

Outage Notifications Quick Reference Guide for Grid Operations Customer Portal

This document provides instructions for navigating and using the Outage Notifications app in the Operations Customer Portal.

Version: 1.0

Date: 31 March 2026



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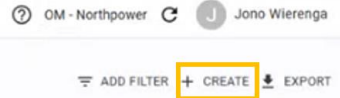
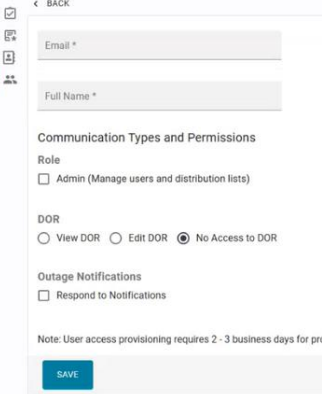
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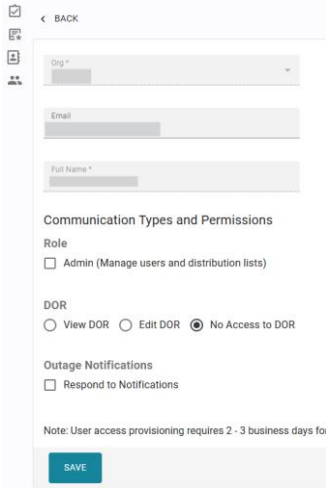
1. User management

Grid Operations Customer Portal users with a role of **Admin** can perform user management activities on behalf of their organisation.




1.1 Add a user

<p>1. From the Grid Operations Customer Portal, navigate to the Users section using the left navigation.</p>	
<p>2. In the top right corner, select Create.</p>	
<p>3. Complete the fields as follows.</p> <ul style="list-style-type: none"> • User email address • Full name <p>Communication Types and Permissions</p> <ul style="list-style-type: none"> • Select Admin if they will manage users and distribution lists. By default, the admin will get access to Edit DOR and Outage Notifications. • For all other users, select Respond to Notifications to grant permission to view and respond to outage notifications. 	
<p>4. Select Save.</p> <p>The user will be granted access to the Grid Operations Customer Portal in 2-3 business days. They will receive an email from Transpower when to complete their account set-up once the account is created.</p>	

1.2 Edit user permissions

<p>1. From the Grid Operations Customer Portal, navigate to the Users section using the left navigation.</p>	
<p>2. Select Edit next to the user you would like to manage.</p>	
<p>3. Communication Types and Permissions</p> <ul style="list-style-type: none"> • Select or deselect Admin to manage users and distribution lists. By default, the admin will get access to Edit DOR and Outage Notifications. • Select or deselect Respond to Notifications to grant permission to view and respond to outage notifications. 	
<p>4. Select Save to immediately apply your changes.</p>	

1.3 Remove a user

<p>1. From the Grid Operations Customer Portal, navigate to the Users section using the left navigation.</p>	
<p>2. Select Edit next to the user you would like to manage.</p>	
<p>3. Select Delete on the bottom right and then Confirm.</p>	

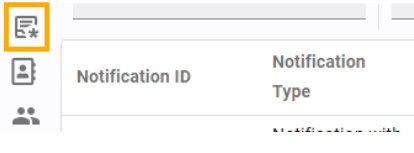
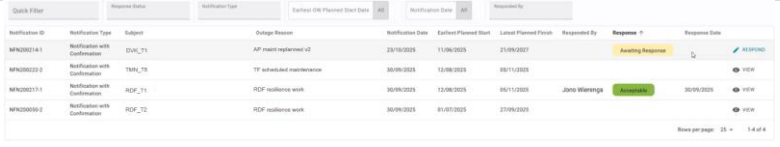
2. View and respond to outage notifications

Users who have the **Respond to Notifications** permission can view and respond to outage notifications through the Grid Operations Customer Portal.

2.1 Receiving an outage notification

An email notification will be sent to the shared mailbox provided to Transpower when your organisation was set-up. If you need this to be changed, you can email grid_customer_portal@transpower.co.nz.

2.2 View and respond to outage notifications

<p>1. Once you receive an email advising you of an outage notification, you can select the link to take you directly to the outage notification.</p>																																																			
<p>2. This screen displays all outage notifications received by your organisation.</p> <p>From this screen you can:</p> <ul style="list-style-type: none"> • Use the quick filters at the top to filter by status, type, dates or responded by. • Select a column to filter by. <p>Select View or Respond (depending on the notification type) to view more detail about the outage.</p>	 <table border="1"> <thead> <tr> <th>Notification ID</th> <th>Notification Type</th> <th>Subject</th> <th>Outage Reason</th> <th>Notification Date</th> <th>Earliest Planned Start</th> <th>Latest Planned Finish</th> <th>Responded By</th> <th>Response Status</th> <th>Response Date</th> </tr> </thead> <tbody> <tr> <td>MPN2021141</td> <td>Notification with Coordination</td> <td>DVM_T1</td> <td>AP mast replacement c2</td> <td>23/10/2025</td> <td>11/06/2025</td> <td>21/06/2027</td> <td></td> <td>Awaiting Response</td> <td></td> </tr> <tr> <td>MPN2021222</td> <td>Notification with Coordination</td> <td>TMS_T6</td> <td>TF scheduled maintenance</td> <td>30/09/2025</td> <td>12/08/2025</td> <td>05/11/2025</td> <td></td> <td>View</td> <td></td> </tr> <tr> <td>MPN2021771</td> <td>Notification with Coordination</td> <td>RDF_T1</td> <td>RDF incidence work</td> <td>30/09/2025</td> <td>12/08/2025</td> <td>05/11/2025</td> <td>John Warraga</td> <td>Accepted</td> <td>05/09/2025</td> </tr> <tr> <td>MPN2020302</td> <td>Notification with Coordination</td> <td>RDF_T2</td> <td>RDF incidence work</td> <td>30/09/2025</td> <td>01/07/2025</td> <td>27/06/2025</td> <td></td> <td>View</td> <td></td> </tr> </tbody> </table>	Notification ID	Notification Type	Subject	Outage Reason	Notification Date	Earliest Planned Start	Latest Planned Finish	Responded By	Response Status	Response Date	MPN2021141	Notification with Coordination	DVM_T1	AP mast replacement c2	23/10/2025	11/06/2025	21/06/2027		Awaiting Response		MPN2021222	Notification with Coordination	TMS_T6	TF scheduled maintenance	30/09/2025	12/08/2025	05/11/2025		View		MPN2021771	Notification with Coordination	RDF_T1	RDF incidence work	30/09/2025	12/08/2025	05/11/2025	John Warraga	Accepted	05/09/2025	MPN2020302	Notification with Coordination	RDF_T2	RDF incidence work	30/09/2025	01/07/2025	27/06/2025		View	
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- If the outage requires a response, you can select **Acceptable or Discussion Required** (and include a comment). Then select **Send Response** in the top right.

The response, and the user who responded, will be recorded against the notification.

Recipient: Northpower
 Sender: Jono Wierenga
 Notification Date: 23/10/2025 11:46
 Status: Sent
 Version: v1

Subject: Test for demo
 Notification ID: NFN200214-1
 Outage Reason: Outage reasons
 Outage Impact: The following generation is requested to be available for dispatch during peak load times
 Substations On N-Security:
 Additional Details: Additional details

Your Response: Acceptable Discussion Required
 Further investigation and discussion required.

Comments:

Detailed Operational Requirements supplied by the National Grid Operations Centre shall be read in conjunction with this Outage Advice.

Outage Block	Outage Block Description	Planned Start Date and Time	Planned Finish Date and Time	Time Frame	Nature	Recall Time (min)	Status
ALB_220KV-11	Updated Albany 220KV bus	11/06/2025 00:00	13/06/2025 03:00	Continuous	CLO - Close	2000	Approved
AAA_11T0	Updated	01/07/2025 13:30	02/07/2025 17:30	Daily	OPE - Open Ended	1000	Approved
ABY_TKA_1ABY_TKA_1	Albury Telago A 110 kV Circuit 1	12/08/2025 12:30	20/08/2025 20:00	Daily	CR - Contingency Interrupt Request	684	Cancelled

- Select **Download PDF** in the top right to download a PDF of the selected version of this outage.

23/10/2025, 11:46

Outage Planning Notification - NFN200214-1 (v2)

Outage Planning - Notification

Subject: Test for demo - no response required
 Date: 23/10/2025 11:44
 Recipient: Northpower
 Status: Closed

Reference no: NFN200214-1
 Version: 2
 Sender: Jono Wierenga
 Sender email: NNI_Outage_Co-ordinators@transpower.co.nz

Notification Details

Reason: Outage reasons
 Impact: The following generation is requested to be available for dispatch during peak load times
 Additional Details: Additional details
 Substations on N-Security:

Detailed Operational Requirements supplied by the National Grid Operations Centre shall be read in conjunction with this Outage Advice.

Outage Windows

Outage Block	Outage Block Description	Planned Start	Planned Finish	Time Frame	Nature	Recall Time (min)	Status
ALB_220KV-11	Updated Albany 220KV bus	11/06/2025 00:00	13/06/2025 03:00	Continuous	CLO - Close	2000	Approved
AAA_11T0	Updated	01/07/2025 13:30	02/07/2025 17:30	Daily	OPE - Open Ended	1000	Approved
ABY_TKA_1ABY_TKA_1	Albury Telago A 110 kV Circuit 1	12/08/2025 12:30	20/08/2025 20:00	Daily	CR - Contingency Interrupt Request	684	Cancelled

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