



TRANSPOWER

Transpower Customer Webinar

13 August 2025

Opening **Karakia**

Kia tau te rangimarie
O te Rangi e tū iho nei
O Papatūānuku e takoto nei
O te taiao e awhi nei
Ki runga i a tātou
Tihei Mauri ora

Translation

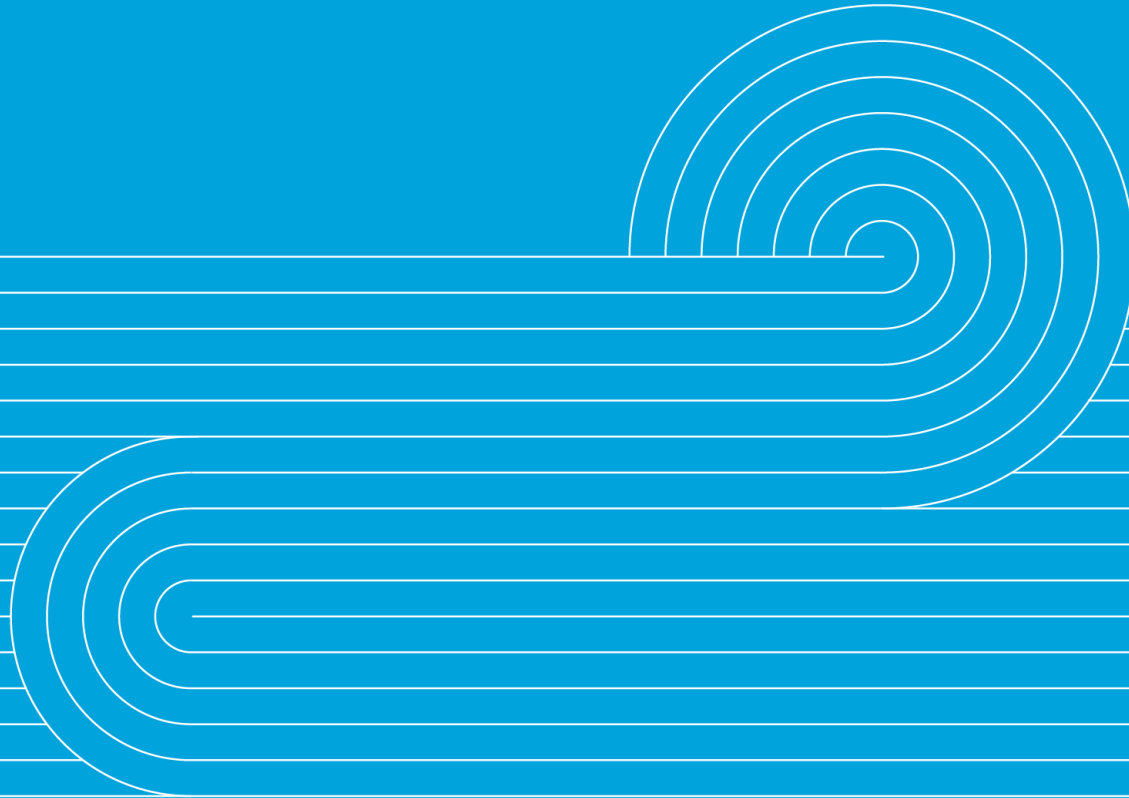
Let the peace
of the sky above us
of the earth laid out here
and of the all-embracing universe
settle upon us
Breathe the breath of life

Topic	Presenter	Time
Welcome, agenda and karakia	Tim Duguid, Head of Customer & Commercial Avi Dastidar, Customer Solutions Advisor	13:30 – 13:35
RCP3 retrospective and RCP4 look forward	Mark Ryall, General Manager grid Delivery (15mins)	13:35 – 13:50
Hautapu – case study of a new Grid Exit Point	Sam Whitaker-Mills, National Delivery Manager (10mins)	13.50 – 14:00
Grid Works Projects	Alison Blackler, Grid Works Delivery Group Manager (10mins)	14:00 – 14:10
Annual Customer Engagement Survey	Olivia Pierre, Relationship Manager (10mins)	14:10 – 14:20
Connections Update	Tim Duguid (5mins)	14:20 – 14:25
Q & A	Tim Duguid	14:25 – 14:30
Ngā mihi e karakia	Tim Duguid & Avi Dastidar	14:30



RCP3 retrospective & forward looking to RCP4

Mark Ryall, General Manager Grid Delivery



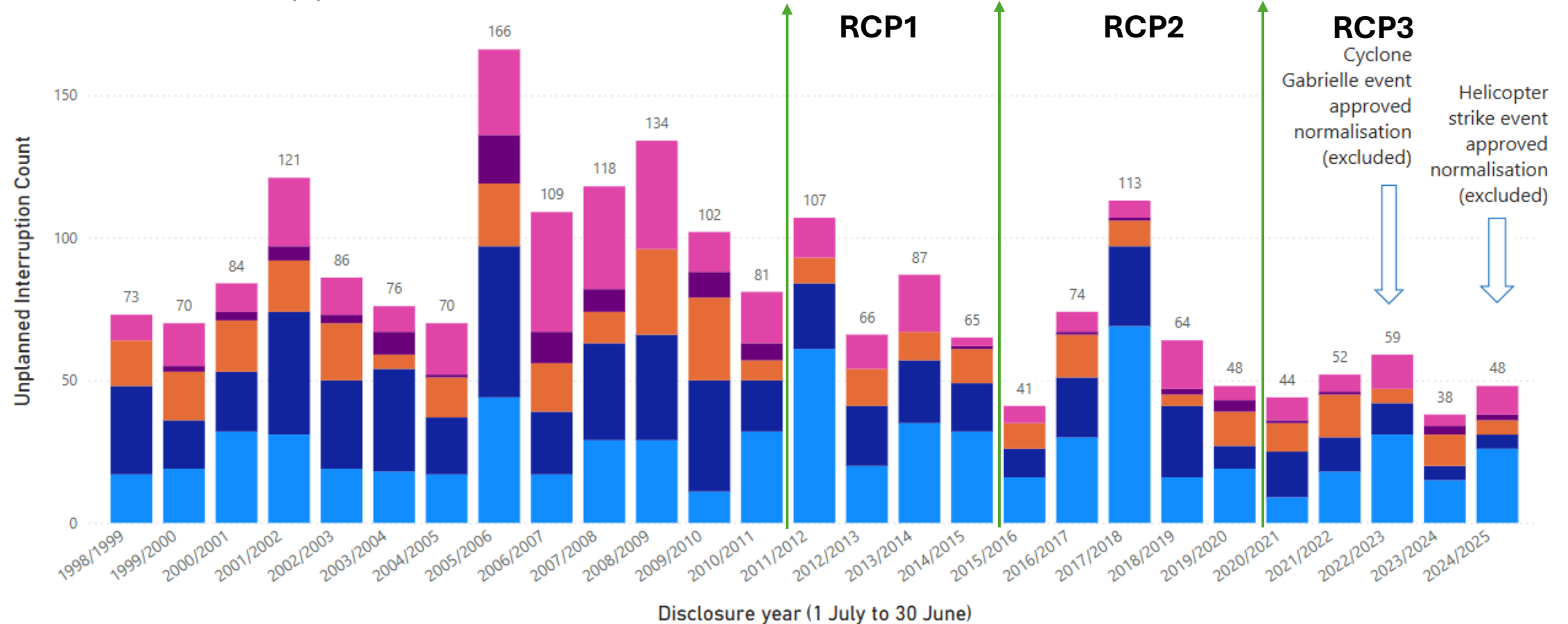
RCP3 Service Measure – Quality side of the price/quality regime

- Consistently achieved quality standards during RCP3, except for HVAC availability.
- HVAC availability – missed due to work on upgrading Clutha Upper Waitaki lines and Brownhill to Pākuranga cable joint failures.

Measure	Category	Met Quality Standard				
		DY 21	DY 22	DY 23	DY 24	DY 25
GP1 - Number of unplanned interruptions across all points of service (No.)	All	●	●	●	●	●
GP2 - Average duration of unplanned interruptions greater than one minute (mins.)	All	●	●	●	●	●
AP1 - HVDC availability (%)		●	●	●	●	●
AP2 - HVAC availability (%)	Selected assets	●	●	●	●	●
AH: (% with Asset Health of 8 or higher)	Power transformers	●	●	●	●	●
	Outdoor circuit breakers	●	●	●	●	●

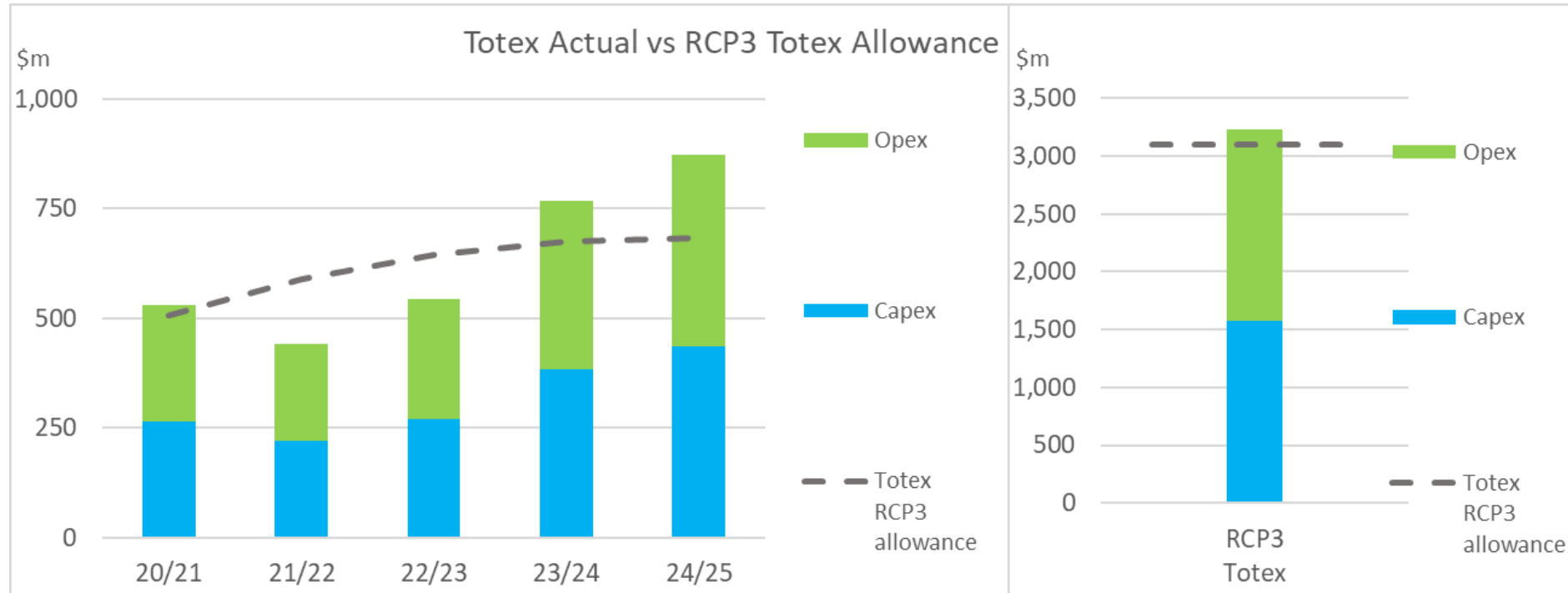
Are we improving?

Cause ● Environmental ● Equipment related ● Human Error ● Miscellaneous ● Unknown



RCP3 Transmission Opex /Capex – Price side of the price/quality regime

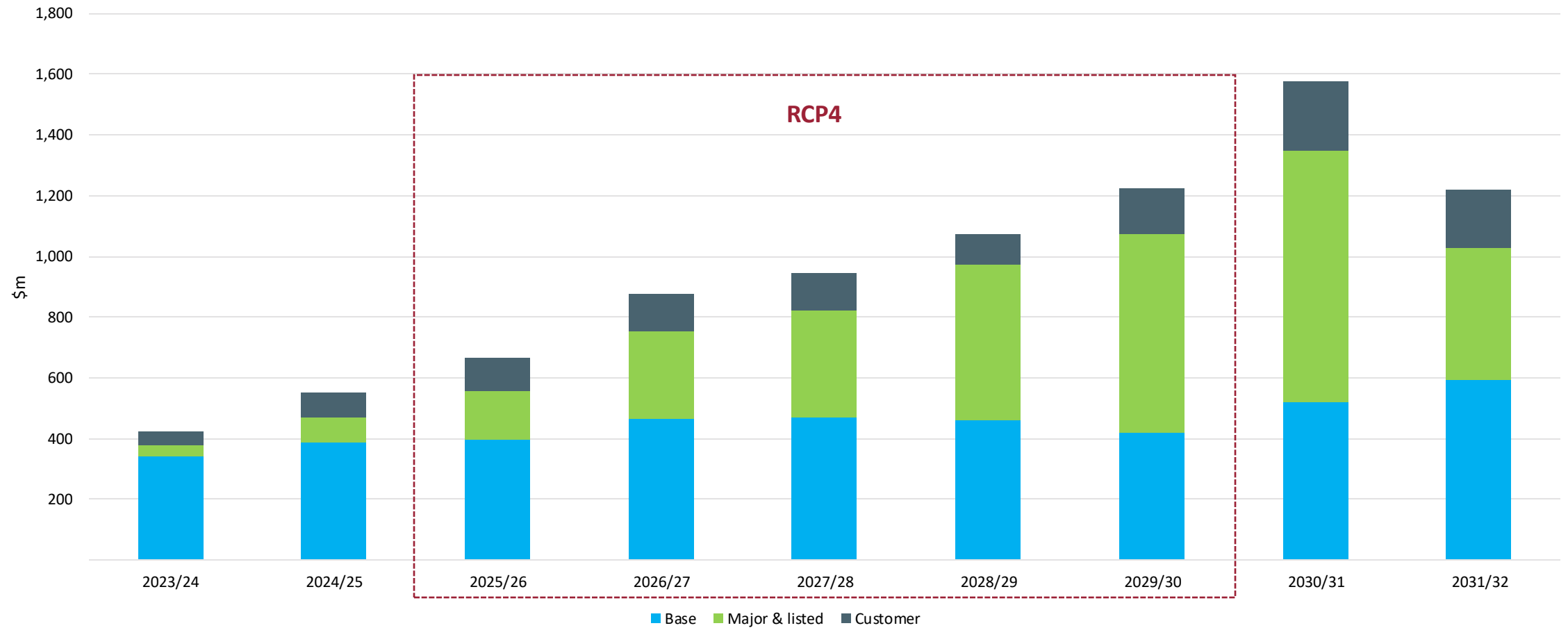
Transmission Line of Business



NB – calculations are preliminary, based on draft year-end results. Outstanding inputs to be finalized include capitalised leases and line of business allocation (SOSPA split).

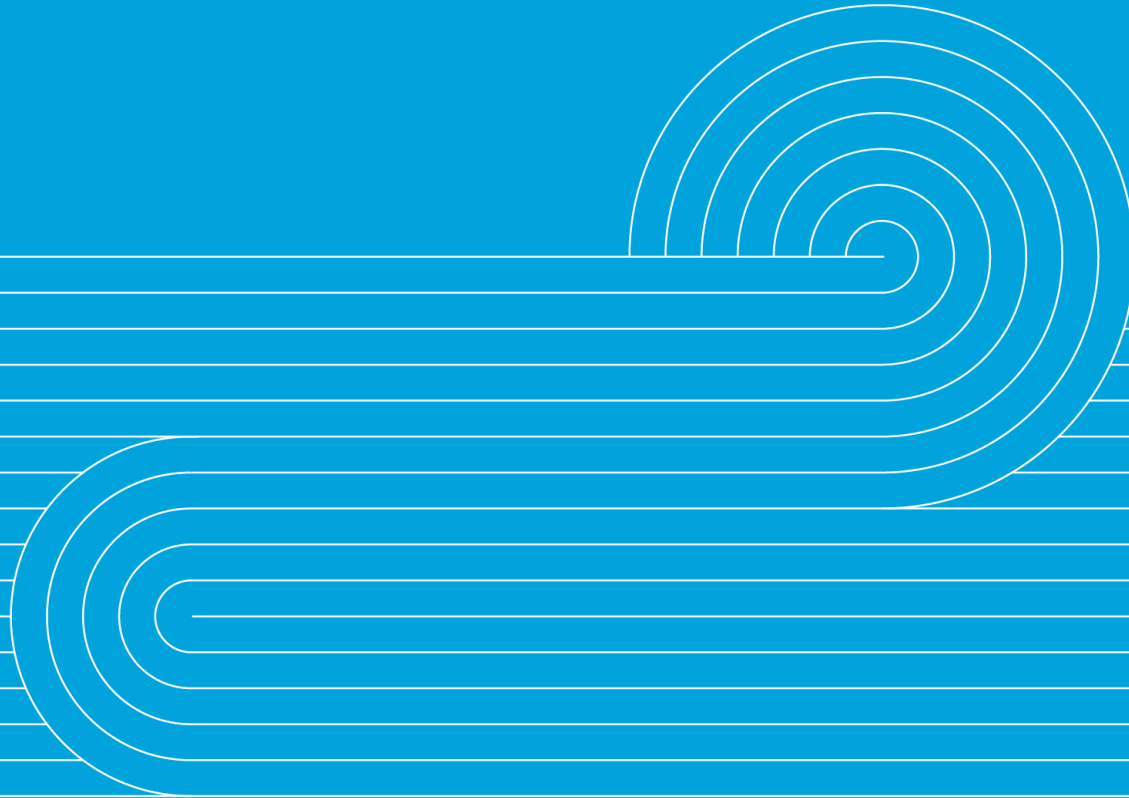
We have a growing workplan

Grid Capital Expenditure



Hautapu case study

Sam Whitaker-Mills, National Delivery Manager



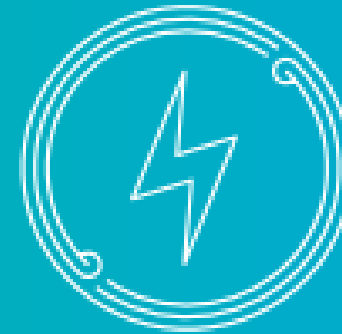
Hautapu GXP – Case Study

- Transpower Works Agreement (TWA) Executed 25 November 2022
- Broke ground 30 January 2024 - 14 Months
- First 220kV Line connection livening 1 February 2025 – 26 months
- Two 220kV line supplies commissioned 4 March 2025 – 27 months
- Waipa on load 17 June 2025 – 31 months
- 9 main Contractors – Environmental & Planning Specialist, 3 ECs, 5 SP.
- Engagement of more than 60+ other contractors & suppliers
- Budget \$40m



13,200

New homes needed
across Waipā by 2050



Peak demand
expected to grow
from 42 MW to

50

 MW
by 2025

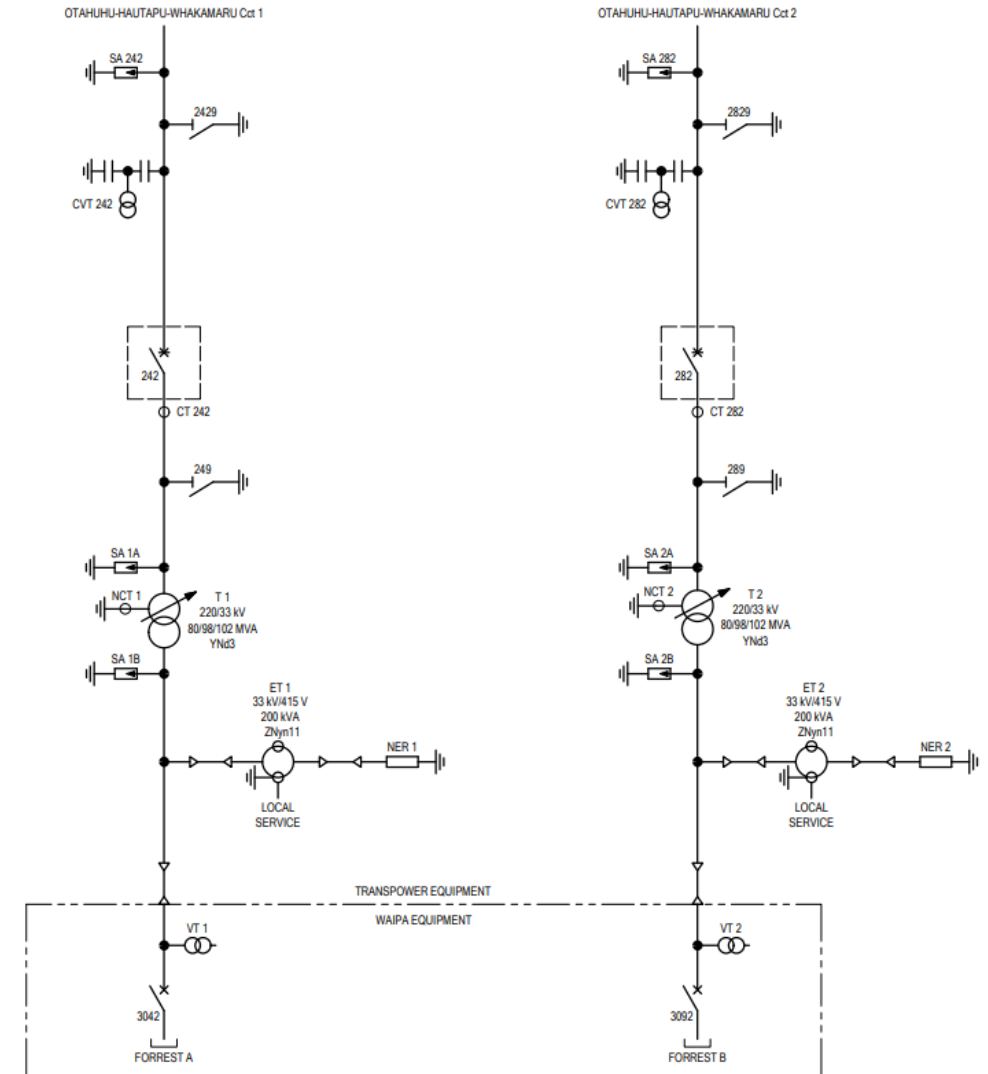
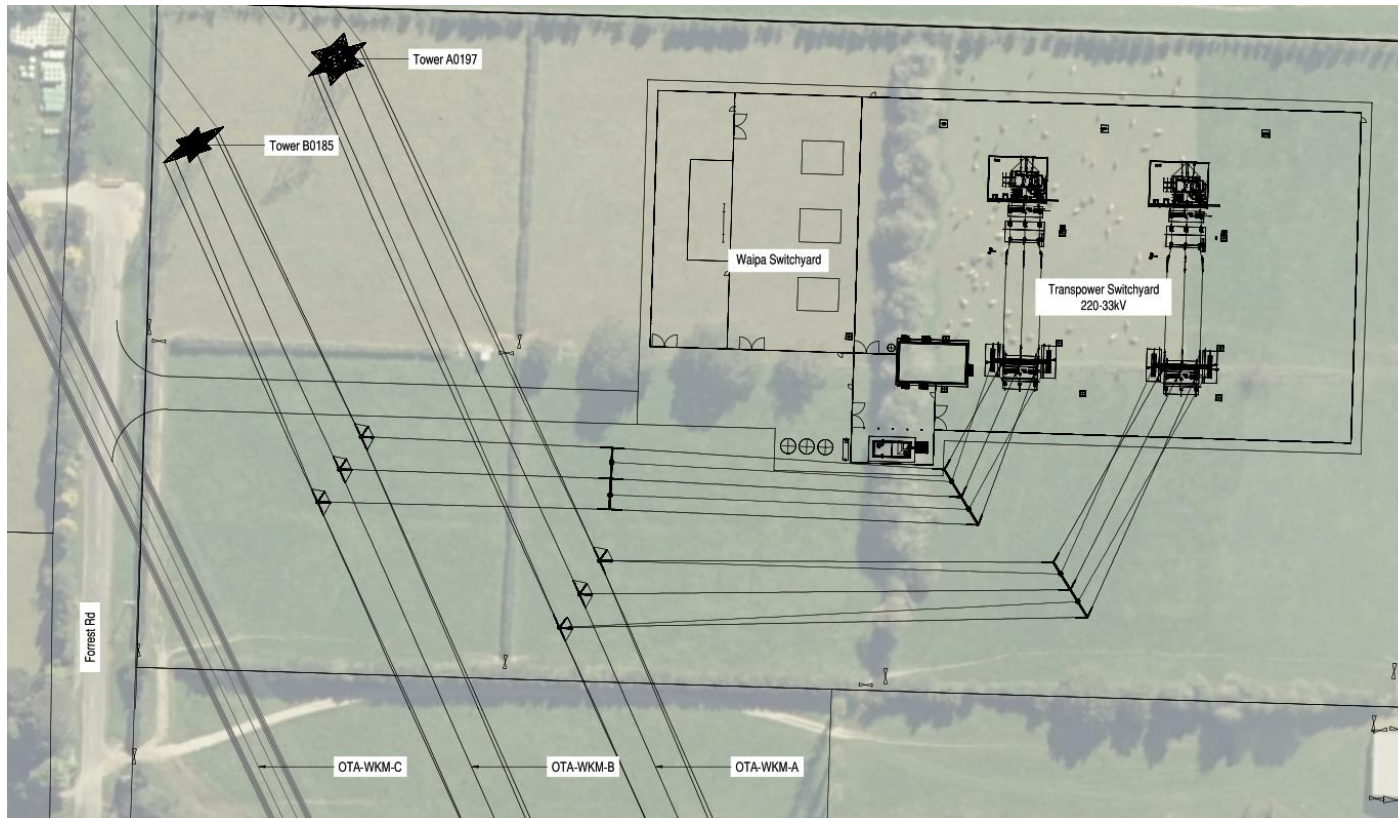
GXP substation will
connect to a new

33kV

Waipā Networks zone
substation

Hautapu GXP – Case Study

- Location - Forrest Road, Cambridge, Waikato







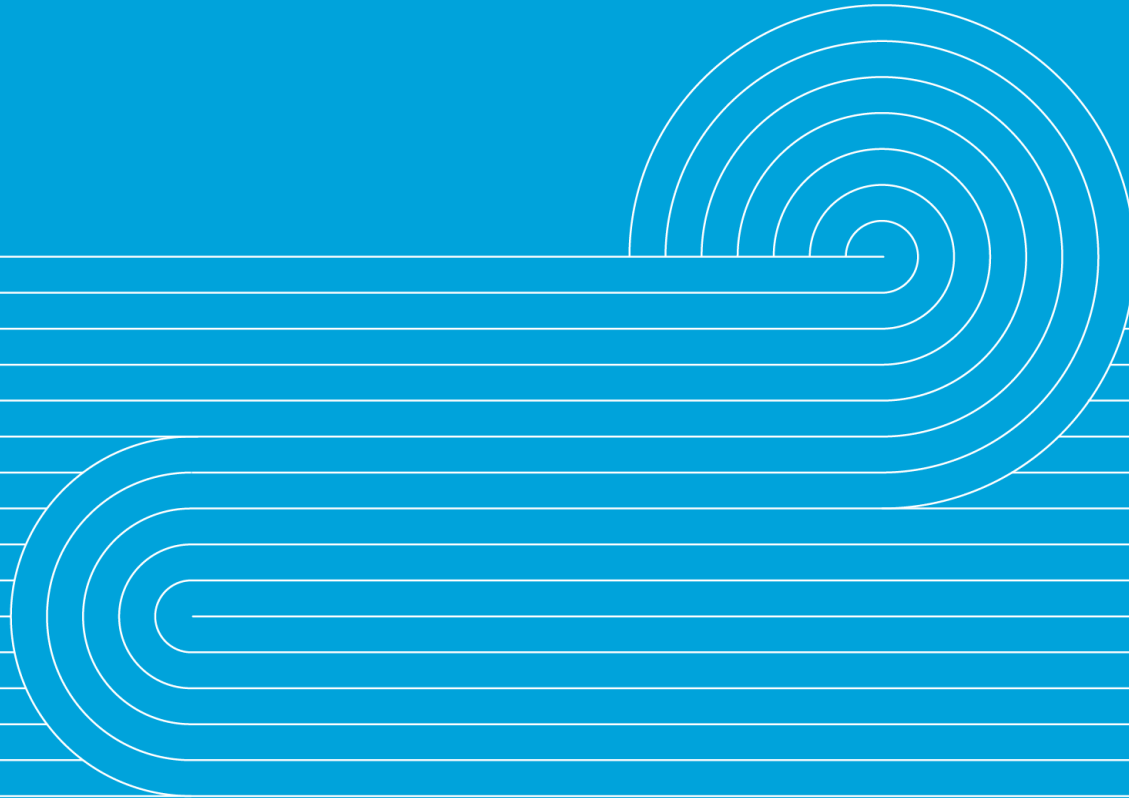
Oct 2024

Web3 Networks | New Substation Development | Camera 01



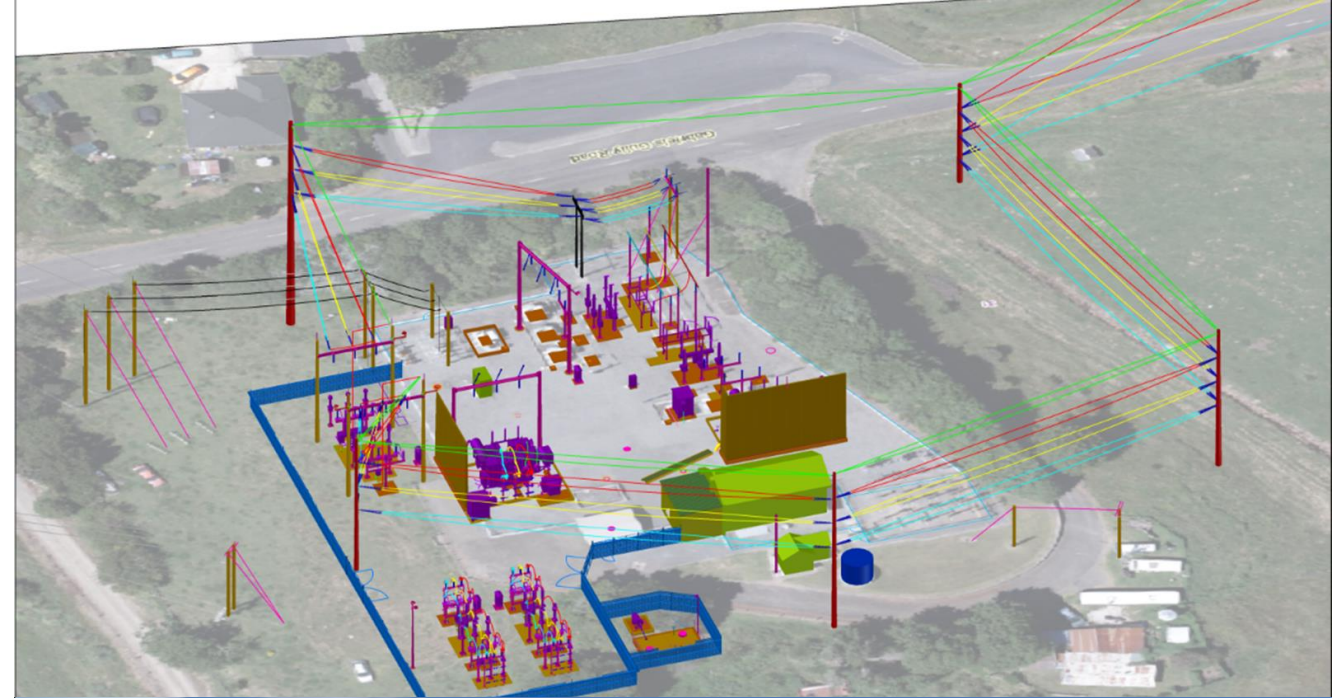
Specialised customer teams

Alison Blackler, Grid Works Delivery Group Manager



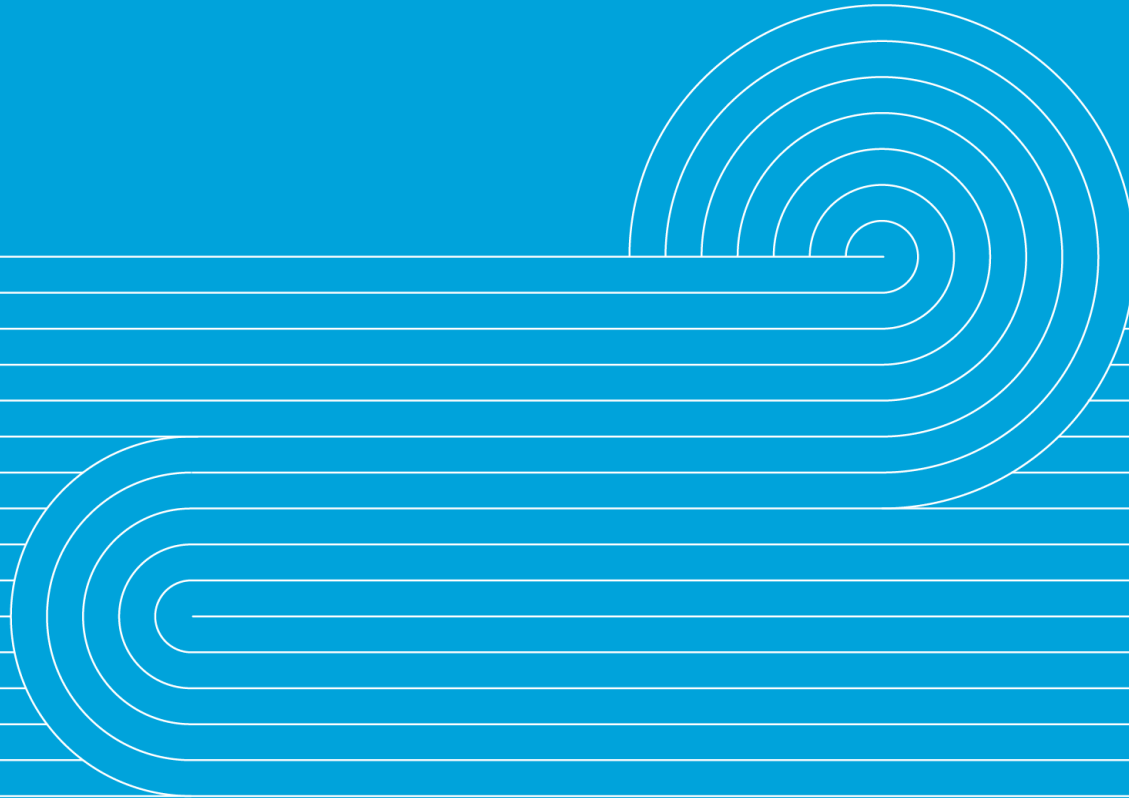
Delivering for our customers

- Customer Investigations queue has reduced by 29%.
- Estimated generation queue times for new applications submitted is approximately 12 months.
- Now a clearer understanding of the causes of delays in Customer Investigations.
- The dedicated Customer Team, as well as having a customer reporting framework, has made a positive difference.



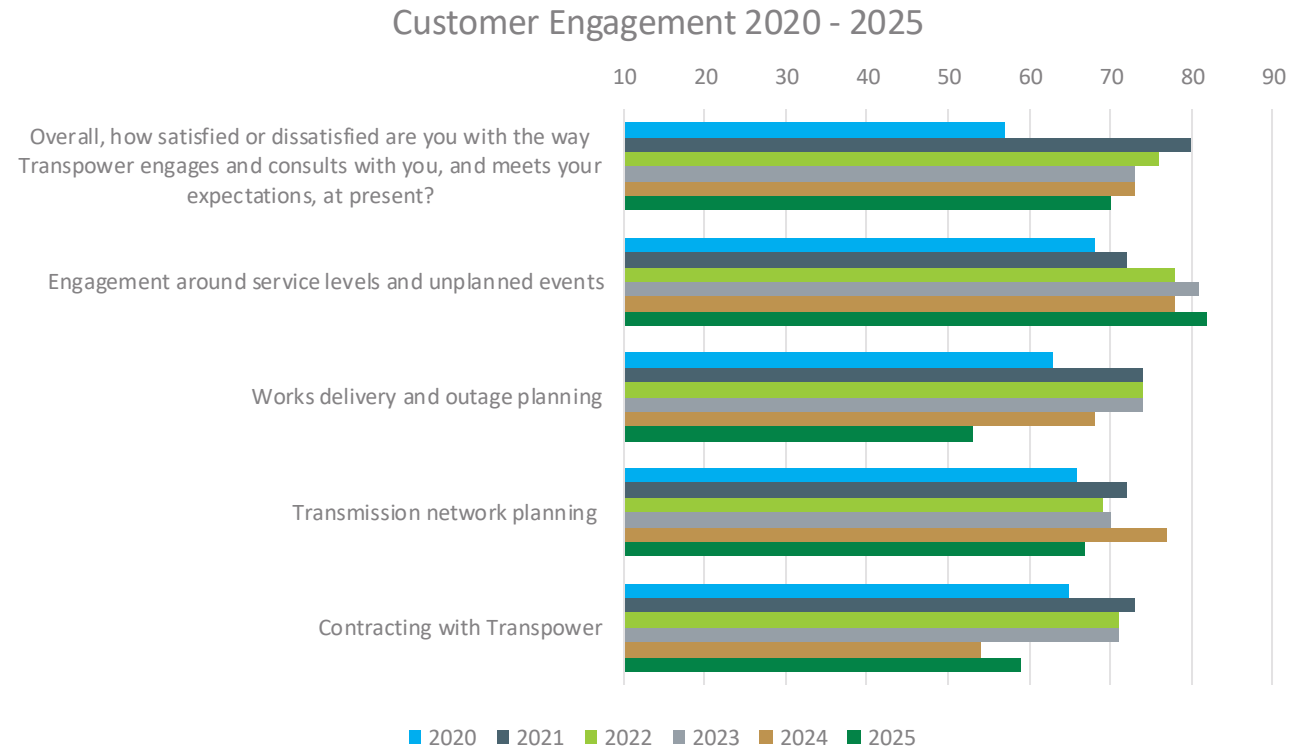
Annual Customer Engagement Survey

Tim Duguid, Head of Customer & Commercial



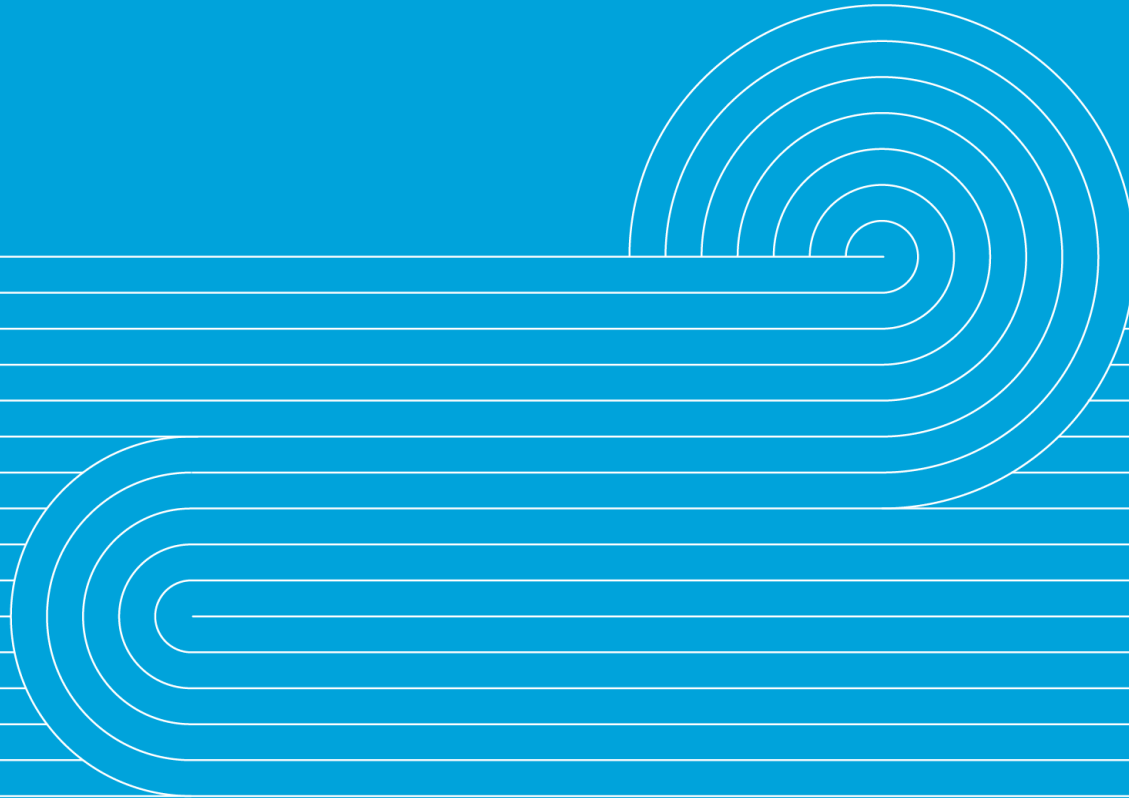
Customer Engagement Survey 2025

- Survey completed June-July 2025
 - 215 customers invited to complete survey
 - 36% response rate
- Overall, satisfaction with Transpower's engagement is 70% (statistically similar to previous years)
 - System / network planning ↓
 - Managing unplanned outages ↑
 - Completion of works on the grid ↓
 - Contract negotiations and arrangements ↑
 - Understanding of customers' business drivers, objectives and decision-making processes →



Connections Update

Tim Duguid, Head of Customer & Commercial



There has been significant pipeline movement in the last 12 months

- Generation (and BESS) pipeline
- August 2025 snapshot

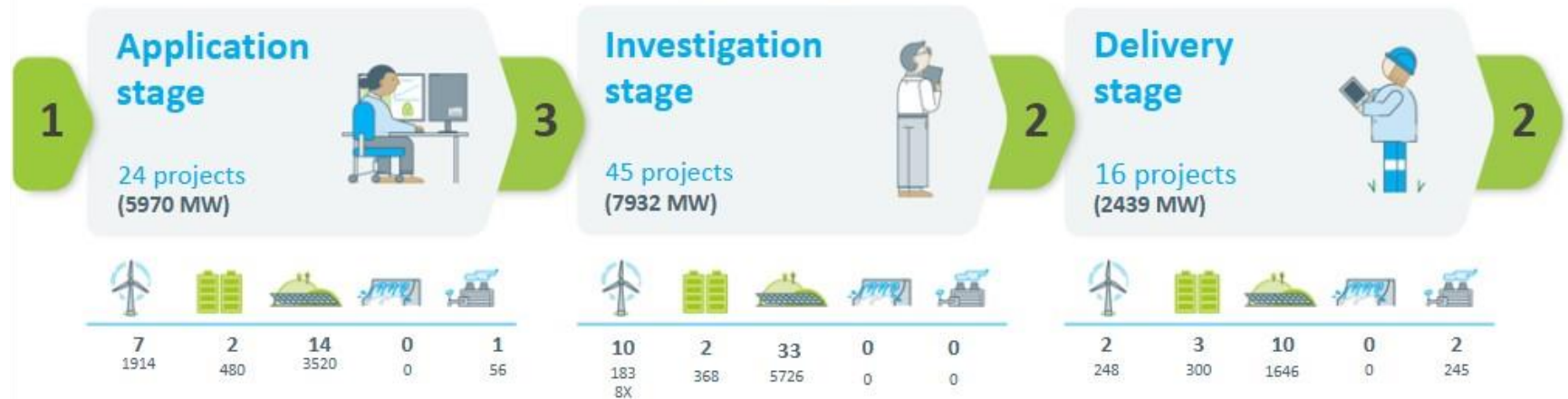
Overall pipeline

- 43 projects moved to investigation
- 17 projects moved to delivery
- 13 projects completed
- *18 projects are on hold*

Connection Pipeline – August 2025

(Generation and energy storage)

Total pipeline = 86 projects (16,341 MW)



Aug 2024

Application stage

35 projects
(7559 MW)

Investigation stage

38 projects
(5676 MW)

Delivery stage

16 projects
(1964 MW)



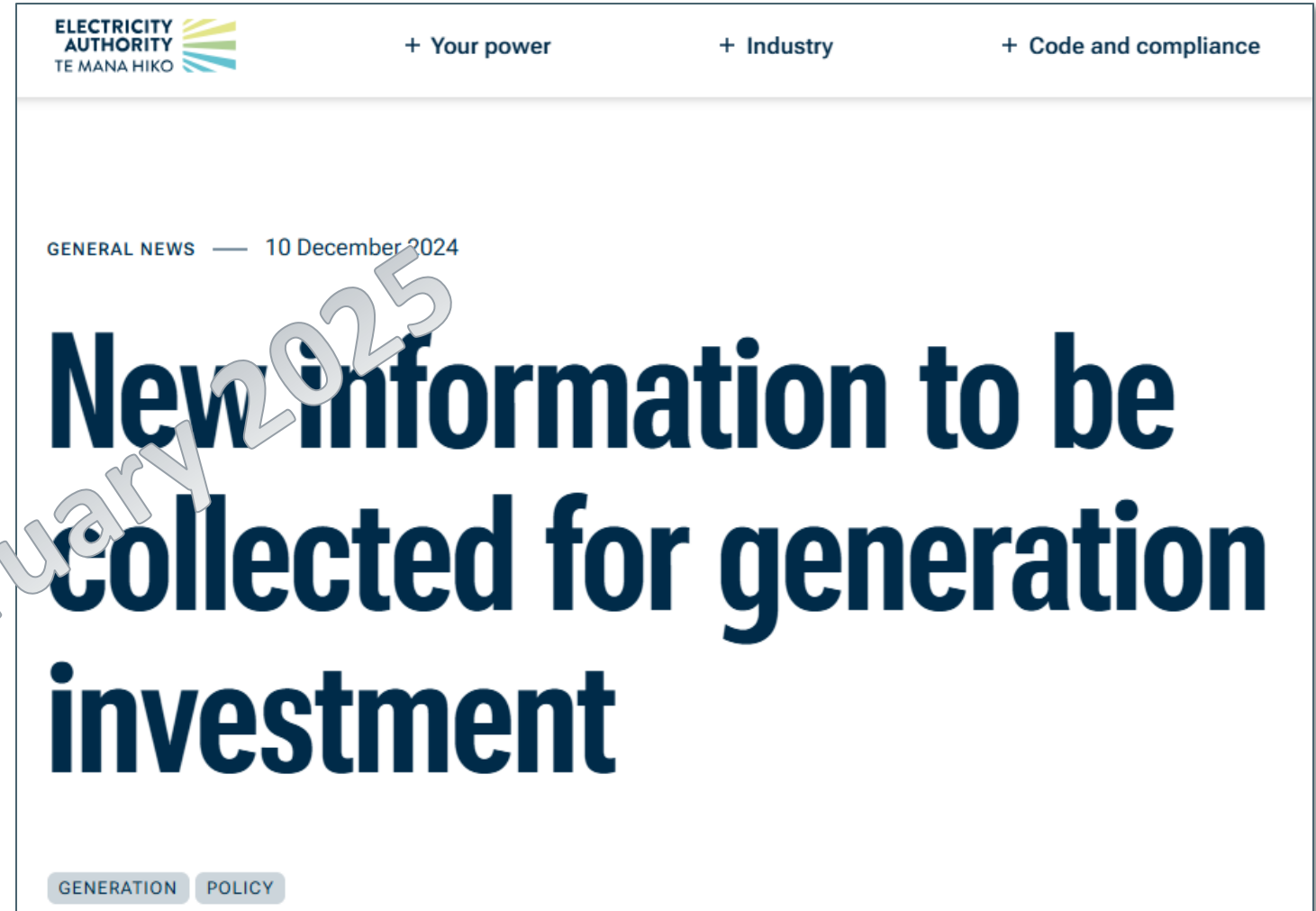
Notes

Number of projects includes those currently on hold at the customer's request (four in investigation, eight in delivery).

Where projects include more than one type of resource, they are categorised under their primary output. Thirty projects in the pipeline also include battery energy storage systems.

EA Clause 2.16 notice

“The two notices will provide the Authority with more information on grid-connected generation and load projects, as well as the cost of generation developments on the transmission and distribution networks.”



[https://www.ea.govt.nz/documents/6159/Decision_paper - Improving visibility of generation investment.pdf](https://www.ea.govt.nz/documents/6159/Decision_paper_-_Improving_visibility_of_generation_investment.pdf)
[https://www.ea.govt.nz/documents/6155/Appendix A - Final investment pipeline notice.pdf](https://www.ea.govt.nz/documents/6155/Appendix_A_-_Final_investment_pipeline_notice.pdf)

EA Clause 2.16 notice

What	Key project and status information on generation and load projects
Who	Generation and load developers (potentially with support from an EDB where the connection is to a distribution network and also requires work by Transpower with a Transpower connection application)
	NB - we anticipate the Authority will in future require similar data collection by EDBs for other connections within distribution networks as part of their Part 6 review.
How	Initially - existing Transpower information (flagged as confidential unless already published)
	Next - via a form for new projects and project updates
	Future – via some form of customer portal (when available)
When	We will request data for new projects from first enquiry, with updates on an ad-hoc basis as each project evolves
	Transpower provide updated information to the EA monthly

New arrangements for EA Clause 2.16 data collection

- March 2025 – we notified you of new data collection requirements for large generation, energy storage and industrial load customers and developers
- April 2025 – we started collecting data via a manual spreadsheet based process
- **NEW!** Late August 2025 – we will replace our manual data collection with a **new web portal**



This will allow you to view and validate the data we hold (that we report to the EA) and will provide a simpler mechanism for you to update existing data and provide data for new projects

We will provide more information on the new portal and how to access it in the next few weeks

- **Future** – we will integrate data collection with our new CRM (and the CMF)





TRANSPOWER

What's Aotearoa going to look like in 2050?

Te Kanapu
Future Grid Blueprint

Have your say. Consultation 1 closes 14 August 2025.





Questions

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Thank you

Next webinar : 15 October 2025

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Closing **Karakia**

Unuhia, unuhia,
Unuhia ki te uru tapu nui
Kia wātea, kia māmā, te ngākau,
Te tinana, te wairua, i te ara tangata
Koia rā e Rongo, whakairia ake ki runga
Kia tina! Tina! Hui e! Tāiki e!

Translation

Draw on, draw on
draw on the supreme sacredness
to clear, to free the heart,
the body and spirit of humankind
That is Rongo suspended high above us
Draw together! Affirm!