

Temporary Generation Policy

Overview

WEL Networks Ltd (WEL) is responsible for provision of electrical supply to WEL customers. This must be managed within practical parameters allowing for staff and public safety, routine and non-routine maintenance, additions and outages to the network while protecting the health and wellbeing of customers. Planned and unplanned temporary outages do occur when meeting obligations for safe supply of electricity. Depending on the nature of the job, customers may experience multiple outages as work is performed. WEL will minimise the number and duration of planned outages for its customers.

Scope and Application

This policy clarifies the situations where WEL will provide temporary generation for individual and collective customers, and the circumstances in which temporary generation may be contemplated for supply. WEL will consider a range of factors in mitigating risks that relate to the health and wellbeing of customers affected by a planned or unplanned outage.

Policy Principles

1. WEL will not routinely provide temporary generation to any customer sites for planned outage work or for faults and other unplanned outages.
2. WEL will notify electricity retailers of planned outages in accordance with the terms of the Use of System Agreement in place with each retailer. Retailers are obligated to pass this notification on to their customers in a timely manner.
3. Where notification has been given prior to an outage within the correct notification period (as per the Use of System Agreement), WEL will not delay planned works on the network on the basis that it may be inconvenient for customers, except as outlined in Principles 4 and 5.
4. Large commercial customers who have an account manager at WEL will be consulted where practicable, to agree a time for network maintenance requiring a planned outage, that is workable for all parties.
5. Following notification of a planned outage that will significantly and negatively affect a customer, that customer may contact a WEL representative to discuss and clarify any alternative options available to the customer.
6. For planned outages, temporary generation may be requested or arranged by customers at their own expense. This includes the costs of a generator and any associated connection and disconnection charges. WEL must be notified of this

intention, but is not obligated to complete this work and other electrical contractors may be used. Contractors may not interfere with, connect to, disconnect or use WEL assets without express permission from WEL.

7. Where an outage is required and the customer impact is outside acceptable parameters for System Control, then WEL System Controllers, the Network Operations Manager or the Asset Planning and Engineering Manager may request that temporary generation be installed at WEL's expense, where practicable.
8. For any outage where the impact on a customer relates to health and welfare, it is expected that medically dependent customers will take responsibility for ensuring that they have an emergency response plan in place, to respond to any temporary electricity outage, in accordance with the Electricity Authority Guideline on Arrangements to Assist Medically Dependent Customers.
9. In the case of an unplanned outage, WEL may, at its discretion, arrange temporary generation for the support of a customer whose health could be adversely affected during the outage if they are unable to make alternative arrangements. In this circumstance, and where it is impractical or not possible to provide temporary generation, the customer should be advised to contact emergency medical services.
10. Resolution of outage related complaints should be carried out in accordance with the WEL Complaints Management Policy.

Reference Documents

Electricity Authority Guideline on Arrangements to Assist Medically Dependent Customers
Complaints Management Policy



Garth Dibley
Chief Executive
22 September 2017