



TRANSPOWER

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22 September 2021

F Smith

via the FYI website: fyi-request-16386-f0fcc556@requests.fyi.org.nz

Dear F Smith

Request for information about power outage on 9th August 2021 and communications

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

- (a) all internal information of which includes communication e.g. 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
- (b) 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.

We have decided to grant your request. However, the large volume of information requested in part (a) presents challenges in sharing via email response. We have therefore decided to release that information to you in either physical form or through our electronic transfer portal. Please confirm which method you would prefer for accessing this information. The information in response to part (b), an email, is attached.

We have used our best endeavours to ensure we have captured all information relevant to your request. However, given the large scope of the request we have limited our search for information and documents to those Transpower personnel most likely to hold the information and those who have senior responsibilities in our system operator and communications teams. Transpower has not carried out a forensic electronic search for documents as the time limitations of the Official Information Act make it impracticable to do so. We do not consider a forensic electronic search would be likely to produce any additional relevant material. While we expect this response includes all documents relevant to the request, given the time frames under the Official Information Act it is possible we will identify additional relevant information after the date of this response. If we do so, we will provide a supplement to this response. In our opinion, the only alternative was to refuse the request under section 18(f) of the Official Information Act on the basis it would require substantial collation or research.

We have withheld some information to protect the privacy of individuals (section 9(2)(a)) and to maintain legal privilege (section 9(2)(h)). Transpower considers that withholding this information for the protection of privacy is not outweighed by other considerations which render it desirable, in the public interest, to make that information available.

In order to provide you with further context in terms of the information provided:

- This information covers the period leading up to the event on 9 August through to 13 August 2021. It represents our understanding at the time the information was created and may have subsequently been reinterpreted or corrected
- There is also a range of publicly available information which Transpower produces or uses and may be of assistance, including:
 - Transpower's Formal Notices:
<https://www.transpower.co.nz/system-operator/operational-information/formal-notice>
 - New Zealand Generation Balance Reports:
<https://nzgb.redspider.co.nz/>
 - Planned Outage Co-ordinator Process information:
<https://pocp.redspider.co.nz/>
 - NZX and Electricity Authority's Wholesales Information Trading System:
<https://www1.electricityinfo.co.nz/>
- Transpower has commenced an independent investigation into the events of 9 August which will be completed by 9 November 2021. This investigation will provide a detailed explanation of the event and will be made public.

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.

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).

Kind regards



Charlotte Edwards
Corporate Counsel

From: [Deb Gray](#)
To: [Timothy Duquid](#)
Cc: [Geoff Wishart](#)
Subject: Messages
Date: Monday, 9 August 2021 7:54:00 pm

Hi Tim

We don't plan to put stuff on our page as each EDB will be managing this differently
Messages shared with others are below
Sorry but this caught me by surprise – did not know people were disconnected until about 7:30

Nationwide, demand for electricity is at an all-time high
Insufficient generation has been made available to meet demand and manage a secure system.
As a result, Transpower has asked the distribution companies to reduce load
Different companies will do this in different ways, some manage via load control on hot water,
some manage via customer disconnections
The situation is expected to resolve at 8:00pm tonight once peak demand for electricity has passed

DEBORAH GRAY
Corporate Communications Manager
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