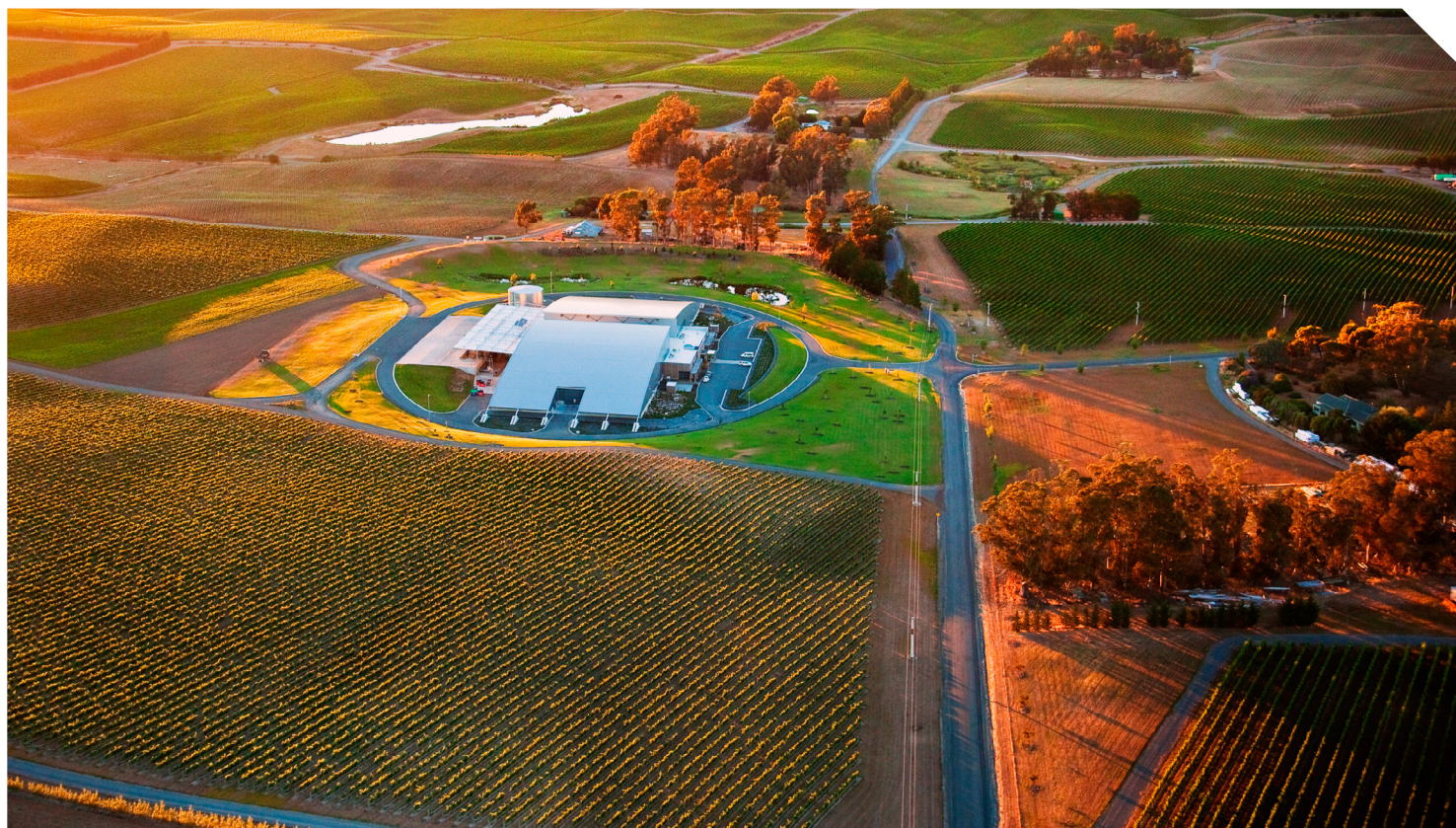


Connections

Marlborough
Lines

Marlborough Lines Newsletter • Autumn 2016

Headlines



Yealands Investment will Result in Increased Distribution

Subsequent to Marlborough Lines' investment in Yealands Wine Group the company has exceeded its financial projections for the first six months of its financial year.

Consistent with advice from Marlborough Lines at the time of acquisition, the electricity consumers of Marlborough will benefit from this investment and will be paid an increased amount later this year.

It is our expectation that the distribution to be paid via the Marlborough Electric Power Trust will be in the order of \$150 per customer, an increase of \$100 per customer directly resulting from the Yealands investment.

Going forward it is our expectation that this amount will further increase.

Marlborough Lines' investment in Yealands Wine Group has been made at no cost to Marlborough's electricity consumers and has been funded from Marlborough Lines' investment success in electricity networks external to Marlborough.

The returns from Yealands will exceed those of an investment in an electricity network and aside from annual dividends Yealands provides the opportunity for capital growth.

Marlborough Lines is proud of its investment in Yealands Wine Group and is pleased that it will provide ongoing benefits to the electricity consumers of Marlborough.

2015/16 Discount

In March a total of \$9.26m (including GST) will be paid to electricity retailers for distribution to customers connected to the economic areas of Marlborough Lines' network.

The amount of discount will vary depending upon the energy consumption of individual customers, but a typical domestic customer as defined by the Ministry of Business, Innovation and Employment using 8,000kWh per annum will receive a discount of \$226.38 (including GST).

The amount of the 2016 discount takes the total of discounts paid to Marlborough Lines' customers since 1999 to \$111.64m (including GST).

Are your trees too close to power lines?

When trees grow too close to power lines they have the potential to cause power fluctuations and appliance damage, power failure, fire, electric shock or electrocution.

Tree owners are legally required to ensure their trees don't grow too close to power lines. The Electricity (Hazards from Trees) Regulations 2003 were introduced by the Government because trees need to be kept at a safe distance from electricity lines for public safety and to protect your electricity supply.

Learn about your responsibilities to help keep our network free of interference from trees at our website www.marlbroughlines.co.nz/Safety/Tree-and-Powerlines.

Please help us to help you

If you know of trees that are causing interference or have the potential to cause interference with an electricity line please give us a call on 03 577 7007.

Plant power line friendly trees

Please plant only recommended trees under or near our power lines. Recommended trees grow less than four metres tall and don't tend to shed branches or fronds.

For a list of recommended trees, visit our website www.marlbroughlines.co.nz/Safety/Tree-and-Powerlines.



Electricity Regulations

Electricity (Hazards from Trees) Regulations 2003

- Define safety separation distances between trees and power lines.
- Specify who is responsible for ensuring clearances are maintained.
- Place potential liability on the tree owner if any damage or accident occurs when trees touch power lines.

Further information about the Electricity (Hazards from Trees) Regulations 2003, including the responsibilities of tree owners and network companies, can be found on our website www.marlbroughlines.co.nz

Have a complaint? Have your say

Marlborough Lines is a member of the Electricity and Gas Complaints Commissioner Scheme and as such follows a standard process should a customer formally notify the Company of a concern involving a service that Marlborough Lines has provided.

The Company's complaint handling process also covers complaints in relation to land issues including entry requirements, access and easements.

Should you have a complaint which you wish to be formally addressed please follow the steps set out below:

1. Contact Marlborough Lines by either:
 - Visiting our Reception at 1 Alfred Street, Blenheim
 - Phoning our Customer Services Team on (03) 577 7007
 - Sending us a letter to PO Box 144 including details of your particular concern in relation to a service the Company has provided to you
2. When Marlborough Lines has received your complaint we will provide acknowledgement to you within two days.
3. Marlborough Lines will then investigate and endeavour to resolve your complaint, where possible within seven working days, and advise in writing where appropriate.
4. If after 20 working days a resolution is not achieved you will be advised and you may subsequently decide to take your concern to the Electricity and Gas Complaints Commissioner. Should you wish to do so the Commissioner can be contacted using the details listed below.



PO Box 5875, Lambton Quay, Wellington 6145

Freephone: 0800 22 33 40

Freefax: 0800 22 33 47

Phone: +64 4 914 4630

Fax: +64 4 472 5854

Freepost: 192682

Email: info@egcomplaints.co.nz

Use of equipment in the vicinity of lines and cables

Unfortunately a number of persons have been subject to harm through ignoring the proximity of overhead lines or underground cables and making contact with them.

If you need to work in the vicinity of power lines or cables please be aware proper procedures need to be followed and equipment normally needs to be kept four metres from live overhead power lines. Irrigators, diggers, trucks and other items of plant have all come in contact with power lines to the detriment of users or people in the vicinity.

Our preference is always to assist prior to the commencement of work not after a problem has occurred. So please don't hesitate to give us a call.

Extension cords

Only use cords that are electrically safe, i.e. those:

- That do not have the conductors exposed at the cap or the plug or along any part of the cord.
- Where the current rating of the cord exceeds or matches the electrical load of the appliance connected to it.

Do not connect electricity supply to caravans via an ordinary three pin plug – this can be exceedingly dangerous.

Use of appliances

Do not use appliances in wet, damp or outside conditions without the use of an earth leakage circuit breaker or an isolating transformer.

Even if your appliance is double insulated it is important to recognise the cord can present a danger and hence the use of an earth leakage circuit breaker or isolating transformer is warranted.

Always at Your Service

Our fault service operates 24 hours a day, 7 days a week.

Any problems with your electricity supply please call us on 03 577 7007.

Otherwise our office is open 7.30am to 5pm weekdays.

Our website www.marlbroughlines.co.nz also provides information in relation to a range of issues relative to electricity and Marlborough Lines.



Painting near power lines

If you are about to paint your house or any other buildings and power lines are in the vicinity please do not take any unnecessary risks.

Please contact us to arrange for your electricity supply to be isolated so that the lines are not a danger.

Regrettably on occasions the danger of painting in the vicinity of live lines has been overlooked and there have been tragic consequences as a result.

Motor vehicle accidents

Tragically lives have been lost as a consequence of persons contacting power lines following a motor vehicle accident.

If you come across an accident site please treat power lines as alive at all times. A power line on the ground can still be alive. It can present a real danger to those in the vicinity by causing a voltage gradient across the ground. If you find yourself in the proximity of fallen power lines give them a wide berth.

A message to yachties

Before you erect your mast or when you move your yacht on land please check to ensure there are no power lines in the vicinity. Sadly some people have not with dire consequences.

We have previously supplied safety stickers (to be fixed to masts) to Yacht Clubs and Motor Camps in the top of the South Island in order to help raise awareness of the potential danger. If you would like some stickers please email us at info@linesmarl.co.nz.



For any problems with your electricity supply, call our 24 hour fault line: (03) 577 7007.



Community

At Marlborough Lines we believe our responsibility goes beyond the delivery of electricity, and each year we support our Marlborough community in a number of ways, across a broad range of areas — from major sponsorships such as the Marlborough Lines Stadium 2000 complex, to the local Blenheim and Picton Christmas parades.

Our recent sponsorship includes:

- A new horse for Marlborough Riding for the Disabled
- Marlborough Colleges Tertiary Study Awards
- Maori Tertiary Study Award
- Blenheim and Picton Christmas Parades
- Picton Maritime Festival
- Sauvignon 2016 - The International Sauvignon Blanc Celebration
- Marlborough Wine and Food Festival
- Illumination of Pollard Park

In March we will again support the Havelock Mussel Festival through the provision of electricity supplies. Similarly we will assist with provision of electricity supplies for the Great Outdoors event scheduled for 6 March.



Marlborough RDA welcomes “Pepsi”

Marlborough Lines recently assisted Marlborough Riding for the Disabled by funding “Pepsi”, a 12 year old mare with the special qualities needed for their horse therapy programme.

Children and adults in our community with a wide range of disabilities receive considerable benefit

by riding especially trained horses such as Pepsi. This unique therapy is recognised by health professionals including paediatricians and physiotherapists as an effective tool in assisting those that are intellectually challenged or have physical difficulties as well as assisting with rehabilitation – the results speak for themselves!



Head Coach – Amanda Trueman, Rider – Benn Thomas and Pepsi.

Environment

Keep the costs of electricity down

Household energy consumption typically increases over the approaching cooler months.

The way you use electricity can significantly impact on your power account. Here are some useful tips to help make your home more energy efficient and keep the costs of electricity down.

- Using quality Compact Fluorescent Lights (CFLs) has the capacity to reduce a lighting bill to approximately 25% of what it would be if incandescent lights were used. LEDs (Light Emitting Diodes) also provide significant reductions. Advances in technology have also

enabled quality CFLs and LEDs to have the same colour output as incandescent lights.

- Good quality, well installed insulation helps keep the heat in during winter and keeps it out during summer. This makes your house easier and cheaper to heat properly, and more comfortable and healthy to live in.

The EECA Energywise website, www.energywise.govt.nz, is full of practical information and advice to help you make energy efficient choices. You can also talk to one of our customer services staff about energy efficiency by phoning (03) 577 7007.