

Marlborough Lines News

WINTER 2021

May 2021 Discount Payment

As a community trust owned Electricity Distribution Business (EDB), Marlborough Lines Limited (MLL) returns a share of the network business's success to eligible consumers through a "discount payment".

On 28 May 2021, MLL made a discount payment to eligible consumers' electricity retailers. The payment covers an eight-month period from 1 August 2020 to 31 March 2021*.

For an eligible average residential consumer, the amount of the May 2021 discount payment is approximately **\$157** (incl. GST). The total amount of discount payments made to eligible consumers was \$6.49 million (incl. GST).

The payment amount for each eligible consumer will vary as it is dependent on the type of consumer connection (e.g. residential, commercial or irrigation) and the amount of electricity consumed over the period. The amount of the discount payment should appear on your electricity invoice after 28 May 2021.

Some consumers are ineligible for the discount payment, for example, those located in designated remote areas of Marlborough, and vacant properties on the pre-determined 20 May 2021 qualification date.

Further information about discount payments, including eligibility criteria, is available on our website: www.marbloroughlines.co.nz

* Usually the discount payment covers a 12-month period, however, a discount payment was made in August 2020 (for the period 1 February 2020 to 31 July 2020) to recognise the potential impacts of COVID-19 on consumers.

New Board Chair

In March this year MLL welcomed Phil Robinson to the position of Chair of the MLL Board.

Phil brings a wealth of business experience and a strong connection to the Marlborough community.

We would like to take this opportunity to acknowledge the significant contribution of David Dew to MLL during his 20-year tenure on the MLL Board.



Medically Dependent Consumers and Emergency Preparedness Planning

While MLL endeavours to provide a reliable supply of electricity to consumers, events such as earthquakes or major storms can cause a sustained period without a power supply.

Consumers who require a power supply to support devices for medical (health) dependence (medically dependent) should have backup plans.

Electricity retailers hold information about consumers who are medically dependent. If you are medically dependent, please:

- check that your electricity retailer has your status correctly recorded; and
- make sure you have an appropriate backup plan in place in the event of a sustained period without a power supply.

We encourage all consumers, not just those that are medically dependent, to be prepared for a possible sustained period without power by checking your business or home emergency preparedness plans are up to date.

Positive Changes

Over the past year MLL has been making positive changes to our business to benefit our consumers and the Marlborough region. We have introduced new sponsorship initiatives, implemented plans to strengthen the network for the future, continued to improve the reliability of your electricity supply and taken an active role in supporting the community.

As we continue on our journey of making positive changes, we will use fresh thinking to deliver the best solutions for the long-term growth of Marlborough. We welcome our consumers engaging with us along the journey to grow a better Marlborough together.

One of our latest initiatives to engage more with our consumers is the redesign of the MLL website. The new website, planned to be live later this year, will provide a range of options to contact us, online forms, and updated outage information, along with an easier to navigate layout.

Supporting the Marlborough Community

In Marlborough we're fortunate to have many hard-working, resourceful, and passionate people supporting initiatives and events that make our region a great place to live.

As a thriving community-owned entity, MLL is committed to playing a part in boosting our region's success. Over the last six months we have proudly sponsored:

- Marlborough Colleges: Tertiary Study Scholarships
- Marlborough Youth Trust: CACTUS Youth Programme
- Marlborough Heritage Trust: Marlborough Lines Heritage Education Programme
- Marlborough Girls' College STARS programme
- School Start First Impressions Marlborough
- St John: Weaving Wellbeing Programme
- Relay for Life 2021
- Marlborough Lines Stadium 2000
- Picton Maritime Festival
- Havelock Mussel Festival
- Marlborough Foodbank
- Wilding Pine Eradication Programme
- Waikawa Wattle Eradication Programme
- Karearea, Falcons in Marlborough Schools Programme

If you would like to apply for sponsorship, please visit: www.marbloroughlines.co.nz to view our criteria for evaluating requests and for further information about the application process.

Residential "Low User" Price Plan

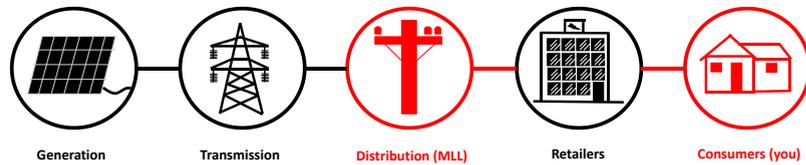
All EDBs and electricity retailers are required to offer a low fixed charge residential price plan in accordance with the Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations 2004.

To be eligible for a Low User plan, a premise must be located in a non-remote area (as defined by the remote areas map on our website), and it must be the consumer's primary place of residence. Other criteria may also apply.

If a consumer uses less than 8,000kWh per year then a Low User option (which typically has lower daily rates but higher unit rates) may be best for them. If a consumer uses more than 8,000kWh per year, then a Standard User plan (which typically has higher daily rates but lower unit rates) may be their best option. We suggest contacting your electricity retailer if you are unsure which price plan is best suited to you.

The Electricity Industry and Pricing

New Zealand's electricity industry comprises a series of distinct participants, including MLL as an EDB (or local network).



Generation includes hydro, thermal, wind, and solar power stations that typically inject energy generated into the transmission grid (owned by Transpower and extending across New Zealand).

Each region has one or more “grid exit points” where the transmission network ends and the local distribution networks, like MLL's, begin. As a local network MLL is connected to Transpower's transmission grid from one GXP and pays Transpower monthly charges.

Electricity retailers buy electricity from generators and use distribution networks to deliver electricity to homes and businesses. Electricity retailers pay MLL to use the Marlborough network and sell electricity to their consumers.

The prices MLL sets and charges retailers depends on the consumer type, and typically involve a fixed daily charge and a charge relating to the amount of electricity consumed. Your retailer may re-bundle these prices in their own way. Your electricity retailer invoice will include MLL's charges (including Transmission costs), plus the cost of buying electricity, metering charges, other levies, and GST.

There are currently 24 retailers (separate brands) using MLL's network.

Working in Your Neighbourhood

MLL has a number of major projects in Blenheim either underway or in the planning stage. When completed the projects will increase network reliability, resilience, and provide for future load growth. The projects, expected to continue into 2022, include:

- Upgrading of overhead lines in areas of Howick and Alabama Roads;
- Overhead line and underground cable works along Murphy's Road in Springlands; and
- Overhead line and underground cable works from Richardson Ave to Hospital Road via the Taylor River Reserve.

We recognise that such projects can cause disruption to residents and traffic during the construction period and we will endeavor to minimise this wherever practicable.

We will notify your electricity retailer in advance of any planned outages with details of which consumers will be affected, and they will in turn notify you.



Have a Question or Concern?

We are always here for our consumers to answer your questions and provide electricity related advice. To talk to us at any time please contact us by phoning (03) 577 7007, emailing us at: info@mll.co.nz, or, you can visit our website.

Your Safety Around Power Lines

Vehicles

Unfortunately, there continues to be regular occurrences of vehicle accidents involving power poles and lines. If you are ever in an accident and a power pole or line falls onto the vehicle, for your safety and those around the vehicle, we strongly recommend the following:

If inside the vehicle:

- Call 111; and
- Stay inside the vehicle and wait for assistance to arrive.

If there is an immediate danger of a fire:

- Jump as far as you can away from the vehicle, keeping both feet together when you land;
- Never touch the ground and the car at the same time as they could cause electrocution; and
- When clear from the vehicle, move further away and remain at least 10 metres clear.

Outside the vehicle

If there are overhead power lines in the vicinity of a vehicle accident please **stay well clear** and do not try to rescue people or animals inside the vehicle.

Fallen power lines may still be live, and it should never be assumed that the power is off and that it is safe to be near the lines.

Vehicles can conduct electricity if a power line has fallen on them and become “live”. Anyone who then touches a “live” vehicle could be electrocuted.

High voltage electricity can “jump” across gaps, meaning you don't need to touch the power lines to be electrocuted. If in any doubt, please contact us.

The same can be applied to kites, yacht masts or mechanical equipment. If any of these items contact a power line they could become “live”. We urge everyone to take care around power lines or poles and stay safe.

Vegetation and Trees

A frequent cause of power outages in Marlborough is from trees or vegetation contacting power lines. To reduce these types of outages we have a significant tree and vegetation maintenance programme.

Please contact us if you see any trees or vegetation close to overhead power lines – this can help prevent unplanned power outages.

Similarly, if you are planning to undertake any tree or vegetation work near overhead lines, please contact us first.

Working Near Power Lines

If you are planning on doing any work, either using machinery, or on your own, please be aware that you must remain **at least four metres** away from power lines.

If you need to work closer than this, please contact us beforehand.

Surge Protection

For reasons beyond anyone's control electricity surges can occur on an electricity system anywhere from the point of supply to your installation.

While surges are rare, for electrical equipment such as computers, it is worthwhile checking the equipment has surge protection connected at the power outlet. Surge protection can be readily purchased from a range of local retailers.