

# Power Poles, Lines and Equipment on Private Land

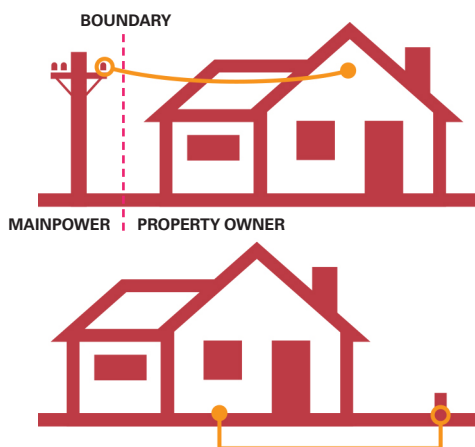
Important information for property owners



Property owners own and are responsible for the maintenance and repair of low voltage power lines and equipment on their property.

These overhead lines are known as low voltage service lines or mains and usually run from the power pole in the street or road, to the meter box or barge board on the house or business.

The orange lines below, show your responsibility.



Property owners are responsible for ensuring this section of line is in good condition, to ensure your safety and to prevent faults. You are also liable for any costs of maintenance on this section of line.

## Completing a visual check of poles and equipment

It is recommended that property owners carry out periodic visual checks to ensure that the lines and the poles supporting the overhead lines on their property, are in good order. These checks should include checking that power lines are not in close proximity to trees. Never trim trees that are too close or overhang power lines - MainPower can provide a free inspection of your trees and quote for trimming work.

To ensure your safety, only MainPower approved contractors are permitted to access service boxes, link boxes, kiosks, climb poles or access pole fuses.

If you notice anything unsafe, call MainPower.

## Unsafe service lines

MainPower carries out regular safety inspections on the network, this includes inspecting poles and equipment on private property. MainPower is obliged to notify the property owner of the state of the equipment and what work is required to make them safe.

MainPower uses pole tags as a visual reminder to our staff to exercise caution when working on a pole. If we have inspected a pole on your property, you may notice a tag attached to the pole.

- **Red Tag: Pole needs to be replaced soon**
- **Yellow Tag: Pole needs to be replaced within 12 months**

Example of pole tags:



# When a service line is deemed unsafe

If you have completed a visual check of low voltage lines or poles on your property and you notice something you think is unsafe, **call MainPower.**

If MainPower have identified unsafe equipment OR you have a pole identification tag attached to a low voltage pole on your property, there are a couple of things to consider.

- **Maintenance is required to ensure both your safety and the reliability of the electricity supply to your property.**
- **You are responsible for the repair of low voltage lines and equipment on your property.**
- **Having a defective overhead service main is a good opportunity to consider placing your services underground.**

Any repair or replacement work needs to be completed by a contractor with experience working with overhead power line systems.

Some examples of qualified contractors are listed below.

**Connetics – 03 353 7200**

**Independent Line Services – 03 359 0037**

**Lemacon – 03 307 6622**

**MainPower – 03 311 8300**

**Power Jointing Ltd – 03 323 9540**

## WHAT TO DO IF EQUIPMENT ON YOUR PROPERTY NEEDS REPLACED

**Make contact with MainPower, or an experienced contractor, to request a quote for this work to be completed.**

## Contact MainPower

To report a fault: 0508 60 70 80

For electrical emergencies: 0508 60 70 80

For complaints: 0800 TellIMP (0800 835 567)

For general enquiries:

[www.mainpower.co.nz](http://www.mainpower.co.nz)

[info@mainpower.co.nz](mailto:info@mainpower.co.nz)

03 311 8300 (8am to 5pm, Monday to Friday)

Disclaimer: This fact sheet is not an exhaustive list of all safety matters that need to be considered. Whilst care is taken in the preparation of this material, MainPower does not guarantee the accuracy and completeness of the information.

**Examples of unsafe power poles and lines.**



**mainpower**