

Applicant Information

Applicant Name			
Company Name			
Order Number			
Physical Address	Number	Road	District
Postal Address <small>If different from physical address</small>	Number or Box	Road or Post Office	District or Post Code
Phone Number	Land Line		Mobile

Cable Location Information

Location required from [Start]	Number	Road	District
Location required to [Finish]	Number	Road	District
Date Required <small>Five (5) days of notice is required from application date</small>	Application Date		Mark Out Date
Description of Proposed Work			

IMPORTANT NOTICE

- The Applicant or their contractor is required to be on site when the cables are being located and marked. This is to ensure that the marked out area is correct and the Applicant or their contractor fully understands the mark-out and their obligations. Top Energy will call you to make an appointment;
- If the Applicant or their contractor cancels within 2 hours of the agreed time OR is not on site within 15 minutes after the agreed time then the cable location will not be carried out and the Applicant will be charged a cancellation fee**, no fee applies to a cancellation made at least two hours before the agreed time;
- Top Energy is not responsible for identifying buried services of other utilities, the Applicant will need to ensure that all applicable utility owners are contacted to arrange for their assets to be located by them;
- The precise location of cables are prone to many variables and:
 - The position is subject to reasonable tolerance and may not be directly below the marked area; and
 - The depth of cover may also have changed since installation as ground levels are altered;
- It is the responsibility of the Applicant or their contractor to verify the position of cables before excavating; this must be done with careful potholing by hand digging. Top Energy can produce a quote to provide this service;
- Where excavation is to be carried out within 1000mm of a Top Energy cable a Top Energy Safety Observer is required on site. Top Energy can produce a quote to provide this service (both parties must comply with current health and safety requirements);
- The Top Energy Safety Observer will ensure that the requirements within this Notice are met and will take control of the site should a cable strike occur. This does not absolve the Applicant of any responsibility for the damage to any Top Energy asset including any repair costs;
- Machine excavation between 500mm and 1000mm of a Top Energy cable is not recommended without positive confirmation of the cable route via potholing;
- Excavation within 500mm of a Top Energy cable must be carried out by hand;
- If the Applicant or their contractor expose any Top Energy cable (including via potholing) or cause any damage to a Top Energy cable, no matter how minor, Top Energy must be notified immediately. Any reinstatement around exposed cable must be carried out by Top Energy to ensure correct reinstatement. Any damage to cables must be inspected and if necessary repaired by Top Energy before reinstatement. The call out and inspection will be free of charge however any reinstatement or repair costs will be charged to the Applicant;
- DO NOT**, for any reason, touch any power cable with any part of your body or with a tool. If you have any concerns please contact Top Energy immediately for assistance. By entering and/or interfering with a network asset without expressed written consent from Top Energy Network, you will have contravened Section 35 Clauses 1 and 2 of the Electricity (Safety) Regulations 2010 (Interference with or movement of works). This may lead to prosecution and penalties under the aforementioned Regulation;
- If you require any Top Energy asset to be isolated, relocated or altered contact 0800 Top Energy (0800 867 363).

FEE SCHEDULE	Location/inspection of Top Energy power cables	FREE	All prices in the FEE SCHEDULE are GST inclusive
	Location of non-Top Energy cables*	\$138/hour (minimum fee \$138)	
	Cancellation Fee (see Important Notice)	\$138	
	Cable Isolation, Safety Observer, Potholing, etc.	Contact 0800 Top Energy (0800 867 363) for estimate	

*Any cable not owned by Top Energy, this includes privately owned power cables which are classified as "service mains".

Sketch of site and required mark out area

Top Energy provides a free, in-house and simple complaints handling process. If you are unsatisfied with any aspect of our services we invite you to contact us in writing, by email, by telephone to (09) 4070603, or you may deliver your complaint in person to any of our offices or depots, addressed to the PA of the Chief Executive. Top Energy is a member of Utilities Disputes Ltd, which is a free and independent service available to you. In the event that a complaint cannot be resolved between us through our in-house process and has reached deadlock, you can contact Utilities Disputes Limited at 0800 22 33 40 or at P O Box 5875, Lambton Quay, Wellington, 6145.

Applicant Declaration	Applicants Signature	Date Signed
<p>I (the Applicant) declare the following is true:</p> <ol style="list-style-type: none"> 1. The Applicant Information is correct; 2. The Cable Location Information is correct; 3. I understand and accept the conditions of: <ol style="list-style-type: none"> a. The IMPORTANT NOTICE; and b. The FEE SCHEDULE. 	_____	

Top Energy provides a free, in-house and simple complaints handling process. If you are unsatisfied with any aspect of our services we invite you to contact us in writing, by email, by telephone to (09) 4070603, or you may deliver your complaint in person to any of our offices or depots, addressed to the PA of the Chief Executive. Top Energy is a member of Utilities Disputes Ltd, which is a free and independent service available to you. In the event that a complaint cannot be resolved between us through our in-house process and has reached deadlock, you can contact Utilities Disputes Limited at 0800 22 33 40 or at P O Box 5875, Lambton Quay, Wellington, 6145.