

Trees too close to powerlines are dangerous

It's really important to keep trees and bamboo well clear of powerlines to avoid unnecessary power cuts and to keep children safe.

In high winds and storms, falling trees and branches can break lines causing power cuts, potential fire risk, electrocution and even death.

Help us keep the power on – if you have network lines going over your property, it is your responsibility to keep trees clear of the lines. If there are trees in or near the powerlines on your property please call us on **0800 10 40 40**. We will send an arborist to check it out and work with you to ensure your trees are safely trimmed.

It is important you do not attempt to trim any trees near powerlines yourself – it is very dangerous so only an approved contractor can do it - never go within 4 metres of a powerline.



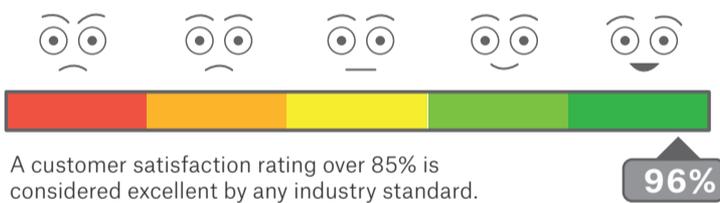
To avoid power cuts at your place it is also important to make sure trees near your service line (the powerline from your property boundary to your home, business or shed) are well clear of the lines. Please call us on 0800 10 40 40 to book a safety disconnection before any work by an approved arborist goes ahead.

A list of approved contractors can be found on our website.

Customer Satisfaction

Every year we get in touch with customers through a customer satisfaction survey. A specialist research company independently selects a representative sample of all our customers, and calls them. They ask all sorts of questions around how the customers feel about Northpower, how satisfied customers are with our service and what we can do better.

This year when asked how satisfied customers are with Northpower – 96% told us they were “satisfied or very satisfied”. We’re extremely proud that so many customers are so satisfied with our service. It is a huge credit to our team that we achieve this stand-out level of satisfaction year after year.



When asked what is important to you, our customers, overwhelmingly you told us that making sure the power is on and that the supply is reliable, is the single most important thing we can do (by a long shot!). That's why we continue to invest in upgrading and maintaining the network. Over the next ten years we plan to spend \$200 million on replacing equipment, upgrading the network and building new ways to supply electricity, making sure we are growing with the region - while providing the most reliable supply we can. We will keep you updated on progress, so watch out for updates as we complete these projects.

Many of you also told us that you would like more communication about what we are doing as well as power outage information on social media – we have taken up this challenge. Follow us on [f](#) northpowernz for updates.

We will be pleased to get your feedback on how you think we are doing. You can also get up to date outage information 24 hours a day on our website northpower.com

SAFETY TIP:

NEVER – go within 4 metres of a powerline.

Stay Clear and Stay Safe. Contact Northpower on **0800 10 40 40** to arrange a safety disconnect before carrying out any work close to powerlines, including work on your roof, ladder or scaffold.



Northpower celebrates 60,000th connection

Congratulations to Gavin and Colleen Thomas of One Tree Point for becoming Northpower's 60,000th electricity connection. Andrew McLeod, Northpower's Chief Executive visited the couple recently and presented them with a gift to celebrate the milestone..



“We are thrilled to be able to help facilitate growth in our district with our electricity and fibre networks,” says Mr McLeod.

As a locally-owned company we want to do what we can to boost the region and passing 60,000 electricity connections is a significant milestone.

Growth in the region has seen the rate of new connections in the past three years almost double, with areas such as Waipu, One Tree Point, and Mangawhai leading the charge. The 60,000 connections are made up of mainly domestic premises, with almost 50,000 domestic properties connected. Commercial connections make up the remaining 10,000.

ASK FOR FIBRE Northpower *FIBRE*

Those of you in Dargaville and Mangawhai will have noticed we have been busy building the fibre network in your areas. Mangawhai Village is ready to connect now.

The great news if you live in Dargaville township is that the build is complete and you can connect now - go to northpower.com/fibre to register your interest or give us a call on **0800 66 78 47** and we can guide you through the process.



If you're in Whangarei, Hikurangi, Waipu, One Tree Point or Ruakaka townships and are yet to connect to fibre – it's a good idea to do so, and quickly. With the world cup games streaming on line from late September, fibre will give you the best viewing experience possible. It's usually free to connect and your monthly bill is around the same as you will already be paying – so it is such an easy decision to get connected.

You can go to our website to register northpower.com/fibre or call us on **0800 66 78 47** and we can help you get connected.