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# WELCOME



  
mainpower

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# MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to the MainPower electricity distribution network. If your premises are connected to the network, you have become a qualifying customer.

This pack includes information on what it means to be a qualifying customer.

As an essential service provider, MainPower New Zealand Limited is committed to maintaining a safe, and secure supply of electricity.

MainPower is one of 27 electricity distribution companies in New Zealand. These companies own and manage the regional and urban electricity distribution networks and are responsible for managing, on behalf of electricity retailers, the supply of electricity for customers.

We have a proud history of servicing the North Canterbury region for close to 100 years.

We are pleased to welcome you as a customer and we look forward to your participation in MainPower's future and your ongoing support.



A handwritten signature in black ink, appearing to read 'Andy Lester'. The signature is stylized and fluid.

**Andy Lester**

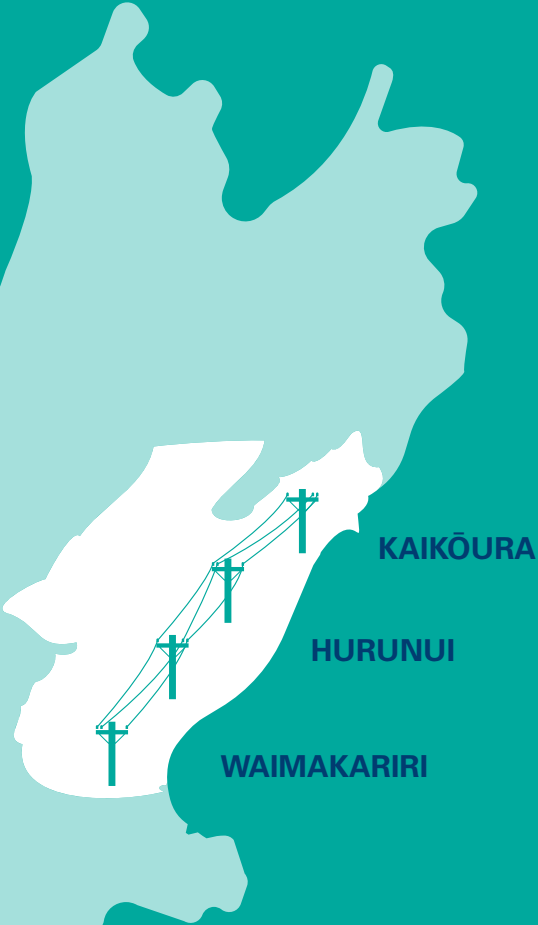


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# ABOUT US

Covering the Waimakariri, Hurunui and Kaikōura districts, MainPower New Zealand Limited (MainPower), provides a safe, secure supply of electricity to the North Canterbury region.

MainPower is a consumer trust-owned electricity distributor, serving more than 42,000 customers. Our network of overhead lines and underground cables delivers electricity to our region's homes, businesses, schools and communities.



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# MAINPOWER'S PLACE IN THE ELECTRICITY SECTOR

## Generation

Generators produce electricity. Around 32% of your electricity bill goes towards the cost of generating the electricity you use.

## Transmission

Transpower is the state-owned enterprise responsible for transmitting electricity produced by generators. Around 10.5% of your electricity bill goes to paying costs involved in the national grid.

## Distribution

MainPower is one of 27 electricity distributors, or lines companies, in New Zealand, responsible for the power lines and distribution networks in local areas. Around 27% of your electricity bill goes to paying costs involved in the local distribution of electricity.

## Retail

Retailers sell electricity to residential and business customers. Around 30.5% of your electricity bill goes to paying costs involved in the retail sector.





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# CONSUMER OWNERSHIP

MainPower is a consumer trust-owned electricity distribution business. The MainPower Trust holds the ownership of the Company on behalf of its beneficiaries.

The MainPower Trust's seven Trustees appoint MainPower's Board of Directors, monitor the Company's performance through its Statement of Corporate Intent and by regularly meeting with the Directors.

Consumer ownership of MainPower entitles qualifying customers to a share of profit. Once a customer\* is connected to the MainPower network, that customer is issued with a preference

share (also called a rebate share) in MainPower through which they receive a rebate or 'pay back' which is credited on each monthly power bill.

Consumer ownership also means a portion of MainPower's profit flow back to the community through our sponsorship work.

\*Customers previously connected to the Kaiapoi Electricity Network are not deemed qualifying customers under the Trust Deed.

**CONSUMER OWNERSHIP OF MAINPOWER ENTITLES QUALIFYING CUSTOMERS TO A SHARE OF PROFIT.**

Hanmer Springs, Hurunui

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# CONSUMER OWNERSHIP Q&A

## **Am I a qualifying customer?**

If your premises are connected to the MainPower electricity distribution network you have become a qualifying customer and will automatically be allocated a redeemable preference share or 'rebate share'.

## **How do I receive my rebate?**

Qualifying customers who hold a rebate share will receive a rebate or 'pay back' on MainPower's fixed line charges. Your electricity retailer will, on our behalf, credit your power bill with your rebate entitlement. Your electricity retailer may choose not to show this as a separate line item on your invoice, though it is included.

## **How much is the rebate?**

This varies depending on the connection type. To find the latest pricing schedule, please visit [mainpower.co.nz/pricing](http://mainpower.co.nz/pricing).

## **What if I don't want to be a qualifying customer?**

If you do not want to be a qualifying customer, please contact MainPower and advise us accordingly.

## **Can I sell my rebate share?**

Rebate shares have a nominal value of 10 cents and are not transferable or tradeable by qualifying customers. Qualifying customers are not required to pay the 10 cents or any other consideration for rebate shares. MainPower maintains a share register but no longer issues share certificates.

## **What are other benefits of having a rebate share?**

Having a rebate share entitles qualifying customers to other rights such as the right to receive notices and attend (but not vote) at any annual meeting of MainPower.



### **What happens if I am no longer a qualifying customer?**

If at any time you move from your current premises, or you no longer take a supply of electricity in your name at these premises, your rebate share will be automatically redeemed or 'cancelled' and you will cease to be a qualifying customer, in accordance with the terms of MainPower's constitution. A new rebate share will be issued to you, if, at any time in the future, you once again become a qualifying customer.

### **What happens to my 10 cents if I am no longer a qualifying customer?**

Your rebate share has a nominal value of 10 cents. If you are no longer a qualifying customer, you are entitled to receive this cancellation, which can be collected from MainPower. MainPower receives very few, if any, requests for payment and will, from time to time, pay all unclaimed money to an approved charity.

### **What is the connection agreement?**

All new customers receive a copy of our Connection Agreement when they are connected to our network. The agreement outlines the relationship between the customer and MainPower.

**CONSUMER OWNERSHIP ALSO MEANS A PORTION OF MAINPOWER'S PROFIT FLOWS BACK TO THE COMMUNITY THROUGH OUR SPONSORSHIP WORK.**



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# KEEP SAFE AROUND ELECTRICITY

MainPower is committed to providing a safe and reliable electricity supply to all customers. Electricity is all around us, in our homes and backyards. Life would be far less exciting without electricity. But with it comes potential hazards and we want to ensure you know what to look out for and how to deal with a hazard.

Follow these electrical safety tips for around the home.







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## WHEN WORKING AROUND YOUR HOME:

- Be careful never to let electrical appliances get near water.
- Check extension leads and plugs are in good condition (no frays, exposed wires, cracked plugs or bent plug pins).
- Don't overload multi-boxes or put more than two plugs into a single plug point.
- Completely unroll your extension flexes to prevent them from overheating and melting.
- If taking electricity outside through an extension cord, ensure you have a RCD (residual current device) plugged into the power point to protect yourself from an electric shock.
- Turn off the light switch before you change the light bulb.
- If you experience a power outage, check your switchboard first. A fault or overload can trip a circuit breaker.

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## WHEN WORKING OUTSIDE:

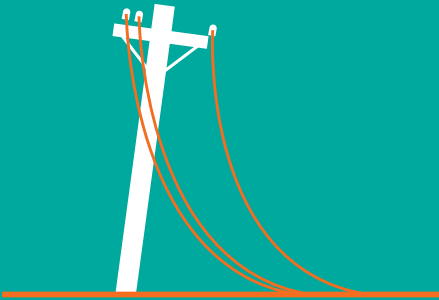
Before you start working on outdoor jobs around the home, take the time to look around your work area and assess it for hazards. Taking precautions when working outside can prevent injury to you or others, as well as reducing the risk of property damage.

- Always assume overhead wires may carry electricity and treat them as live.
- Temporarily disconnect supply before starting on your outdoor jobs near electricity lines. If you need power to carry out your work, arrange an alternative supply. Call MainPower for a free safety isolation.
- Monitor growth and keep trees trimmed that grow near overhead wires.
- Dial before you dig, there may be buried cables. Submit a free request for underground service locations at [beforeudig.co.nz](http://beforeudig.co.nz).
- Look up and around you before you move your ladder or other long objects such as irrigation pipes that could come in contact with overhead power lines.
- If you get something tangled or caught up in an electric wire, do not clear it yourself. Call MainPower for assistance.

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## IN AN EMERGENCY

- In an electrical fire NEVER use water to put the fire out. Use a multipurpose fire extinguisher.
- Never touch fallen power lines. Keep clear, warn others of the danger and phone MainPower immediately for assistance.



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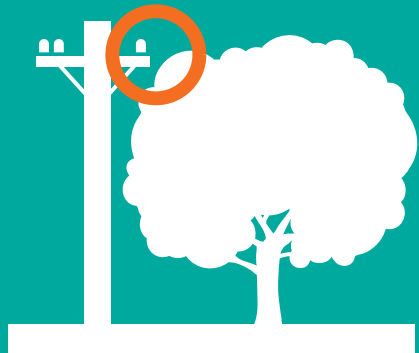
## FREE SAFETY ISOLATION SERVICE

In some circumstances MainPower offers a free safety isolation service. This provides isolation of lines or cables to allow you to work around your home safely. This free service is recommended if you want to work in an area that puts you at risk of touching live power lines. This could be when you are clearing spoutings, repairing leaks in a building roof or painting a barge board. Even with a safety isolation, it is your responsibility to test before assuming power is isolated and therefore safe to work. Call MainPower on 0800 30 90 80 to book your free safety isolation.

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## TREES AND POWER LINES DON'T MIX

Trees too close to power lines are a hazard and a major cause of power failures during bad weather. They can break power lines and network equipment, resulting in risk of serious injury or death as well as causing widespread power outages. Contact MainPower before you work on trees near power lines. We can explain how to do this work safely or provide a free quote from our team of arborists who are specially trained to work safely near the electricity distribution network. Learn more about tree safety at [mainpower.co.nz/trees](http://mainpower.co.nz/trees).





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## KEEPING YOUR LINES SAFE

Property owners own and are responsible for the maintenance and repair of lines on their property. These are called service mains and are not owned, by or part of, MainPower's electricity distribution network.

The low voltage line from your boundary into your property (which may be an underground or overhead line) is called the service main. The service main belongs to you. You are responsible for ensuring this section of line or cable 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.

It is recommended that property owners carry out periodic visual checks to ensure that the overhead lines and the poles supporting the lines on their property are in good order. These checks should include checking that power lines are not in close proximity to trees. By keeping trees clear of your service main, you minimise the risk of damage caused by high winds and snowfall. However, working on trees around overhead lines can be very dangerous. Always check with MainPower first; phone us for advice and assistance.

**Below: The orange lines show your responsibility**



**0800 30 90 80**  
24 HOUR FAULTS LINE

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# CONTACT US

To report a fault:

**0800 30 90 80**

To check planned and current power outages, visit:

**[mainpower.co.nz/outages](https://mainpower.co.nz/outages)**

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For general enquiries:

**[mainpower.co.nz](https://mainpower.co.nz)**

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

**0800 30 90 80** (8am to 4:30pm, Monday to Friday)

If you have any concerns about MainPower's services, please call our MainPower team on 0800 30 90 80 to access our Complaint Resolution Service. If we are unable to resolve your concern you can contact the free, independent Utilities Disputes Ltd on 0800 22 33 40 or visit [utilitiesdisputes.co.nz](https://utilitiesdisputes.co.nz)