permission	Asset Owner Permission	Last Log In
Yadgar Irani	yadgar.irani@transpower.co.nz	ACS Document Access Transpower ACS Admin		20 minutes ago
yadgar.irani	yadgar.irani@outlook.com	External ACS User	Contact Energy Limited - Admin	42 minutes ago
Anitha Guest TP	tp.anitha.narayanan@gmail.com	External ACS User	Ajinkya Vector Solar - Admin Ajinkya Energy Limited - Admin	about 2 hours ago
EXT_AJ_ACS_Admin	EXT_AJ_ACS_Admin@outlook.com	External ACS User	Genesis Energy Limited - Admin Mercury NZ Limited - Admin Ajinkya Networks Limited - Admin Contact Energy Limited - Admin Electra Limited - Admin	about 4 hours ago
Ajinkya Pawar	Ajinkya.Pawar01@transpower.co.nz	Transpower ACS Editor ACS Document Access Transpower ACS Admin		about 5 hours ago

Rows per page: 5 | 1-5 of 174 | < 1 2 3 4 5 ... 35 >

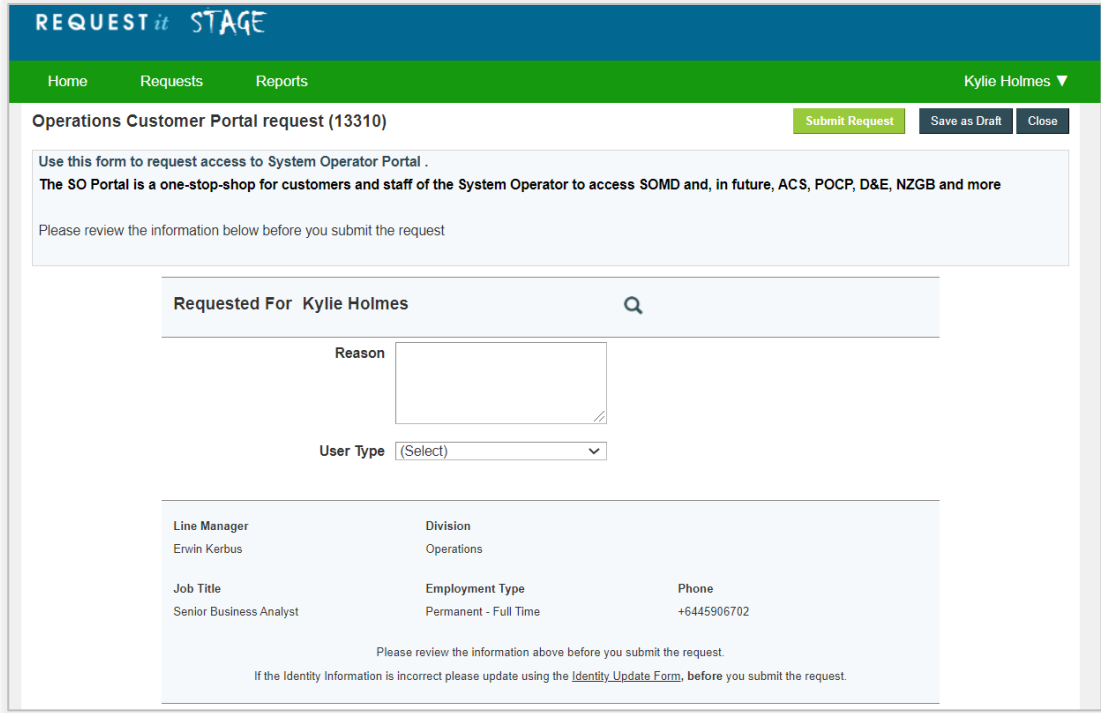

[NEW ASSET OWNER ADMIN](#)

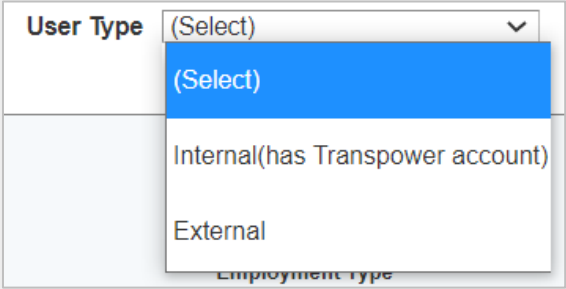
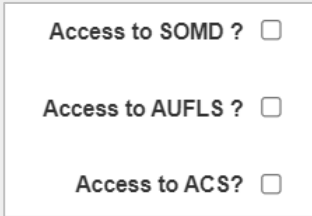
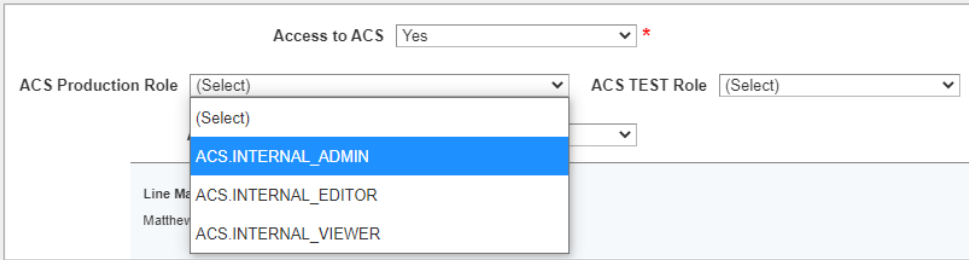

Below is a description of the information in each of these columns.

Column	Description
Application Permission	This identifies whether the user is an External ACS User or a Transpower ACS user. For Transpower users, it also identifies what permissions they have assigned to them (this is based on which Active Directory group they belong to).
Asset Owner Permissions	If the user is an external user, this will identify which Asset Owner the user has access to. For external users, this also identifies which permissions they have assigned to them in the application. NOTE: A user e-mail address can only be associated with one organisation at a time. If a user needs to access multiple organisations at the same time (e.g. – a consultant), they will need to be set up with a separate log in using a different e-mail address to access each organisation. Email aliases for the same email will not work.

16.1.3 Managing SO Users

The steps and information required for a SO user to complete the RequestIT form are outlined below.

Step	Description
1	<p>Go into RequestIT and open the Operations Customer Portal Request (13310). Here is an example:</p>  <p>Approvals for these requests are automatically sent to Engineering Assurance Manager, Power Systems, then escalated to SO Power Systems Group Manager after 3 business days – only one approval is required.</p>
2	<p>Enter why you require access in the reason field – this should provide the approver with enough information so they can decide if they will approve the request or not.</p> 

Step	Description
3	Select Internal (has Transpower account) as the user type 
4	Select Access to ACS. 
5	Once ACS is selected, a role will need to be selected for each environment that the user requires access to (refer to section 16.1.1 Transpower User Permissions). If access to the test environment is not required, do not select a role. 
6	Click on the Submit Request button in the top right of the screen. 
7	The request will be sent through to the business owner of ACS for approval. Approval may take up to 1-2 business days. Once the request is approved and actioned, the user will be able to log in with single sign on (using their Transpower credentials).

16.1.4 Managing AO Users

In order for an external user to be able to log into the ACS application and view data for their organisation, they must be:

- added as a user for their organisation with the appropriate role assigned in the ACS application
- set up by Transpower as a guest user in the relevant Azure Active Directory group so that they can log into the ACS application using their Microsoft account e-mail credentials.

The process to complete each of these steps is detailed in the following subsections:

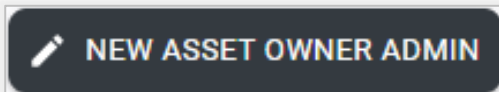
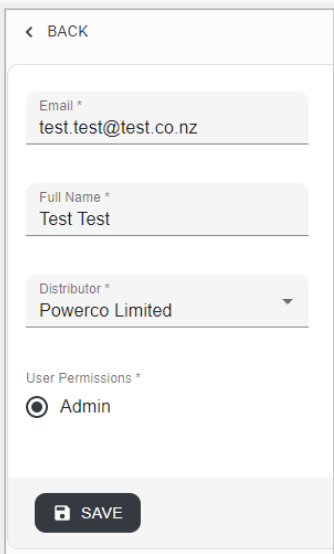
16.1.4.1 Add User to an Organisation

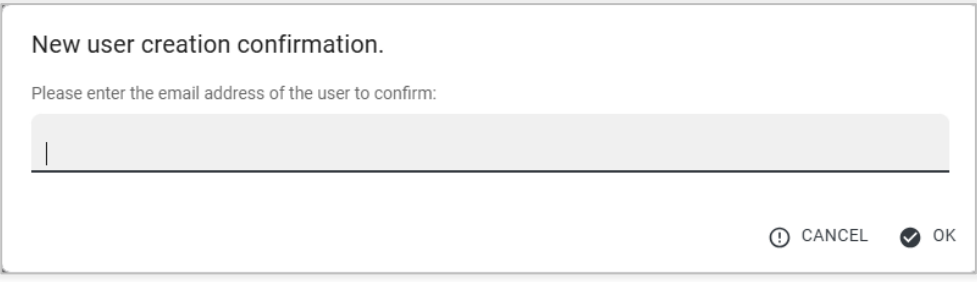
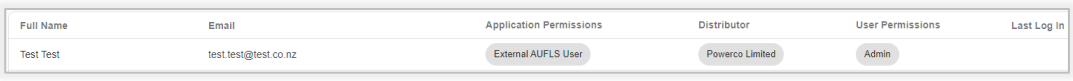
There are two mechanisms for adding an external user to an organisation in the ACS application as outlined below.

Mechanism	Detail
An AO Admin user submits a new user request	Details on how to do this are provided in section 4.2.

Mechanism	Detail
A SO Admin user creates an AO user with Admin permissions	<p>SO Admin users can create a new AO Admin user for an organisation. SO Admin users cannot create AO users with Edit or View permissions, nor can they edit an AO user's permissions once created by the AO Admin user other than to reassign the AO Admin user role to another user.</p> <p>This functionality will only be used in the following scenarios:</p> <ul style="list-style-type: none"> To create the initial AO Admin users as a part of onboarding an AO. Once the initial Admin users are created, it is then their responsibility to add, delete and modify user permissions for users for their organisation. Where the AO no longer has an active AO Admin user and requires a new one to be added*. <p>(*NOTE – The portal prevents an Admin from removing their own permissions, so an AO should never get into a position where they have no Admin users. However, this will cater for the edge case scenario where a user may have left the organisation and were the only Admin). In this scenario, the person requesting the user to be added will need to complete the FM-EA-938 OCP Portal Admin Users Form as per the process when the initial Admin users were created so that there is a clear audit trail of this request.)</p>

The process for a **SO Admin** user to add an AO Admin user to an organisation in the ACS application is outlined below.


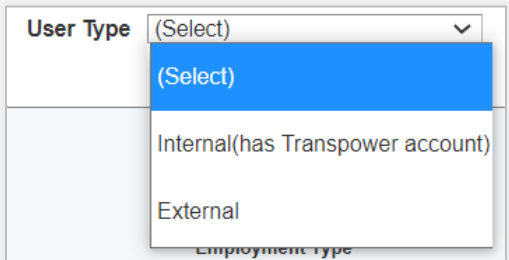
Step	Description
1.	Ensure that the AO has completed the FM-EA-938 OCP Portal Admin Users Form .
2.	In the Users screen, click on 'Create New Asset Owner Admin' at the bottom of the screen. <div style="float: right; text-align: center;">  </div>
3.	You will be taken to the Create New Asset Owner Admin Screen where you will need to populate the user e-mail and full name. Select the AO that the user belongs to from the dropdown list. Click 'SAVE'. <div style="float: right; border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  </div>
4.	You will be asked to re-enter the user e-mail address – press 'OK'.

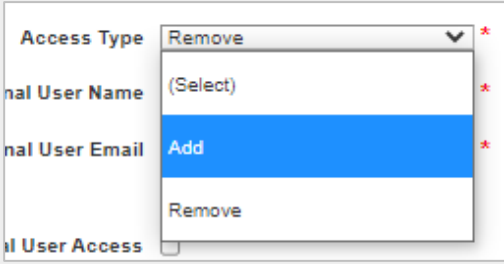
Step	Description												
	 <p>New user creation confirmation.</p> <p>Please enter the email address of the user to confirm:</p> <p><input type="text"/></p> <p><input type="button" value="CANCEL"/> <input checked="" type="button" value="OK"/></p>												
5.	You will be taken back to the Users screen and the new user record will appear at the top of the table.  <table border="1"> <thead> <tr> <th>Full Name</th> <th>Email</th> <th>Application Permissions</th> <th>Distributor</th> <th>User Permissions</th> <th>Last Log In</th> </tr> </thead> <tbody> <tr> <td>Test Test</td> <td>test.test@test.co.nz</td> <td>External AUFLS User</td> <td>Powerco Limited</td> <td>Admin</td> <td></td> </tr> </tbody> </table>	Full Name	Email	Application Permissions	Distributor	User Permissions	Last Log In	Test Test	test.test@test.co.nz	External AUFLS User	Powerco Limited	Admin	
Full Name	Email	Application Permissions	Distributor	User Permissions	Last Log In								
Test Test	test.test@test.co.nz	External AUFLS User	Powerco Limited	Admin									
6.	This will trigger an e-mail notification to be sent to the SO_customer_portal@transpower.co.nz inbox prompting a RequestIT form to be completed to set this user up with a guest user identity (refer to the section below for details of how to do this).												

16.1.4.2 Create Guest User Identity

Both of the mechanisms to add a user to an organisation outlined in the previous section will result in an e-mail being sent to the SO_customer_portal@transpower.co.nz e-mail inbox – refer to [Appendix A](#) for examples of these e-mails. These provide a trigger for SO to initiate the RequestIT process to set up guest user access for the user.

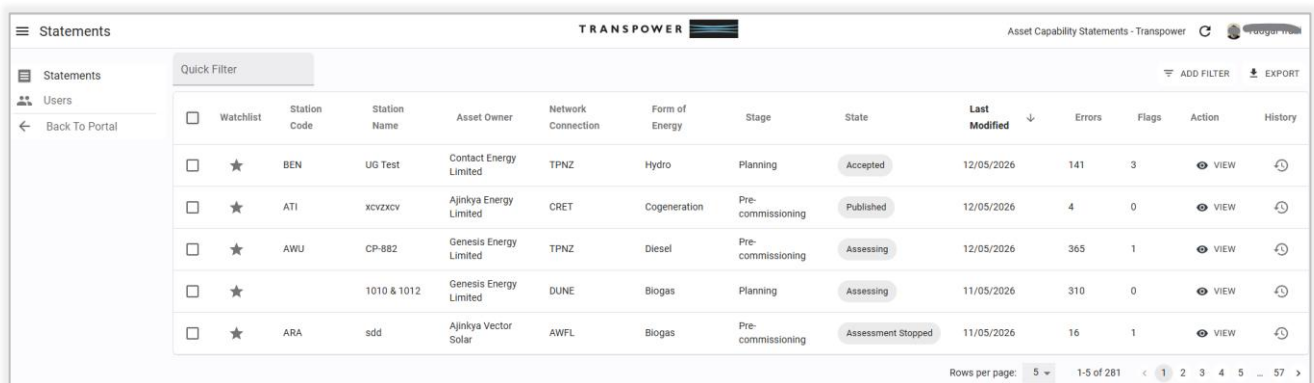
The process for a SO Admin user to request guest user access is outlined below.

Step	Description
1.	Go to the Users screen in the ACS application and check the user is not already in the application and linked to the AO that has requested access. This may occur if this user has previously been set up to have access to view data for an organisation and then been removed from that organisation but not had their guest access removed from Azure Active Directory. In that scenario, the previous step of adding a user to an organisation will have automatically provided them with access to the ACS data for the organisation that have now added them. If this is the case, a RequestIT form does not need to be completed and the user should be notified that they should already be able to log in using their e-mail address and associated password.
2.	If the user does not already exist in the ACS application, go into RequestIT and open the Operations Customer Portal Request (13310) (refer to the Managing SO Users section35 for an example of this).
3.	Enter why the AO user require access in the reason field – this should provide the approver with enough information so they can make a decision as to whether they will approve the request or not.  <p>Reason <input type="text"/></p>
4.	Select External as the user type  <p>User Type (Select) <input type="button" value="v"/></p> <ul style="list-style-type: none"> (Select) Internal(has Transpower account) External <p><small>Employment Type</small></p>

Step	Description
5.	Under Access Type, select Add. <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">  </div>
6.	Enter the User Name and email address in the fields provided. <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>External User Name <input type="text"/></p> <p>External User Email <input type="text"/></p> </div>
7.	<p>If the request is for an AO wanting access to the ACS application, select Production ACS External User Access.</p> <p>If the request is because someone at Transpower wants to create a guest user using an external user for test purposes, then select Test ACS External User Access.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>External Acces</p> <p> <input type="checkbox"/> Production AUFLS External User Access <input type="checkbox"/> TEST AUFLS External User Access </p> <p> <input type="checkbox"/> Production ACS External User Access <input type="checkbox"/> TEST ACS External User Access </p> </div> <p>NOTE – do not provide access to the test system to an external AO user. This is an internal testing function.</p>
8.	Click on the Submit Request button in the top right of the screen. <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <div style="display: flex; justify-content: space-around;"> Submit Request Save as Draft Close </div> </div>
9.	The request will be sent through to the business owner of ACS for approval. Approval may take up to 1-2 business days. The new user will receive an email with instructions on how to log in when this has been completed.

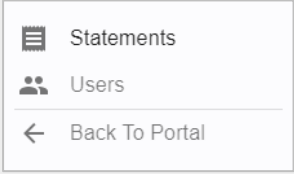
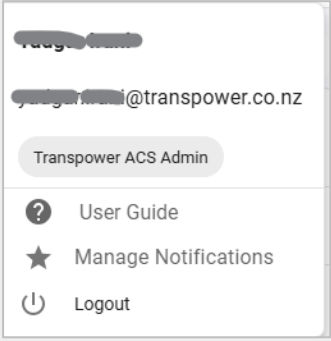
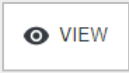
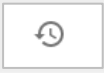
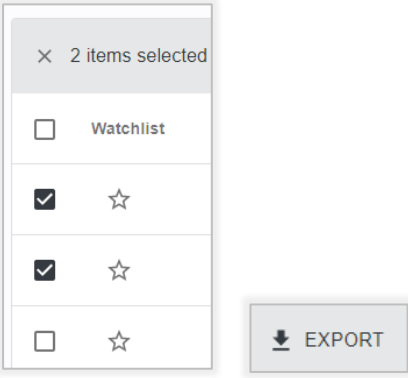
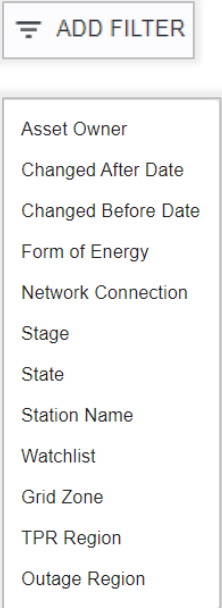
16.2 ACS DASHBOARD

The 'ACS Dashboard' is the landing page when you log into the ACS application. From the dashboard you are able to view a list of the basic detail for all stations that are not in initial draft (prior to first publish event).



Watchlist	Station Code	Station Name	Asset Owner	Network Connection	Form of Energy	Stage	State	Last Modified	Errors	Flags	Action	History
<input type="checkbox"/> ★	BEN	UG Test	Contact Energy Limited	TPNZ	Hydro	Planning	Accepted	12/05/2026	141	3	VIEW	🔄
<input type="checkbox"/> ★	ATI	xcvzxcv	Ajinkya Energy Limited	CRET	Cogeneration	Pre-commissioning	Published	12/05/2026	4	0	VIEW	🔄
<input type="checkbox"/> ★	AWJ	CP-882	Genesis Energy Limited	TPNZ	Diesel	Pre-commissioning	Assessing	12/05/2026	365	1	VIEW	🔄
<input type="checkbox"/> ★		1010 & 1012	Genesis Energy Limited	DUNE	Biogas	Planning	Assessing	11/05/2026	310	0	VIEW	🔄
<input type="checkbox"/> ★	ARA	sdd	Ajinkya Vector Solar	AWFL	Biogas	Pre-commissioning	Assessment Stopped	11/05/2026	16	1	VIEW	🔄

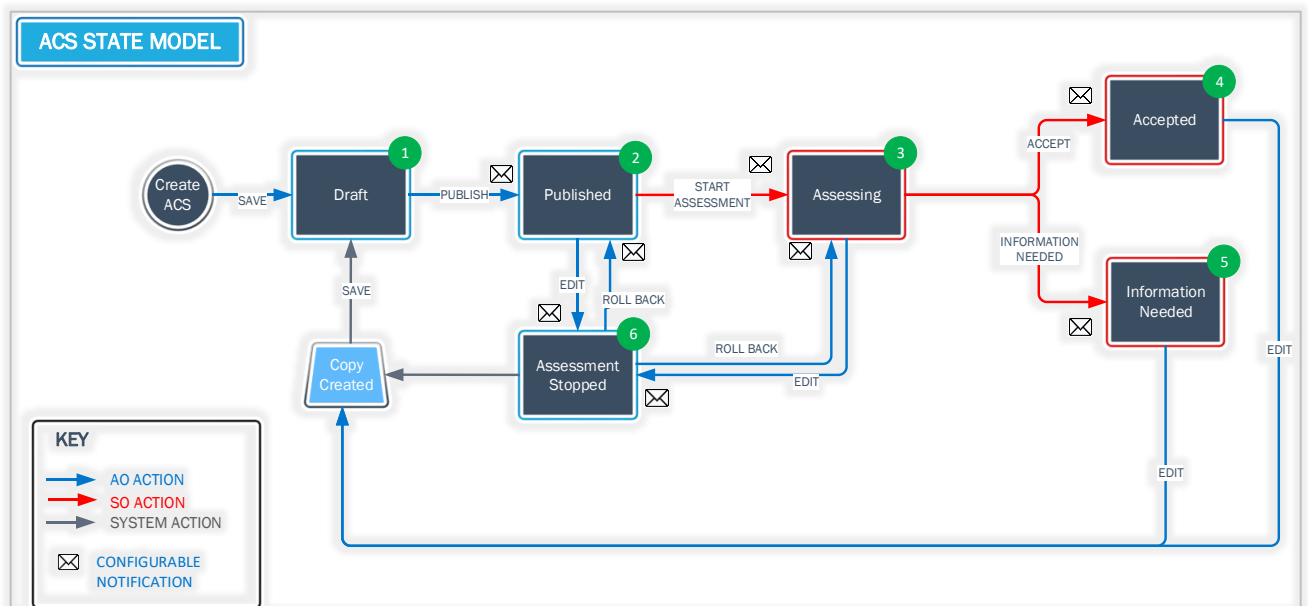
In addition, the functionality outlined in the table below can be accessed from the dashboard.

Function	Description
	<ul style="list-style-type: none"> • Navigate to other areas of the ACS application. • Note that Users will only be visible to Admin users.
	<ul style="list-style-type: none"> • Clicking on the user name in the top right of the screen provides access to: • View user details including the organisation and the role of the logged in user • The User Guide for the ACS application • Manage notifications – This opens a screen where you can manage the ACSs in your watchlist and the states your user would receive state transition event notifications for. • Logout of the ACS application
	<ul style="list-style-type: none"> • View an ACS
	<ul style="list-style-type: none"> • View the history of the ACS
	<ul style="list-style-type: none"> • Single or Multiple ACS export function • If you wish to download all ACS then do not tick any files and press export.
	<ul style="list-style-type: none"> • Adds one or more filters to the list of ACSs for your organisation depending on what and how you wish to view the list on the dashboard.

Function	Description
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 0 auto;">Quick Filter</div>	<ul style="list-style-type: none"> The list of ACSs can also be filtered using the Quick Filter which applies a filter based on a match against any field within any ACS of any Asset Owner. Most common use is to filter on Station Names or Station three-letter codes.

16.3 UNDERSTANDING THE ACS WORKFLOW STATES

The ACS Workflow Model is applied to each version of an ACS. A version of an ACS is defined by a change to the input data or comments made by the Asset Owner. Each version of an ACS will transition through several states as per the diagram and the table below. The state of the current version is what will always display on the ACS dashboard and the state of previous versions is visible in the ACS history.



State	Description	AO Permissions	SO Permissions
Draft	<ul style="list-style-type: none"> AO Admin or Edit user create and save a new statement or create a draft from a previous version This is the starting state for each version A draft can be updated and saved countless times 	Edit View SO comments	Unable to view
Published	<ul style="list-style-type: none"> AO Admin user Publishes a version for assessment by SO 	View	View
Assessing	<ul style="list-style-type: none"> SO Admin or Edit user has started assessment of a version 	View	View but able to edit SO comments



State	Description	AO Permissions	SO Permissions
Accepted	<ul style="list-style-type: none"> SO has completed assessment of a version and accepted it 	View	View
Information Needed	<ul style="list-style-type: none"> SO has completed assessment of a version but further information is required from the AO 	View	View
Assessment stopped	<ul style="list-style-type: none"> AO edits a version with a status of Published or Assessing – this will stop SO assessment of the most recent version and create a new draft version. If the state of the ACS was Assessing (i.e. – SO had already started assessment, any comments saved to the ACS will be visible to AO in this state) 	View	View

Workflow Summary

Published
(Latest)

Awaiting System Operator to start assessment of this version of the ACS. Asset Owner can stop the assessment if there are updates which must be published urgently.

START ASSESSMENT

Workflow Summary

Assessing
(Latest)

System Operator has started assessment of this version of the ACS. Asset Owner can stop the assessment if there are updates that must be published urgently.

ACCEPT

INFORMATION NEEDED

Workflow Summary

Accepted
(Latest)

System Operator has accepted this version of the ACS. Asset Owner can create a draft if there are updates to be made.

Workflow Summary

Information Needed
(Latest)

System Operator has requested more information to assess this version of the ACS. Asset Owner must create a draft with requested updates or commentary if this information is not available and re-publish.

Workflow Summary

Assessment Stopped
(Historical)

Asset Owner has stopped the assessment by System Operator for this version of the ACS. There is a new draft in progress with updates which must be re-published.

16.4 ATTACHMENTS

Attachments are added in the Attachments section of an ACS which can be seen on every tab at bottom of the page. Adding and deleting of attachments will also be shown in history even if they are not associated to an asset.

Attachments				
Filename	Size	Uploaded on	Upload by	Assets
AVI Capability Diagram.pdf	260 KB	29 Jun 2010, 10:54:12	paul.vaughan@meridianenergy.co.nz	
AVI V-Curves.pdf	146 KB	29 Jun 2010, 10:55:19	paul.vaughan@meridianenergy.co.nz	G1, G2, G3, G4
AVI Characteristic Curves.pdf	90 KB	29 Jun 2010, 10:54:22	paul.vaughan@meridianenergy.co.nz	G1, G2, G3, G4
AVI SLD.pdf	149 KB	29 Jun 2010, 10:54:52	paul.vaughan@meridianenergy.co.nz	Aviemore, G1, G2, G3, G4
AVI - Transformer Nameplate - T1-4.pdf	77 KB	29 Feb 2012, 14:27:59	aaron.forde@meridianenergy.co.nz	T1, T2, T3, T4
AVI - Transformer Nameplate - Spare.pdf	130 KB	29 Feb 2012, 14:35:26	aaron.forde@meridianenergy.co.nz	Spare
AVI Capability Diagram -BAA00110_B.pdf	120 KB	05 Aug 2014, 11:40:45	aaron.forde@meridianenergy.co.nz	G1, G2, G3, G4
AVI Governor.zip	3.92 MB	10 Jan 2017, 17:04:23	rowan.sinton@meridianenergy.co.nz	G1, G2, G3, G4
AVI AVR.zip	12.85 MB	11 Jan 2017, 13:08:51	rowan.sinton@meridianenergy.co.nz	G1, G2, G3, G4
AVI main unit OLTC AVR.pdf	130 KB	08 Nov 2018, 13:23:14	rowan.sinton@meridianenergy.co.nz	T1, T2, T3, T4
AVI G3 - Governor Testing - 2016-07-13.zip	146.67 MB	21 Feb 2022, 10:36:27	Rowan.Sinton@MeridianEnergy.co.nz	G3
AVI G4 - Governor Testing - 2016-03-09.zip	154.65 MB	21 Feb 2022, 10:47:30	Rowan.Sinton@MeridianEnergy.co.nz	G4
20151029-Prim Spd.zip	168.27 MB	21 Feb 2022, 11:15:06	Rowan.Sinton@MeridianEnergy.co.nz	G1
AVI U2 - governor testing - 2015-08-06.zip	161.91 MB	21 Feb 2022, 11:27:22	Rowan.Sinton@MeridianEnergy.co.nz	G2

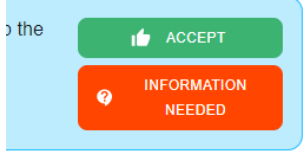
Attachments are then stored in the SharePoint library for ACS documents with metadata against each file as shown below. In-built SharePoint functionality will allow SO users to search, sort, and filter any of the metadata. Access control for this SharePoint site is limited to only Transpower SO users who already have access to view the ACS database.

ACS Documents Staging									
acs_filename	acs_uploaded_by	acs_uploade...	acs_org_name	acs_versions	acs_station_name	acs_form_of_en...	acs_asset_names	acs_fields	Created
20120315_G1_Excitation_System_test_data.xlsx	jean.batten1909@outlook.com	1/12/2021 9:58 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].excitationSystem.testData.value[0]	Yesterday at 9:58 PM
20120314_G1_Governor_test_data.xlsx	jean.batten1909@outlook.com	1/12/2021 9:58 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].governorSystem.testData.value[0]	Yesterday at 9:58 PM
Basler Decs250 as-left settings.xlsx	jean.batten1909@outlook.com	1/12/2021 9:56 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].excitationSystem.settings.value[0]	Yesterday at 9:56 PM
20160201_G1_Capability_curve_1.05pu.pdf	jean.batten1909@outlook.com	1/12/2021 9:53 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].characteristicCurves.capabilityCurves.value[2]	Yesterday at 9:53 PM
20160201_G1_Capability_curve_1.0pu.pdf	jean.batten1909@outlook.com	1/12/2021 9:53 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].characteristicCurves.capabilityCurves.value[1]	Yesterday at 9:53 PM
20160201_G1_Capability_curve_0.95pu.pdf	jean.batten1909@outlook.com	1/12/2021 9:53 PM	ABC Generating Company	3	Example Station	Hydro	G1	acs.station.generators[0].characteristicCurves.capabilityCurves.value[0]	Yesterday at 9:53 PM

16.5 ASSESSING AN ACS

Each Statement must be assessed by the System Operator.

Step	Description																				
1.	In the Statements Task view, select a Statement which is in the Published State, and click View <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>State</th> <th>Errors</th> <th>Flags</th> <th>History</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Assessing</td> <td>10</td> <td>19</td> <td> VIEW</td> <td> </td> </tr> <tr> <td>Accepted</td> <td>9</td> <td>0</td> <td> VIEW</td> <td> </td> </tr> <tr> <td>Published</td> <td></td> <td></td> <td> VIEW</td> <td> </td> </tr> </tbody> </table>	State	Errors	Flags	History	Timeline	Assessing	10	19	VIEW		Accepted	9	0	VIEW		Published			VIEW	
State	Errors	Flags	History	Timeline																	
Assessing	10	19	VIEW																		
Accepted	9	0	VIEW																		
Published			VIEW																		
2.	Click the Start Assessment button. Note: You may review the ACS details beforehand if you wish.																				
3.	Review and assess the ACS information																				

	<ul style="list-style-type: none"> Where any additional information is requested, insert a comment guiding the AO user on what is expected to be entered. 	
4.	<p>When the assessment is complete, click either the Information Needed or the Accept button, and confirm.</p> <ul style="list-style-type: none"> The Information Needed button will set the ACS status to Information needed, alerting the AO to continue working on the ACS. The Accept button will set the ACS status to Accepted. No further action is required. 	

16.6 USER SUPPORT

The SO_customer_portal@transpower.co.nz mailbox has been set up to receive all notifications from the Operations Customer Portal applications. In addition, this e-mail address has been promoted to end users as the channel to contact the System Operator with any ACS queries or issues they have with using the application.

This mailbox can be accessed by all Power System Group engineers and management team and will be managed on a rotational basis by members of this group. Refer to [Appendix A](#) for an overview of all of the notifications that will get sent to this mailbox from the ACS application and the associated action required.

The Operations Customer Portal mailbox will be monitored during business hours (Monday to Friday, 8am – 5pm). Note that there is no ability to respond to e-mails from this mailbox and queries related to ACS will be forwarded to the ACS Subject Matter Expert (SME) in the Power Systems Group to manage and resolve. If the query requires IT support, the SME will raise a request via RequestIT so that the issue can be resolved.

APPENDIX A – OPERATIONS CUSTOMER PORTAL NOTIFICATIONS

Below is an overview of the ACS notifications that will get sent to the Operations Customer Portal mailbox (SO_customer_portal@transpower.co.nz) and what action is required for each notification.

Trigger	Subject Line	Content	Action Required
SO Admin user adds new AO Admin user	ACS new AO administrator assigned by SO administrator	An SO administrator [(user name, user e-mail address)] has assigned a user as an administrator for [company name]. If the user is new to the ACS application, please raise a RequestIT for the creation of a new user with the following details: External User Name: [user name] External User Email: [user e-mail address] Under the External access selection, select 'Production External User access' only (Do not select access to Test).	Go to the Users screen in the ACS application and check the user is not already in the application and linked to the AO that has requested access. If they are not, raise a RequestIT form to provide the user with access. If they are, go back to the user and advise them that they should already be able to log in using their e-mail and password.
AO requests to add a new user	ACS new user requested	An AO admin [(user name, user e-mail address)] has requested a new user for [company name]. If the user is new to the ACS application, please raise a RequestIT for the creation of a new user with the following details: External User Name: [user name] External User Email: [user e-mail address] Under the External access selection, select 'Production External User access' only (Do not select access to Test).	Go to the Users screen in the ACS application and check the user is not already in the application and linked to the AO that has requested access. If they are not, raise a RequestIT form to provide the user with access. If they are, go back to the user and advise them that they should already be able to log in using their e-mail and password.
User initiated e-mail from the Operations Customer Portal (where the mailto link automatically invokes the desktop e-mail client for the user)	ACS User Query	[free text to be populated by person submitting the query]	Respond to the person's query as appropriate



17 DOCUMENT INFORMATION

17.1 COPYRIGHT INFORMATION

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Any breach of the above obligations may be restrained by legal proceedings seeking remedies including injunctions, damages and costs.

17.2 REVISION HISTORY

SharePoint Revision	Date	Change	Section
1.0	3/12/2021	Initial Issue	
2.0	19/5/2022	Minor Update: Admin user setup form added to related artefacts table.	
3.0	27/2/2026	Cyclic Review: Reissued no change.	
4.0	5/6/2026	BAU Review: Aligned with Connected Asset Commissioning, Testing and Information Standard (CACTIS); merged Asset Owner and System Operator User Guides into one document for ease of use and consistency of information.	



17.3 METADATA

Document ID Information

Document ID number: UG-SD-0961
 Document Title: UG-SD-961 Operations Customer Portal – ACS User Guide
 Document Type: Userguide
 SharePoint Version: V4
 Document Status: Issued
 Severity of Consequences: Minor
 Frequency of use: Six Monthly
 Level of Risk: Low

DMS Structure

Macro-Process: Business Support and Development (SD)
 Process:
 Process Hierarchy: L1: 01 Planning L2: 01 Conduct Engineering Assessments
L3: 01-01 Assess Asset Capability L4: [Business Model L4]
 Document Complexity Rating (days): 21 days

Document Control

Business Group Owner: Power Systems Group
 Prepared by (Writer/Reviewer): Orion Watson
 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) 5/06/2026
 Update Type: BAU Review
 Next Review Date: 5/06/2029
 Review Period: 3 years
 Primary User Group(s): PSG
 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: N/A