

Media Release
Kaikohe, Monday 13 September 2004



Takou Bay residents to have house wiring tested

At a meeting with Takou Bay residents on Monday morning, Top Energy agreed to pay for independent testing of house wiring in all homes affected by the power surge incident on 12 August.

Originally Top Energy had said that the house wiring would not have been affected by the surge. Immediately following the incident the company had checked about 30% of the homes and was satisfied the house wiring was unaffected.

Subsequently the Energy Safety Service (ESS) told householders that their houses should be tested. After checking the facts of the case with Top Energy, the ESS seemed to change their position. Last week they sent Top Energy an e-mail that refused to detail what testing work should be carried out.

Roger de Bray, Top Energy Chief Executive said, "The delay in getting any sort of answer from the ESS was a significant frustration both for the people affected and our company. The Service's inability to provide clear directions, in an area that they have responsibility for, is extremely disappointing. In the absence of definitive advice from the ESS, Top Energy will arrange for independent electrical inspectors to carry out the house wiring tests and any appliances which had been switched on at the time." The work will start just as quickly as the inspectors can be brought into the district. It is expected that testing should be completed by the end of September 2004.

Whiteware which failed and has been claimed for has been replaced or repaired. The repair of other household equipment such as TVs and stereos is now 95% complete.

In addition, Top Energy has paid each affected consumer \$200 in recognition of the inconvenience they have suffered and has offered to repair or replace appliances (that were plugged in and turned on but not obviously damaged by the incident) should they fail for reasons that could be attributed to the incident, within 12 months. END.

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