

## ACTION LIST

The following are the current SRC actions for completion.

Action	Date for completion	Status
The secretariat to add relevant items in the Actions and Updates paper from Authority staff on current workstreams for the February 2024 (Q1) meeting.	February-24	<b>Complete.</b> These are now published on the Authority's portal. We will include a link in the updates section each meeting.
The secretariat to include a standing Q4 item (in the Actions and Updates paper) covering developments/initiatives to manage forecast capacity issues for the coming winter and looking forward three years	Ongoing	<b>In progress.</b> For the Q1 (February 2024) meeting the secretariat has arranged presentations covering forecast capacity across short to medium term. This will be included as a standing item for each Q4 meeting from Q4 2024.
The secretariat to liaise with the Chair on proposed risk radar changes and circulate for member input on both the proposed changes and member suggestions for the SRC's forward work programme	May-24	<b>In Progress.</b> There were no further proposed changes to the radar. Members are asked to consider changes to the risk radar included in the pack for this meeting for discussion at item#7 at this meeting

## 1. Updates

This section provides information on matters that do not warrant a dedicated agenda item, such as articles relevant to the meeting's theme, updates on recent matters relevant to security and reliability that have previously been discussed by the SRC or published by the Authority.

For some of the articles, the secretariat has noted some key points members may wish to focus on.

### 1.1 News from the Authority

- 1.1.1 Members have asked for information about other Authority workstreams, relevant to the SRC's functions.
- 1.1.2 This link is to the Authority's news page, where Market Brief and other announcements are directed to, for further information: <https://www.ea.govt.nz/news/>. This link is to the Authority's projects page, where each project has its own sub-page, including any consultation or decision papers: <https://www.ea.govt.nz/projects/all/>.
- 1.1.3 The above links give an indication of the work underway or proposed. The secretariat would like member views on how best to include general information for SRC members that supports greater understanding of the Authority's workstreams

and areas of focus in a digestible format. Members should already receive Market Brief notices and have access to Energy News articles, where this is often included.

## 1.2 Industry evolution

- 1.2.1 Transpower improving business processes and associated procedures to promote business user engagement and uplift capability:  
[https://www.energynews.co.nz/news/software/148080/transpower-business-process-improvement-mission?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/software/148080/transpower-business-process-improvement-mission?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)
- 1.2.2 Calls for a 'back to basics' energy strategy focused on stability:  
[https://www.energynews.co.nz/news/electricity/148173/energy-resources-seeks-back-basics-energy-strategy?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/electricity/148173/energy-resources-seeks-back-basics-energy-strategy?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)
- 1.2.3 Policy uncertainty an obstacle to gas exploration:  
[https://www.energynews.co.nz/news/gas/151757/policy-uncertainty-remains-obstacle-gas-exploration-mbie?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/gas/151757/policy-uncertainty-remains-obstacle-gas-exploration-mbie?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)
- 1.2.4 Demand response, batteries and fast-start investment needed – Transpower:  
[https://www.energynews.co.nz/news/demand-response/151709/demand-response-batteries-and-fast-start-investment-needed-transpower?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/demand-response/151709/demand-response-batteries-and-fast-start-investment-needed-transpower?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)

## 1.3 Briefing to Incoming Ministers (BIM)

- 1.3.1 BIM to the Minister for Energy: <https://www.mbie.govt.nz/dmsdocument/27988-briefing-for-the-incoming-minister-for-energy-proactiverelease-pdf>
- 1.3.2 BIM to the Minister of Resources: <https://www.mbie.govt.nz/dmsdocument/28011-briefing-for-the-incoming-minister-for-resources-proactiverelease-pdf>

## 1.4 Winter developments

- 1.4.1 Members have asked the secretariat to include *winter developments* as a standing item in this paper for future meetings. We will include updates and articles from the sector here, giving members an opportunity to raise issues and give further guidance about content.
- 1.4.2 For this meeting the secretariat has arranged a dedicated agenda item and presentation from the Authority's operations policy team (agenda item #10), in lieu of including items in this paper. This link to the Authority's peak capacity issues consultation paper: <https://www.ea.govt.nz/projects/all/managing-peak-electricity-demand/consultation/potential-solutions-for-peak-electricity-capacity-issues/>. Consultation closes at 5pm on 1 March 2024.

- 1.4.3 Members are asked to consider how they would like to receive this information in future editions, in terms of format and content. Consideration should be given to ways that best enable inclusion of the most up to date information.

## 1.5 System operator security of supply updates

- 1.5.1 Please use this link to access the latest security of supply information from the system operator: <https://www.transpower.co.nz/system-operator/about-system-operator/security-supply-and-capacity>
- 1.5.2 If members have concerns, or require further information, about the system operator security of supply updates, they can raise these with the secretariat.
- 1.5.3 This link is to the NIWA's seasonal climate outlook and associated commentary. A new edition is issued each month for the three months ahead. Scroll down and click on the latest issue: <https://niwa.co.nz/climate/seasonal-climate-outlook>

## 1.6 System operator weekly market movements

- 1.6.1 Link to Transpower's [Market Operations Weekly Report | Transpower](#).
- 1.6.2 In this report the system operator provides an overview and update on security of supply (energy and capacity), generation breakdown and risk curves, amongst other information.
- 1.6.3 The secretariat recommends members sign up to receive these regularly via email and note any security or reliability risk patterns or trends, for further discussion.

## 1.7 System operation

- 1.7.1 Artificial Intelligence and system operation:  
[https://www.energynews.co.nz/news/market-regulation/146928/ai-drive-fundamental-regulatory-reform?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/market-regulation/146928/ai-drive-fundamental-regulatory-reform?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)
- 1.7.2 Gentailers, industry back HVDC upgrade:  
[https://www.energynews.co.nz/news/hvdc/151607/gentailers-industry-back-hvdc-upgrade?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=energy-news-newsletter](https://www.energynews.co.nz/news/hvdc/151607/gentailers-industry-back-hvdc-upgrade?utm_source=newsletter&utm_medium=email&utm_campaign=energy-news-newsletter)

## 1.8 Authority work on Consumer Care Guidelines and related:

- 1.8.1 A significant amount of work is being done, particularly in the consumer space, to ensure consumer continue to receive a secure and reliable energy supply. This includes:

### **Consumer Care Guidelines**

The Electricity Authority Te Mana Hiko (Authority) has decided to mandate the Consumer Care Guidelines (Guidelines) to improve protections for consumers.

This decision follows our consultation from September 2023 that sought feedback on four options to update and strengthen the Guidelines.

Sarah Gillies, the Authority's Chief Executive expressed gratitude for the remarkable engagement, with over 1,000 submissions received including drawings from young children.

Predominantly, the feedback came from consumers and advocacy groups, highlighting the importance of the Guidelines to consumers in New Zealand. We also received valuable feedback from electricity retailers and other stakeholders.

After careful consideration of all submissions, the Authority has opted for Option 4 – mandating the whole of the Guidelines, except Part 10. Part 10 looks at information disclosure and monitoring, which is being addressed in an ongoing consultation.

“We believe this decision is the best pathway forward to ensure consumers receive a consistent and supportive level of care from their electricity retailer, regardless of who they choose,” says Gillies.

The Authority commits to a short review process engaging stakeholders to address the clarity, workability and enforceability issues raised during consultation. Acknowledging their original voluntary design, Gillies stated that resolving these issues will facilitate a smooth transition to mandatory Guidelines by 1 January 2025.

“The degree to which we can resolve issues raised by industry participants will largely depend on their level of engagement. As we work to mandate the Guidelines, we expect retailers to maintain or improve their alignment with the current Guidelines and we will continue monitoring and reporting on alignment to ensure protections for consumers are being upheld.”

[Read the full decision](#)

[View consultation](#)

### **2022/23 Retailer alignment report**

Accompanying this decision is the 2022/23 Consumer Care Guidelines Annual Alignment Statement report.

The alignment report presents retailer self-assessed statements of alignment with the Guidelines for the period 1 July 2022 to 30 June 2023. This is the second alignment report since the implementation of the Guidelines in July 2021.

“We are pleased to see a greater level of alignment with the Guidelines compared to last year, particularly among large and medium retailers,” comments Gillies.

This report contributes to the Authority's broader efforts to support consumers with their dealings with electricity retailers and has helped form our decision to mandate the Guidelines.

“While we are seeing greater self-reported alignment, challenges persist reinforcing the need to review the Guidelines before making them mandatory.”

[Read the report](#)

### **Consumer plan comparison and switching**

In parallel, the Authority is consulting on how it can best support consumers to find the right energy plans for their needs.

As Gillies explains, the Authority's latest consultation acknowledges that energy plans are growing in number and complexity.

"While more plans mean more choices are available, it does also make it harder for consumers to assess which plan is right for them. But when given the right information, consumers can gain greater agency over their energy use and power bill."

Encouraging consumers to compare their energy plans with others available in the market can help relieve growing price pressures on households. Consumers that regularly choose to switch their plan or provider in search of a better deal can also support market competition by encouraging retailers to keep their costs low and develop innovative services to gain more customers.

The Authority has put forward eight options for feedback – five website-based options and three consumer choice support options, including community advisors.

"We have advised our preferred option, but as always, feedback is crucial to our decision-making process, and I encourage everyone to have their say."

Consultation closes at 5pm on 8 March 2024.

[View the consultation](#)

## 1.9 New Zealand Generation Balance - NZGB

- 1.9.1 To review the latest NZGB, please use the following link: [Customer Portal - NZGB \(transpower.co.nz\)](https://transpower.co.nz). Note, Transpower has migrated the hosting of this site, from its previous location.
- 1.9.2 At members' request, the secretariat is no longer preparing a paper on this topic but will provide a link to the latest review in this section in the papers for each SRC meeting. The information presented here is to provide members with the latest published version.
- 1.9.3 If members have questions or need further information, they are welcome to raise this with the secretariat. If members have security and reliability concerns, it would be appropriate to raise these during item #7 (the risk radar).

## 1.10 Scheduled generation outages

- 1.10.1 As part of its work monitoring scheduled outages, the Authority publishes a report via its Electricity Management Information (EMI) portal – [Scheduled Generation Outages](#).

## 1.11 Load Duration Curves

- 1.11.1 At the SRC's request these are available via the Authority's Electricity Market Information (EMI) portal:  
<https://www.emi.ea.govt.nz/Wholesale/Reports/KPGKJ1?si=v|3,s|mdo>
- 1.11.2 If members have further feedback or suggestions about the data and how it is presented, they can raise these through the secretariat.

The SRC may wish to consider the following questions.

- Q1. What further information, if any, does the SRC wish to have provided to it by the secretariat in the updates section?**
- Q2. Does the SRC have a preference for how information in this paper is presented?**
- Q3. What advice, if any, does the SRC wish to provide to the Authority?**