Taranaki Fuel Emergency Plan

Final, August 2019

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Plan Summary

Overview

This Plan sets out arrangements for managing fuel shortages in the Taranaki Region in an event involving a Taranaki CDEM response. The purpose is to ensure that roles for managing fuel supply disruptions are understood and arrangements for prioritised supply to the region's 'Critical Fuel Customers' (Attachment A) are in place. The Plan recognises the dependence on fuel by these critical customers to provide important community services during a disaster.

The plan covers disruptions to petroleum, diesel, aviation fuel and marine fuel, but excludes LPG and natural gas.

Event Escalation

There are four levels of fuel emergency response defined in the *National Fuel Emergency Plan (draft June 2019)*, as illustrated in Figure 1.

The coordination of fuel management measures as part of a significant fuel emergency is led by the national Fuel Sector Coordinating Entity (SCE), convened by the lead agency of the event.

In a local disruption, such as isolation of an area by road impacting on fuel supplies, the Taranaki Group or Local CDEM Controller may act under the CDEM Act 2002 without national arrangements being activated. Any fuel management measures should be communicated to MCDEM via the national Lifeline Utility Coordinator (LUC).

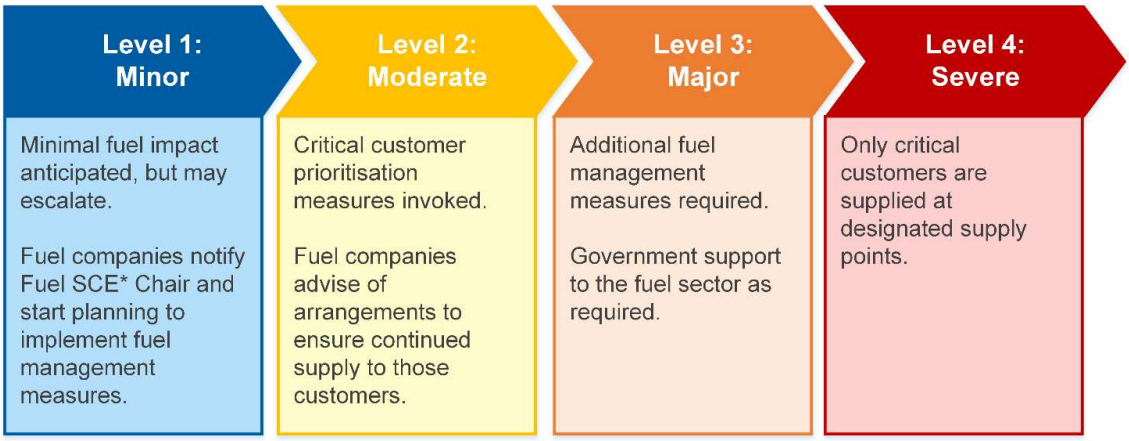


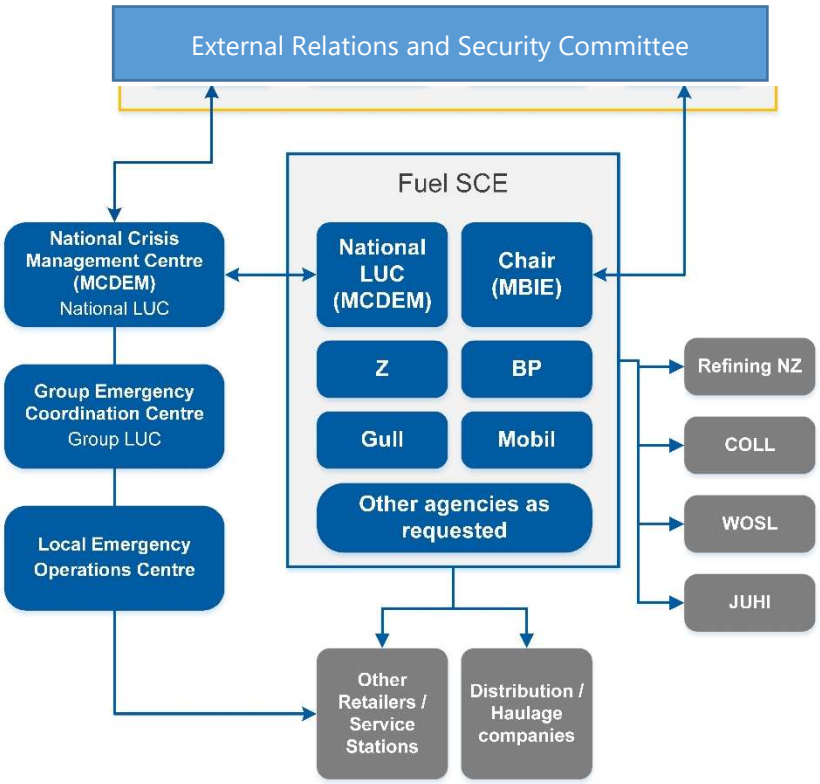
Figure 1: Fuel Emergency Escalation Process (Source: Draft National Fuel Emergency Plan June 2019)

Coordination / Communication

Communication lines during a fuel emergences of Level 2 and above are shown in Figure 1-2, noting that.

- Other agencies will be included on the Fuel SCE as required – for example, in an event primarily impacting Taranaki, the CDEM Group will be represented on the Fuel SCE by the Lifeline Utility Coordinator (LUC) or other Group delegate.
- Fuel sector reports on supply and distribution impacts will be collated by the Fuel SCE and made available to CDEM Groups.
- The Fuel SCE will coordinate fuel management measures in consultation with affected CDEM Groups. Major fuel companies are part of the SCE and will communicate requirements to retail outlets that they supply.
- In tandem, Taranaki CDEM will coordinate directly with designated priority retail outlets to provide support with management of the critical customer prioritisation, such as queue management/security.

- Taranaki CDEM will confirm and communicate lists of critical fuel customers for their region to the National LUC.



MBIE: Ministry for Business, Innovation and Employment. WOSL: Wiri Oil Services Limited, COLL: Coastal Oil Logistics Limited, JUHI: Joint User Hydrant Interplane Terminal.

Figure 2: Communication Lines.

Priority Access to Critical Fuel Customers

Fuel companies are responsible under the *National Fuel Emergency Management Plan (draft June 2019)* for establishing arrangements to ensure continued supply to critical fuel customers. A range of measures may be used, including designating some retail outlets for critical customer use only.

The following fuel stations have been identified by the Taranaki CDEM Group as a priority for the region to enable access across the region by critical fuel customers. These are the preferred stations to be designated for critical customer prioritised access, however this will depend on operability following the emergency event. Any retail outlet may be designated; Taranaki CDEM will communicate any specific requirements on location of designated sites, and/or any arrangements made locally during response, to the National LUC.

- BP Moturoa
- Z Waiwhakaiho
- Z Stratford
- Z Hawera

Critical Fuel Customers Responsibilities

Critical fuel customers are responsible for:

- Ensuring that the staff and contractors have suitable identification and means of payment.
- Reasonably conserving fuel (without impacting their ability to maintain core services).
- Having their own business continuity arrangements relating to fuel supply.
- Other actions noted in Section 4.3.

1 Introduction

1.1 Scope

This plan gives effect to the *National Emergency Fuel Plan*[1] for the Taranaki Region. The National Fuel Emergency Plan is a Supporting Plan to the National CDEM Plan and Guide to the National CDEM Plan (2015).

The National Fuel Emergency Plan and this Plan covers government and fuel sector coordination and responses in the event of a major disruption to fuel supply, including petroleum, diesel, aviation fuel and marine fuel, but excluding LPG and natural gas.

This plan outlines Taranaki CDEM Group plans and arrangements within this planning framework provides:

1. An overview of the potential fuel supply disruption scenarios in Taranaki.
2. Roles and responsibilities during fuel shortages in the region.
3. Mechanisms for managing fuel shortages.
4. Critical fuel customers in the region and their fuel requirements.
5. Fuel prioritisation arrangements in a major fuel disruption.

1.2 Planning Framework

The *National Fuel Emergency Plan* summarises the legislation and legislated plans that provide enabling powers for the Government and set out expectations and requirements of fuel companies. The main Acts are:

1. The **International Energy Agreement Act (1976)**, which provides the Governor-General and Minister of Energy and Resources the powers to declare a petroleum emergency.
2. The **Petroleum Demand Restraint Act (1981)**, which provides the Governor-General and the Minister of Energy and Resources with the powers to make regulations to restrain demand for petroleum products during a petroleum emergency.
3. The **CDEM Act 2002**, which requires lifeline utilities to ensure they are able to operate to the fullest possible extent, even though this may be at a reduced level.

   Under this Act, National and Group Controllers have access to emergency powers once a state of emergency declaration has been made (s. 85) in order to "*provide for the conservation and supply of fuel",* coupled with ability to requisition supplies (s. 90) under certain circumstances.

1.3 Roles and Responsibilities

All agencies are expected to:

- have plans and procedures to enable them to perform their functions outlined in this Fuel Plan; and
- ensure relevant staff and contractors are aware of, and are adequately trained to implement, these plans and procedures.

The specific roles and responsibilities of key sectors managing major fuel disruptions are summarised in Table 1 and detailed further in the *National Emergency Fuel Plan*.

[1] The National Fuel Emergency Plan is in draft form at time of writing (June 2019) and this plan will be updated to reflect any significant changes in the adopted National Plan.

The Fuel SCE is the national organisation for planning for, and coordinating a response to, a major fuel emergency. Its core members are the major fuel companies, MBIE and MCDEM. Other agencies may be included on the Fuel SCE specific to a response situation.

Table 1: Roles and Responsibilities

Agencies	Planning (Readiness)	Response
MBIE	▪ Maintain the National Fuel Emergency Plan, in partnership with MCDEM, and operational procedures for the Fuel SCE. ▪ Monitor and advise the government on New Zealand's fuel supply security and ensure New Zealand meets the requirements of the IEA. ▪ Participate in National CDEM exercises.	▪ Lead agency, where the fuel supply disruption is not part of an emergency under the CDEM Act 2002 or the scale of disruption does not require an all-of-government coordinated response. ▪ Chair the Fuel SCE to manage and coordinate the government response to a national fuel supply disruption. ▪ Collect information from the fuel industry and, where necessary, coordinate the implementation of response measures.
MCDEM	▪ Maintain the National Fuel Emergency Plan, in partnership with MBIE, and operational procedures for NCMC/NCC. ▪ Maintain a central register of regional fuel plans including collated lists of critical fuel customers and priority retail outlets. ▪ Identify 'critical customer' sectors. ▪ Conduct national exercises. ▪ Support CDEM Groups re: fuel planning. ▪ Represent the Fuel SCE in regional fuel emergency planning. ▪ Coordinate government support to fuel sector.	▪ Lead agency for CDEM-led responses or the scale of the event requires an all-of-government response. ▪ Coordinate logistical support to the fuel sector. ▪ Coordinate information from other lifeline utilities to support response (e.g. road status, electricity status). ▪ Communicate situational information to CDEM Groups and other response agencies, per National CDEM Plan. ▪ Support CDEM Groups as required.
Taranaki CDEM Group	Develop regional / local CDEM fuel plans and arrangements, including: ▪ maintaining a database of regional / local critical fuel customers and priority fuel retail outlets ▪ engaging with regional critical fuel customers around their requirements in this Plan ▪ engaging with priority retail outlet owners and planning to support to support the allocation of prioritised fuel to critical fuel customers. ▪ liaising with neighbouring regions to ensure alignment of plans and assumptions. ▪ conduct exercises which test the arrangements in regional / local fuel plans.	▪ Maintain/update critical customer lists and make available to the National LUC. ▪ Provide support to the management of allocation of fuel to critical fuel customers (eg: confirming critical customer identification, queue management / crowd control). ▪ Provide information on situational status (e.g. road access) to support fuel response. ▪ Provide logistical support to the fuel sector.

Agencies	Planning (Readiness)	Response
Fuel Companies (producers/ importers, processors, distributors)	▪ Comply with CDEM Act 2002 requirements for lifeline utilities. ▪ Develop and maintain business continuity plans. ▪ Incorporate National Fuel Emergency Plan arrangements into their own planning (priority retail outlets, critical customer lists, etc). ▪ Participate in regional lifeline utilities and CDEM sector planning and exercises. ▪ Oversee the requirements below of company-owned fuel retail outlets.	▪ Support / advise the government response through the Fuel SCE and jointly undertake Fuel SCE roles with other fuel organisations. ▪ Provide information on fuel status to the Fuel SCE. ▪ Coordinate the organisation's response. ▪ Provide a communication point for organisations supplied by the fuel company (e.g. dealers, distributors).
Fuel Retail Outlets, including unmanned	Owners of retail outlets identified as a priority site by CDEM Groups shall: ▪ maintain business continuity plans and backup arrangements. ▪ plan for the security of staff in an emergency event. ▪ participate in local and regional CDEM planning and exercises ▪ liaise with CDEM for support to implement prioritised supply to critical fuel customers.	▪ Implement demand restraint measures as requested by the lead agency (communicated through fuel companies) or as directed via regulations.
Fuel Sector Coordinating Entity	▪ Coordinate fuel sector planning for major fuel emergencies. ▪ Undertake the role of the National Emergency Sharing Organisation (NESO) under the IEA. ▪ Meet, at least annually, to review this Plan and supporting arrangements (meeting to be convened by the Chair, MBIE). ▪ Support MBIE in the identification and management of risks and resilience measures.	▪ Facilitate sector solutions. ▪ Coordinate and provide sector information to the lead agency. ▪ Distribute situational information from the lead agency (to their sector). ▪ Coordinate with other affected sectors, particularly where dependencies exist. ▪ Undertake operational tasks to manage fuel demand or increase fuel supply.
Critical Customers, including lifeline utilities	▪ Business continuity planning to maintain essential functions during fuel shortages, including fuel stored for generators, fuel-efficient vehicles, remote working, etc. ▪ Discuss priority access arrangement contracts with fuel supplier. ▪ Establish processes for communicating with essential staff / contractors around priority fuel supply arrangements and ensuring they have ID.	▪ Implement demand restraint measures as requested by the lead agency (communicated through fuel companies) or as directed via regulations.

1.4 Taranaki's Fuel Supply

Supply Chain

Around 80% of New Zealand's fuel is refined at the Marsden Refinery, south of Whangarei, and distributed by ship to ports around the country (and by pipeline to Auckland), as illustrated in Figure 3. Diesel and petroleum for regional needs are shipped into Port Taranaki and trucked from Wellington and Tauranga.

Fuel is supplied to retail outlets by the four major oil companies (Mobil, BP, Gull, Z). Some retail outlets are owned and managed by those companies, others are independently owned and/or managed. The re-fuelling rates vary, and it is impossible to give a definitive view on the amount of storage held at these sites, though it is typically in the range of 'days' during normal levels of use.

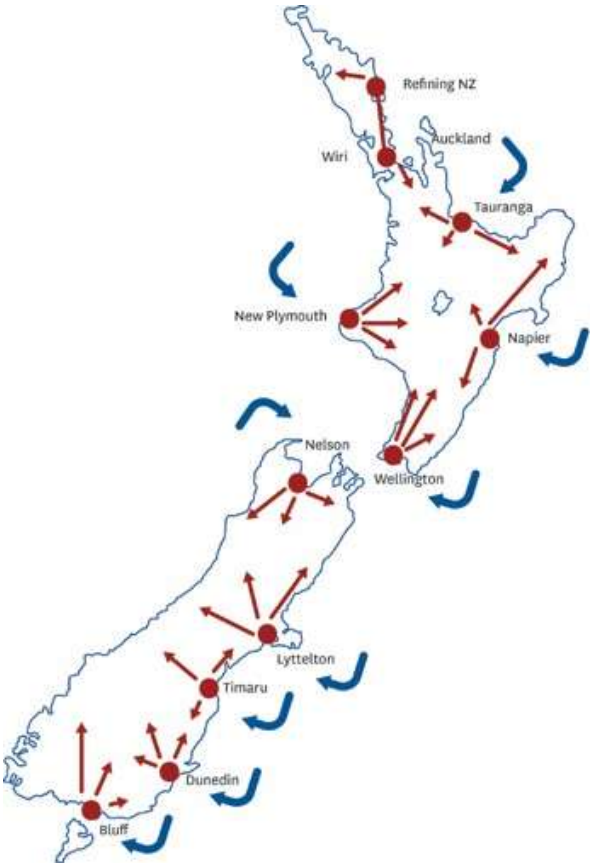


Figure 3: National Fuel Supply Chain

Fuel Stocks

There are a wide variety fuel storage sites in Taranaki. Figure 4 shows:

- Omata Tank Farms at Port Taranaki (tanks are owned/managed by different companies)
- Fuel stations (storage various, larger stations typically hold around 100,000l).

As well as the above, there are many sites with generators holding fuel and separate fuel storage tanks. Those owned by critical fuel customers designated in this Plan are shown in Section 4.4. However, there are believed to be many others such as those owned by farmers, other businesses and individual property owners.

Hazards and Risks

A significant fuel supply disruption anywhere in NZ can potentially have impacts across the national supply chain to Taranaki; including a major refinery outage, international supply disruptions, outages of multiple terminals, widespread power outages or road disruptions impacting fuel transportation.

Now that both petroleum and diesel are brought in via Port Taranaki (for some years only diesel was shipped in), this provides some redundancy in the supply chain. Trucking in by road provides an alternative if the port is inoperable; assuming roads are available.

There are also many risks to the fuel supply chain arising from natural hazards and infrastructure failures, as detailed in the *Taranaki Lifelines Vulnerability Study, 2018*. These include:

- Disruption to electricity supply – there are no known fuel retail outlets with generators stored on site to enable financial transactions and fuel to be pumped in the immediate period after a power cut.
- Tsunami – which could impact the fuel terminal at Port Taranaki. This risk could be mitigated by additional trucked supplies from other terminals if those aren't also damaged by the same tsunami.
- Earthquake – potential damage to the terminal and fuel stations and knock-on impacts from electricity outages.

- Flooding impacting road access to distribute fuel.

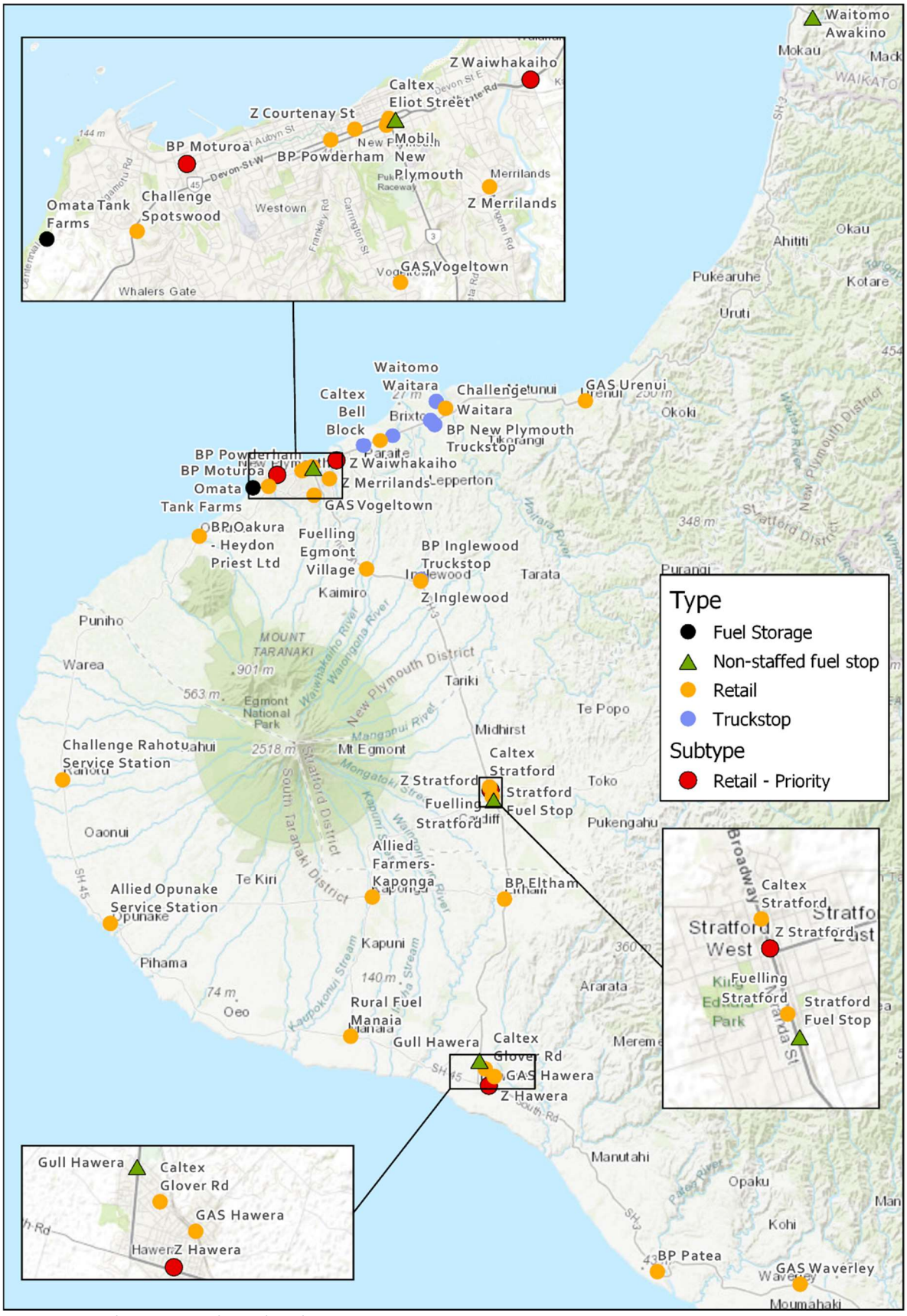


Figure 4: Fuel storage and retail outlets

2 Activation and Communication

2.1 Activation of Arrangements

The fuel emergency escalation process is detailed in Table 1 *(source": National Fuel Emergency Plan, draft June 2019)*.

Fuel companies are required to notify the Fuel SCE Chair of actual/potential fuel shortages and the Fuel SCE will advise affected CDEM Groups via the national LUC.

The Fuel SCE arrangements in the *National Fuel Emergency Plan* may be activated at the determination of the Fuel SCE Chair or other lead agency.

Taranaki CDEM Group may seek activation of the Fuel SCE to support a major regional fuel response via the national LUC.

2.2 Communication Arrangements

The communication lines when the Fuel SCE is activated are shown in Figure 5: Communication Lines.**Error! Reference source not found.**, noting the following.

1. The Taranaki CDEM Group will in most cases coordinate with the Fuel SCE via the national LUC. However, in an event mainly impacting the Taranaki Region, the Taranaki LUC (or other CDEM representative) will participate directly in the Fuel SCE.
2. Fuel companies will engage nationally through the Fuel SCE and are required to provide a communications link to retail outlets that they supply, such as to advise of fuel management requirements.
3. Direct communication between local/Group CDEM and fuel retail outlets may be required where fuel prioritisation arrangements are activated, and retail outlets require support to manage arrangements.
4. Fuel sector reports on supply and distribution impacts will be distributed to affected CDEM Groups.

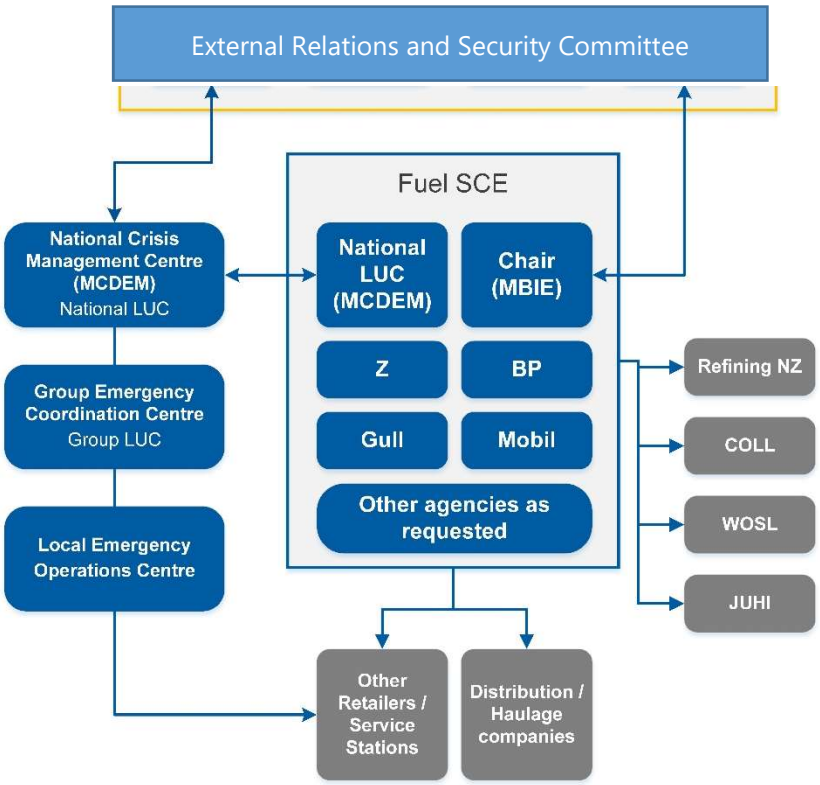


Figure 5: Communication Lines.

Escalation Level	Fuel Sector Actions	MBIE Actions (may be part of a CDEM response)	CDEM Sector Actions* (where fuel impacts are part of wider disaster)
Level 1: Minor Potentially escalating fuel supply disruption but minimal current impact on fuel distribution. Manageable within available resource. Minimal or no public interest.	Logistical / supply changes, as required, to maintain fuel supply. Advise Fuel SCE Chair of potential fuel shortages. Consider and prepare for supply / demand restraint measures.	Activate Fuel SCE in monitoring mode. Monitor stock situation. Analyse / prepare for fuel management measures.	Group ECC active and monitoring local EOC activities. Group ECC to check / confirm critical customer lists to National LUC.
Possible state of emergency			
Level 2: Moderate Significant impact on fuel distribution. Concerns about the potential availability of fuel to critical fuel customers. Requires some resource allocation. Some degree of public interest, potential for panic buying.	CDEM Critical Fuel Customer List invoked. Supply critical fuel customers before all others. Estimate likely demand levels and re-supply options. Commercial customers and 'off-the-street' customers still serviced, albeit at a limited capacity.	Lead agency for fuel supply disruption if not part of an emergency under the CDEM Act 2002. Activate / Chair Fuel SCE (regardless of lead agency). Continue to monitor and assess measures. Advise Minister to activate measures if required to ensure continued supply to critical fuel customers. Coordinate public communications.	State of emergency may be declared. Lead agency for some emergencies under CDEM Act 2002. National LUC confers with Fuel SCE Chair and convene Fuel SCE teleconference. Invoke Critical Fuel Customer Prioritisation Arrangements. Coordinate government support to manage priority fuel retail outlets.
State of emergency			
Level 3: Major Serious impact on fuel distribution. Resource and capacity limits full. Multi region, and/or major lifeline utilities impact. Concerns of panic buying. Requires all-of-government coordinated response. National public interest.	Implement fuel management measures as requested by lead agency through Fuel SCE (priority re-supply to designated fuel retail outlets, sale / opening hour restrictions, etc.) Designated fuel retail outlets (or other agreed method) to supply critical fuel customers.	Chair Fuel SCE. Coordinate / monitor effect of implementation of fuel management measures. Coordinate government support to the fuel sector. Coordinate public communications.	State of emergency is in force. Lead agency, control and coordinate overall response. MCDEM NCMC/NCC LUC participates in Fuel SCE. Invoke Fuel Prioritisation Arrangements. Support to fuel companies as required, coordinated through Fuel SCE.
Level 4: Severe Major impact to fuel supply. Major national fuel impact expected to be sustained. Resource limits are exceeded. Major impact to lifeline utilities / community. International interest.	'Coordination' for regional distribution / re-supply. Supply critical fuel customers only. Critical fuel customers serviced by any supplier. Supply to non-critical fuel customers only following consultation with lead agency.	As above.	As above.

Table 1: Fuel Supply Escalation

**CDEM Sector refers to MCDEM NCMC/NCC and CDEM Group ECCs.*

3 Fuel Management Measures

3.1 Fuel Management Mechanisms

The National Fuel Plan outlines potential responses to fuel shortages and are summarised in Table 2: Fuel Management Mechanisms.

If there is a significant fuel disruption threatening supplies to critical fuel customers, prioritisation arrangements will be put in place to ensure continued supply to those customers (Section 3.3).

Other direct CDEM measures to manage fuel supply, such as requisitioning, are considered a last resort and will generally only occur if fuel company measures to manage supply are considered by CDEM to be inadequate, or on request by the fuel companies.

Fuel Sector Mechanisms	▪ Transporting fuel by road from other terminals, where there is a disruption to normal terminals used (some companies still supply from Wellington and Tauranga anyway). ▪ Diverting nearby ships (eg: if there is a disruption to the refinery or a coastal ship). ▪ Mobile fuel storage units (limited numbers, only some companies have them) deployed to where normal supply points are unavailable.
Measures to improve supply	As above, plus ▪ Relaxing fuel specifications to enable use of fuel from alternative sources. ▪ Relaxing transport specifications (such as increased carrying capacity of road tankers).
Voluntary Demand Restraint	▪ Voluntary conservation measures would be coordinated through the Fuel SCE.
Mandatory Demand Restraint	▪ Mandatory measures may be coordinated through the Fuel SCE Chair. The most likely mechanism is to invoke critical customer prioritisation arrangements.

Table 2: Fuel Management Mechanisms

3.2 Government / CDEM Support

The *National Fuel Emergency Plan* outlines a range of areas of support for the fuel sector that can be coordinated through the Fuel SCE and NCMC. This may include:

- Air transport – if an area is completely isolated by road. Noting the current capability (e.g.: through NZDF) is only to transport small amounts, likely to be insufficient to supply more than a small number of critical facilities.
- Relaxing fuel specifications (to enable use of fuel from alternative sources) or transport specifications (such as increased carrying capacity of road tankers).
- Implementing demand restraints.

Taranaki CDEM Group may facilitate support where possible to:

- assist with fuel prioritisation arrangements for critical fuel customers.
- give priority to re-establishing road routes to fuel terminals and priority fuel retail outlets.

- give priority to road use for essential supplies (such as fuel), for example if there is only a single road open to the region.
- assist with prioritisation of lifeline restoration, particularly water and electricity.

3.3 Prioritising Supply to Critical Fuel Customers

Fuel companies are responsible for taking steps to ensure that supply to critical fuel customers can be maintained throughout the fuel supply disruption event.

Fuel Retail Outlets

At retail outlets, prioritisation arrangements may include:

- Designated retail outlets only supplying critical fuel customers;
- Designated lanes or mini-tankers within retail outlets only supplying critical fuel customers;
- Monitoring stocks at fuel retail outlets and closing the station to all except critical fuel customers until the station is re-supplied.

Unless otherwise directed, fuel companies should make their own judgment as to the most effective way of providing continuous, accessible supply to critical fuel customers and provide information to the Fuel SCE on the mechanisms being used.

Supply to Critical Sites

Fuel companies are also required to coordinate with their distribution suppliers (trucks, mini-tankers, pump trucks) to support prioritisation of supply to designated fuel retail outlets and to critical fuel customers customer sites.

3.4 Priority Fuel Retail Outlets

The following fuel retail outlets have been identified by Taranaki CDEM as regional priority outlets for servicing critical fuel customers. However, this will depend on the circumstances of the event as these stations may not be operational.

	Tank Capacity	**Reason for selection**	**Contact**
BP Moturoa	50,000l (91), 30,000' (diesel) 20,000 (95)	Closest to Port Taranaki but out of tsunami zone. Community oriented owners. External plug but needs electrician to connect.	Vaughn 0276267956
Z Waiwhakaiho	50,000l (each for 91, diesel, 95)	Busy sites refuelled every couple of days. Community oriented owners. Require generator to be wired to the switchboard. Stratford and Hawera petrol comes from Wellington, other Z stations from Tauranga, diesel through Port Taranaki.	John 027 459 693 email johnjacintah@xtra.co.nz
Z Stratford	50,000l (each for 91, diesel, 95)		
Z Hawera	30,000 (95) 50,000 (91) 70,000 (diesel)		

Table 3: Priority Fuel Retail Outlets

4 Critical Fuel Customers

4.1 Taranaki's Critical Fuel Customers

The *National Fuel Emergency Plan* requires fuel companies to give priority to critical fuel customers once certain triggers are reached (refer Table 1).

Critical fuel customers in the Taranaki Region are identified in Attachment A. During a response, Taranaki CDEM should review this list for currency and completeness and advise the National LUC of any change. *However, until such time as advised otherwise, the Fuel SCE and fuel companies will use this list as a basis for fuel supply priority allocation.*

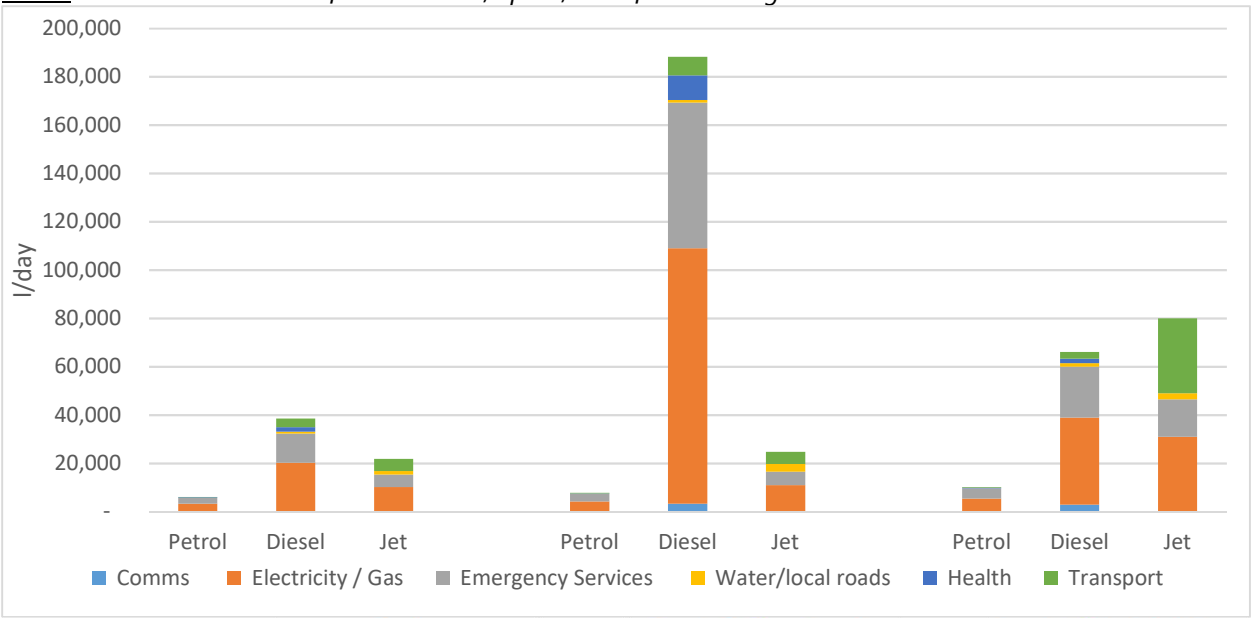
Prioritisation of jet fuel is likely to be managed nationally. It is noted that the region's airports could keep largely operational without jet fuel to the airports if planes are able to re-fuel at departure/arrival locations (though in a major jet fuel disruption, both national and international flight schedules will be impacted).

4.2 Critical Fuel Customers' Requirements

Figure 6 summarises the typical fuel requirements of Taranaki critical fuel customers. This information is intended to assist the fuel industry in determining measures to ensure this demand can be met.

In a longer term, widespread combined fuel and electricity shortage, re-fuelling of generators is likely to be a key issue. To support local and regional coordination of re-fuelling critical lifelines and community sites, a list of major sites potentially requiring generator fuel are shown in Attachment 3.

Note: Does not include data from St Johns, Spark, Vodafone or 2degrees.



	Baseline				Scenario 2: Major region-wide				Scenario 3: Major Cyclonic Storm		
	Normal Demand (l/day)				Normal Demand (l/day)				Normal Demand (l/day)		
Comms	50	70	-	-	100	3,339	-	-	100	2,839	-
Electricity / Gas	3,170	20,223	10,200	2,500	4,152	105,665	11,000	2,500	5,240	36,115	31,000
Emergency Services	2,411	11,940	5,100		3,162	60,306	5,500		4,270	20,976	15,500
Water/local roads	-	822	1,480	-	-	1,072	3,270	-	-	1,500	2,460
Health	300	1,910	-		100	10,210	-		300	1,910	
Transport	193	3,503	5,000		205	7,600	5,000		305	2,700	31,000
Total	**6,124**	**38,467**	**21,780**		**7,719**	**188,191**	**24,770**		**10,215**	**66,039**	**79,960**

Figure 6: Fuel Requirements of CDEM - Critical Customers (litres/day)

4.3 Critical Fuel Customer Responsibilities

Critical fuel customers are responsible for:

- Ensuring that the staff and contractors required for critical response functions:
    - are aware of their Critical customer status;
    - have suitable identification (branded cars, company ID cards and/or a signed letter on letterhead); and
    - have alternate means of payment if they are unable to use their contracted fuel company (some fuel companies allow company fuel cards to be used as payment at their retail sites if EFTPOS is down).
- Reasonably conserving fuel (to the greatest extent possible, without impacting their ability to maintain core services).
- If requested by the Controller, giving priority restoration to support bulk fuel supply. For example, prioritising road restoration on key fuel transport routes or water authorities giving priority to restoring water supplies to fuel depots where mains water is a requirement for them to function.
- Ensuring that non-critical staff and contractors do not unnecessarily take advantage of priority status.
- Having their own business continuity arrangements relating to fuel supply (priority supply arrangements, own stocks, etc).

4.4 Critical Customer Sites

In a major electricity outage, there is likely to be a high demand for diesel supply for generators. Table 4 shows information collected by critical fuel customers on their major sites with generators.

Table 4: Critical Customer Sites with Generators

		Genset on site	Fuel storage (other than in genset)	Battery	Gen Plug
Chorus	NU New Plymouth	Yes x 2	Yes	Yes	Yes
Chorus	SFD Stratford	Yes	Yes	Yes	Yes
Chorus	HW Harewa	Yes	Yes	Yes	Yes
Chorus	BBK Bell Block	Yes	Yes	Yes	Yes
Chorus	SWO Spotswood	Yes	Yes	Yes	Yes
Chorus	OK Opunaki	Yes	Yes	Yes	Yes
Chorus	MOA Mokau	Yes	Yes	Yes	Yes
Chorus	FLH Frankleigh Pk	Yes	Yes	Yes	Yes
Contact	Stratford Power Station	Yes	Yes		
FENZ	NP Fire	Yes	Yes		
FENZ	Inglewood Fire	Yes	Yes		
FENZ	Kaponga Fire	Yes	Yes		
FENZ	Patea Fire	Yes	Yes		
FirstGas	First Gas Bell Block	Yes	Yes	Yes	
FirstGas	Mokau Comp	Yes	Yes	Yes	
FirstGas	Portable Gen				
Kordia	Mt Taranaki (Mt Egmont)	Yes	Yes	Yes	
Kordia	Mahoe			Yes	Yes
Kordia	Chorus Exch. National fibre connectivity				
NP Airport	Jet A1 compound				
NP Airport	Jet A1 HN2				Yes
NP Airport	Avgas				
NP Airport	Main terminal	Yes			
NPDC	Civic Centre	Yes			
NPDC	Okato WTP	Yes			
NPDC	NP WTP	Yes			

		Genset on site	Fuel storage (other than in genset)	Battery	Gen Plug
NPDC	NPWWTP	Yes			
NPDC	NP WWTP Small	Yes			
NPDC	NP WWTP L	Yes			
NPDC	Waitara Outfall	Yes			
NPDC	Waitara Stormwater	Yes			
NPDC	Airport	Yes			
NPDC	Te Henui	Yes			
NPDC	Hobsons St	Yes			
NPDC	Tsb Stadium	Yes			
NPDC	Mangati SPS	Yes			
OMV	Paritutu Stores and Logistics	Yes	Yes		
OTL	Pohokura Production Station				
Port Taranaki	Port Taranaki	Yes	Yes		
Powerco Gas	NOC	Yes	Yes		
Powerco Gas	NOC Alternate	Yes	Yes		
Powerco Gas	Surge comms site	Yes			
Powerco Gas	Poho Saddle comms site	Yes			
Powerco Gas	Hurleyville comms site	Yes			
Powerco Gas	Kahui comms site	Yes			
SDC	STD Water Treatment Plant				
SDC	Toko WTP				
SDC	Midhirst WTP				
STDC	STDC Main Office	Yes	Yes		Yes
STDC	Kapuni WTP	Yes	Yes		Yes
STDC	Eltham WTP	Yes	Yes		Yes
STDC	Opunake WTP	Yes	Yes		Yes
STDC	Patea WTP	Yes	Yes		Yes
STDC	Waimate WTP	Yes	Yes		Yes
STDC	Rahotu WTP	Yes	Yes		Yes
STL	Maui Prod Station	Yes		Yes	
Taranaki DHB	Base Hospital NP (main)	Yes	Yes		
Taranaki DHB	Base Hospital NP (..)		Yes		
Taranaki DHB	Hawera Hospital	Yes	Yes		
Taranaki Regional Council	TRC Stratford offices	Yes	Yes	Yes	
Te Aratika Drilling Ltd (Powerco Gas contractor)		Yes	Yes	Yes	Yes
TEMO	ECC	Yes	Yes		
Trustpower	Patea Dam	Yes		Yes	
TSB	Devon St Branch	Yes	Yes		
TSB	Gill St Branch	Yes	Yes		Yes
Yarrows		Yes	Yes	Yes	

5 Other Considerations

5.1 Management of Critical Resources

CDEM will support, as much as practical, the securing of critical resources for fuel companies during fuel supply disruptions. Critical resources for fuel companies are likely to be:

- Generators (if disruption is during a power outage)
- Pumps to extract fuel from storage tanks (hand/air)
- Road access
- Security guards

This does not reduce responsibility for fuel companies to have their own business continuity arrangements in relation to security, power-backups and other logistical requirements.

5.2 Payment

Retail outlets accept payment through EFTPOS (if communications systems are operating), manual credit card transactions, fuel cards or cash depending on availability. Truck stops require fuel cards.

In all cases, payment for fuel is the responsibility of each individual critical fuel customer.

5.3 Fuel Tank Inspections

In many cases, fuel tanks will need to be inspected following an emergency. In particular, for earthquakes or where inundation is involved such as flooding, storm surge or tsunami. If the fuel tanks are damaged and the quality of the fuel is affected, it will no longer be useable.

Although arranging fuel tank inspections and ensuring fuel quality is the responsibility of the fuel companies, CDEM may be able to assist with prioritising sites as necessary if it becomes a critical resource.

Attachment 1: List of Critical Fuel Customers

Agencies and Contractors/Suppliers

	Key Agency	Essential Contractors/Suppliers
CDEM	Taranaki Emergency Management	
Health	Taranaki DHB	Taranaki Rescue Helicopter
Emergency Services / Defence	Fire and Emergency NZ	
	NZ Defence Force	
	NZ Police	
	St Johns	
Transport	Kiwirail	
	New Zealand Transport Agency	Whitakers Civil TCC WSP OPUS Fulton Hogan Gillisons Snow contracting
	Port Taranaki	
	New Plymouth Airport	
Roads **Three Waters** **Solid Waste** **Flood Protection**	New Plymouth District Council	Fulton Hogan, Downer, CityCare
	Stratford District Council	Inframax
	South Taranaki District Council	
	Taranaki Regional Council	
Telecom-munications	2degrees	
	Chorus	
	Kordia	
	Teamtalk	
	Vodafone	
Electricity / Gas Transmission / Distributors	Powerco Gas	
	Powerco Electricity	
	Transpower	Electric Downers
Electricity / Gas Generators	Contact Energy	
	OMV Pohokura Production Station	
	OMV Taranki	
	Trustpower	
	OTL – Maui Production Station	
Fuel	BP	
	Z / Caltex	
	Mobil	
	COLL	
	Refining NZ	
	Allied	
	Rural Fuels	
	Challenge	
	Gull	
	G.A.S	
Banking	TSB	
Welfare	To be confirmed – will be event specific.	

Critical Customer Responses in a Fuel Disruption

Sector	Response / Comments on Impact of Fuel Supply Disruption
Police	Would conserve fuel for essential use as far as reasonable (though noting that in a disaster event usage will significantly increase).
Fire	As above. Noting that fire trucks typically are used less than police vehicles, so would survive shorter outage.
Ambulance	Fuel requirements significantly increase in a disaster.
Roads	Short term outages have minimal impact, just delays to respond to issues if vehicles cannot be fuelled – impact is more severe in a disaster where road damage occurs. Some fuel storage at contractor sites. In power outage, need manual traffic management at major intersections. Longer outages would affect construction works.
Transportation General	All land/sea/air vehicles need fuel to function. With power outage also need generators/diesel for coolstores, port/airport operation.
Telecommunications	Gradual degradation of service, more so in rural areas. Major sites have backup generation but limited fuel stocks.
Broadcasting	Kordia has self-sufficient fuel at sites for 10 days. Inability to refuel after that time would cause loss of service to key customers such as Maritime safety.
Electricity	In fuel shortage only, would scale back maintenance and attend to faults only. In disaster, fuel requirements increase by approximately 30 - 40%.
Water Supply / wastewater	Longer outages could impact on tanker supplies if no rain and could impact on deliver of chemicals/ supplies to treatment plants.
Solid Waste Mgt	Build-up of household rubbish and rubbish at refuse centre.
Hospitals	In power shortages would need diesel for generators.
Banks/Finance	Would need backup generators/diesel for banking / EFTPOS facilities if power out. Also, if telecommunications services down, so are EFTPOS.
Stormwater	Minimal impact unless need vehicles to respond to flooding event. In a power outage would require diesel for generators to supply power to buildings.
Welfare	Primary providers are Red Cross, Salvation Army, MSD/WINZ. Others include Victim Support, Housing NZ, SPCA, Nest (Helicopter), Maritime NZ.
Gas	Rely on fuel for emergency response. Would conserve fuel for this purpose.

Attachment 2: Glossary

Critical Fuel Customers	**Critical Fuel Customers** is a list of named organisations that are generally critical to response activities and have a reliance on fuel re-supply to carry out response activities. These are subject to operational change and prioritisation at the discretion of a Controller based on the nature and magnitude of the emergency.
Emergency	In this document, **emergency** has the same meaning as in the CDEM Act 2002: **emergency** means a situation that— is the result of any happening, whether natural or otherwise, including, without limitation, any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure of or disruption to an emergency service or a lifeline utility, or actual or imminent attack or warlike act; and causes or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and cannot be dealt with by emergency services, or otherwise requires a significant and co-ordinated response under this Act.
Hazard	**Hazard** has the same meaning as in section 4 of the CDEM Act 2002, which means something that may cause, or contribute substantially to the cause of, an emergency.
Lifeline utility	**Lifeline utility** has the same meaning as in section 4 of the CDEM Act 2002, which means an entity named or described in Part A of Schedule 1, or that carries on a business described in Part B of Schedule 1. *[CDEM Act 2002]*
Lead agency	The **lead agency** is the agency with the primary mandate for managing a particular hazard or risk across the "4Rs" of risk reduction, readiness, response and recovery. Whilst some risks are managed by the lead agency alone, mahy require the support of other government departments and agencies. *[National Security System Handbook 2016]*
Priority allocation	**Priority allocation** refers to the prioritisation of fuel to agencies listed as critical fuel customers over corporate commercial customers and the public.
Rationing	**Rationing** refers to government-imposed restrictions on all individual sales of oil by quantity (volume or price). The purpose of rationing is to reduce the demand for oil and discourage hoarding behaviour. In the event of physical shortages, it reduces the likelihood of oil products running out. The Minister of Energy and Resources must approve any formal rationing measure.
Risk	**Risk** has the same meaning as in section 4 of the CDEM Act 2002, which means the likelihood and consequences of a hazard.
Sector Coordinating Entities (SCEs)	The **Sector Coordinating Entity (SCE)** is the organisation, group of sector representatives, or individuals agreed by a lifeline utility sector to provide an effective single point of contact to the MCDEM NCMC/NCC and which will undertake a range of sector coordinating functions during an emergency. *[Guide to the National CDEM Plan 2015]*