



**TRANSPOWER**

Waikoukou  
22 Boulcott Street  
PO Box 1021  
Wellington 6140  
New Zealand  
P 64 4 495 7000  
F 64 4 495 6968  
[www.transpower.co.nz](http://www.transpower.co.nz)

27 August 2021

F Smith

via the FYI website: [fyi-request-16386-f0fcc556@requests.fyi.org.nz](mailto:fyi-request-16386-f0fcc556@requests.fyi.org.nz)

Dear F Smith

**Request for information about power outage on 9<sup>th</sup> August 2021 and communications**

I refer to your Official Information Act request, dated 11 August 2021, for the following:

- all internal information of which includes communication eg verbal, emails, text etc. Including any documents and other relevant information for the incident of the power outage across the country on Monday 9th August 2021; and
- information as to why the general public was not notified until after the power was cut off, and specifically why was there absolutely no prior communication or warning before the outage took place.

The Official Information Act requires that we advise you of our decision on your request no later than 20 working days after the day we receive your request. We regret it will not be possible to meet that time limit. We are therefore notifying you of an extension of the time to make our decision, by two weeks, to 22 September 2021.

The extension is necessary because your request necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with our operations. We are currently collating the information required for several investigations currently ongoing into the grid emergency and outages on 9 August 2021, including:

- **MBIE investigation:**  
The investigation will investigate and report on the causes and factors contributing to the power supply interruptions of 9 August. The investigation commenced 19 August with a target conclusion 6 to 10 weeks later. The Terms of Reference can be found [here](#).

- ***Electricity Authority investigation (Phase 1):***  
This investigation will include a review of the system operator's demand allocation tool, and of the system operator's communications processes and associated protocols. The investigations have commenced and aim to be completed by 30 August. The Terms of Reference can be found [here](#).
- ***Transpower independent investigation:***  
This investigation has commenced and will be completed by 9<sup>th</sup> November 2021 at the latest.

These are comprehensive investigations into the power system events of 9 August 2021 which will answer many questions and provide information about what occurred. They may therefore also provide the information you are requesting and/or provide answers to the questions which lie behind your request. If you will no longer require the information requested and are willing to rely on the outcomes of the three investigations mentioned, all of which will become public information when completed, please let us know.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact me ([charlotte.edwards@transpower.co.nz](mailto:charlotte.edwards@transpower.co.nz)).

Kind regards



Charlotte Edwards  
Corporate Counsel