

Planned Outage Policy

Purpose

This policy defines TLC's approach to management of planned outages.

Overview

We recognise that planned outages can inconvenience customers. In deciding how to manage planned outages the following principles apply:

- Safety of our team and public is the prime consideration when completing outage work;
- Planned outages are essential to undertake work to maintain the reliability of our network to a standard that our customers expect, and therefore cannot be avoided;
- We aim to minimise both the frequency and duration of planned outages to customers; and
- We will actively consider the safety impact and the price/quality trade-off of providing generation where an outage meets the generation criteria identified below.

We will continue to meet our obligations as defined in our [Terms of Service](#) whilst scheduling and executing planned outages.

Policy

Customer communication

- We aim to notify all customers of planned outages at least five days in advance of the initial day of outage.
- Notifications will include the date, time and expected duration of an outage. An alternative day outage will be notified in case faults, weather or other conditions prevent the outage proceeding on initial day. The Notification will also include contact details for customers.
- The outages section of our [website](#) will include up to date information on planned outages including any changes to timing.
- Where practicable we will consult with our Major Customers to agree a time that will minimise the impact on their business whilst still being workable with our planned outage programme.
- Where a planned outage impacts on a customer's health and welfare, we will discuss alternative arrangements with the customer. It is expected that medically dependent customers will have an emergency response plan in place in line with the Electricity Authority's guidelines for Medically Dependent and Vulnerable Customers.
- **Note:** No compensation will be paid for consequential losses as a result of planned outage.

Requirements for the use of temporary generation

- We will consider the installation of temporary generation to continue to supply customers where a planned outage affects more than 100 customers for a duration for more than 4 hours. This will be subject to safety and technical considerations.
- Temporary generation will not routinely be provided to individual customer sites for planned outage works.

- Temporary generation may be arranged by a customer at their own cost through their preferred electrical contractor.
- Customers wishing to use their own temporary generation during a planned outage must notify us. This is to ensure the safety of our team during outages. Contact details are included on the customer planned outage communication notice.
- Any temporary generation connected by the customer or their electrical contractor must only be connected to the customer’s installation. Use of network assets for temporary generation is not permitted unless it is installed by us.
- Temporary generation may also be provided where, in the opinion of the relevant Asset Engineer or Network Controller, it is required to maintain network security during an outage (e.g. voltage support).
- Provision of temporary generation for essential services will be considered on a case-by-case basis as part of outage planning.

Live Line Work

- Live line work at voltages above low voltage is not currently carried out on TLC’s network.

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