

# CONNECTIONS

AUTUMN 2020



MLL's newest zone substation located in Renwick was commissioned in September 2019

## Payments to consumers

All eligible consumers connected to Marlborough Lines Limited's (MLL's) network received a distribution from the Marlborough Electric Power Trust of \$200 on their electricity retailer's account in February/March this year. The distribution payment has been funded from investments made by MLL including Yealands Wine Group and Nelson Electricity.

In April/May, all eligible consumers will receive a discount payment from MLL in relation to the operation of our network. The discount payment will appear as a credit on your electricity retailer's account.

The pricing page on MLL's website has more information on the distribution and discount payments, including respective eligibility criteria at [www.marlboroughlines.co.nz](http://www.marlboroughlines.co.nz).

MLL will advise each consumer individually of the discount payment that should be received from your electricity retailer.

The amount of the discount payment varies for each eligible consumer depending on the type of connection and amount of electricity consumed between February 2019 and January 2020. An "average domestic consumer" as defined by the Ministry of Business, Innovation and Employment (MBIE) will receive \$226 (incl. GST).



# \$200

TRUST DISTRIBUTION  
TO EVERY CONSUMER

# \$226

DISCOUNT PAID TO A  
TYPICAL DOMESTIC  
CONSUMER

## Line delivery prices

New line delivery prices will come into effect from 1 April 2020. MLL passes on its prices to the electricity retailers trading on MLL's network. Line delivery prices cover the costs of MLL's network business as well as transmission (Transpower) costs. Key highlights of the 1 April 2020 price changes include:

- » A decrease in prices for the majority of price plans. For an 'average' domestic (residential) price plan consumer, the line delivery prices will decrease by \$7.20 per annum (pre-discount).
- » An increase in the discount payment rate applicable to most price plans.
- » The introduction of an uncontrolled irrigation pricing plan, to provide irrigation consumers with an appropriate alternative price plan to the existing controlled irrigation price plan equivalents.
- » The introduction of remote residential price plans. This will allow MLL to segregate those consumers deemed remote (refer to the map included on the pricing page of MLL's website), who are ineligible for the discount payment and for the low fixed charge residential price plan.

The way in which your retailer applies these price plans to you as the consumer may vary. For further information on MLL's pricing, please visit our website at [www.marlboroughlines.co.nz](http://www.marlboroughlines.co.nz).



## Have a complaint? Have your say...

MLL is a member of Utilities Disputes Limited, an organisation that provides a free and independent dispute resolution service for electricity complaints.

They also consider disputes about actions of staff or contractors, as well as access to land and its use on which electricity infrastructure and installations are located.

Should you have a complaint that you would like to be formally addressed, please contact MLL directly by either phoning our Customer Services Team on **(03) 577 7007** or emailing us at [info@mll.co.nz](mailto:info@mll.co.nz), or alternatively, contact Utilities Disputes (details right).

If you contact us directly, we will review your complaint and attempt to resolve it with you within 20 business days. If we are unable to resolve the complaint in that time, you may decide to raise the complaint with Utilities Disputes.

Further information on the complaints process, and what disputes can be considered are included on the Utilities Disputes website at [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz).



**Phone** 0800 22 33 40  
or (04) 914 4630

**Overseas** +64 4 914 4630

**Email** [info@utilitiesdisputes.co.nz](mailto:info@utilitiesdisputes.co.nz)

**Postal** Freepost 192682  
PO Box 5875  
Wellington 6140

**Freefax** 0800 22 33 47

**Fax** (04) 472 5854



## New Chief Executive Officer

MLL is pleased to announce the appointment of Tim Cosgrove to the position of Chief Executive Officer.

Tim will commence his employment in early April. Tim has held roles within the Todd Corporation as General Manager Todd Generation and headed Operations and Development for Nova Energy. Prior to his time with Todd Corporation,

Tim was a Lieutenant Commander in the New Zealand Navy. He holds the Tertiary qualifications of Bachelor of Commerce and Master of Engineering. Tim also has family connections in Marlborough and is looking forward to taking up the appointment.



## Contacting overhead lines or underground cables...

Overhead power lines are occasionally brought down as a result of incidents such as vehicle accidents, contact from mobile plant (e.g. diggers or grape harvesters) and falling trees. When lines are on, or near, the ground they must be treated as alive and not approached – there is an extreme risk of death or injury through contact with the lines. In all cases **never assume that power lines are de-energised.**

Never climb on a roof or trees where there are overhead lines nearby. If it is necessary to do painting, roofing, tree trimming or any other work near overhead lines please phone our Customer Services Team on **(03) 577 7007** and make arrangements to have the power disconnected to eliminate the risk of electrocution.

When using mobile plant and other equipment, always first stop and check for the presence of overhead

lines and/or underground cables.

If mobile plant or equipment will be within 4m of overhead lines, you must have a 'close approach permit' from MLL. Similarly, before starting any ground excavations please undertake checks to ensure there are no underground cables present.

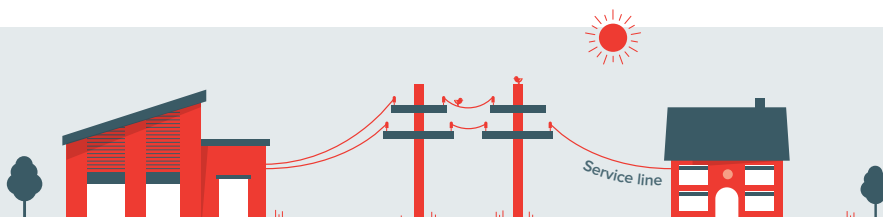
Contacting live lines could result in serious harm, or even death. Please contact us if ever in doubt about working near overhead lines and/or underground cables, and we will

assess the situation. Where safe to do so we will issue a 'close approach permit' along with the conditions that must be followed.

MLL offers this service free of charge.



### Service lines



Property owners are responsible for the maintenance and replacement of the power line from the point of supply, which is normally where the line crosses the boundary of the property, to the point of connection to the installation. This is typically known as the service line. However in some areas, especially in rural

areas, the point of entry to a property may not be clearly apparent.

Overhead service lines may extend over several poles on a property before they connect to our Network.

If you are not sure which portion of the power line is your responsibility please contact us.

It is recommended that property owners carry out regular visual checks to ensure that the lines, and poles supporting the lines on their property, are in good order. Checks should include determining that lines are not likely to be subject to interference by trees. We can undertake inspections as required.

## Medically dependent consumers and emergency preparedness planning

**Those consumers who require electricity to support devices for medical (health) dependence, should have back up plans in place in the unlikely event of a sustained period without electricity.**

While MLL endeavours to provide a reliable supply of electricity, circumstances and situations can arise where a sustained unplanned outage occurs on the network. The November 2016 Kaikoura Earthquake was a stark reminder of this.

MLL would like to remind consumers who are medically dependent, to check their status with their electricity retailer, and to ensure that they are well prepared with an appropriate

back up plan(s) in place, in the unlikely event of a sustained outage. Electricity retailers hold the information about consumers who are medically dependent.

The same message applies to all consumers on MLL's network. A natural hazard, or unplanned event could result in a significant period of time without electricity. Fortunately, these events are very rare, however, MLL encourages consumers to prepare accordingly by reviewing your business or home emergency preparedness plans.





2019 Tertiary Award Recipients

## Helping our Marlborough communities thrive

As one of Marlborough's larger employers, a Trust-owned entity, and a provider of essential services, Marlborough Lines has an important role to play in the community as a good corporate citizen. In part, this is achieved through supporting worthwhile community projects and events, which we have a proud record of doing over many years.

A selection of projects and events that we have recently supported include:

- » Marlborough Schools' Tertiary Study Awards;
- » Māori Tertiary Study Award;
- » Picton Maritime Festival;
- » Marlborough Wine & Food Festival;
- » Marlborough 4 Fun Summer Concert Series; and
- » Havelock Mussel Festival.



Photography by Richard Briggs

## How do we evaluate sponsorship requests?

We receive many requests for sponsorship, however, it is unfortunately not feasible for us to support them all. To ensure a fair and transparent process we evaluate all requests in accordance with our Sponsorship Policy, which considers whether the sponsorship requests:

- » Are from Marlborough organisations or people;
- » Are associated with the education and advancement of youth;
- » Promote the Marlborough region in either a commercial, educational, sporting, cultural or historical sense;
- » Benefit greater, rather than fewer, numbers of people; and
- » Provide the Company with recognition of its community role and commercial presence in the local economy.

Sponsorship requests, with details included, can be emailed to us at: [info@mll.co.nz](mailto:info@mll.co.nz). These will be reviewed and a Marlborough Lines representative will be in contact to advise the outcome.



## 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**.

Please note our office hours have changed and we are now open 8am to 5pm weekdays (excluding public holidays).

Our website: [www.marlboroughlines.co.nz](http://www.marlboroughlines.co.nz) also provides further information in relation to the electricity network, services provided, pricing and the status of the network.