TRANSPOWER

# QUALITY ALERT!

30th July 2025

## Calls from NGOC to site phones not being answered

### ISSUE IDENTIFIED:

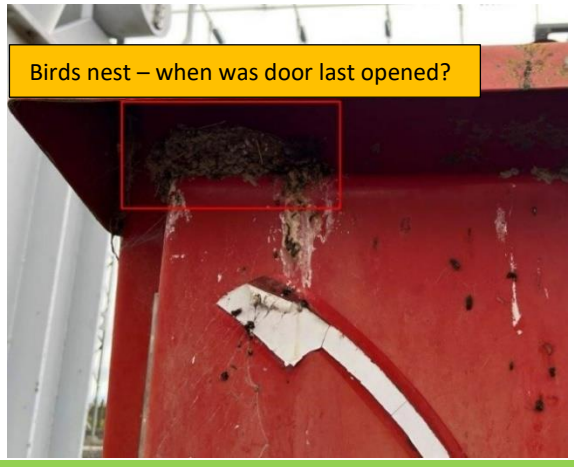
- NGOC have been calling site phones, yet people onsite (TP, contractors, SP's) are not answering them.
  - NGOC may need to warn personnel on site of potential hazardous situations that may arise - i.e. - equipment in a hazardous condition
  - switching about to occur where it is unsafe for personnel to be in any switch rooms/switchyards.
- Audits have identified that some sites have defective site phones or hooters, or no hooter at all.

### CONTRIBUTING FACTORS:

- Grid Skills training does not specifically address answering of site phones
- TP.SS 07.40 does not address who can answer a ringing phone or 'hooter activation'
  - ie No telephone answering protocol
- Some sites do not have hooters

### ACTIONS TO PREVENT REOCCURENCE:

- This alert is establishing the 'Answer Protocol' such that **if the phone is ringing – answer it!**
- Ensure site phones/hooters are checked as part of bi-monthly station inspections SMP 02.41.007 (available in Matai) completing e.g. task 6.2 "test the switchyard hooter is fully functional", 17.1 "Check all building and switchyard telephones are operational" and 17.2 "Check telephone buzzer operational".
- If the phone hooter is found to be defective or missing, raise a Maximo PDM Defect WO (XXX-C-TPSN - Priority 3) to either repair or install a replacement.
- Update Grid Skills SE2 training to clarify expectations to answer a ringing site phone and why this is necessary.
- Update TP.SS 07.40 to explicitly mention hooters and the required protocol to answer a ringing site phone



### LEARNINGS FROM THIS

***Bi-monthly inspections are not as effective as they could be at identifying and correcting defects***

**Transpower's expectation is that every site will have a working:**

- **Control Room Phone and Switchyard Site Phone**
- **Switchyard Hooter** (i.e., to ensure ringing phone can be heard in switch yard)

**Answer Protocol** requires that anyone onsite can answer a ringing phone no matter what role they have on site. A ringing phone MUST be answered when practical to do so.

Quality Assurance

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