

NEL

Who we are and what we do for you?

Nelson Electricity Ltd (NEL) is the company that delivers electricity to you on behalf of your energy retailer (eg; Trustpower, Meridian). We are responsible for managing and operating the electricity distribution network in the central Nelson City area. It's our role to deliver a safe and reliable power supply to the approximately 7,000 residential connections and 1,800 commercial and industrial connections located in a concentrated area of 24 square kilometres.

By way of brief background, NEL was formerly the Municipal Electricity Department or NCC Electricity Department. When the 1998 Electricity Industry Reform Act required that all electricity companies split into either the supply business (generating and/or retailing electricity) or the delivery business (operating the local electricity network), NEL decided to focus on its electricity delivery business. The electricity retailing side of the business was sold to Trustpower Limited.

NEL is jointly owned by Network Tasman and Marlborough Lines. The day to day operations are managed by a small team of executives, and all maintenance and capital work is outsourced to approved contractors by way of contestable tendering of works.

Network reinforcement

Nelson Electricity puts a lot of work into ensuring the electricity network in Nelson City is reliable and is able to meet the growing electricity demands of the area.

During 2005 we installed a new main 11,000 volt feeder to cater for the growth in the Toi Toi - Hospital area. We also installed two new substations in the CBD area. Plans are to install a new 11,000 volt feeder into the CBD which will also connect to a new substation in Montgomery Carpark in the early new year. This work will involve installing a cable down Rutherford Street. Disruption to traffic during this time will be minimized. Other works for 2006 will include completion of the

automation of the main 33,000 volt supply into the city to minimize the effect of any large supply fault as well as installation of larger cables linking different supply areas to further improve backfeeding options in an outage situation. Nelson Electricity will also continue to upgrade or replace transformers and 11,000 volt switches to enable us to meet future demand.

It is important to remember that we can not guarantee a 24/7 supply. There are times when supply will be cut either for planned maintenance and upgrade purposes or unplanned in the case of a fault. You are urged to have a plan in place in case of any power outage.

Watch out for the shocking overheads

It's summertime - ah, yes, that time of year when we decide to paint our houses or roofs, trim our trees and do general property maintenance. Or, if you are a boat-owner, you'll be looking at heading out to a lake or seashore for your holidays. But before you start putting up scaffolding or thinking about the route you'll take to the lake, be aware of the hazards involving overhead power lines - at work, at home, and at play.

In general, overhead electricity lines are not insulated and if contact - or near contact - is made with them by anything capable of conducting electricity - including fishing rods and lines, kites or model plane controls, the electricity will pass through the object with the risk of injuring or killing anyone holding or near to the object. Be aware that a truck, crane, forklift, irrigation pipe, marquee, boat mast (ashore or on the water) or even a tall ladder accidentally touching an overhead power line can lead to serious injury or death. If you are planning some home maintenance over the holidays such as painting or trimming trees, be careful when you are working in the vicinity of power lines where they enter your house. These lines are not safe to touch.

The messages from your local electricity lines company, electricity retailers and the Energy Safety Service are 'look up and look out' and 'watch those overheads'. Follow these overhead power lines safety tips for a safe summer:

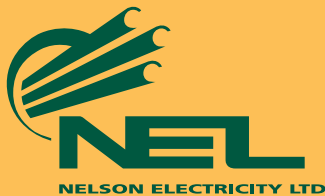
- If you are handling any tall object near power lines, keep an eye on what is above you - don't let it come in contact with power lines. You should keep yourself and any objects you are handling, at least four metres away from overhead power lines.
- Watch out for what's below - make sure you check for the presence of any underground gas, power or water services before you dig.
- Consult with your local electricity lines company and retailer before carrying out any work close to lines, including work from a position on your roof, ladder or scaffold. Plan your work and arrange to



have the power disconnected by the supplier, if necessary.

- Use a licensed electrical worker for electrical repairs.
- Plant trees well away from power lines and keep branches trimmed before they get too close. Before installing a clothesline, TV antenna or other high structure, check for clearance of power lines.
- If you are operating any electrical equipment outdoors, always use a Residual Current Device (RCD) or an isolating transformer.
- Before boating, know the height of your aerials and masts above land when towing and above water when sailing. Check any land routes, launching and sailing areas for crossing wires or signs about these. Keep boat movement on shore with your masts or aerials up to a minimum. Take action to avoid high parts of your boat intruding into an unsafe distance from overhead wires, and always heed the information on signs where these are displayed. Remember, high voltage electricity can jump to your mast or aerial if they get near enough to a wire, and the power can then burn or kill you or those nearby.

Be careful and make this summer a safe summer.



Contact us

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Nelson Electricity Limited

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We hope that you have found this issue of "On the Wire" interesting and informative. If there are any specific topics you would like to see addressed in future issues, or you simply have comments about the newsletter in general, drop us a line at PO Box 7083, Nelson.

NEL encourages consumers to contact us regarding any electricity distribution issue. We value your contribution!

Resolving disputes

Nelson Electricity is committed to providing you with a high standard of service and reliable power supply. However, there may be a time when you are unhappy with our service. If this is the case you should contact us directly - either by telephone on 03 546 9256 or, particularly if your complaint is of a detailed nature, it can be useful to provide written details of your complaint by writing to us at: Nelson Electricity Limited, PO Box 7083, Nelson.

Our aim is to resolve an issue quickly but if we are unable to or it is of a more complex nature we will update you within seven working days of receiving your complaint, and if it is not resolved in this time, we will inform you of the delay and work to a resolution within 20 working days.

If you are still unable to reach a satisfactory resolution then you have the option of contacting the Electricity and Gas Complaints Commission who function as facilitators between power companies and consumers if all other means of resolution have failed. They can be contacted by phone on 0800 22 33 40, fax 0800 22 33 47 or email info@electricityegcomplaints.co.nz

PLEASE NOTE: If your enquiry or problem relates to invoicing or bill payments for electricity supply, you will need to contact your electricity retailers.



www.electricitycomplaints.co.nz

Tree updates

Nelson Electricity's tree trimming contractor has carried out initial trimming and felling of trees around the overhead network in the Nelson city area as per the new Electricity (Hazards from Trees) Regulations 2003 which came into effect in July 2005.

Trees near power lines have been a continuous problem for electricity distributors (now Line Companies/Owners) ever since the very first poles and lines were installed. Until now there have not been any clear regulations governing whose responsibility it is to keep trees trimmed and out of the lines. New regulations governing trimming of trees have come into effect to clarify the situation.

Nelson Electricity would like to be contacted if any trees are seen growing close to its overhead electricity network so urges home owners to make contact by phoning 546 9256.



Further information can also be obtained from our website: www.nel.co.nz/regulatorydisclosure/trees

Security of supply to the top of the south

The security of supply in the Nelson area as well as New Zealand overall has been a topical issue over the last couple of years. Nelson needs a robust transmission system given the low levels of local electricity generation. We are reliant on the unconstrained access to generation from all over New Zealand.

There has been little investment gone into the transmission grid for over a decade and the overall national electricity demand has continued to rise. From an operational sense, the transmission system is being constrained more often causing bottle necks. It is important that these constraints are fixed and the

transmission system is upgraded in a timely manner.

Transpower have planned upgrades and are currently working on installing lines to the Nelson area that should meet the rising demand for electricity until 2012. There are also other significant upgrades planned for the transmission grid throughout the country. These projects do not come cheap and so Transpower have announced they will be increasing their charges by 19% from 1 April 2006 and then by 13% for the next 5 years. Nelson Electricity will have to take this increase into account when revising prices.

Staff profile

Katie Homan Business Systems Manager

I am a relative newcomer to the electricity industry having commenced with Nelson Electricity in November 2002. My experience has been gathered from working in a variety of industries since leaving Nelson Polytechnic in the late 1980s. My training has been office and computer based with key emphasis on the ever changing information technology field.

As Business Systems Manager my key responsibility responsibilities have been is to ensure the smooth and efficient operation of the Nelson Electricity office including maintaining and supporting operational databases as well as web design and development.

With the advent of the Electricity (Hazards from Trees) Regulations 2003 I have been liaising with consumers and contractors to carry out necessary tree trimming and felling to ensure overhead power lines have sufficient clearance distances

However, with the small number of staff within Nelson Electricity it also requires me to be adept with all facets of the organisation to support and provide assistance to the management team wherever possible.



Consumer survey

Nelson Electricity would like to find out from consumers their thoughts on the quality of electricity supply that is received to the front door. We recognise the importance of electricity in the community and invite consumers to participate in the following survey by completing the questions below then cutting off, folding and returning this page to Nelson Electricity.

Name (optional) _____ ICP No. 0000 (optional) _____

Address (optional) _____

1. Please indicate whereabouts in the Nelson City area you are located

- | | | |
|---------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Bishopdale | <input type="checkbox"/> Haven Road | <input type="checkbox"/> Port Hills |
| <input type="checkbox"/> Brook | <input type="checkbox"/> Hospital | <input type="checkbox"/> Victory |
| <input type="checkbox"/> CBD | <input type="checkbox"/> Nelson East | <input type="checkbox"/> Wood |
| <input type="checkbox"/> Church Hill | <input type="checkbox"/> Nelson South | <input type="checkbox"/> Vanguard/St Vincent industrial |
| <input type="checkbox"/> College area | <input type="checkbox"/> Port | |

2. Please indicate your consumer type

- Residential Commercial

3. Were you aware that Nelson Electricity (NEL) is the electricity lines company or electricity network in the Central Nelson area?

- YES NO

4. Would you ring Nelson Electricity or your Electricity Retailer to advise if you were without power?

- NEL Retailer Other _____

5. Do you tune into a local radio station when the power is out in your street?

- YES NO

6. What is the best way for you to be advised of a planned electricity outage for maintenance in your area?

- Newspaper Letterbox flyer Radio Other _____

7. Are you happy with your local electricity supply reliability?

- YES NO

8. Would you be willing to pay for an improvement in electricity supply reliability?

- YES NO

9. Would you be willing to pay less for a less reliable electricity supply?

- YES NO

Do you have any issues or comments?

Please cut along dotted line



Consumer survey details

Please note that all survey information is used for statistical purposes only.

All personal details are confidential and used only in assisting Nelson Electricity Ltd in this survey.

For further electricity information refer to the Nelson Electricity Ltd website www.nel.co.nz

Please return entries by post - fold on dotted lines, staple and return

Or by fax 03 546 0487

NZ POST
FREEPOST NUMBER
201448

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