



Aurora
ENERGY



BE SWITCHED
ON TO
SAFETY

OUR GUIDE TO STAYING
SAFE AROUND ELECTRICITY

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Aurora Energy is one of the largest electricity networks in Aotearoa New Zealand.

We take the power from Transpower's national grid to power your home, business and the wider community, and deliver a safe, reliable and sustainable electricity supply across Ōtākou in Ōtepoti Dunedin, Central Otago, Wānaka and Tāhuna Queenstown to over 200,000 people.

That's why it's important to us that everyone, particularly the public, is safe around electricity.

Whether you're at home, on the road, or out in your community, there are some simple ways you can protect yourself and others.

For more information and advice on how to be switched on to safety, visit:

www.auroraenergy.co.nz

IF THERE'S AN ELECTRICAL FAULT ON YOUR PROPERTY

1. CHECK YOUR SWITCHBOARD:

If yours is the only place without power, check the circuit breakers/fuses. Call your electricity retailer if the meter is working but there's still no power.

2. CHECK FOR OUTAGES:

Visit our website for the latest information on current or planned outages (www.auroraenergy.co.nz/power-outages).

3. REPORT A FAULT:


Call us any time on 0800 22 00 05 to report a loss of power or any electrical hazard.

The first callout to identify the fault and isolate your mains power is free.

If it's a fault on our network, we'll restore your power as quickly and safely as possible.

Please be aware, if the fault is within your property, you will need to contact a qualified tradesperson to fix it at your cost.

Once fixed it may require testing by an Aurora Energy Approved Contractor. The tradesperson will organise this if necessary. Once the inspection is complete and/or the test results are satisfactory, the Approved Contractor will restore the power. This is also at your cost.



PLAN AHEAD FOR POWER OUTAGES

Have a plan

Treat all electrical equipment as live

Go to our website for outage updates

Be prepared for power outages, whether they are caused by weather events, emergency situations or necessary maintenance. If you do experience an outage, we'll be working as quickly and safely as possible to restore power.

It's important to have a plan, especially if you are medically dependent, or your business depends on power. We have up-to-date outage information on our website and advice to help you before, during and after power outages.

BE SWITCHED ON TO SAFETY

WHAT TO DO IN A POWER OUTAGE

BEFORE, DURING, AND AFTER AN OUTAGE

Power can go out for a number of reasons, including bad weather, fallen trees, vehicles hitting power poles, or planned maintenance. Having a plan, whether the outage is scheduled or not, will help you and your family get through it safely.

PREPARING FOR AN OUTAGE:

Here are a few helpful items to have on hand if the power goes out:



Extra blankets or warm clothes



Torch with spare batteries



Battery-operated radio



Outdoor BBQ with enough fuel



Bottled water and long-life foods,
including for pets



Power bank to charge mobile phones and
other devices

DURING AN OUTAGE:



Turn off and unplug appliances until the power comes back on



Keep your fridge and freezer door closed as much as possible



Have plans for refrigerating medicines or using power-dependent medical supplies



Leave a light on to know when the power comes back

AFTER AN OUTAGE:



Throw away perishable food exposed to temperatures of at least 4°C for two hours or more, or that has an unusual odour, colour or texture



If the power is out for more than a day, discard any refrigerated medication unless the label says otherwise. Consult your doctor or pharmacist for a new supply



Exposed wires should be treated with care



If circuit breakers trip or fuses blow, switch the circuit off and seek advice from a qualified electrician



Keep children away from electrical equipment



Stay clear of any fallen power lines – always treat them as live

OVERLOADING

Running too many appliances at once is a fire risk and can put you, your household, and those working on the network in danger. It can also cause a power cut for you and your neighbours.

You could be overloading if:

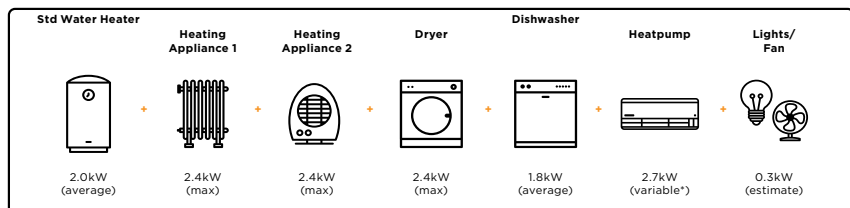
- Your circuit breaker often trips or your fuses blow
- Outlet plates are warm or discoloured
- Lights dim or flicker
- Your main power fuse has blown
- Your electrical contractor tells you

DID YOU KNOW THERE'S A MAXIMUM APPLIANCE LOAD FOR YOUR HOME?

A typical household can run up to 14 kilowatts (kW) of appliances, or 60Amps, at a time. If you go over that, including during any free power deals offered by your retailer (who you pay your bill to), you could:

- Blow your house fuse
- Have a power cut
- Need to call us to turn your power back on
- Get an invoice from your retailer for exceeding your supply

MAXIMUM APPLIANCE LOAD ALLOWED PER HOUSEHOLD IS 14kW





DOING DIY? CHECK FOR POWER LINES

Check for electricity cables before you dig
Look for power lines before you start work
Need a temporary disconnection?

When planning DIY jobs around the home, always put safety first and check your surroundings for overhead lines and underground cables. Before you start work you can ask for a temporary disconnection via our website. This process is quick and easy, and it could save your life.

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MAINTAINING YOUR CUSTOMER SERVICE LINE

As a property owner, you are responsible for checking and maintaining the low voltage power lines, poles and other assets supplying electricity to your house and other buildings within your property boundary. This includes any overhead or underground power lines, not just the wiring inside a building.

These are called customer service lines and we recommend they are inspected every five years to make sure they are safe.

We recommend you contact an approved Aurora Energy contractor to book in an inspection if:

- The power lines are frayed at the point where the line enters your house/other buildings on your property
- There are obvious signs that previous repairs have been done
- There are trees or other vegetation near the lines that could cause issues

In general, customer service lines become the property owner's responsibility when it crosses the boundary, similar to water and wastewater. (Refer to the diagram on p12.)

They are different from the high voltage network power poles, lines and cables that run along the street which are generally our responsibility to repair and maintain.

Please note: High voltage lines may also cross your property.

WORKING NEAR OVERHEAD POWER LINES

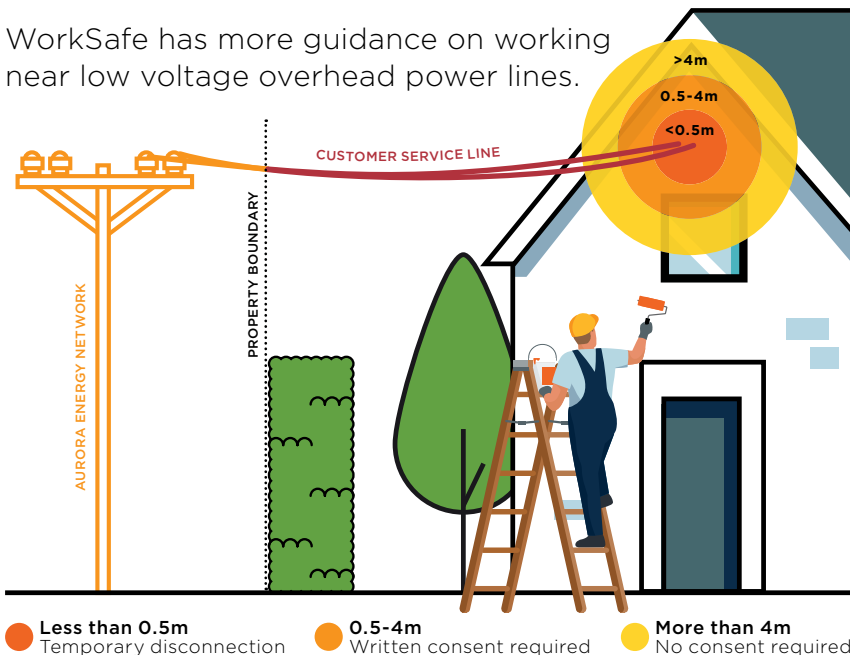
Always be aware of overhead lines and power poles in the area you're planning to work in.

It's a legal requirement to follow the minimum safe distances in the New Zealand Electrical Code of Practice – NZECP 34:2001 Electrical Safe Distances.

If you or a professional need to work less than 0.5m from the overhead customer service line, for example painting near where the line enters the house, apply for a temporary disconnection. Allow up to five working days to process the request.

If it's between 0.5m - 4m from the line, you need to provide written consent to the professionals doing the work.

WorkSafe has more guidance on working near low voltage overhead power lines.



WORKING NEAR UNDERGROUND CABLES

If you're planning to carry out work, always check the location of poles and cables before you start digging.

Find out where our electricity and other cables or services like water pipes are by using beforeUdig, a free online service. Even if there are overhead lines in the area there could also be underground cables.

These cables are commonly found in roadside and residential areas. They can be easily damaged, causing potential serious injury and power outages.

FOLLOW THESE STEPS TO STAY SAFE:

Step 1: Plan your work by conducting a hazard assessment, including if our network equipment is nearby. Use beforeUdig to get maps of underground assets and/or look for overhead lines.

Step 2: If you need to get closer than 4 metres from live network equipment, or 5 metres from a network power pole or stay wire, you'll need a professional to do the work and apply for a close approach consent from us.

You don't need a consent from us if you and any work activity stays outside the minimum safe distances.



www.beforeudig.co.nz



WORKING CLOSE TO OUR NETWORK

To work safely near our power poles or lines, you'll need to get in touch with us first.

There are two types of applications you can make depending on what you're planning to do.

CLOSE APPROACH CONSENT

This is for qualified professionals who need to:

- Work within four metres of high voltage overhead or underground cables
- Excavate within five metres of a power pole

Only businesses can apply for close approach consent, so individual property owners must contact a professional to do the work.

To apply, visit our website before the work starts and allow up to four working days for approval.

TEMPORARY DISCONNECTION

Organise a temporary disconnection if you're planning work less than 0.5m from the low voltage power line between our network and your property.

Arrange for the power to be switched off for things like:

- Scaffolding
- Re-roofing
- Painting
- Trimming trees
- If an electrician is doing work at your property
- Other non-electrical work

Allow up to five working days to process the request. Fees may apply depending on what time the disconnection is needed.



STAY SAFE IN STRONG WINDS

Keep up to date with weather conditions

Secure large objects

Treat all electrical equipment as live

Strong winds can bring down trees and send objects flying into power lines. This can cause power cuts, increase fire risk and is a safety hazard. If it's windy, keep up-to-date with weather warnings and secure large objects like trampolines and outdoor furniture.

If the power does go out unexpectedly, we'll be working as quickly and safely as possible to restore power. Always keep clear of fallen power lines and damaged equipment and treat them as live at all times.

BE SWITCHED ON TO SAFETY



KEEP TREES CLEAR OF POWER LINES

Trees near power lines can cause power outages

You're responsible for vegetation on your property

Stay safe, use a professional

Trees and vegetation growing near power lines can cause power outages and are a serious safety hazard. You're responsible for the trees on your property so if they need a trim, head to our website for safe growing distances and a list of approved arborists.

We also regularly inspect and maintain vegetation near power lines. Working together, we can reduce the number of unexpected power outages and keep our community safe.

BE SWITCHED ON TO SAFETY

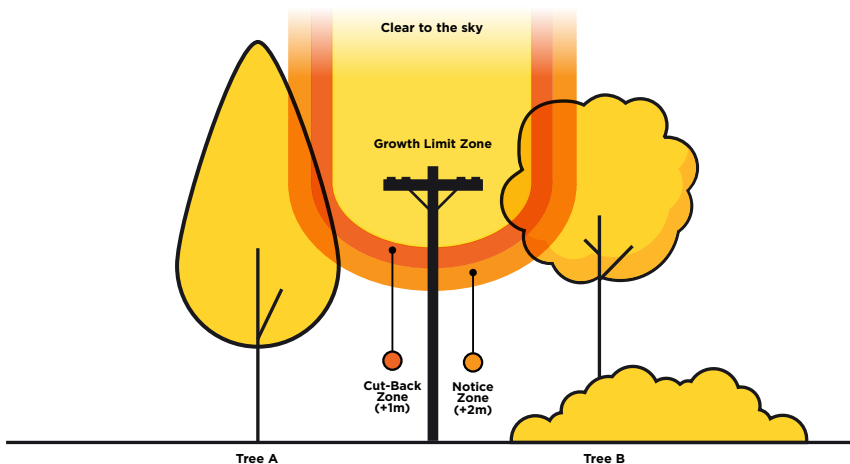
TREE REGULATIONS

As a property owner, you are responsible for keeping the trees growing on your property clear of overhead power lines and underground cables.

The Electricity (Hazards from Trees) Regulations 2003 set out your obligations and minimum safe distances for trees near network power lines.

If your tree is within the Cut-back or Notice Zone (Tree A), you may get a legal notice saying your trees must be trimmed soon.

Should they reach the Growth Limit Zone (Tree B), you will get a legal notice requiring them to be trimmed. Check our websites for a list of authorised contractors.



You may be able to declare 'no interest' in the trees on your property. This means we'll take responsibility for the maintenance, including paying for all future cuts and trims.



HIT A POWER POLE?

Stay in your vehicle

Call 111 for help

Vehicle on fire? Jump clear, feet together

If you hit a power pole, call 111 and stay in the vehicle until help arrives. Electricity travels through the ground and your rubber tyres will prevent you from getting an electric shock.

If your vehicle is on fire, open the door and jump clear, keeping your feet together to stop your body becoming a conductor. To prevent a possible electric shock, do not touch the outside of the vehicle. Remain on your feet and either shuffle or hop until you are at least 10 metres away. We will switch the power off as soon as possible to help keep you safe.

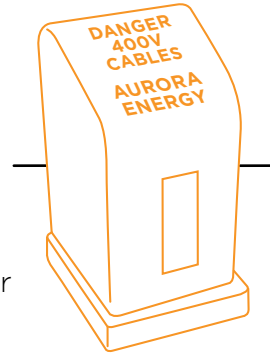
BE SWITCHED ON TO SAFETY

BE CAREFUL OF PILLAR BOXES

Always look out for pillar boxes, especially when reversing down driveways and in carparks.

Pillar boxes contain underground cables that connect communities to our network. They can put you and others at risk if they're damaged.

If you see a damaged pillar box, don't touch it, report it to Aurora Energy by calling **0800 22 00 05**.



HIGH LOADS ON THE ROAD

To keep everyone safe and to avoid hitting overhead power lines, you'll need approval to transport anything over 4.25m tall.

Whether it's a boat, a tall structure or machinery, you need to plan your route carefully and apply for a high load permit using the Powerline website (www.powerline.co.nz). Once approved, all South Island power companies will be notified of your route.

After you apply, we'll check the proposed route is clear to the height required. There may be a cost if an escort is required.

WHAT TO DO IN AN ELECTRICAL EMERGENCY

In an electrical emergency, what you do next could save your life or someone else's. Whatever the situation, it's important to stay calm and act quickly.

HITTING AN OVERHEAD POWER LINE OR UNDERGROUND CABLE:

- If you're inside a vehicle or machine, stay there because the rubber tyres protect from electric shock
- If you're at serious risk from another hazard like fire and need to leave the vehicle or machine, jump well clear with your feet together to avoid being a conductor. Don't touch the vehicle or machine and ground at the same time
- Treat a downed power line or struck underground cable as live and get back at least 10 metres
- Evacuate the immediate area
- Don't cover a broken cable or try to fix it yourself
- Call us to report the incident

IF SOMEONE IS INJURED:

- Never touch the person if they're in contact with a live electrical source or you may also be shocked or electrocuted
- Switch the power off at the source or the main power switch
- Call 111 for an ambulance immediately



HELP REDUCE FIRE RISK

Keep trees on your property well clear of the power lines

Clear combustible materials from under power lines, like vegetation or hay bales

Fire risk increases in dry conditions, especially when there are strong winds. To reduce the fire risk near power lines, we ask that you keep vegetation on your property clear of the lines. If your trees need a trim, check our website for a list of approved arborists. If you're on a farm or lifestyle block, please keep any loose combustible material like hay bale wrapping tidy.

Managing trees is a community responsibility, and by working together, we can help to keep everyone safe.

BE SWITCHED ON TO SAFETY

IF YOU'RE MEDICALLY DEPENDENT ON ELECTRICITY

If you, or a member of your household, are medically dependent on electricity for your health, you need to tell your retailer (who you pay your electricity bill to).

It means they can let you know about scheduled outages so you can plan for them.

- Register as medically dependent with your electricity retailer
- Speak to your GP to provide any information your retailer needs to confirm your status. Talk with them about an emergency plan
- If you have medication that needs to be chilled, consider a backup generator to power your fridge, otherwise organise to transfer it to an unaffected family member or friend's fridge

WHAT TO DO IN AN OUTAGE:

- Put your emergency plan in place
- If there is an immediate health threat, contact your healthcare professional or go to the local hospital.
- In an emergency, always call 111.

More information about how to register as medically dependent is available on the Electricity Authority website (www.ea.govt.nz).

ENERGY SAVING TIPS

With the cost of living going up, we've put together some tips to help keep your power bill down.



Insulate

Ceiling and underfloor insulation can reduce heat loss by over 50%



Have shorter showers

Reducing shower time by one minute saves power



Reduce dampness

A ground moisture barrier keeps dampness out, making your home healthier and easier to heat



Wrap your hot water cylinder

Use insulation wraps to keep your hot water cylinder efficient



Draw your curtains

Draw curtains 30 minutes before sunset and close doors to unused rooms



Stop the drip

One leaking hot tap can use around \$40 of power in a year. Replace the washers in any dripping taps



Stop the drafts

Use door snakes and fix gaps around doors and windows



Wash in cold water

Wait for a full load and wash clothes in cold water. Hang clothes to dry when possible



Changing light bulbs

LED bulbs use 85% less power and last 15 times longer than incandescent bulbs



Buying appliances

Choose appliances with high Energy Rating labels for better efficiency



ANY QUESTIONS? GET IN TOUCH!



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