

News Bulletin

Pepuere 2022



Kia ora

This Gas Industry Company Bulletin is bringing you an update about the new Critical Contingency Operator, Plant and Platform Ltd. Its appointment takes effect from 1 March 2022.

Also in this update:

- Our *Recommendation for Information Disclosure Arrangements for Gas Production and Storage Facility Outages* is now available on our website.
- The submissions on *Advanced Gas Metering Infrastructure – Submissions Review and Recommendations* have been published on our website.
- Submissions are now open on our paper - *Extending the Electricity Price Review's Final Recommendations to the Gas Market – Final Gas Consumer Care Guidelines*.
- Latest switching updates.

Ngā mihi.

Plant and Platform takes over Critical Contingency Operator role

With effect from 1 March 2022, Plant and Platform Ltd will take up the role of providing Critical Contingency Operator services following a handover from the existing provider Core Group Ltd.

There are no material changes to the processes for the provision of services and the existing communication channels will continue as normal.

More information about the key people and the role of the Critical Contingency Operator is available on the CCO [website](#).

Submissions published on Advanced Gas Metering Infrastructure – Submissions Review and Recommendations

Gas Industry Co published its [Advanced Gas Metering – Issues Assessment paper](#) on 24 September 2021. That paper set out a preliminary list of potential issues on the deployment of advanced metering technology into the gas market, with Gas Industry Co’s initial commentary on each of the issues, and an initial assessment of the priority to be afforded to each issue.

We received five submissions on the issues assessment paper. Two from gas distribution network companies, two from gas metering service providers and one from a consumer solutions service provider. No submissions were received from gas retailers or gas consumers.

We reviewed the submissions and in December we published our summary and assessment of the submissions, our updated assessment of the priority to be afforded to each of the identified issues, and our recommendations on for how each of these issues should be progressed.

We accepted submissions on our updated assessment and recommendations until 5pm Monday, 14 February 2022. We received four submissions and they can be read [here](#).

Recommendation for Information Disclosure Arrangements for Gas Production and Storage Facility Outages is now available on our website

On Friday 18 February, we recommended to the Minister of Energy and Resources new gas governance rules for the disclosure of gas production and storage facility outage information.

The recommendation followed the Statement of Proposal: Gas Production and Storage Facility Outage Information that we published in July. It incorporates feedback from stakeholders.

New rules will provide for disclosure of planned and unplanned outages of gas production and gas storage facilities over a threshold, and for monitoring of compliance with these disclosure obligations. Gas Industry Co is also recommending amendments to the Gas Governance (Compliance) Regulations 2008, so that the compliance framework applies to the proposed rules.

We thank stakeholders for the valuable feedback they have provided over the course of this project.

The recommendation can be read on our website [here](#).

Extending the Electricity Price Review’s Final Recommendations to the Gas Market – Final Gas Consumer Care Guidelines

On 9 November 2021 Gas Industry Co published:

- final version of the Utilities Disputes and Powerswitch Guidelines, and the Saves and Winbacks Guidelines; and
- a final draft of the Gas Consumer Care Guidelines.

Gas Industry Co sought submissions on the Gas Consumer Care Guidelines by 29 November 2021.

To support the Gas Consumer Care Guidelines, Gas Industry Co has prepared a draft Notice of Potential Medically Dependent Consumer (MDC) Status, and a template Gas Consumer Care Policy for retailers. Gas Industry Co is now seeking submissions on these documents.

Submissions are due by Monday 28 March 2022 at 5.00pm. You can submit [here](#).

Switching updates for January

There were 3201 switches in January 2022. This was 555 fewer than December 2021 and 199 fewer than January 2021.

During the past 12 months we saw, on average, 3606 switches taking place per month, and they took an average of two days to complete.

Over the year, the highest number of switches took place in March 2021 at 4444 switches, and the lowest was in September 2021 at 3016.

Switching numbers are available in the Gas Registry [here](#).