

## Industry Exercise 2025

The Electricity Authority Te Mana Hiko and Transpower look forward to working with industry in the Industry Exercise 2025 so that, together, we can ensure we're well prepared for a dry winter situation and electricity customers continue to receive the best possible service.

We expect all lines companies, direct-connects and retailers to [register a key contact by 24 January 2025](#) and ensure representatives from operations, communications/customer functions attend.

There will be webinars on 4 and 18 March to provide participants with the knowledge to take part in a practical simulated online exercise on 9 April 2025.

### **Webinar 1: Rolling outages process      Tuesday 4 March, 2 hrs tbc**

Learn about industry processes for an extended electricity supply shortage, including the:

- [System Operator Rolling Outage Plan](#), changes since 2024 and what this means for you
- how the system operator will communicate with you if an Official Conservation Campaign moves to rolling outages
- the rolling outage process, what information you need to send to the system operator and how
- your responsibilities under the Consumer Care Obligations.

### **Webinar 2: Preparing for the Industry Exercise      Tuesday 18 March, 2 hrs tbc**

Understand how the industry exercise will work and what you need to do to prepare, including:

- how the system operator communicates an extended electricity supply shortage
- when the rolling outage process is triggered
- what information is provided to you, what you need to do and when
- developing a GXP demand forecast and rolling outage schedule for the system operator by 2 April
- preparing communications plans and materials.

### **Industry Exercise 2025      Wednesday 9 April, all day**

Take part in the pan-industry simulated exercise for an extended electricity supply shortage and practice:

- responding to communications from the system operator
- coordinating with other market participants
- implementing your rolling outage plan
- meeting the Customer Care Obligations
- communicating with your key stakeholders, media and customers (including via a social media simulator).

The Industry Exercise 2025 is an important opportunity to come together to practice our respective roles when the system comes under pressure.

For any questions, please contact [IndustryExercise@transpower.co.nz](mailto:IndustryExercise@transpower.co.nz)