TRANSPOWER

Operations Division

UG-SD-989 Operations Customer Portal – POCP 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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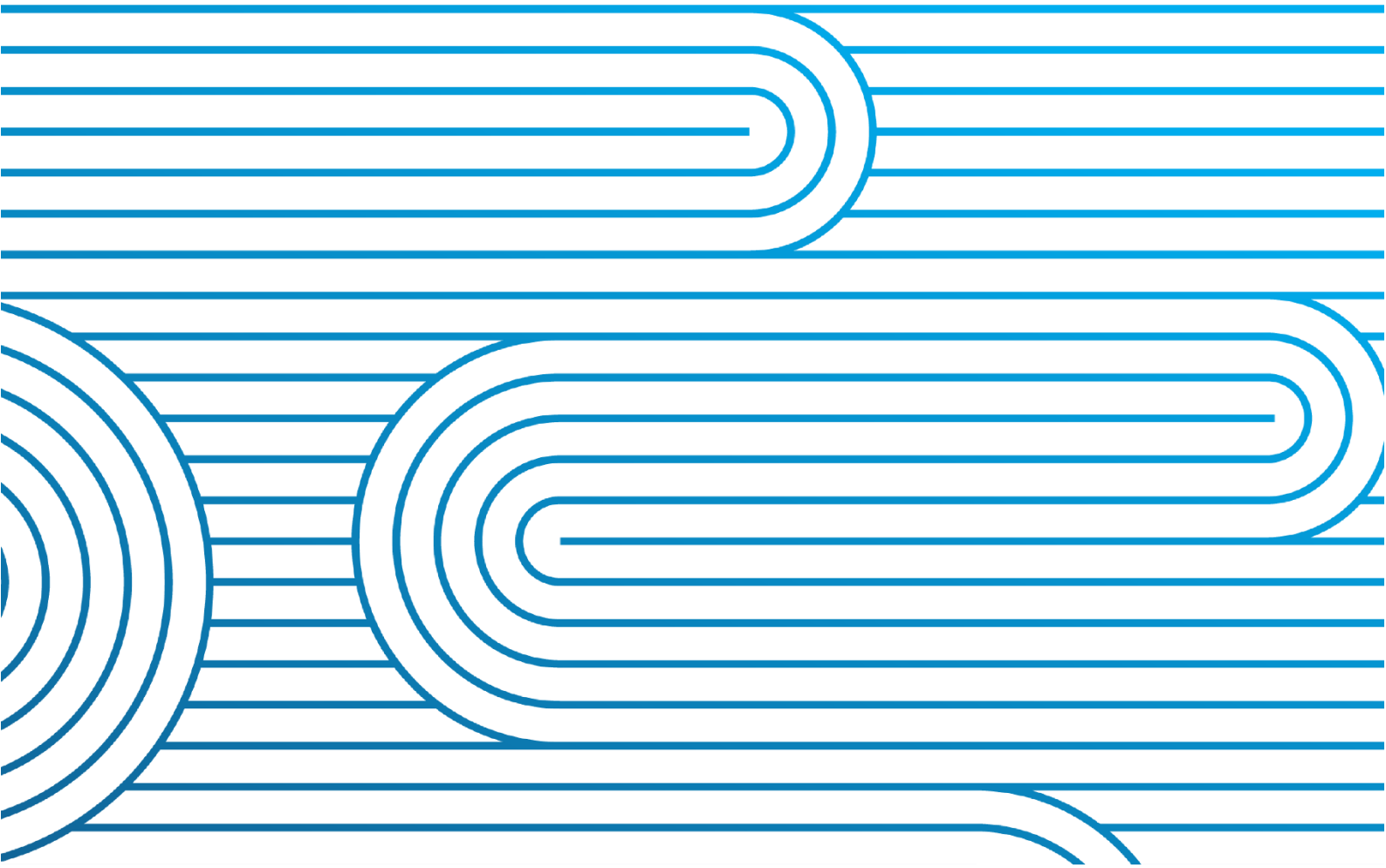

Version	Date	Change
1.0	19/05/2022	First draft version.
2.0	11/07/22	Initial Issue
3.0	19/8/2025	Cyclic review minor changes made.
4.0	07/10/2025	Various minor updates. Added API version 2 information. Removed legacy API details.

	Position	Date
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Approved By: Minura Vithanage	Planning and Project Support Manager	October 2025

Ref	Related Artefact	Description	Location
1.			
2.			
3.			
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IMPORTANT

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Contents

1 INTRODUCTION

1.1 DOCUMENT PURPOSE AND SCOPE

This is the user guide for Asset Owners (AOs) using the POCP application which is part of the Operations Customer Portal. This user guide document describes the processes that will enable AOs to provide information on their outages to the System Operator as required under the Electricity Industry Participation Code (2010) (the Code). It should be read with reference to the Code.

1.2 OPERATIONS CUSTOMER PORTAL OVERVIEW

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

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

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

1.3 POCP OVERVIEW

The Planned Outage Coordination Process (POCP) was introduced in 2003. It provides a mechanism that enables Asset Owners to provide information on their outages to the System Operator as required under Schedule 8.3, Technical Code D of the Code.

Some asset owners also use POCP to:

- disclose outage information under clause 13.2A of the Code, and
- provide an annual outage plan in accordance with the Outage Protocol (provided for in Part 12 of the Code).

The POCP tool is hosted by the System Operator on behalf of the industry. It is regularly reviewed by a Technical Advisory Group (TAG) and operated based on six endorsed POCP Business Rules.

1.4 POCP BUSINESS RULES

Business Rule 1

Asset Owners will endeavour to provide accurate, up to date information about planned outages.

Asset Owners reserve the right to change any planned outage, at any time.

Business Rule 2

An outage is defined as:

- Any asset which is not capable of the generation, conveyance or consumption of electricity
- Any asset which has a temporary reduction in capability due to equipment constraints
- A planned outage is an outage where the start and/or end time can be reasonably anticipated

Business Rule 3

Asset Owners will provide planned outage information at least 26 months in advance where possible.

Asset Owners will endeavour to provide outage information into POCP within 24 hours of an unplanned outage occurring,

This information will "hold good" until changed by notification from the Asset Owner.

Business Rule 4

All outage information provided through POCP will be made available on the POCP website. The public view will include read-only access but no attachment visibility and no download capability. Other levels of access to the POCP website is via the System Operator approval process. Access to the system is determined by user level:

- "Participant" – read only access, attachment visibility, download capability
- "Asset Owner" – participants that are required to notify asset outages to the System Operator, read/write access to own asset information, read only access to all other outage information, attachment visibility, download capability
- "Administrator" – System Operator, read/write access to particular fields (cannot amend asset owner information), read only access to all asset owner information, attachment visibility, download capability

Business Rule 5

Asset owners will provide information against each outage per the requirements specified in the POCP help material.

In relation to each planned outage, the System Operator will record:

- Potential Code issue (as applicable)
- Outage assessment attachment (as applicable)

In relation to each outage post completion, the Asset Owner may record:

- Actual start and end times if different to planned times

Business Rule 6

The System Operator will assess outage information in terms of meeting its Principal Performance Objectives.

Where the assessment identifies a situation where there is a potential failure to meet the Principal Performance Objectives, the System Operator will publish and communicate the assessment of those situations (including details and supporting assumptions) and monitor responses to the notifications.

2 DEFINITIONS OF KEY TERMS

Term	Definition
Asset Owner (AO)	A participant who owns assets used for the generation or conveyance of electricity and persons who operate such assets and, in the case of Part 8 of the Code, includes consumers with a point of connection to the grid.
The Electricity Industry Participation Code (EIPC)	The regulatory document established and governed by the Electricity Authority on participants of New Zealand's electricity industry.
System Operator (SO)	The entity responsible for the operation of the National Grid. The System Operator is Transpower New Zealand Limited.

3 User Registration

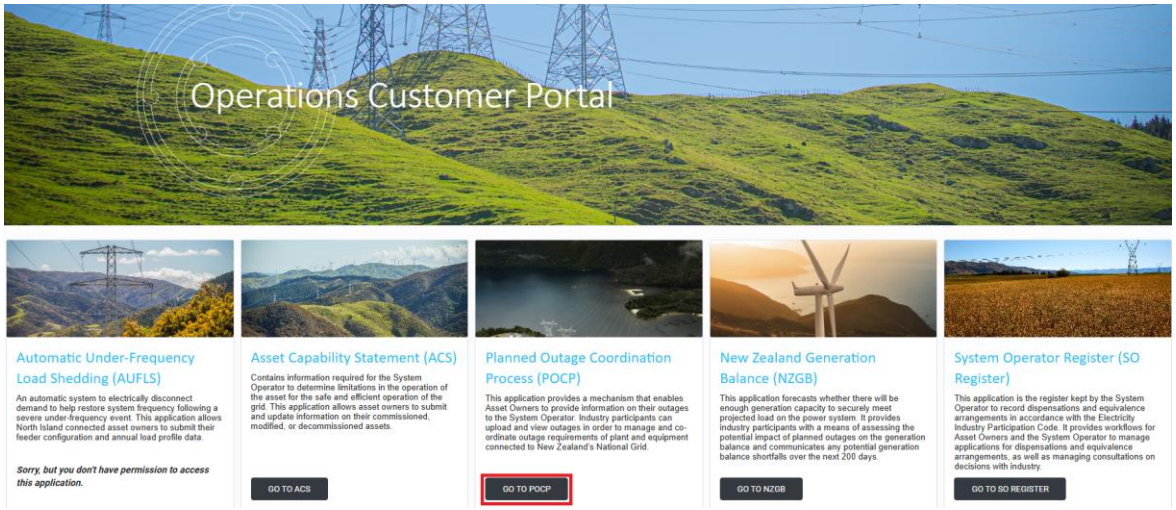
Every user is required to register before they move on to claiming different account permissions such as setting up as an Asset Owner User.

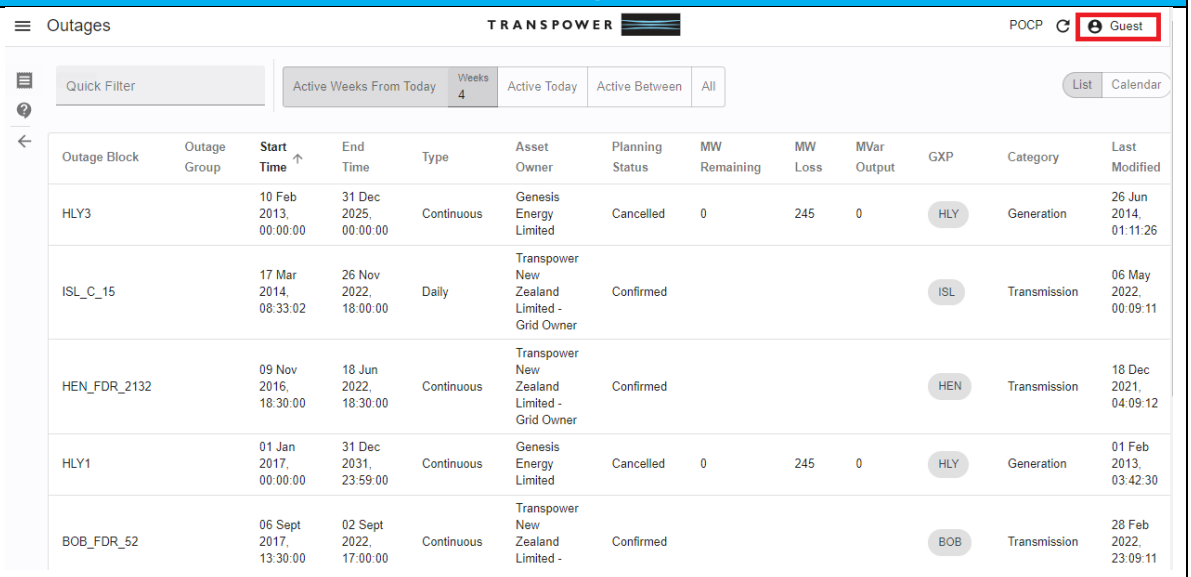
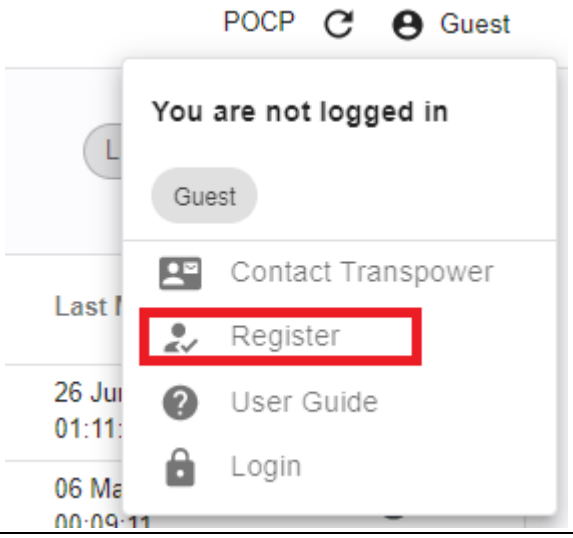
3.1 User types

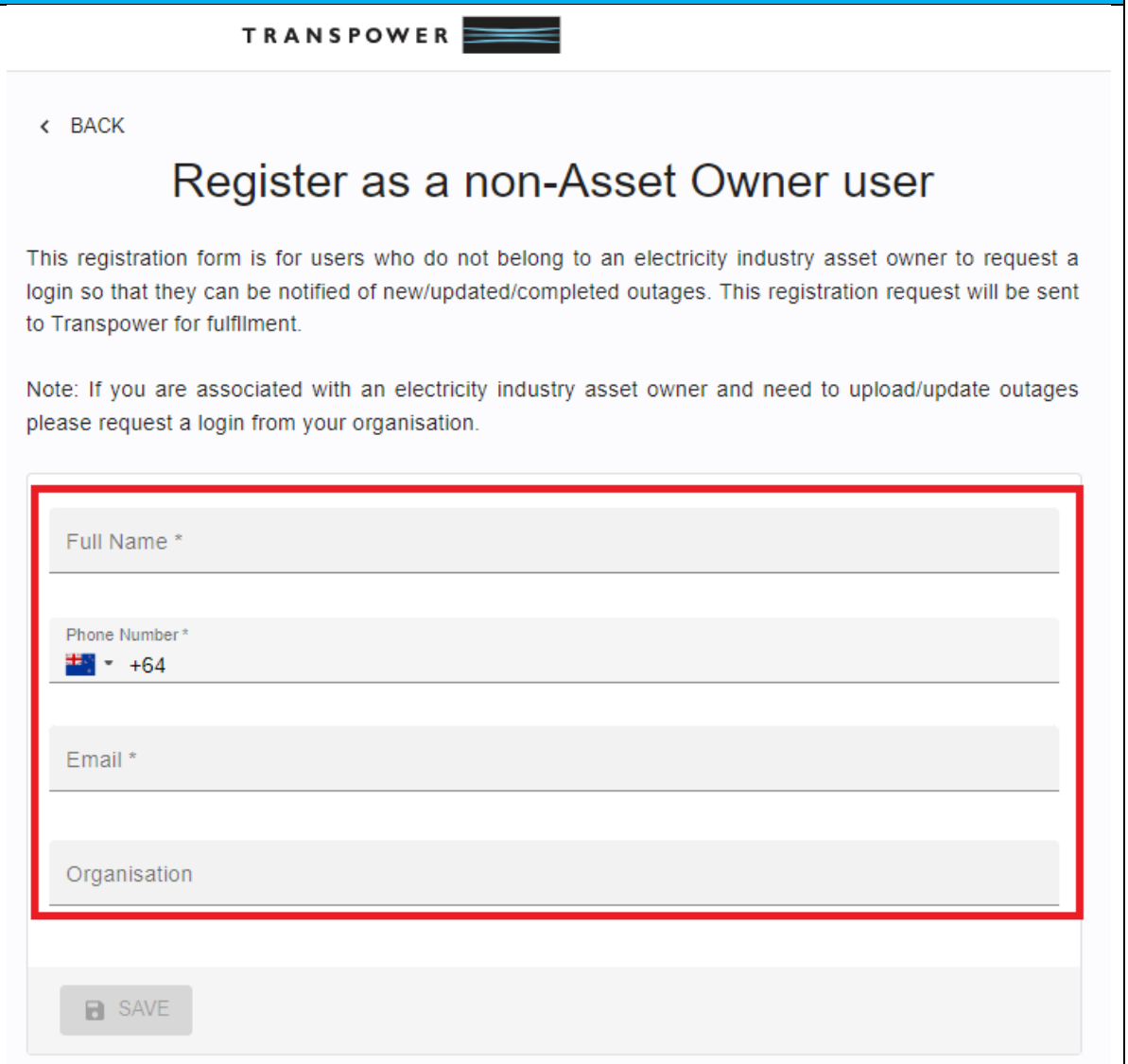
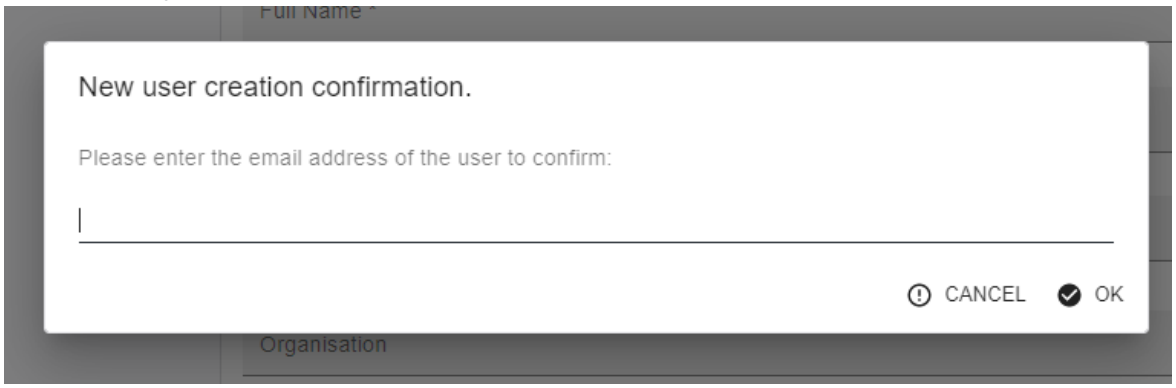
The additional functionalities a Registered User obtains compared to a Guest User are as follows:

User	Description
Guest User (View only)	• Search for outages • View outages • View and search outages in the Calendar function • View historical outage revisions and use the compare function • View the user guide and the links page which contains additional information
Registered User (Admin, Edit, or View)	• Ability to save searches and set up notifications if outages change within the set criteria • Export data • Set up notifications for whenever the SO adds an assessment to an outage • View SO assessments

3.2 How to access as a Guest User

Step	Description
1.	Navigate to the customer portal landing page and click on POCP. 
2.	You will notice you are currently viewing POCP as a "Guest", click on the "Guest" text at the top right.

Step	Description
	
3.	Click on the **'Register'** button 
4.	Fill out the information

Step	Description
	
5.	You will be prompted to confirm your email address, type the email address again that you just used to fill out the previous information 
6.	A prompt will appear confirming that you have registered and that your application has been sent to be reviewed and accepted.

3.3 How to access as a registered User - Onboarding

Asset Owners will typically use POCP as registered users.

Onboarding is a one-off activity that needs to occur before an Asset Owner can use the POCP application. The onboarding will occur automatically for existing Asset Owners when the POCP application goes live.

For new Asset Owners, they will be asked to identity the individuals to be created as the initial administrator (Admin user) in the POCP application for their organisation (refer to Section 5 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*.

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

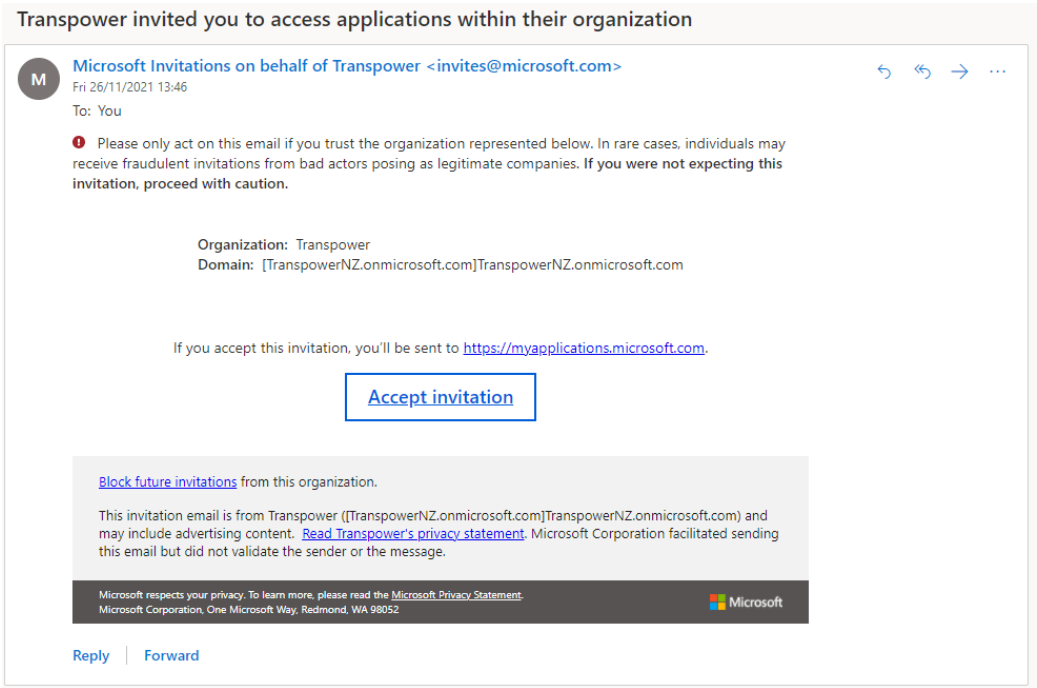
4 Logging In

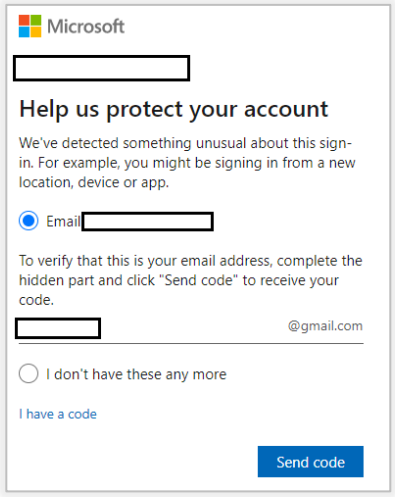
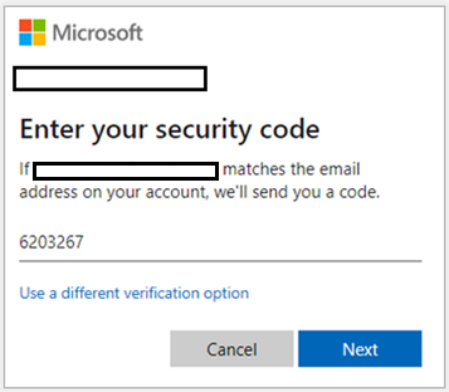
4.1 Initial Log In

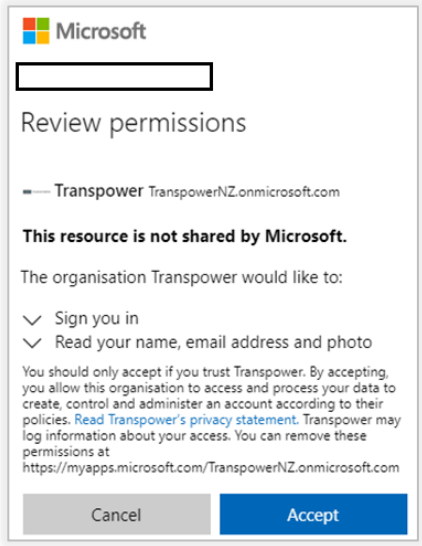
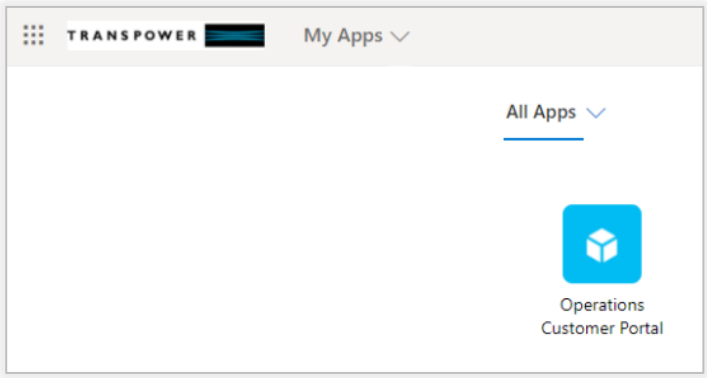
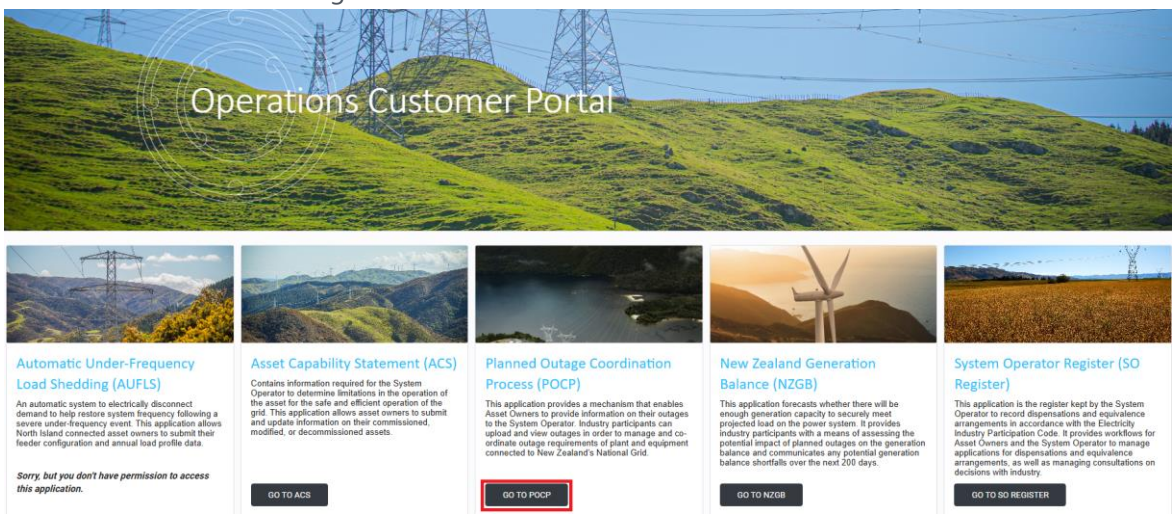
Once a user has been set up, they will receive an e-mail with a link to access the POCP application.

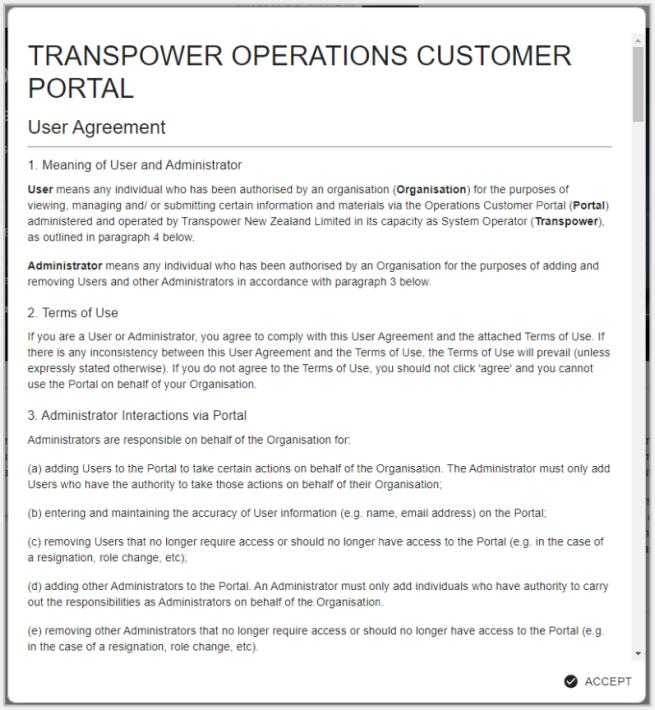
The steps to log in initially which are outlined below may vary slightly depending on:

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

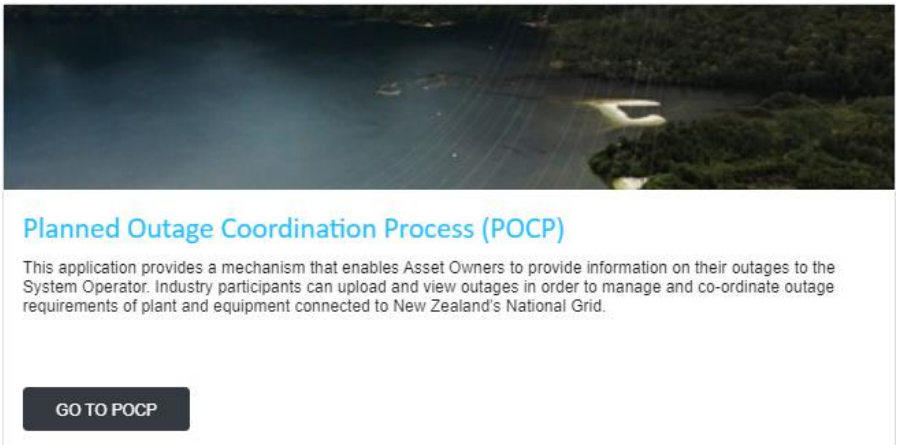
Step	Description
2.	If the e-mail is linked to an existing Microsoft account enter the password for that account and click on the '**Sign in**' button. 
3.	The following message will also display asking you to verify your e-mail address. Click on the '**Send code**' button. **NOTE:** You may receive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

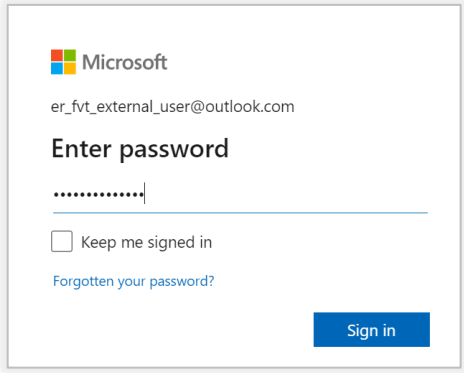
Step	Description
5.	The following message will display. Click on the '**Accept**' button. 
6.	You will be taken to this landing page – click on the' **Operations Customer Portal**' icon 
7.	You will be taken to the 'Operations Customer Portal' landing page – click on the **'Go to POCP'** button within the POCP widget. 

Step	Description
8.	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. 

4.2 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.	Enter the following URL in a web browser – *https://customerportal.transpower.co.nz/.* You will be taken to the 'Operations Customer Portal' home page.
2.	Click on the '**LOGIN**' button in the POCP widget. 

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 'POCP Dashboard'.

5 User Management

Asset Owners have the ability to manage their own users for the POCP 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).

There are three permission groups within an Asset Owner organization for POCP.

- View access – standard organisational view, same as registered user but can be managed by their organisation admin
- Edit access – Can upload and edit their organisation's outages
- Admin access – Can manage their organisation's users and change their permissions, as well as having Edit access.

5.1 User Permissions

The following is a breakdown of the different functions within each AO user group:

User Role	Permissions
View	• A part of their organisation, hence they can be managed by their Admin • Have standard registered user access
Edit	• A part of their organisation, hence they can be managed by their Admin • Upload, Edit and Delete their organisation's outages

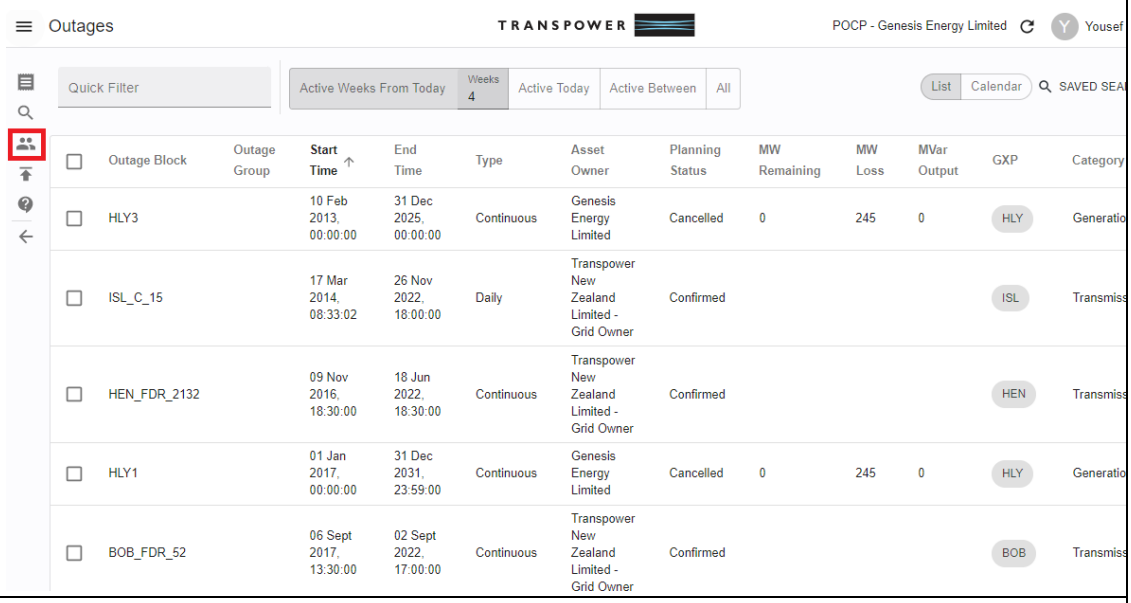
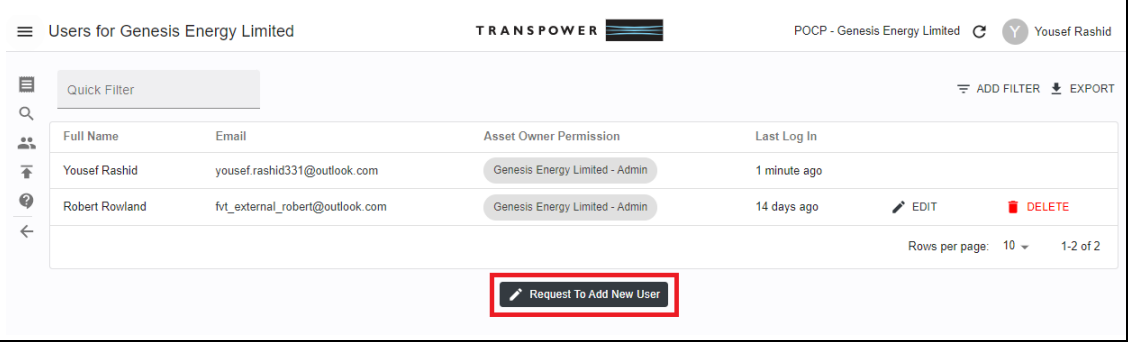
User Role	Permissions
	• Have standard registered user access
Admin	• Assign existing registered users in POCP to be a part of their organisation • Edit the users in their organisation's permissions • Remove users in their organisation. • Upload, Edit and Delete their organisation's outages • Have standard registered user access

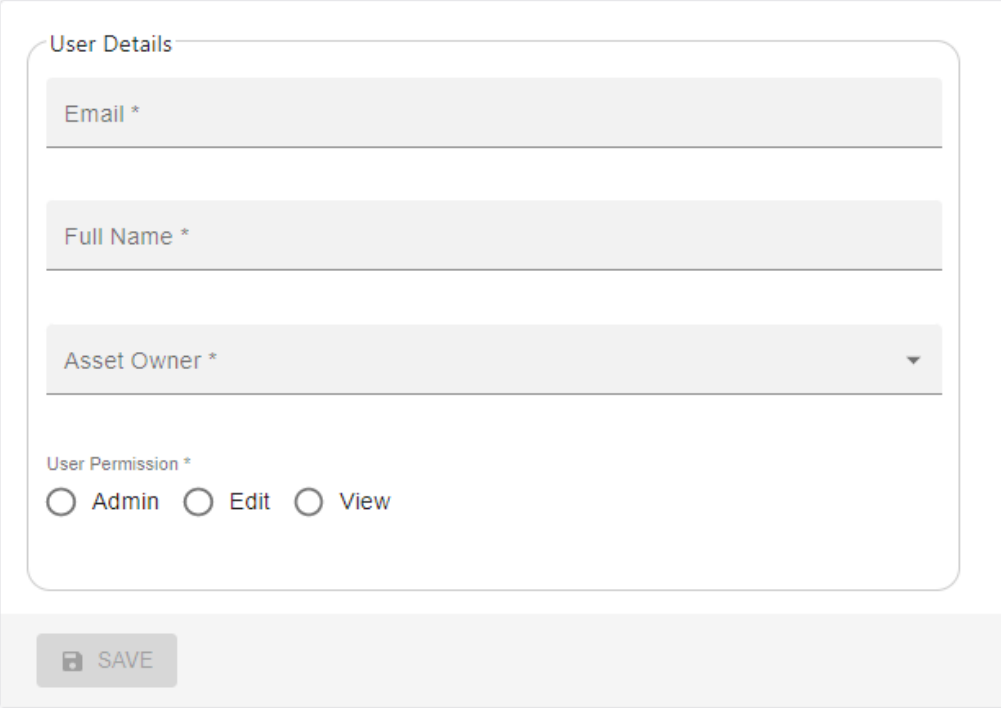
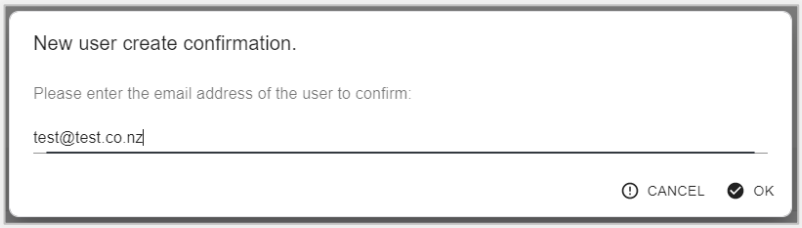
5.2 Adding a New User

The SO will create the initial Admin users for the Asset Owner as a part of the onboarding process – these users will then to be able to add any additional users for their organisation as required given that those users are registered within POCP.

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

- an Admin user adds the user to their organisation in the POCP application and selecting the permissions they will have
- the SO accepts the registration approval

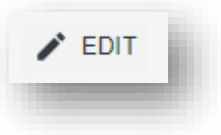
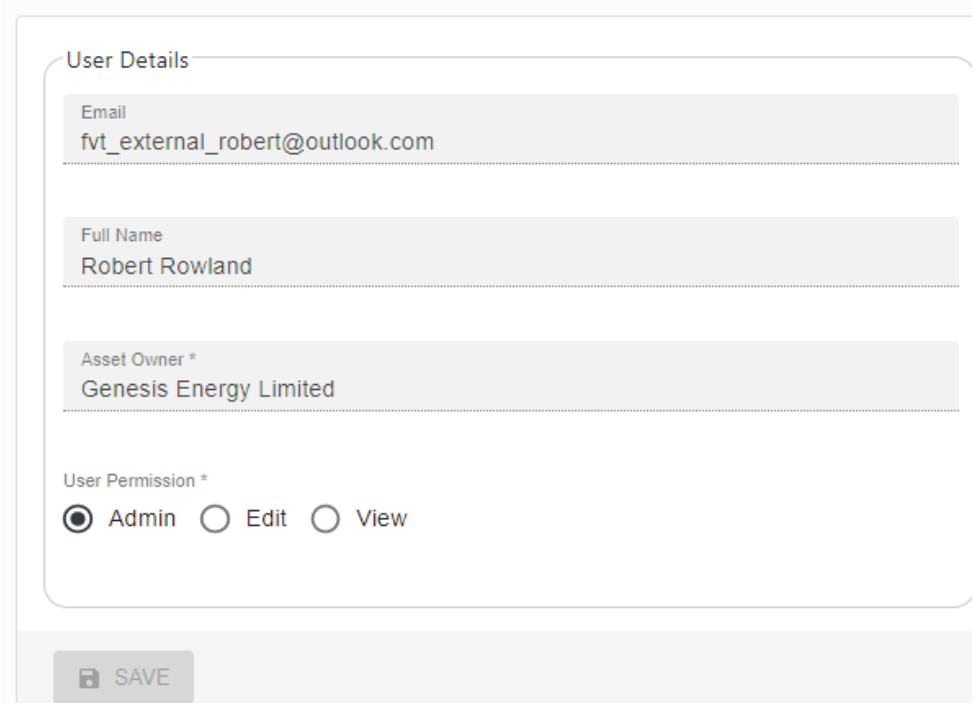
Step	Description
1.	Ensure you are logged in as your Asset Owner Admin account.Navigate to POCP and click the Users tab on the left side of the screen. 
2.	Select the **"Request To Add New User"** button at the bottom 

Step	Description
3.	The following screen will show: • Enter the user's email address and full name (this must include a first name and a last name) • In the 'Asset Owner' field, only the Asset Owner that the logged in Admin user is assigned to will be displayed – select this. • Select the 'User Permissions' for the new user • Click on the '**Save**' button 
4.	Re-enter the user's e-mail address (this is to validate it is correct) and click on the '**OK**' button 
5.	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'.
6.	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 POCP application.

5.3 Changing User Permissions

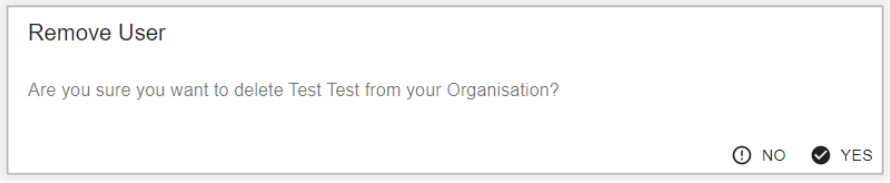
Only Admin users can manage user permissions for their organisation's users – this is done in the 'Users' screen

Note: An Admin user cannot change their own permissions.

Step	Description
1.	In the 'User' screen, click on the **'Edit'** button beside the user whose permissions you are wanting to change. 
2.	The following screen will show: • The user details cannot be edited, however, the 'User Permissions' can be amended. • Select the updated permission for the user and click on the '**Save**' button. 
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'.

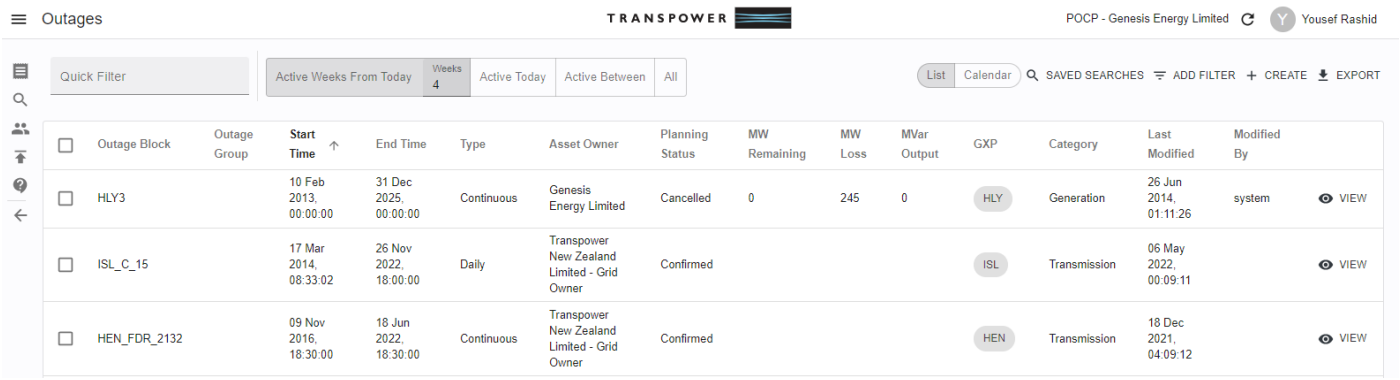
5.4 Removing a User

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

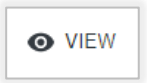
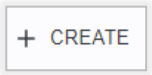
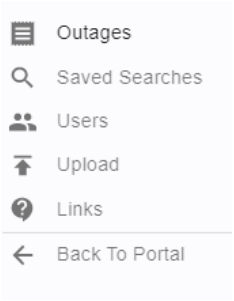
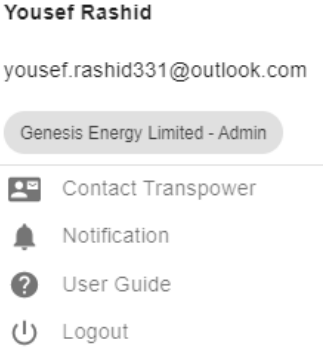
Step	Description
1.	In the 'User' screen, click on the '**DELETE** button beside the user you are wanting to remove. 
2.	You will see the following pop-up message. Click on the '**Yes**' button. 
3.	You will be returned to the Users page and a pop-up message will display at the bottom of the screen saying: 'Successfully removed user'.

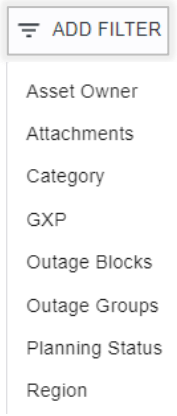
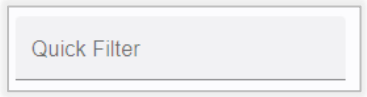
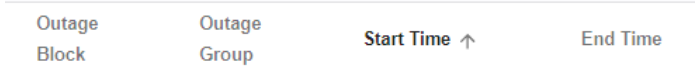
6 POCP DASHBOARD

The 'POCP Dashboard' is the landing page when you log into the POCP application. From the dashboard you can view a list of current active outages. When filtering and changing the search criteria, the outage list will change to match.



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

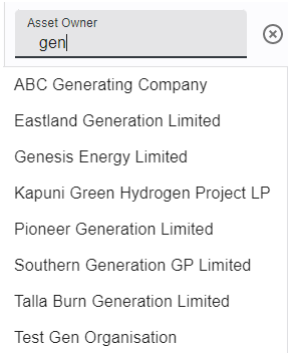
Function	Description
	• 'View' an outage
	• 'Create' a new outage from your organisation • This will only be available to Admin and Edit users.
	• Navigate to other areas of the POCP application. • Note that 'Users' will only be available to admin users • Note that 'Upload' will only be available to Admin/Edit organisational roles • Links directs you to a page of useful links around industry practice • Note that 'Saved Searches' is available to anyone who is registered
	Clicking on the username in the top right of the screen provides access to: • 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 to invoke your e-mail client to open an e-mail to send to that address • The 'User Guide' for the POCP application • 'Notifications' – this opens up a screen where you can set an email address to receive notifications of whenever the system operator uploads an assessment.

Function	Description
	• 'Logout' of the POCP application
	• Select from a drop down of different filter types to filter your outage search on.
	• Can use this quick filter function to quickly find outages.
	• Clicking on a column header will ascend/descend the ordering of the outage results based on that column.

7 Searching and Navigating Outages

7.1 Filters

There are several filtering options available which can be used individually or in a combination, allowing a user to view only relevant outage information. Note: when typing into a filter, typing three letters will then show all results that contain the three-letter text. Example below:



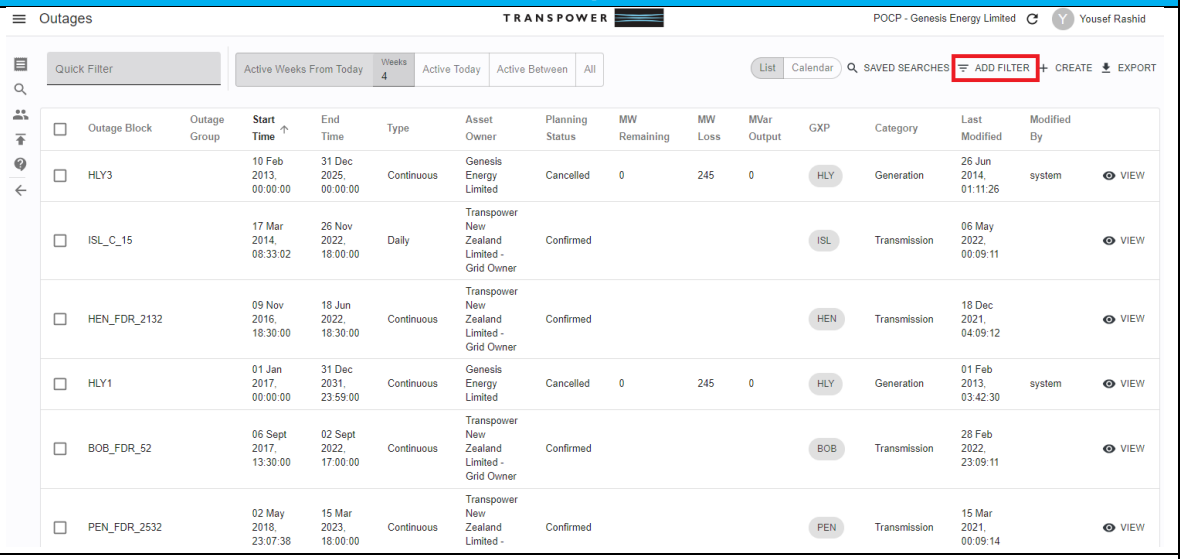
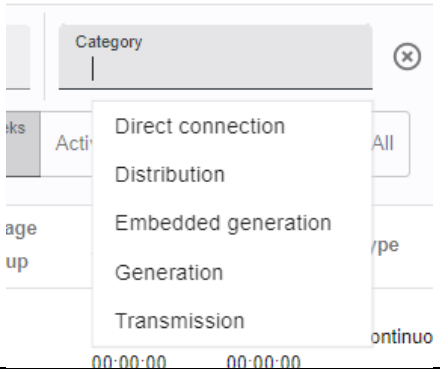
Filter	Description
Asset Owner	• List of Asset Owners to select from which will show the outages of that organisation. Asset Owners are pulled in from ACS. • Can filter on multiple Asset Owners.

Filter	Description
Attachments	• A toggle button which filters on whether the outages have system operator assessments attached against them. • Binary value, either toggled on or off.
Category	• There are five different types of planned outages, which may be selected separately or together: ○ **Direct Connection** - Equipment owned or operated by end-users of electricity that are directly connected to New Zealand's power system. ○ **Generation** - Equipment owned or operated by Generators ○ **Transmission** - Equipment owned or operated by Transmission networks ○ **Distribution** - Equipment owned by Distribution networks ○ **Embedded Generation** - Generation not dispatched by the System Operator
GXP	• Three letter site code which outages are associated with. • Can filter on multiple GXPs.
Outage Blocks	• Unique identifier which determines which asset is on outage. • Can select multiple Outage Blocks.
Outage Groups	• Unique ID that Asset Owners set their outages to contain (optional), this is for grouping outage blocks together.
Planning Status	• Status of the outage, whether its Cancelled, Tentative, Confirmed or Completed. • Defaults to Confirmed and Tentative when the filter is selected. These can be removed if required. • Multiple can be selected.
Region	• Geographical definitions of the outage blocks, these are North North Island, South North Island and South Island. • Can select multiple Regions.

7.2 How to set up Filters

The process for setting up a filter is shown below:

Step	Description
1.	Navigate to the POCP search page and click on the “ADD FILTER” button.

Step	Description
	
2.	Select a filter from the drop down menu (you can repeat this process to select as many filters as you want). In this example we will be selecting the 'Category' filter. 
3.	You will now see a box appear in which you can type or select an option from the drop down menu by clicking on it. Once you type the first three letters of text, the drop down that appears will be filtered to show options from the database that contain those three letters. You can select multiple options. 
4.	Once you select a filter, the page will automatically refresh showing outages that fit within the criteria you have selected.

7.3 Setting Active Times

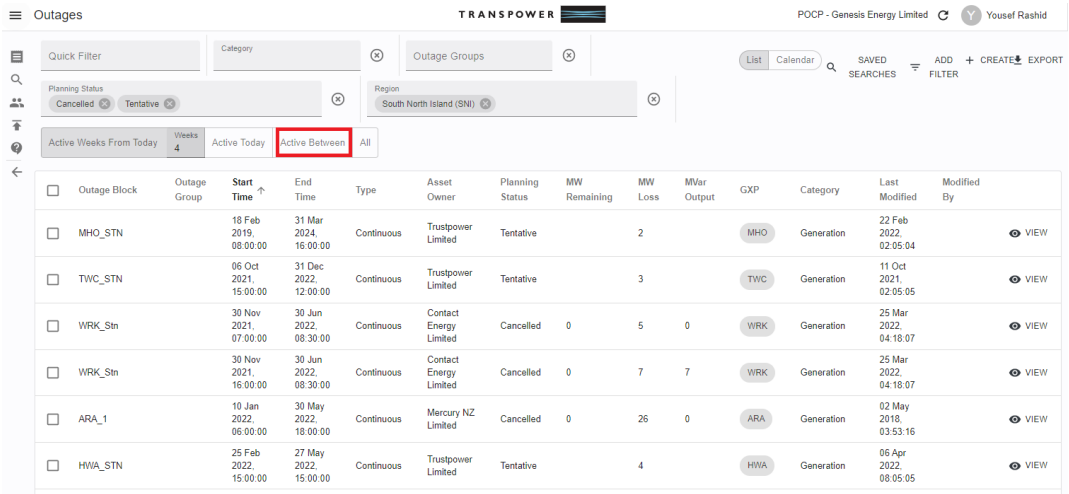
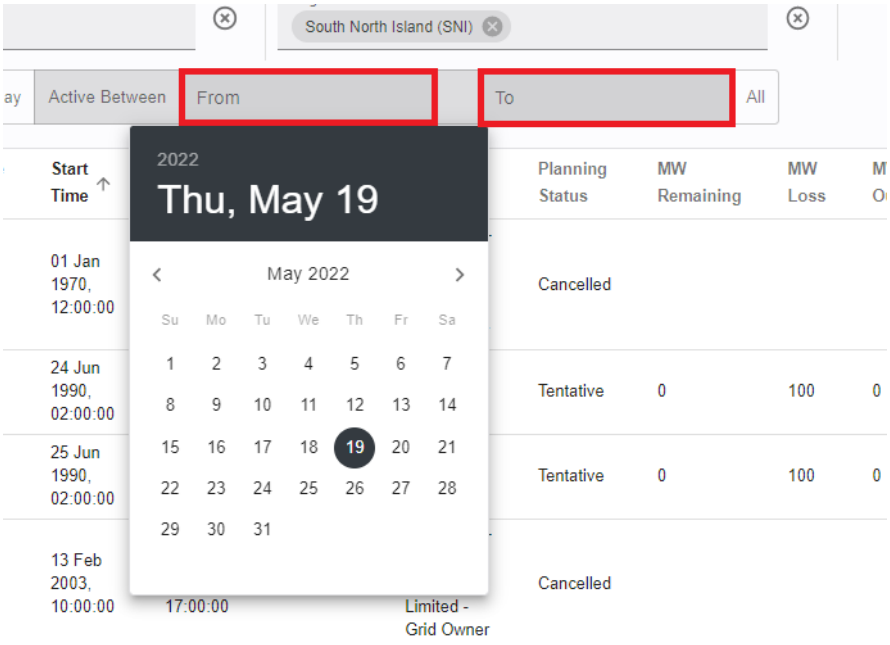
Outages have start times and end times. An outage is active when the criteria set is within the start and end time of an outage.

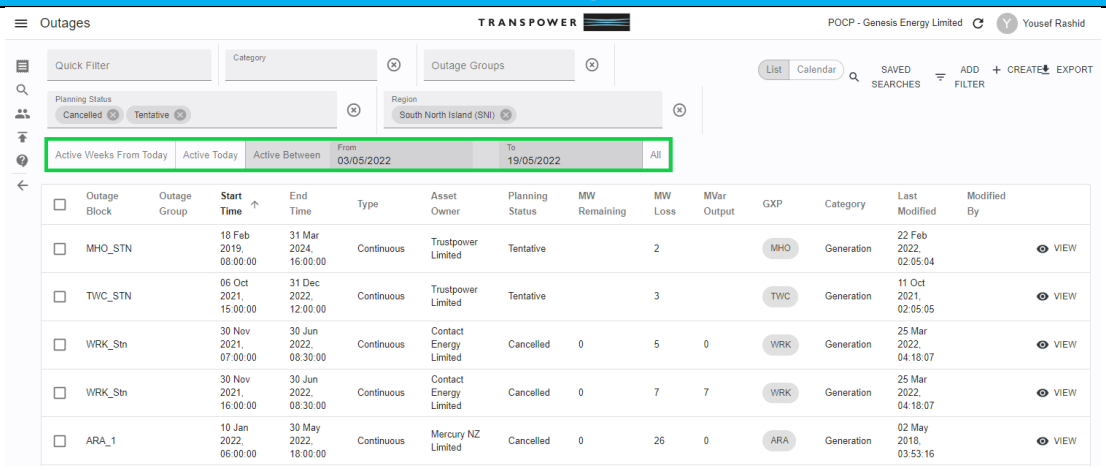
There are four different types of activity functions to select from:

Function	Description
'Active Weeks From Today [NO. OF WEEKS]'	• When selecting the number of weeks, the outage results page will show all outages that are active from today up to the number of weeks from now.
'Active Today'	• The outage results page will show outages that are active today.
'Active Between'	• The 'From' and 'To' are selectable to set two time stamps. The outage results page will show outages active between the selected time stamps.

Function	Description
'All'	• Removes the time element, showing all outages regardless of activity status.

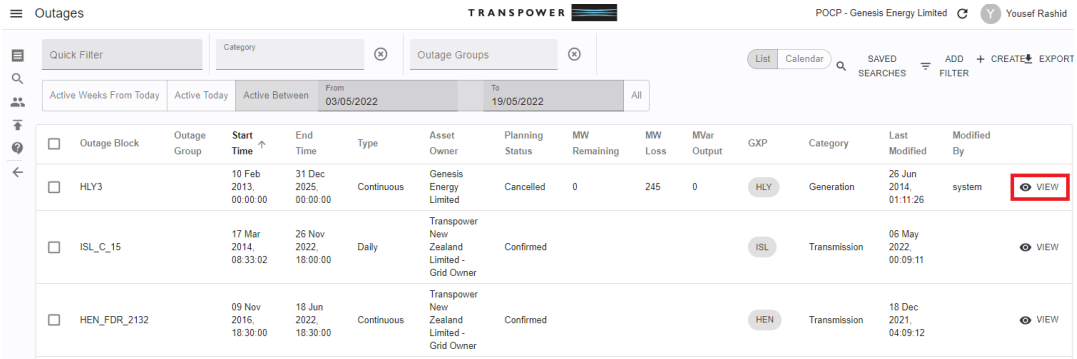
To set an active status follow the below steps:

Step	Description
1.	For this example we will select the Active between filter. Select the 'Active Between' Filter from the activity status bar located on the outage search page. 
2.	Once selected, you will see the 'From' and 'To' functions appear. Go ahead and click on each and select a starting day and an ending day from the calendar that appears below. Note: when a day is selected, the result is inclusive of that day. 
3.	The final result should look like something like the below:

Step	Description
	

7.4 VIEWING AN OUTAGE

As a non-registered (guest) user, you are able to view outages. Viewing an outage will give you more information about the outage, as well as the ability to view historical versions of the outage.

Step	Description
1.	Select the 'view' button on the row of the outage you would like to view. 

The table below outlines the different data fields you can view for an outage. Data fields that are not covered below have already been covered in section 7.1.

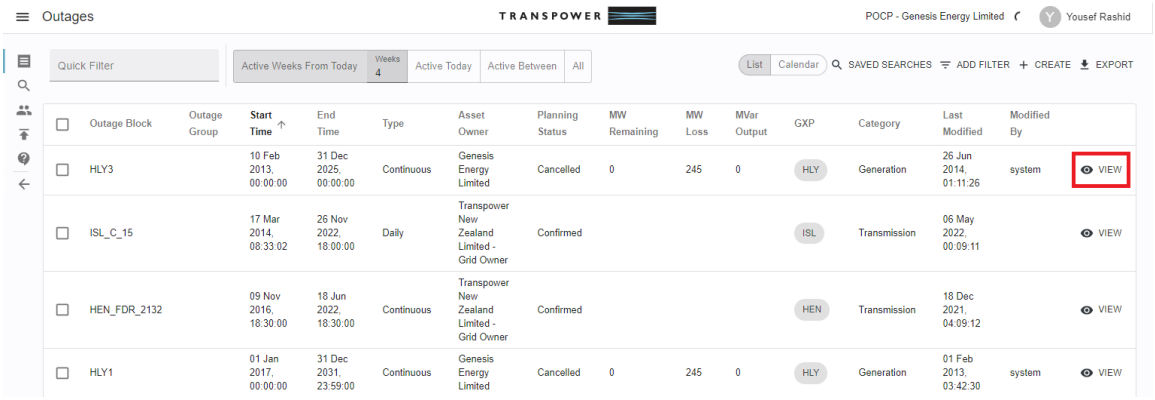
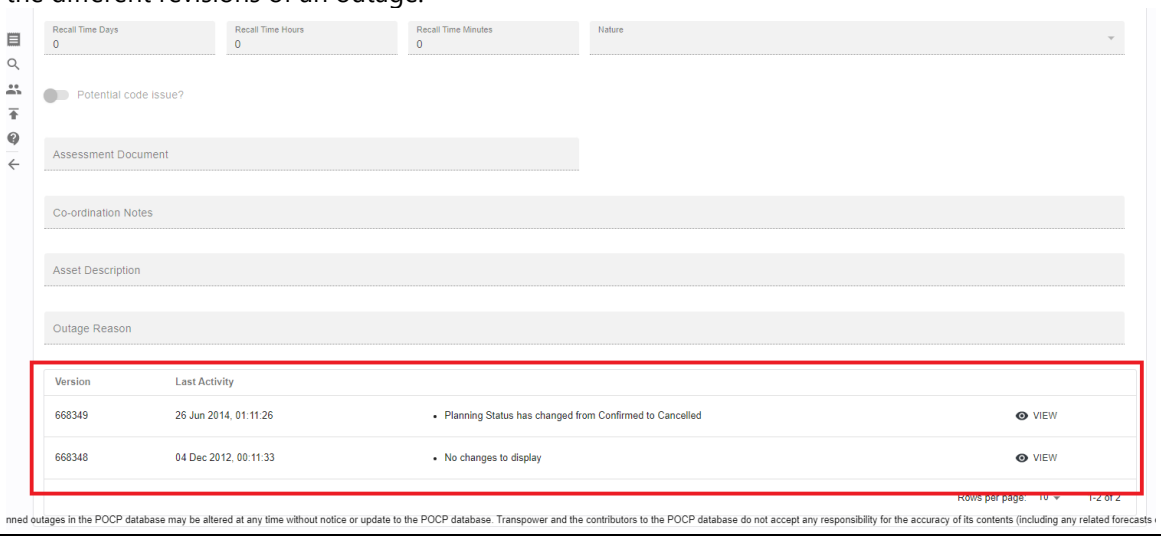
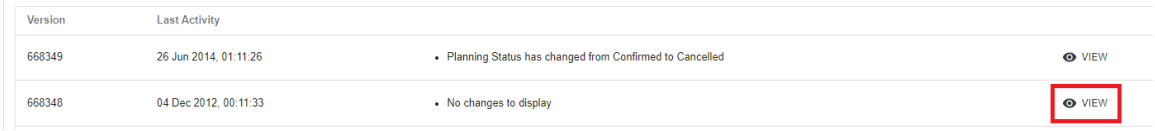
Data Field Name	Description
Outage ID	• Unique identifier for an outage used by the Asset Owner. • The database uses the outage ID to differentiate new outages from changed outages.
Start Time	• The start time of an outage.
End Time	• The end time of an outage.
Type	• There are two types of outage: continuous or daily. • A continuous outage means that the outage is continuous throughout the time specified between the start and end date/times.

Data Field Name	Description
	• A daily outage means that the outage occurs each day between the start and end times specified, until the end date.
MW Remaining	• Shows the MW remaining while the outage is active. For Load, shows the load still drawn while the outage is active.
MW Lost	• Shows the MW lost from normal (normal minus remaining) while the outage is active. For Load, shows the load no longer drawn while the outage is active.
MVar Remaining	• Shows the MVar remaining while the outage is active. WARNING: counter-intuitively, for Load only, this field is MVar Lost instead due to the difficulty of estimating the MVar remaining value.
Modified By	• Shows the last user to modify the outage. • If system is shown then it was uploaded via API and hasn't been modified since.
Uploaded	• The date and time the outage was uploaded.
Last Modified	• The date and time the outage was last modified.
Recall Time (Days,Hours,Minutes)	• Defines the outage recall time if known.
Potential Code Issue?	• If toggled on, the reason is also shown. • Used by the System Operator to inform participants that there is a potential code issue.
PCI Reason	• Viewable if Potential Code Issue? Is toggled on. • The reason why an outage has been flagged as a Potential Code Issue (PCI)
Assessment Document	• SO attached field for assessments.
Co-ordination Notes	• Any other relevant details provided by the Asset Owner – this is a free text field.
Asset Description	• Free text field to describe the asset.
Outage Reason	• Reason for the outage. For example - project, scheduled maintenance, unscheduled maintenance, line maintenance, Safety, RMA, capability reduction, other. This is a free text field.
Version	• The historical revision of the outage

7.5 VIEWING AND COMPARING OUTAGE REVISIONS

Historical information related to an outage such as changes to its start time or any other relevant information can also be viewed. A summary is shown at the bottom of the outage view, which outlines the changes per revision. You can also compare an outage revision to the most up to date revision to view what has changed.

To process to view outage revisions is outlined below:

Step	Description
1.	Navigate to the POCP search page and click on the 'view' button for a particular outage. 
2.	Scroll down to the bottom of the page when you are viewing an outage, from there you can see the different revisions of an outage. 
3.	For a direct comparison of the current revision to a historical revision, click on the 'view' button. (Note that the first revision at the top is the latest, so comparing that version to the current version is redundant as they are the same) 
4.	You will be brought to a page with yellow bars. The "This Revision" column is the data of the revision you just clicked on, and the "Latest Revision" is the most up to date details of the outage. The yellow bars indicate that there has been a change from one revision to the other

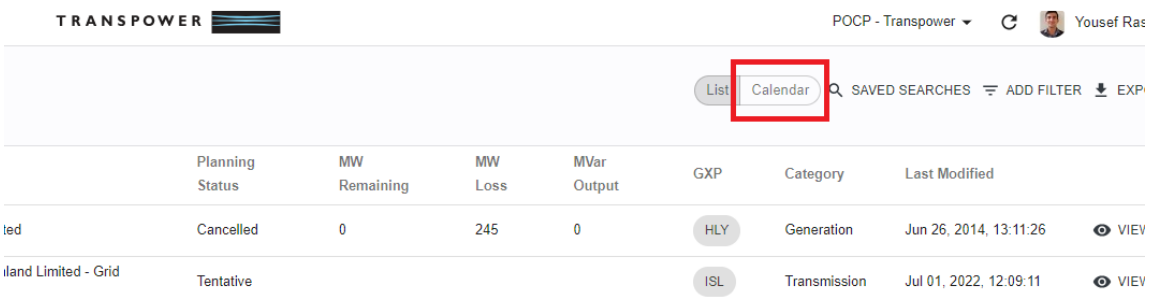
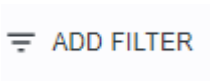
Step	Description

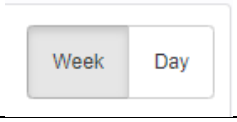
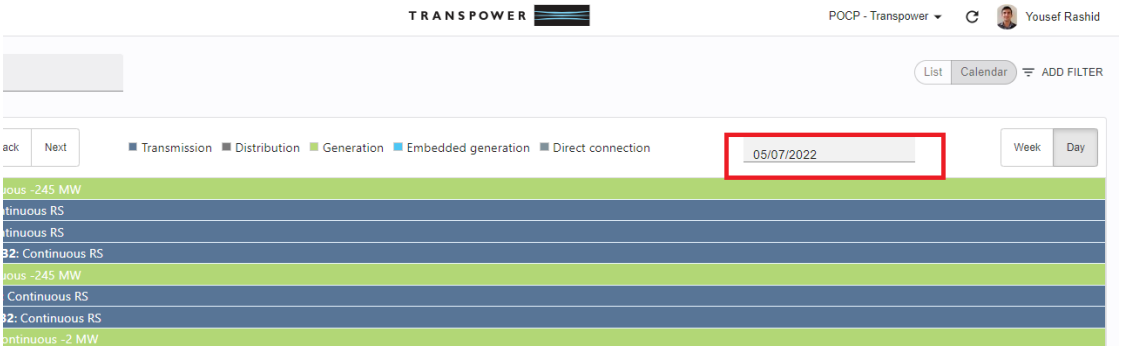
Field	This Revision	Latest Revision
Asset Owner	Genesis Energy Limited	Genesis Energy Limited
Outage Block	HLY3	HLY3
Outage Group		
Outage ID	50283	50283
Revision Version	1	2
Start Time	10 Feb 2013, 00:00:00	10 Feb 2013, 00:00:00
End Time	31 Dec 2025, 00:00:00	31 Dec 2025, 00:00:00
Type	Continuous	Continuous
GXP	HLY	HLY
Region	North North Island	North North Island
Category	Generation	Generation
MW Remaining	0	0
MVar Output	0	0
MW Loss	245	245
Planning Status	Confirmed	Cancelled
Recall Time	0 hours, 0 minutes	0 hours, 0 minutes
Nature	NONE	NONE
Co-ordination Notes		
Outage Reason		
Assessment Document		
Asset Description		
Potential code issue?		
Last Modified	04 Dec 2012, 00:11:33	26 Jun 2014, 01:11:26
Modified By	system	system
Uploaded	04 Dec 2012, 00:11:33	04 Dec 2012, 00:11:33

7.6 Calendar View

An alternative way to view outages is via the calendar view. You can set up your filters first as described above, then go to the calendar view, which will retain your filtered search. Alternatively, you can set up filters directly from the calendar view.

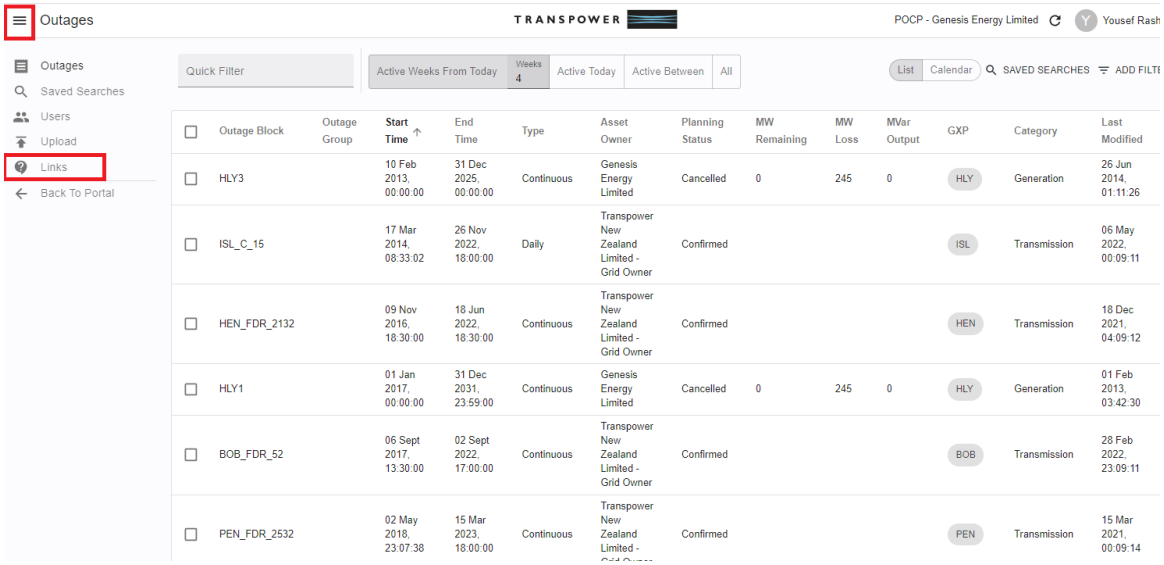
How to use the calendar view:

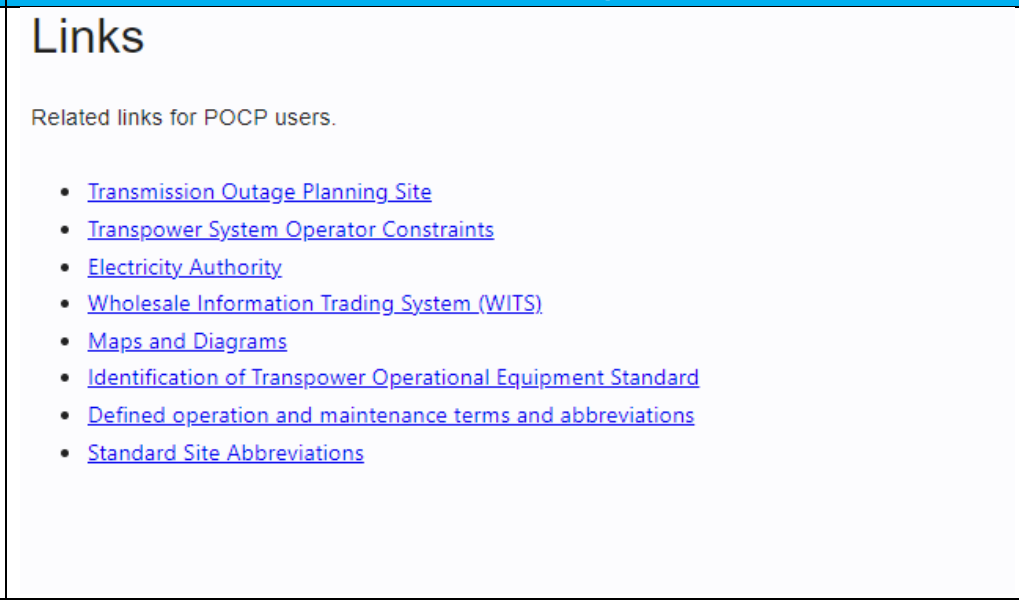
Step	Description
1.	From the search page in POCP, navigate to the top right and select the “Calendar” button. 
2.	You can manage your filters the same way you can in the “List” view, by clicking on “ADD FILTER” at the top right 
3.	There are two view options, either a day view or a weekly view. To switch between these select either “Week” or “Day”

Step	Description
	
4.	You can also go to the next week/day or the previous week/day by clicking on “Back” or “Next”. The “Today” button takes you to today’s date. 
5.	To change the date, select the date that is listed and a date selection should appear, where you can modify the date as required. 

7.7 SUPPORT FEATURES

For additional information on POCP and industry practice there is a links page which all users can access.

Step	Description
1.	Navigate to the POCP search page and click on the ‘links’ button on the far left pane. 
2.	You will be directed to a page that has multiple links that you can use for reference.

Step	Description
	

7.8 Additional Features for Registered users

As a registered user you have access to several useful features that are unavailable to guest users.

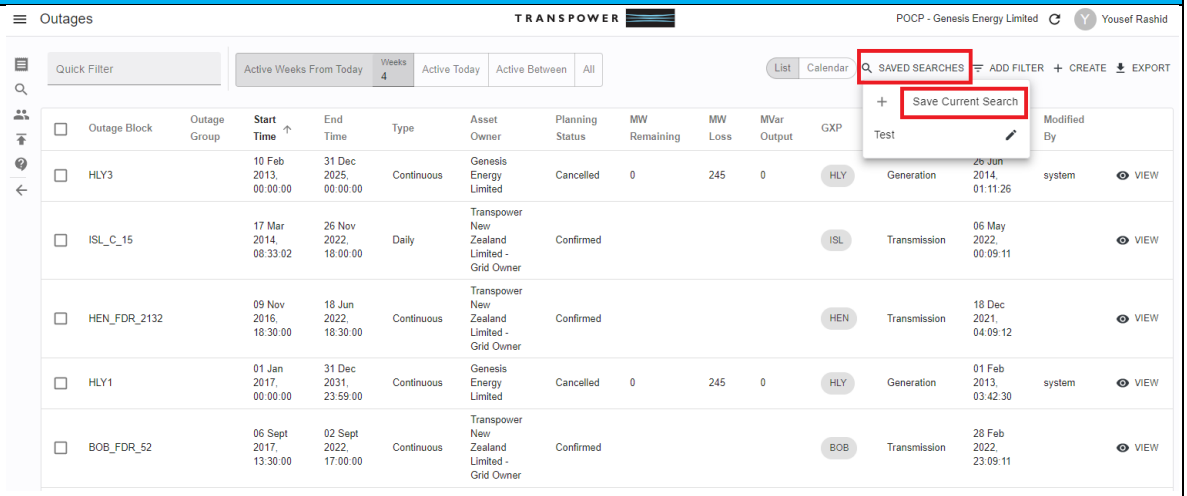
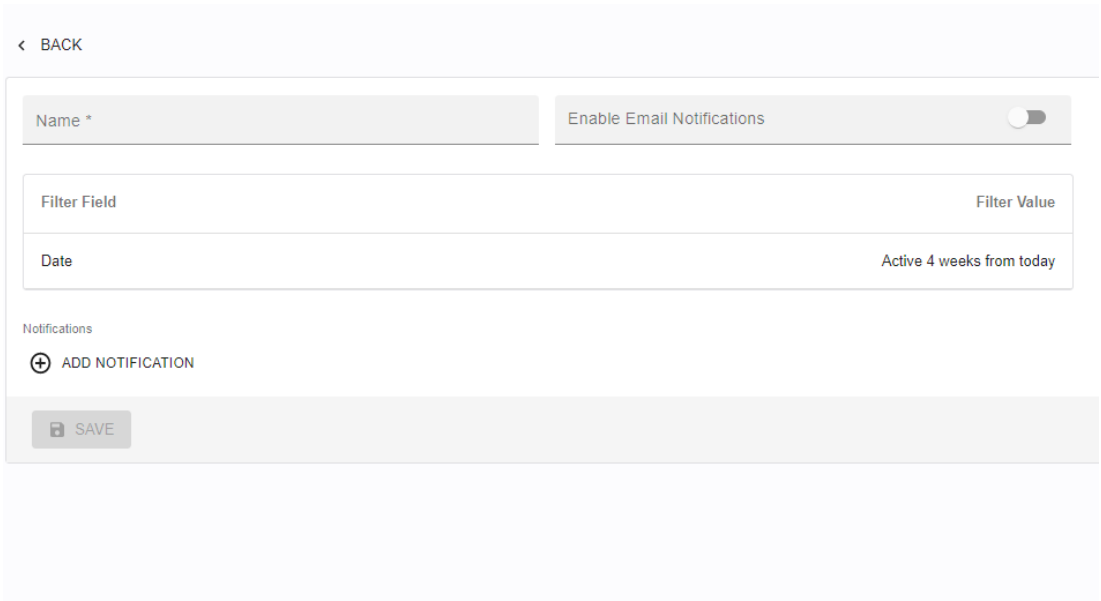
These features are as follows:

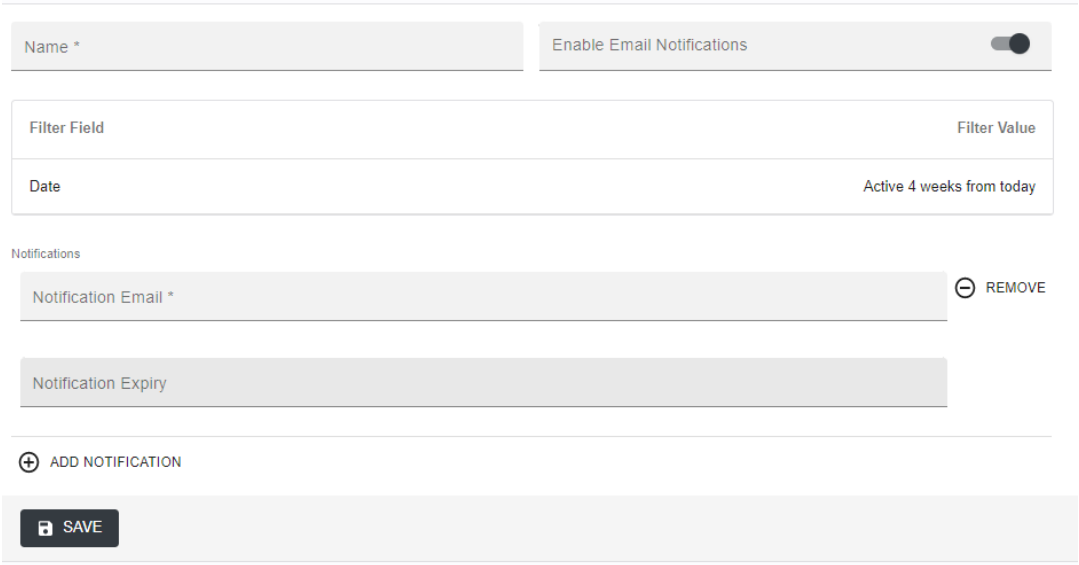
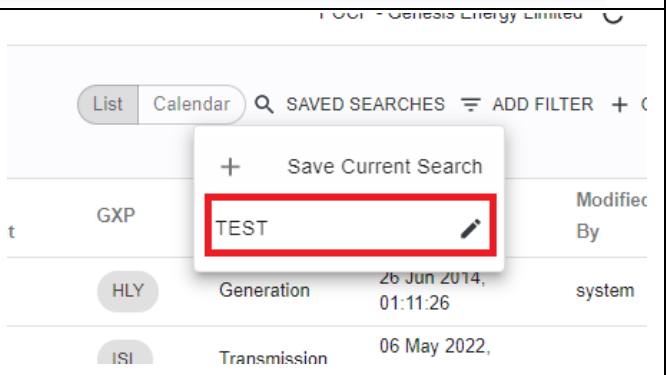
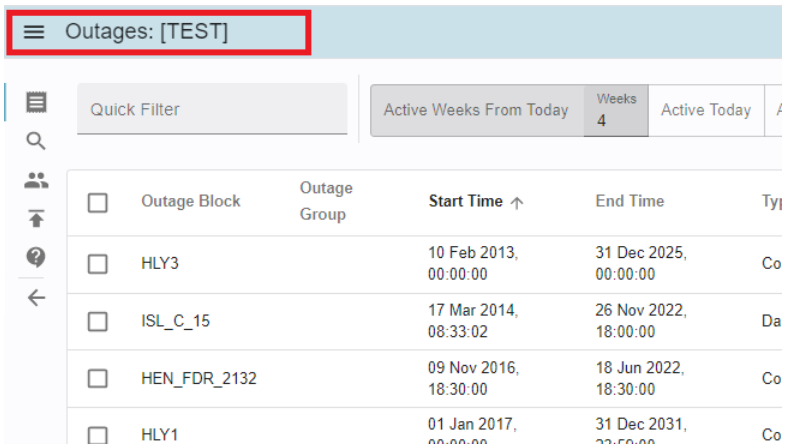
Feature	Description
Saved Search	• Users can save their search criteria for quick and easy use at a later time. • Saved searches can also be used to set up e-mail notifications which inform the user when changes to outages meeting the saved search criteria are made.
Export	• Allows the current search result to be exported and downloaded as a CSV file.
Notifications	• The System Operator can upload assessments against outages where necessary. You can set up notifications to receive information every time an assessment has been uploaded.
Viewing SO assessments	• You are able to view any assessments that the SO attaches against outages.

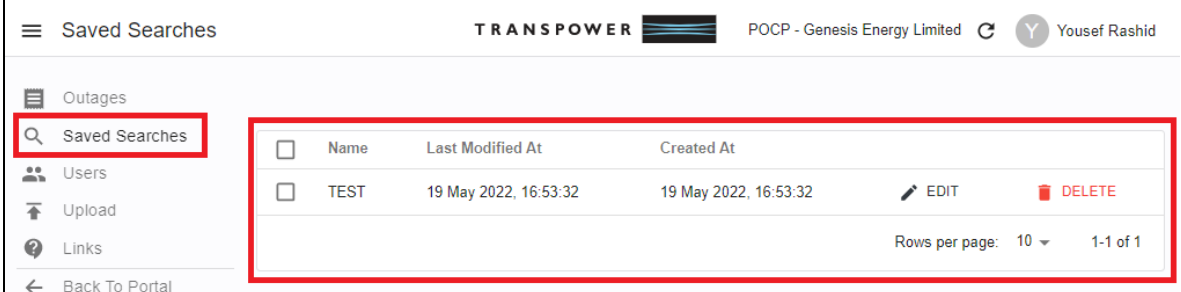
7.8.1 Saved Search

To save a search follow the below steps:

Step	Description
1.	Navigate to the POCP search page and set up a search by selecting your desired filter criteria. Then click "SAVED SEARCHES" at the top right corner and click "Save Current Search". This will take you to a page where you can save your current search criteria as a saved search.

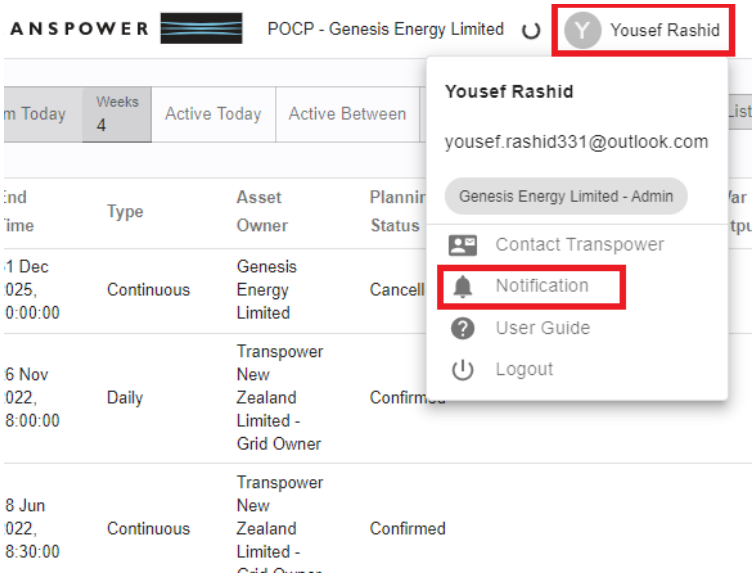
Step	Description
	
2.	You will be taken to a page to fill out details. 

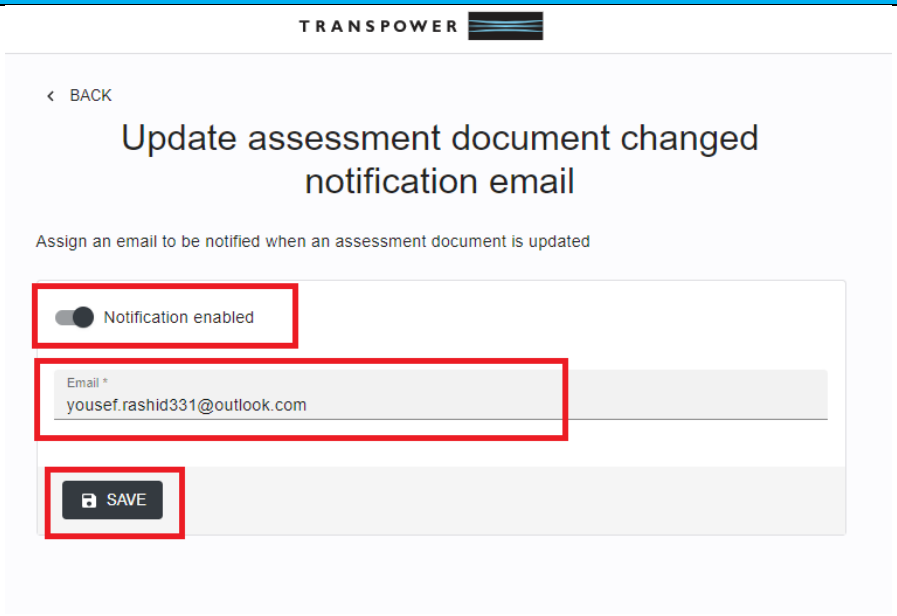
Step	Description
3.	When selecting enable email notifications, you will be required to provide an email address and an expiry date for the email notifications to stop sending. Updates to saved searches occur at midnight every day and emails are also sent at this time. Fill in the rest of the details and click save. 
4.	To view your saved search return to the POCP search page and click on Saved Searches and select your saved search. You can identify that it is now displaying your saved search by the light blue bar at the top.  

Step	Description
5.	To view a list of your saved searches in detail, head to the side bar on the left and click 'Saved Searches'. From here you can edit the notification status for each saved search but not the filtering criteria. You can also delete your saved searches from here. 

7.8.2 System Operator Assessment Notifications

Follow the steps below to set up notifications for when the SO uploads an assessment:

Step	Description
1.	Navigate to the POCP search page and click on your profile at the top right where a drop-down menu appears. Select "Notification". 
2.	You will be taken to a page where you supply an email address after selecting the toggle for "Notification Enabled". You will need to enter your email address twice as a prompt will come up to ask for confirmation. Click Save and you will receive email notifications whenever the SO uploads an assessment against an outage.

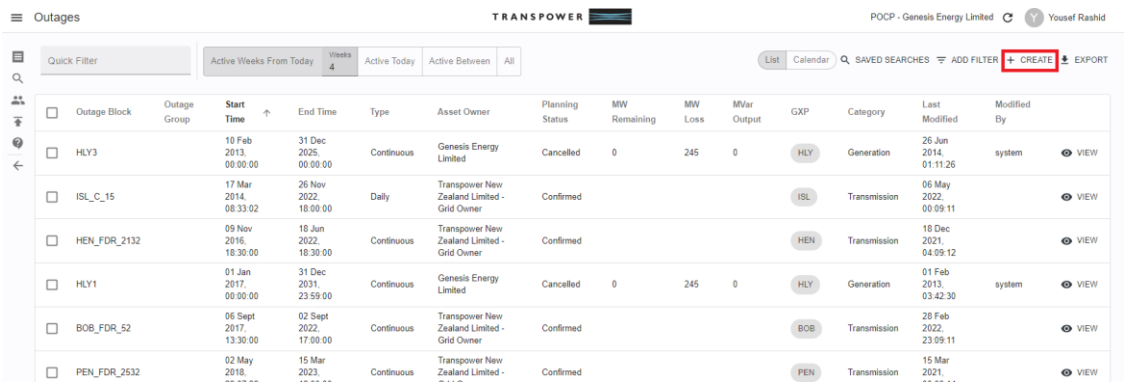
Step	Description
	

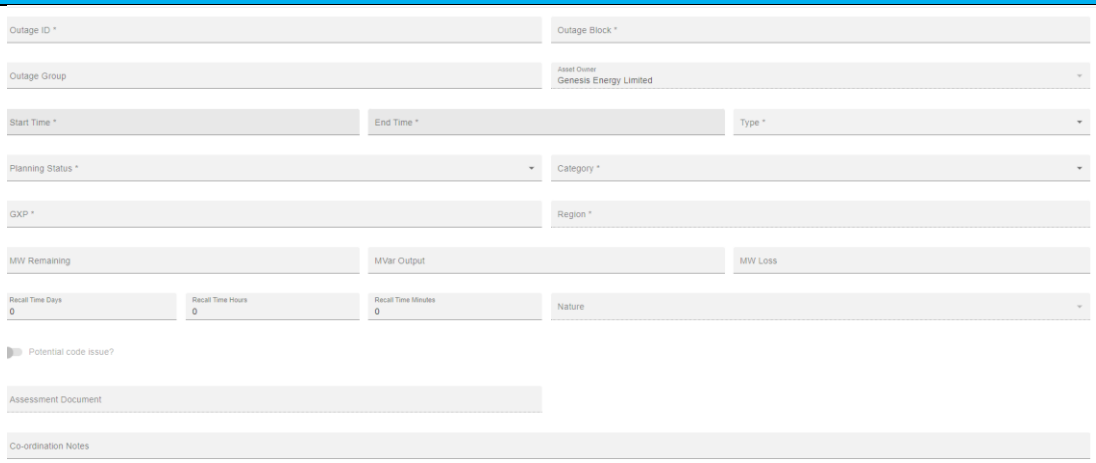
8 UPLOADING OUTAGES

This section outlines the process of uploading and editing outages manually using POCP's user interface. For any API related uploads please see Appendix 1.

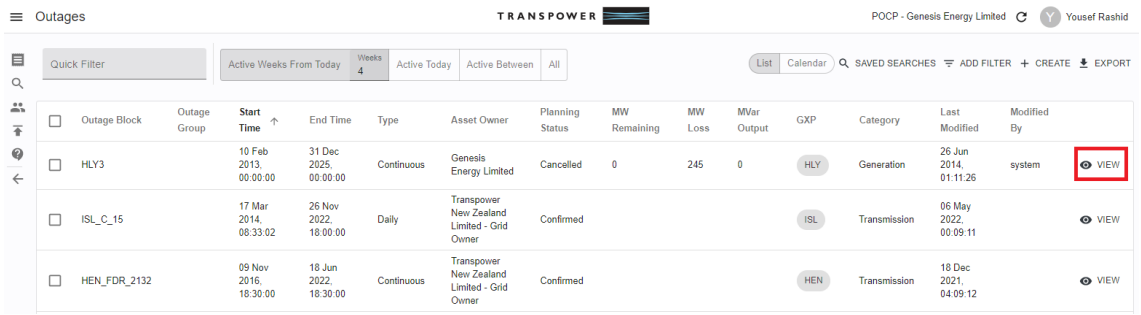
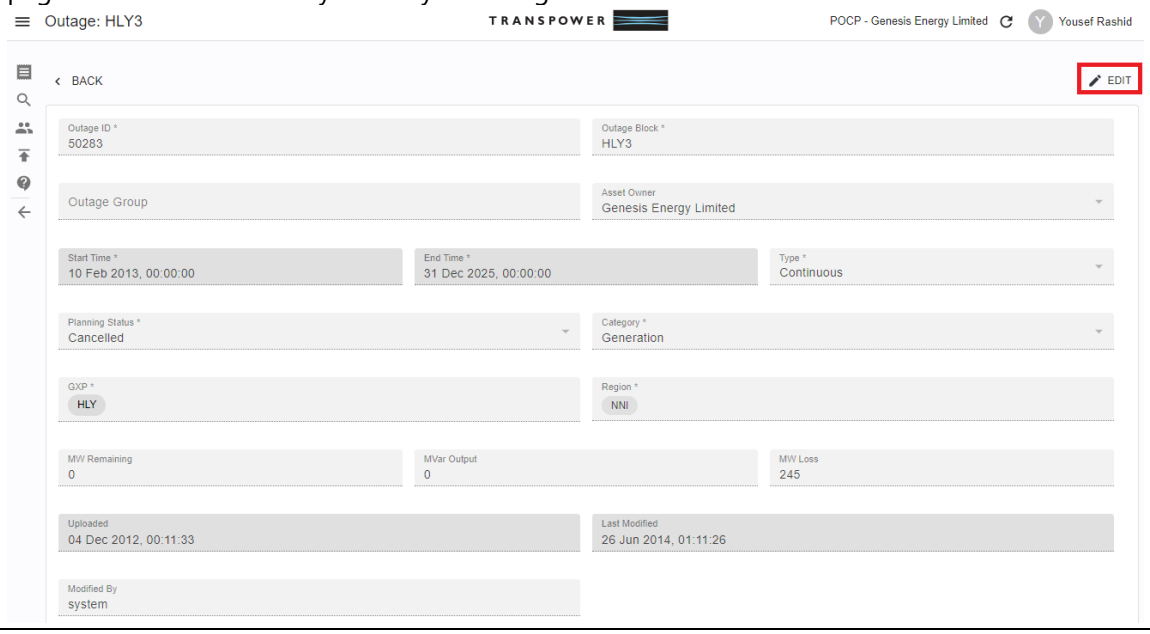
8.1 MANUALLY CREATING AN OUTAGE

As an Asset Owner user with Admin/Edit permissions, you can manually create an outage directly from POCP.

Step	Description
1.	When logged into your Asset Owner Admin/Edit account, navigate to the POCP search page and click on "CREATE" 
2.	Fill out the details of your outage then click save. Your outage will then be created. Definition for each of these fields can be found in Section 7.4.

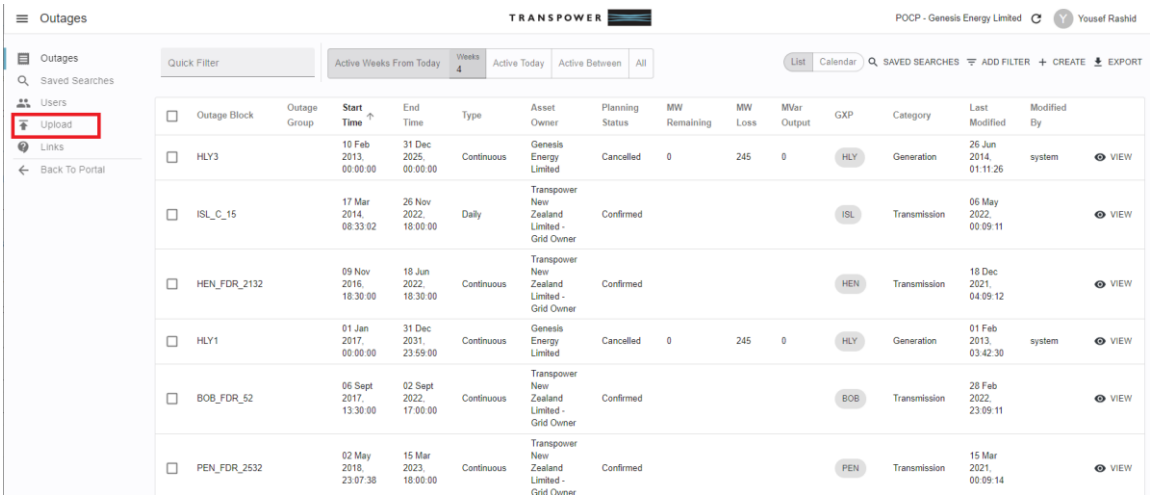
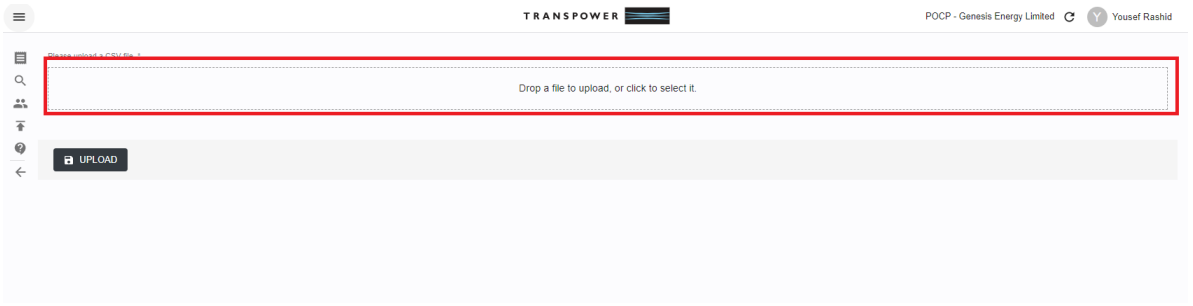
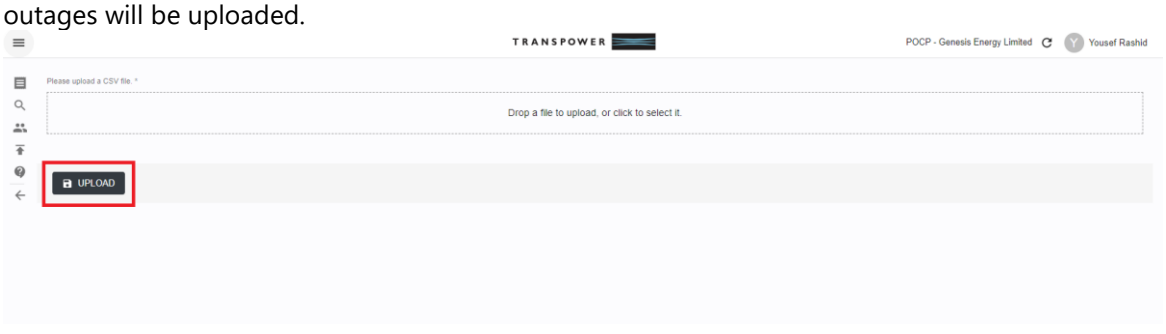
Step	Description
	

8.2 EDITING AN OUTAGE

Step	Description
1.	Click 'View' on an outage from your organisation that you would like to edit. 
2.	Click 'Edit' at the top right, make the required changes, and select 'Save' at the bottom of the page. You have successfully edited your outage. 

8.3 BULK UPLOAD VIA CSV

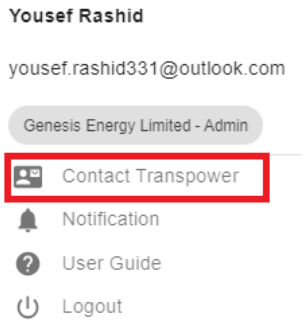
You can bulk upload outages without an API using the bulk upload method and a CSV file with specific formatting (explained in section 10.1).

Step	Description
1.	From the POCP search page, on the left panel, select 'Upload' 
2.	Click anywhere in the dotted box to open the file browser to select your CSV file or drag and drop your CSV file from your desktop. 
3.	After you have selected and uploaded your CSV file, click on the 'UPLOAD' button below and your outages will be uploaded. 

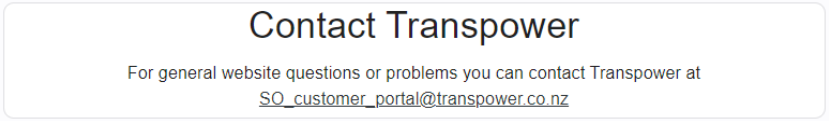
9 User Support

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 is monitored during business hours (Monday to Friday, 8am – 5pm).

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



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



10 Appendix 1 - APIs and File Formats

10.1 CSV Bulk Upload

Outages can be uploaded using the bulk upload feature. This requires a CSV file to be prepared.

Authentication

Simply log into Operations Customer Portal to find the bulk upload interface. You must have Edit or Admin permission for your organisation.

CSV upload format

The CSV should contain a header row containing all the columns that are being added for the outages. Some columns are mandatory and must be present. The column names for each field will match the filed field names seen in POCP when viewing an outage.

Field name	Format
Outage ID	Anything less than 32 characters long. This must be unique for all outages submitted by your organisation. This is a mandatory field.
Start time	Start of the outage. YYYY-MM-DDTHH:MM:SS or DD/MM/YYYY HH:MM:SS This is a mandatory field.
End time	End of the outage. YYYY-MM-DDTHH:MM:SS or DD/MM/YYYY HH:MM:SS This is a mandatory field.
Planning status	TENTATIVE, CONFIRMED, CANCELLED, COMPLETE This is a mandatory field.
Category	GENERATION, TRANSMISSION, DIRECT CONNECTION, DISTRIBUTION, EMBEDDED_GENERATION This is a mandatory field.
Recall time	HH:MM:SS Empty or a string up to 8 characters.
Co-ordination notes	Empty, or a string of up to 4096 characters
Outage block	Description of equipment to be removed from service, i.e., NPL_T8, ROX_1. For a station outage the suffix STN is to used, i.e., CYD_STN. This is a mandatory field.
Type	Daily or Continuous: State whether the outage is continuous between start and end date and time or whether it will be removed on a daily basis between start and end times. This is a mandatory field.
MW loss	Empty, zero or a positive number (decimals permitted)
MW remaining	Empty, zero or a positive number (decimals permitted)

Field name	Format
MVar output	Empty, zero or a positive number (decimals permitted)
Outage reason	Empty, or a string of up to 2048 characters
Asset Description	Empty, or a string of up to 2048 characters
Outage Group	Empty, or a string up to 32 characters
GXP	Three letter GXP/GIP code to which the station is connected If you wish to enter multiple GXPs surround the field in quotes and separate with commas i.e."ABC,DEF"

The following is an example CSV:

```
Outage Block,Outage ID,Start Time,End Time,Type,GXP,Category,MW Remaining,MW
Loss,MVar Output,Planning Status,Recall Time,Co-ordination Notes,Outage Reason
HLY_G2,50283,20/12/2021 13:25:00,21/12/2021
13:45:00,continuous,"HLY,ISL",generation,10,10,10,confirmed,1:44:33,This must be
cordinated in this way,This is the reason why
```

Supported date/time formats

There are several date formats supported:

- yyyy-mm-ddThh:mm:ss (i.e. 2022-06-01T17:30:00)
- yyyy-MM-dd HH:mm:ss (i.e. 2022-06-01 17:30:00)
- dd MMM yyyy, HH:mm:ss (i.e. 1 June 2022, 17:30:00)
- dd/MM/yyyy HH:mm:ss (i.e. 01/06/2022 17:30:00)
- d/MM/yyyy H:mm (i.e. 1/06/2022 17:30)

10.2 Upload API

The Upload API is used for creating and updating outages to POCP. For downloading, please refer section 10.3.

To be compatible with legacy POCP the Upload API accepts and returns an XML payload.

Authentication

Authentication is performed by supplying your API key as part of each request. If you don't have an API key, you need to request one from Transpower.

You can supply the API key using the `X-API-key` header or as an `api_key` in the URL. Using the header is preferable as this reduces the possibility of exposing the key in log files in intermediate proxies or other servers

If you fail to provide an API key, or you provide an invalid API key, the response will be an HTTP 403.

As well as making requests to upload and download outages you can also use your key to rotate itself or delete itself.

It is highly recommended that you rotate your key periodically. To rotate your key use:

`https://api.transpower.co.nz/v2/so/api/pocp/data/api_key/rotate`

If you feel your key has been compromised, you may wish to delete your key. To delete your key use:

`https://api.transpower.co.nz/v2/so/api/pocp/data/api_key/delete`

Upload

To upload outages, POST to the following endpoint:

`http://api.transpower.co.nz/v2/so/api/pocp/data/outages`

See below for some examples on how to test your upload and the format of the XML to be used to represent your outages.

Testing

Testing uploads for validity without any risk of committing them can be done by doing a POST to uploading:

`http://api.transpower.co.nz/v2/so/api/pocp/data/outages/test`

You can use Postman or a curl command to run these tests, or any other method you prefer.

An example using curl is:

```
curl \
  -X POST -H "X-API-Key: <your-key>" \
  -F 'file=@your-outages-in-xml-format.xml' \
  https://api.transpower.co.nz/v2/so/api/pocp/data/outages/test
```

The output will contain details about the upload in XML, including any warnings, but will not save any changes to POCP.

XML upload format

```
<?xml version="1.0"?>
<pocp>
  <outage_update>
    <outage>
    <id>TEST_0001</id>
    <planning_status>tentative</planning_status>
    <category>generation</category>
    <time_type>continuous</time_type>
    <nature>pso</nature>
    <block>CCT_241_GYM_WCC</block>
    <coordination_notes>Test comment</coordination_notes>
```

```
      <start>2014-06-25T12:00:00</start>
      <end>2014-06-25T13:00:00</end>
      <recall>02:00</recall>
      <mwatt_remaining>10.00</mwatt_remaining>
      <mwatt_lost>5.00</mwatt_lost>
      <mvar_remaining>3.00</mvar_remaining>
      <gp>CCT</gp>
      <gp>GYM</gp>
      <reason>Reason for outage</reason>
      <asset_description>Description of this asset</asset_description>
      <group>102839</group>
      </outage>
    </outage_update>
  </pocp>
```

Tag specifics

<pocp>

The root tag for a POCP upload, all POCP data or operations are contained inside. This tag is required.

<outage_update>

All outages contained within this tag are updates to the POCP. This tag is required.

<outage>

Defines the current state of a single outage, uniquely identified (for this asset owner) by the <id> tag. This tag is optional - if no updates are being done the parent outage_update tag can be empty.

<id>

Contains an ID for the outage, unique to the asset owner (multiple asset owners may define the same ID, the POCP defines its own globally unique ID for each outage but that isn't relevant to this process). The ID is an arbitrary string of the format [A-Z0-9a-z_-]+. For example, TEST_0001.

This tag is required for all outages. Only one <outage> tag with a given ID may be specified per <outage_update>.

<planning_status>

Contains the current asset owner planning status for the outage. This planning status is one of:

- tentative
- confirmed
- cancelled
- completed

Outages may not enter completed status if they are not yet equal to or past their end date.

If the asset owner uploads an outage update that does not contain the data for a given outage, and that outage has not yet past its end date, that outage will automatically be set to cancelled. This is to retain compatibility with earlier versions of POCP, however asset owners are encouraged to always set an outage explicitly to cancelled or complete as necessary.

If the outage end date is past now (in the upload) and the current outage status is one of cancelled or completed, it is not valid to set the planning status to anything other than cancelled or completed. If an attempt is made to do so the planning status change will be ignored, and a warning generated. Any other changes to the outage will be processed as normal.

This tag is required.

<category>

Contains the asset category. Options are:

- generation
- transmission
- direct_connection
- distribution
- embedded_generation

This tag is required.

<time_type>

Specifies whether the outage is continuous (i.e. between the start and end times without a break) or daily (between the start and end times for each day in the date range). Options are:

- continuous
- daily

This tag is required.

<nature>

Specifies the nature of the outage. This is typically only applicable to transmission outages. Options are:

- pso
- rs
- sca
- oth
- ope
- clo

This tag is optional, but if provided may not be empty.

<block>

The outage block is defined as a set of elements separated by an underscore (_).

For generator outages, the format is more specific and must be the asset code followed by and underscore followed by the unit or asset code followed by and underscore followed by STN to represent a station level outage.

Failure to meet this validation condition will generate a warning but will not fail the upload. In future iterations of OCP it is intended that outage blocks in POCP will be more tightly validated against stations and generators in ACS.

This tag is required.

<coordination_notes>

Specifies an arbitrary text comment to assist coordination. XML entities must be escaped as normal, the length of the notes is restricted to 4096 characters.

<start>

Specifies the start date and time of the outage in standard ISO time format YYYY-MM-DDTHH:MM:SS, for example 2014-06-25T12:00:00.

All times are interpreted in the Pacific/Auckland timezone, i.e. localtime in NZ standard or daylight-savings time as appropriate.

This tag is required.

<end>

Specifies the end date and time of the outage in standard ISO time format YYYY-MM-DDTHH:MM:SS, for example 2014-06-25T12:00:00.

The end time must be later than the matching <start>.

All times are interpreted in the Pacific/Auckland timezone, i.e. localtime in NZ standard or daylight-savings time as appropriate.

This tag is required.

<recall>

Specifies the recall time for the outage in hours and minutes as HH:MM, for example 02:00

<mwatt_remaining>

Specifies the megawatts remaining while the outage is active. Must be a positive number with no more than 2 decimal places. If the value is not known, the tag should be omitted.

Note: when specifying the decimal value, a leading zero is required if the value is below 1.00, i.e. 0.25 is valid but .25 is not.

For load, this tag defines the peak load still drawn while the outage is active.

<mwatt_lost>

Specifies the megawatts lost from normal output while the outage is active. Must be a positive number. If the value is not known the tag should be omitted.

For load this tag defines the load no longer drawn while the outage is active.

<mvar_remaining>

Specifies the megavar remaining while the outage is active. Must be a positive number.

For load, this tag defines the megavar lost, not megavar remaining, due to the difficulty of estimating the latter.

<gp>

A grid point involved in the current outage. As many as necessary may be specified by repeating the tag.

The grid point must match the GXP codes referenced across all OCP. Failure to meet this condition will result in a warning but will not fail the upload.

This tag is required and can be repeated.

<reason>

Specifies a reason for the outage. The reason is an arbitrary string with a 2048 character length limit.

This tag is optional.

<asset_description>

Specifies a description for the asset the outage is occurring on. This is primarily intended for embedded generation or other assets that many market participants may be unfamiliar with. The description is an arbitrary string with a 2048 character length limit.

This tag is optional.

<group>

Specifies a group ID, allowing the outage to be displayed with other outages in the same group. The group ID is an arbitrary string.

In most cases it is expected that asset owners will copy a group ID provided by Transpower for a particular outage, however asset owners are welcome to use their own group IDs to group their own asset outages.

Asset owners are encouraged to give their own group IDs a unique prefix to avoid accidentally matching a group provided by another asset owner.

This tag is optional.

10.3 DOWNLOAD API

The download API is used for retrieving matching sets of outage information from POCP.

Authentication

Authentication is performed by supplying your API key as part of each request. If you don't have an API key, you need to request one from Transpower.

You can supply the API key using the `X-API-key` header or as an `api_key` in the URL. Using the header is preferable as reduces the possibility of exposing the key in log files in intermediate proxies or other servers

If you fail to provide an API key, or you provide an invalid API key, the response will be an HTTP 403.

As well as making requests to upload and download outages you can also use your key to rotate itself or delete itself.

It is highly recommended that you rotate your key periodically. To rotate your key use:

`https://api.transpower.co.nz/v2/so/api/pocp/data/api_key/rotate`

If you feel your key has been compromised, you may wish to delete your key. To delete your key use:

`https://api.transpower.co.nz/v2/so/api/pocp/data/api_key/delete`

Resources

Request	GET https://api.transpower.co.nz/v2/so/api/pocp/data/outages
Description	Searches for outages in the POCP system. This behaves in the same way as the search interface in the main web application works. **An optional parameter version can be used to request an extended response with more complete data for the outage. Data included in this extended response are shown in the example responses below.** Note that there is a limit of 5,000 results per query. This exists to prevent excessive load on the database, queries should always be appropriately designed to avoid coming near this limit. In the event the query is too large the system will limit the results set to 5,000 results. You can also use the page, size and sort parameters to better control the size of large results sets.

Parameters	Field name	Description	Type	Default
	owner_outage_id	Filer by owner outage ID	string	empty string (i.e. no outage ID constraint)
	block	Filter by outage block	string	empty string (i.e. no outage block constraint)
	date_option	Whether the date range is absolute or relative	string, either "absolute" or "relative"	relative
	start	Active on or after this date (absolute only)	string in the format YYYY-MM-DDTHH:MM:SS or YYYY-MM-DD	today's date
	end	Active on or before this date (absolute only)	string in the format YYYY-MM-DDTHH:MM:SS or YYYY-MM-DD	empty string (i.e. not constraint on results)
	next_unit	Whether relative is in days or weeks	string, either "days" or "weeks"	days
	next_count	How many days/weeks ahead to search for	Integer	n/a
	planning_status	Only outages matching this planning status. This field may be repeated to provide multiple planning statuses	0 or more strings	tentative and confirmed
	org	Constrain to only these owners (specified using org_id). This field may be repeated to provide multiple owner IDs	0 or more integers	no value (i.e. no constraint on organisation)
	category	Only outages matching this category. This field may be repeated to provide multiple categories.	0 or more strings	empty list (i.e. no category constraint)
	grid_points	Only outages matching these grid points.	comma separated list of strings	empty string (i.e. no grid point constraint)

modified_since	Outage has been created or uploaded since this date	string in the format YYYY-MM-DDTHH:MM:SS or YYYY-MM-DD	empty string (i.e. not constraint on results)
page	The page number to be returned if there are multiple pages of results. This is 0 indexed.		0
size	The number of results per page		5000
version	Specifies the API version to use. If v2 is specified, the API will return an extended response.	string - v1 or v2	v1

Example Request

https://api-dev.transpower.co.nz/v2/so/api/pocp/data/outages?next_count=14

Example Response


```
{
   "result" : [
      {
         "modified" : "2022-04-08T02:56:02",
         "mw_loss" : "0.00",
         "block" : "TCC_Stn",
         "mw_remain" : "360.00",
         "owner" : "Contact Energy",
         "grid_points" : "SFD",
         "mvar" : "0.00",
         "owner_outage_id" : "33647",
         "owner_id" : 18,
         "end" : "2022-07-16T23:59:00",
         "pci_issue" : false,
         "nature" : null,
         "org_id" : "1b97e7b6-e24c-41be-924a-5676d5d05d44",
         "category" : "generation",
         "start" : "2022-04-04T00:01:00",
         "type" : "continuous",
         "planning" : "confirmed",
         "pocp_int_id" : "309831"
      }
   ],
   "page" : {
      "total" : 1,
      "number" : 0,
      "size" : 5000
   }
}
```

Other examples	**Absolute date range** https://api-dev.transpower.co.nz/v2/so/api/pocp/data/outages?date_option=absolute&start=2015-01-01&end=2015-01-14 **Modified since** https://api-dev.transpower.co.nz/v2/so/api/pocp/data/outages?modified_since=2015-01-12T00:00:00&api_key=my_api_key

Example Request	GET https://api.transpower.co.nz/v2/so/api/pocp/data/category_list
Description	Returns the list of valid categories in the POCP system
Parameters	None

Example Response	{
	"direct_connection" : "Direct connection",
	"distribution" : "Distribution",
	"transmission" : "Transmission",
	"generation" : "Generation",
	"embedded_generation" : "Embedded generation"
	}

Example Request	GET https://api.transpower.co.nz/v2/so/api/pocp/data/planning_status_list
Description	Returns the list of valid planning statuses in the POCP system
Parameters	None

Example Response	{
	"completed" : "Completed",
	"cancelled" : "Cancelled",
	"tentative" : "Tentative",
	"confirmed" : "Confirmed"
	}

Example Request	GET https://api.transpower.co.nz/v2/so/api/pocp/data/owner_list
Description	Returns the list of asset owners in the POCP system

Parameters None

Example Response


```
[
    {
        "id" : "5d21cef4-769a-4057-b1a1-9385c4f2f022",
        "name" : "Centralines Limited",
        "code" : "CHBP",
        "owner_id" : 1356758
    },
    {
        "owner_id" : 1356759,
        "code" : "COUP",
        "name" : "Counties Power Limited",
        "id" : "a076a1c2-294d-479b-9332-81a8c5cfc587"
    },
    {
        "owner_id" : 1356760,
        "name" : "Eastland Network Limited",
        "id" : "99f332a0-12d3-4db1-80f5-d97a53fc0600",
        "code" : "EAST"
    },
        ..
        ..
    {
        "id" : "d879f62e-77c4-481c-8ccb-4cca13288550",
        "name" : "Test Organisation Two",
        "code" : "ATWO",
        "owner_id" : 1356809
    }
]
```


Example Request https://api-dev.transpower.co.nz/v2/so/api/pocp/data/outages?next_count=14&version=v2

Description This is an example of using the optional "version=v2" extension to obtain an extended response with more complete data for outages. The extra fields are as follows:

Field Name	Field Description
Outage Group	Unique ID that Asset Owners set their outages to contain (optional), this is for grouping outage blocks together
Version	The historical revision of the outage
Recall time	Defines the outage recall time in seconds. Empty or a string up to 8 characters.
Co-ordination notes	Notes associated with an outage record. Empty, or a string of up to 4,096 characters.
Outage reason	The reason for the outage. Empty, or a string of up to 2,048 characters
Asset description	The description of the asset. Empty, or a string of up to 2,048 characters.

	PCI Reason	The reason why an outage has been flagged as a Potential Code Issue (PCI)
	GXP	Three letter site code which outages are associated with
	Region	Geographical definitions of the outage blocks, these are North North Island, South North Island, South Island and HVDC

Example Response


```
{
    "result" : [
        {
            "modified" : "2022-04-08T02:56:02",
            "mw_loss" : "0.00",
            "block" : "TCC_Stn",
            "mw_remain" : "360.00",
            "owner" : "Contact Energy",
            "grid_points" : "SFD",
            "mvar" : "0.00",
            "owner_outage_id" : "33647",
            "owner_id" : 18,
            "end" : "2022-07-16T23:59:00",
            "pci_issue" : false,
            "nature" : null,
            "org_id" : "1b97e7b6-e24c-41be-924a-5676d5d05d44",
            "category" : "generation",
            "start" : "2022-04-04T00:01:00",
            "type" : "continuous",
            "planning" : "confirmed",
            "pocp_int_id" : "309831",
            "outage_group" : "",
            "recall_time": "123",
            "coordination_notes": "Some notes",
            "outage_reason": "Some reason",
            "asset_description": "Some description",
            "pci_reason": null,
            "outage_regions": "SI, HVDC",
            "grid_zones": "GZ11 Canterbury",
            "version": 123
        }
    ],
    "page" : { "total" : 1, "number" : 0, "size" : 5000}
}
```

11 DOCUMENT INFORMATION

11.1 COPYRIGHT INFORMATION

11.2 REVISION HISTORY

SharePoint Revision	Date	Change	Section
2.0	11/7/2022	Initial Issue	
3.0	19/8/2025	**Cyclic Review:** Minor change to Customer Portal applications.	1.2
4.0	7/10/2025	**BAU Review:** Various minor updates. Added API version 2 information. Removed legacy API details.	7.4, 10, 10.3

11.3 METADATA

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