

Northpower



ConsumerLine

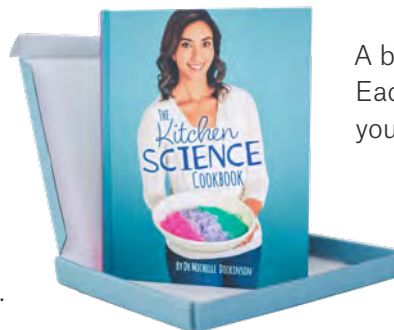
Healthy Homes • UFB Fibre • Winter Tips • Investing in Northland and more...



Investing in Kaipara and Whangārei

Be in to win – like us on facebook

Like us on Facebook and be in to win one of 5 copies of “The Kitchen Science Cook Book” by Dr Michelle Dickinson – a fantastic book to encourage the children in your life to explore science.



A beautiful recipe book with a twist. Each recipe is a science experiment you and your family can do at home.



fb.com/northpowerNZ

Word from the CEO

Winter is upon us and while we've already been through some rough weather, we could be in for more.

Have a look at the storm preparation article for some handy tips.

You can also help us by checking your trees close to powerlines. Trees on wires are the leading cause of power outages during storms. So if you see something that doesn't look right, let us know and we will advise you of what to do.

We're proud of our investment in the Northland community and, as such, you'll see plenty of information in here on how we are investing to upgrade and improve our electricity network in Kaipara and Whangārei over the next ten years.

The map on the right shows our major projects. We are planning to update and upgrade the network and allow for the population growth of our area. We want to make sure you, our consumers, continue to have a reliable electricity supply.

In recent times we have also taken the positive step of moving Northpower home. That means most of our executive team is now based at our Whangārei office. Keep us in mind for your next career move too, as we have plenty of fantastic job opportunities right here at home.

Northpower is an active participant in a number of community sponsorships and we are pleased to be helping out.

While most people know we support the Northland Rescue Helicopter (we have supported this for 30 years) - we are also actively involved in projects like Healthy Homes Tai Tokerau.

We look forward to continuing to work with our community and will update you again in a few months.

Andrew McLeod
Chief Executive



Investing in Northland's future

Demand for power is growing

More than ever people and companies are seeing our region as a great place to live and do business, meaning we have a growing population and more demand for electricity.

With the number of new electricity connections in Whangārei and Kaipara likely to continue increasing in years to come, we need to carefully plan and invest in our network. That way you will have a reliable electricity supply so you can turn the lights on whenever you like.

The way we're using energy is also changing

New technology like smart appliances and electric vehicles are adding to the growing demand for power, something we need to manage carefully, especially during hot summers and cold winters.

The spread of electric vehicles in Northland is higher than many other regions. We expect EV growth to continue doubling year on year. We need to ensure our network has the capacity to charge them all.

New energy sources

Alternative energy sources like solar are becoming more common, with over 700 solar connections on the Northpower network. This is still a developing area and needs careful planning to ensure ongoing quality and reliability of electricity for all our users.

Planning for the future

We've got a really robust plan (called our Asset Management Plan) for all of the challenges and changes coming our way. That means you, our customers, can be confident in our ability to manage our network in the most efficient manner.

Over the next ten years we expect to spend \$194 million on our electricity network to replace assets as they wear out and to cope with the increase in demand from population growth.

We have projects that are also aimed at improving the reliability of your power supply (for example, if equipment fails, there is backup available).

With over 59,000 customers relying on us to keep the power on 24/7, our aim is to provide the best and most efficient electricity network we can for the people of Te Tai Tokerau – our people, our community.

10 years of healthier Northland homes

We're very proud to have partnered with so many caring and passionate Northlanders over the past ten years to improve the health and wellbeing of thousands of locals.

We've done this as a sponsor of Healthy Homes Tai Tokerau, a programme that has insulated over 9,000 Northland homes – making them warmer and drier.

The initiative has also provided employment for more than 80 Northlanders, who have now insulated 3,235 homes in Whangārei district, 808 in Kaipara and 5,037 Far North homes.

Unfortunately diseases like Rheumatic Fever - normally seen in developing nations - are still prevalent in Northland.

Alongside our partners, we're aiming to prevent it by continuing this work and insulating the remaining 5,000 - 10,000 Northland homes still in desperate need of warming up.

When you consider stories like that of Shelley Ngawiti and her twin boys Tawhiri and Te Marino, it becomes clear how insulation makes for a healthy home. Shelley's boys were born prematurely in 2016 and had many lengthy stays in hospital that winter.

"They were in the Specialist Care Baby Units (SCBU) at Auckland and Whangārei hospitals. After that the twins were in and out another five times in six months," says Ms Ngawati. "It was the worst time of my life, especially being in Auckland away from my family." She says having her house insulated in late 2016 has been life-changing and has been a huge factor in the wellness of her children.

**"I will forever be grateful
for Healthy Homes
Tai Tokerau."**

Three tips for a healthier home

Warm it up – The World Health Organisation recommends a minimum of 18 degrees. Good insulation, draught stopping and the right type of energy efficient heater makes this easier.

Dry it out – Damp homes can be bad for our health and promote mould and dust mites. Wipe down wet windows and don't hang your washing inside to dry.

Air it out – Good ventilation is essential for removing excess moisture from your home and maintaining air quality. Open windows for a short period everyday to air it out.

For more information on these three essentials to a healthy home check out energywise.govt.nz

Customer focus

We are working hard to ensure that customers are at the centre of everything we do.

That's why we have recently established a Customer Excellence Team, to focus on the information and service we provide to you, our customers.

We know that in large organisations such as Northpower, it can sometimes be difficult to track down the right person to provide you with the right information to get the done.

Our Customer Excellence Team is your first point of contact and can help you with advice on what you need to do. Our website is also a great resource – you can go there to fill out an initial application for the service you require. If you have trouble doing this just give us a call or email us. We're interested to hear from you on how we can improve our customer service - please email your suggestions or let us know if you'd like to be part of a consumer panel at customercare@northpower.com



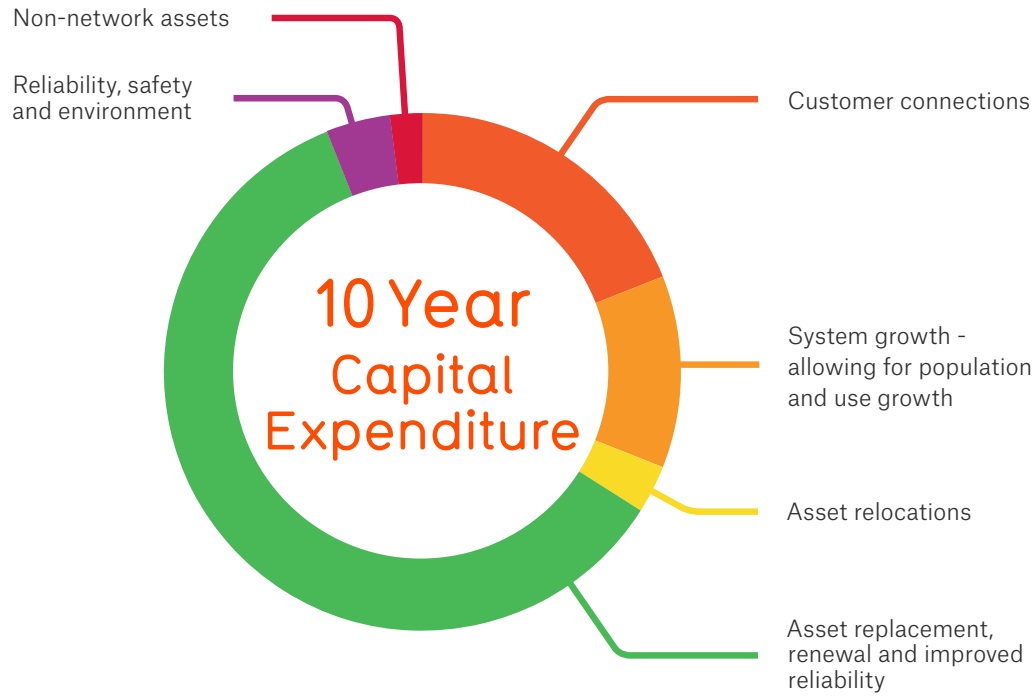
Northpower General Enquiries:
0800 66 78 47 - northpower.com

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0800 10 40 40

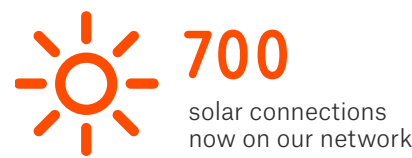
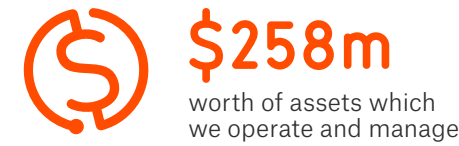
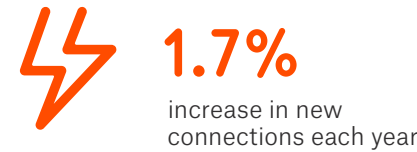
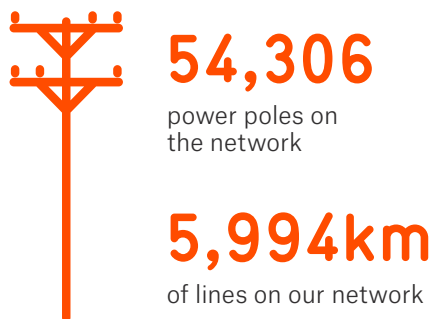
Complaints & Compliments:
09 430 1784

Northpower Trust:
0800 43 41 00

\$194m to be spent on our network assets

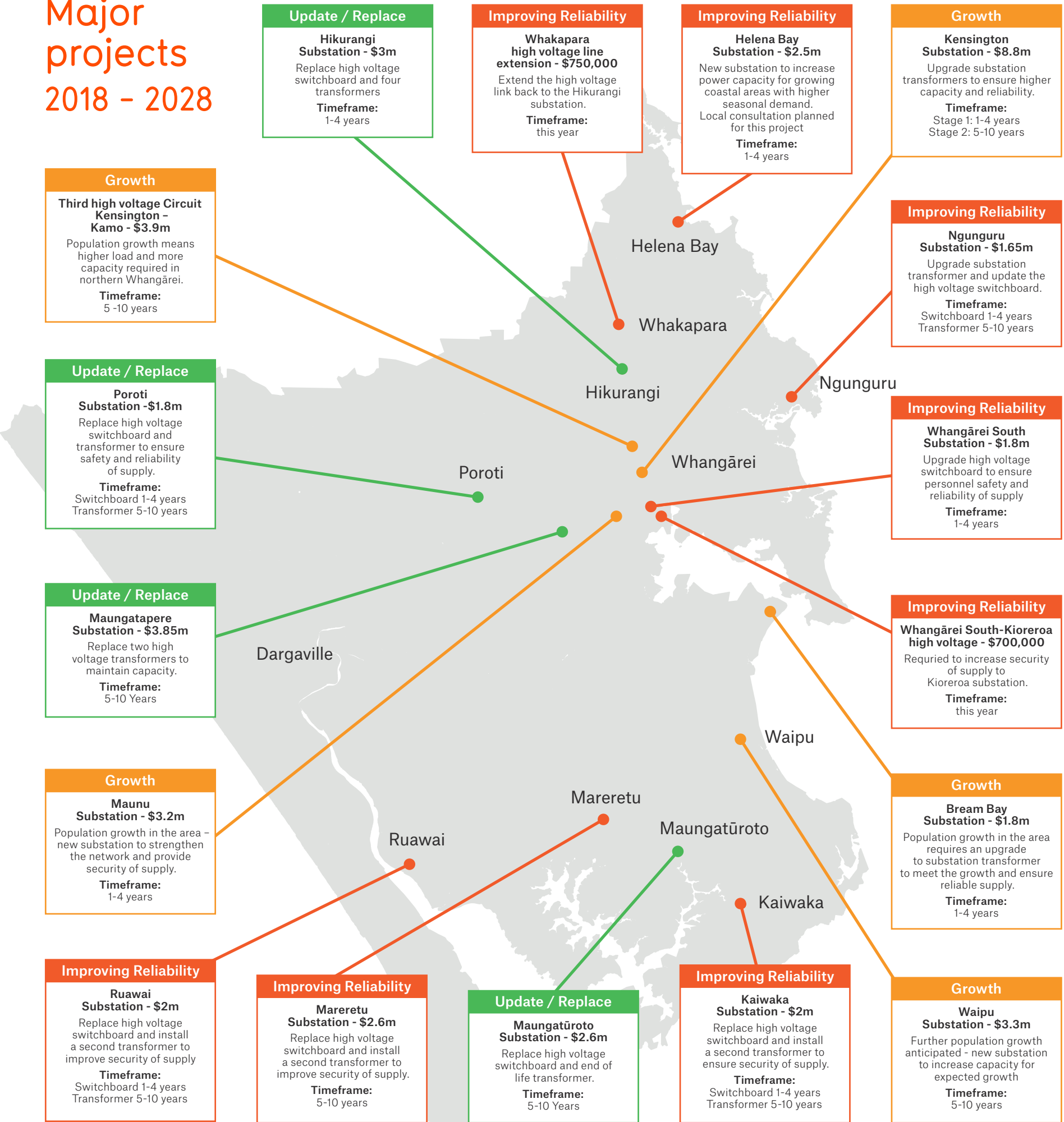


Over the last five years Northpower has replaced 1133 poles with 11km of underground electricity cables



During the past year, we have connected an average of 95 new homes every month

Major projects 2018 - 2028



Service lines – what you need to know

The powerline running from the street to your house is called a service line. Service lines on your property can be overhead or underground. You are responsible for the upkeep of powerlines, poles and underground cables that supply electricity from the Northpower network to your property.

You should regularly check these to ensure they are in good condition, and do not pose a safety hazard. Call your regular electrician if you are concerned.



Remember: never touch powerlines.

Prepare for storms this winter

It's important to ensure we are all well prepared for storms or other situations that may affect the power supply. We always do our best to get your power back on as safely and quickly as possible, but in big storms there can be lengthy delays.

Civil Defence has some great advice on how to prepare for an emergency and it's a good idea to put together an emergency survival and getaway kit.

Visit happens.nz for information.

What should I do during a power outage?

If you do not have power, please phone our Faults team on **0800 10 40 40**.

During widespread outages we can have high call volumes - we appreciate your patience. You can check **northpower.com** or our facebook page (Northpower NZ) for areas affected and for updates on when you can expect the power back on.

If you, someone in your household, or your neighbours are medically dependent on power, make arrangements to get to a hospital or place where they can be safe.

Turn off sensitive electronic equipment and unplug from power sockets. Stay at least eight metres away from damaged powerlines or electrical equipment.

Never touch a powerline, even if you think it is not live.

Let's get you connected to Northpower Fibre

For those that are not yet connected to ultra-fast broadband, check if Northpower Fibre is available at your address and register your interest at **northpowerfibre.co.nz**.

Fibre delivers the bandwidth and reliability at a price relative to your current services. It will immediately improve your online experience today and have you geared up for the future.

Register your interest to connect to fibre at **northpowerfibre.co.nz** before 30 September 2018 and go into the draw to win an iPad Pro and Apple Pencil valued at over \$1500.

It's usually FREE for you to connect Northpower Fibre to your home, with the monthly retailer cost normally the same as you pay today.

Go to **northpower.broadbandcompare.co.nz**



Speed

Fibre-optic broadband speed is typically 10-50 times faster than services delivered over copper. That means faster upload and download speeds with crisper, clearer and sharper video calls.

24/7

Reliability

Fibre optic is available 99.99% of the time and isn't affected by rain, bad weather or the number of other users on the network.



Connectivity

You'll always be connected to the rest of the world. You can live in beautiful Northland and easily connect for work around the globe - or make it personal and stay in touch with family across New Zealand and overseas.