



*Top Energy Limited*

Level 2, John Butler Centre  
60 Kerikeri Road  
P O Box 43  
Kerikeri 0245  
New Zealand  
PH +64 (0)9 401 5440  
FAX +64 (0)9 407 0611

## Frequently Asked Questions regarding the Transpower Outage

**Q When is the outage?**

**A** Sunday 1 May 2011, commencing at 8:00 am.

**Q How long is the outage for?**

**A** The outage is programmed for 9 hours from 0800 to 1700 hours. However the shutdown may be completed early, so **all lines must be considered to be live at all times.**

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

**A** Transpower have determined the length of the outage. We are advised that some of the work sites are in remote areas, and the Transpower Contractors require an outage of a this duration to maximize the amount of maintenance that can be carried out

**Q Wasn't there a Transpower shutdown last year in the same area?**

**A** No, Transpower's last shutdown on their supply system was on Sunday 29 March 2009

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

**A** Radio and newspaper advertising is being carried out.

**Q What areas are affected?**

All districts North of the Mangamuka Ranges supplied by Transpower, through Top Energy's power supply system including: Ahipara, Awanui, Awaroa, Aurere, Broadwood, Cable Bay, California Hill, Chucks Cove, Coopers Beach, Fairburn, Diggers Valley, Double Crossing, Fairburn, Fern Flat, Henderson Bay, Herekino, Hihi, Honeymoon Valley, Houhora, Houhora Heads, Hukatere, Kaimaumau, Kaingaroa, Kaitaia, Kareponia, Karikari, Kauri Flat, Kenana, Kohumaru, Lake Ohia, Lake Ngatu, Maimaru, Mangamuka, Mangatoetoe, Mangonui, Manukau, Mill Bay, Mitimiti, Motuti, Motutangi, Ngataki, Oruaiti, Oruru, Otangaroa, Oturu, Pampurua, Panguru, Papinga, Parapara, Paranui, Pawarenga, Pekaerau, Peria, Pukemiro, Pukepoto, Paparore, Pua, Pukenui, Rangi Point, Rangiputa, Rangitihi, Rotokakahi, Ruaroa, Runaruna, Stoney Creek, Sweetwater, Takahue, Taipa, Te Hapua, Te Kao, Te Paki, Thoms Landing, Tokerau Beach, Unahi, Victoria Valley, Waiharara, Waimanoni, Wainui, Wainui Junction, Waiotehue, Waipapakauri, Waipapakauri Beach, Waihopo, Waitiki Landing, Whangape, Whatuwhiwi, and all side roads within these districts.

Not included in this shutdown are Taupo Bay Road and Taupo Bay, Kohukohu, Motukaraka, Te Hua Hua and Creamery Road.

Q **Why is Top Energy turning the power off?**

A Top Energy are not turning the power off. This is a Transpower requirement and they have advised Top Energy that the power is going off to allow for critical maintenance work to be carried out. Top Energy is assisting Transpower in notifying its customers.

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

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

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

A Transpower's contractor 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. If this was to happen it will be notified on the local radio stations as soon as the decision is made.

Q **Can I get compensation on my Power Account?**

A There is no guarantee of uninterrupted supply in customer supply agreements. Therefore no compensation can be claimed from Transpower.

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

A There is no guarantee of uninterrupted supply in customer supply agreements. Therefore no compensation can be claimed from Transpower.

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

A There is no guarantee of uninterrupted supply in customer supply agreements. Therefore no compensation can be claimed from Transpower.

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

A If fridges and freezers are kept closed, your goods should remain chilled or frozen. If your freezer contents start to defrost during this period of time you should check the seals on your freezer as this suggests that the unit is not operating properly. Even when the power is on normally you could be wasting a lot of money. There is no guarantee of uninterrupted supply in customer supply agreements. Therefore no compensation for lost goods can be claimed from Transpower..

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

A The outage time may be affected by unforeseen circumstances, beyond Transpower's control and therefore there no compensation can be claimed from Transpower if the shutdown runs over time.

Q **Last time we had a Transpower outage, it finished early. Will this happen again?**

A Transpower is unable to predict whether the power will be restored earlier than the advertised time of 5:00pm. **All lines must be considered to be live at all times.**

Q **Will Top Energy be carrying out any of its own maintenance work?**

A Yes. Top Energy will take the opportunity to maximize their maintenance work during the outage in the affected areas so as to reduce the impact of future requirements on our customers .

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

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

**Q Will Top Energy or Transpower supply or subsidise generators?**

**A** No. Neither Transpower or Top Energy are in a position to supply temporary generators during the outage. If customers require them, these will have to be sourced individually by consumers, from private sources, at the customers cost.