

15 June 2020

Grace Clapperton-Rees
Senior Adviser
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Dear Grace,

AUDIT OF THE CRITICAL CONTINGENCY OPERATOR 2020

Concept Consulting Group Ltd undertook an audit of the Critical Contingency Operator (CCO) under contract to the Gas Industry Company (GIC). The audit was completed in June 2020 following a visit to the CCO office facilities in New Plymouth. As requested, a summary of the findings is presented below:

Audit Summary

The audit was undertaken in accordance with the terms of reference provided by the GIC.

The assessment has confirmed the robustness of the incumbent Critical Contingency Operator's (CCO) systems and processes in fulfilling the obligations and responsibilities in accordance with the Critical Contingency Operator Service Provider Agreement (SPACCO) and Gas Governance (Critical Contingency Management) Regulations 2008 - as amended. No *Non-Conformances* were identified during this audit however thirteen *Improvement Suggestions* were identified with four assigned to the CCO and the remainder assigned to the GIC.

The *Improvement Suggestions* for the CCO relate to document control and amendments to the CCO Risk Register while the GIC *Improvement Suggestions* relate to consideration of formal revision and update of the SPACCO, progression of the TSO SCADA real time access, industry exercises and other risk considerations.

Yours sincerely



Hugh Driver
On behalf of Concept Consulting Group Ltd