



## **FREQUENTLY ASKED QUESTIONS REGARDING THE TOP ENERGY POWER OUTAGE AND GENERATOR SUPPORT**

**Q What is happening?**

**A** We are completing essential maintenance and fault prevention work in the far north. Previously, in order to do this work we had to cut supply to our northern customers. This year we have installed new generators which should support this work, however in the event of generator failure, supply may be lost.

**Q When is the outage? When are the generators going to be used?**

**A** Sunday 8 November 2020. If for any reason the work cannot be done on the day, the backup day will have to be confirmed for a later date.

**Q How long is the outage for? How long will the generators run for?**

**A** The main outage is programmed for 9 hours from 7.30 AM to 5.00 PM. The generators will supply the load during the outage

**Q Why is the work for 9 hours?**

**A** Some of the work sites are in remote areas, and our contractors require an outage of a reasonable duration to maximize the amount of maintenance that can be carried out.

**Q When was the last planned Kaitaia and Surrounding areas outage?**

**A** November 2018. We did important maintenance work then that lowered the risk of faults that could affect the area.

**Q Why would we lose power when we are on generators?**

**A** The installation of the generators at Kaitaia is new and there are many complexed technical issues that have to be considered and resolved when this type of equipment is installed and operated. This is our first opportunity to trail generators on this scale and although detailed engineering and testing has been applied, there can always be unknowns and gremlins to iron out.

**Q Why is the power staying on during the line outage**

**A** We have expanded our generator fleet and we can now support a larger area during the outage, so whilst you are supported by generators and manage your power use carefully, we can keep your power on during the outage.

**Q What sort of advertising has been done?**

**A** Radio, newspaper and social media (Facebook) advertising has been carried out. Electricity Retailers have been asked to advise their customers of the outages.

**Q What areas are affected?**

**A** The 9-hour work will affect the following areas:

Including:

Awanui, Broadwood, Kaitaia, Paparore, , Ahipara, Awanui, Kaitaia township, Broadwood, Fern Flat, Henderson Bay, Herekino, Houhora, Kaimaumu, Kenana, Mitimiti, Motutangi, Ngataki, Panguru, Pawarenga, Pukenui, Takahue, Te Hapua, Te Kao, Te Paki, Victoria Valley, Waiharara, Waipapakauri, Whangape, Awaroa, Diggers Valley, Fairburn district, Henderson Bay, Hihi, Lake Ohia, Herekino, Houhora Heads, Hukatere, Mangatoetoe, Manukau, Motuti, Pampuria, Rangi Point, Ruaroa, Runaruna, Thoms Landing, Waihopo, Wainui Junction, Waiharara, Waipapakauri, Waiotehue and Waitiki Landing, and all smaller settlements and districts within these areas

**(Excluding Kohukohu, Motukaraka, Te Hua Hua and Creamery Road in the North Hokianga district, and east Coast areas south of Oruaiti).**

**Q Why are you taking the main line out of service?**

**A** An inspection confirmed that the power must go off to allow for critical maintenance work to be carried out.

**Q What is the reason for the outage?**

**A** The reason for the outage is to ensure security of supply to the Far North district. There is some work that is required that cannot be done safely using live line methods.

**Q What if it's raining?**

**A** Our contractors will assess the conditions and weather forecast in the days preceding the planned outage. The outage will be postponed if conditions make it unsafe to go ahead.

**Q In the event of the power going off during the work, can I get compensation on my power account?**

**A** There is no guarantee of uninterrupted supply in customer supply agreements. Therefore, no compensation will be paid. A fault or over loading could be a reason the power could go off during the work.

**Q Can I get compensation for lost revenue?**

**A** There is no guarantee of uninterrupted supply in customer supply agreements. Therefore, no compensation will be paid.

**Q Can I get compensation for lost business opportunities?**

**A** There is no guarantee of uninterrupted supply in customer supply agreements. Therefore, no compensation will be paid.

**Q Can I get compensation for defrosted goods?**

**A** There is no guarantee of uninterrupted supply in customer supply agreements. Therefore, no compensation will be paid. If fridges and freezers are kept closed your goods should remain chilled or frozen.

**Q Can I get compensation if the shutdown runs over time?**

**A** The outage time may be affected by unforeseen circumstances beyond Top Energy's control and there will be no compensation if the shutdown runs over time.

**Q Could the outage finish early?**

**A** We are unable to predict whether the duration will be less than the expected restoration time. If we can restore earlier than advertised, we may do so. Please remember that lines must be treated as live at all times.

**Q Will Top Energy be carrying out any other work on any other part of its network?**

**A** Yes. We will take the opportunity to maximize our maintenance work where possible during the outage in the affected areas.

**Q What if I have a medical condition and require power?**

**A** You need to contact your medical support person for advice. We strongly recommend that you seek that advice as soon as practicable and before the start of the outage, as we will be unable to supply individual customers while the power is off.

**Q Will Top Energy supply or subsidise generators to individual customers?**

**A** No. We are not in a position to supply temporary generators during the outage. These will have to be sourced individually by consumers from private sources, at the users cost. There is no guarantee of uninterrupted supply in customer supply agreements. Therefore, no compensation will be paid.

**Q Last time we had an outage in the afternoon, will this happen this time?**

**A** No, unless there is an unforeseen fault or overloading of the system, there will be no need to have a short afternoon outage for our customers in the Far North districts due to improvements with the generator controls at the Kaitiaia sites and Taipa substation. However, we are asking customers in those areas to manage their use of power carefully to avoid overloading the generators, and the resulting loss of supply to those areas.

**Q Will my power be free or cheaper when I am supplied from the Generators?**

**A** No, you will pay the same rate as normal, the power will still flow through your meters.

Note: We advise customers on the generators to conserve load as much as possible to avoid overloading the generators.