

Media Release  
Kaikohe, Thursday 26 August 2004



## **Update on Power Surge at Takou Bay**

On the evening of 11 August an error was made when Top Energy staff were re-connecting the power supply at Takou Bay, following a tree bringing down a line. The resulting surge caused many power consumers to have their electrical appliances damaged. Since then Top Energy and insurance companies have been receiving claims and arranging for repair or replacement of damaged equipment.

Top Energy's Network Manager, Peter Middlemiss stated that the Company's staff had inspected a number of homes affected and after discussion with the Energy Safety Service in Wellington, it was agreed no damage to household wiring would have occurred. "The voltage through the system would have been at 400v for a period of time. This is well within the capacity of house wiring systems to handle, as was agreed by the Energy Safety Service. It is the appliances which were affected", said Mr Middlemiss.

The Ministry of Consumer Affairs released a press statement yesterday which suggests that all homes need to be checked but Top Energy have confirmed that they have liaised with the Energy Safety Service and that the Service had already confirmed that there was no risk to household wiring. The Ministry's statement also suggests that Top Energy was possibly in breach of the Consumer Guarantees Act. The Company disagrees. "If it is shown that there is any breach we will obviously fix it", said Mr Middlemiss.

Top Energy has confirmed it has written last week to all affected power consumers, providing details of what was being done to assist them in getting equipment repaired or replaced and offering the Company's apologies for the inconvenience they had suffered. Mr Middlemiss also reported that Top Energy was setting up meetings with each affected Takou Bay consumer to give anyone who had not made a claim an opportunity to do so, or if they were unclear on what to do, the opportunity to ask for further assistance.

Whiteware, that has been affected, such as fridges and freezers, has been replaced. Televisions and stereos and other similar equipment have, in most cases, been repairable. The repairers, Adtech of Kerikeri, has taken on additional staff and worked extended hours to

speed up equipment repair and say they are presently about half way through the items to be fixed. END.

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