

Underground Record / Locate Services

Thank you for your enquiry regarding underground record/locate services. If you have requested underground record plans, you should expect a response within two working days.

Note: Requesting an asset locate through beforeUdig does not automatically process an asset locate through MainPower.

If you require a MainPower asset locate, please contact the MainPower Network Services Team, call 03 311 8311. Should you choose to engage MainPower's cable location service you may be subject to a fee of **\$88.00 per hour** plus GST and transport costs. Some MainPower assets will be located free of charge.

MAINPOWER NEW ZEALAND LIMITED (MPNZ) - TERMS OF ENGAGEMENT

1. The issuing of MPNZ records or the electronic location of MainPower cables/infrastructure should not be considered by the customer to be an authorisation to proceed with physical works around these cables/infrastructure.
2. The MPNZ Control Centre (03 311 8312) should be given at least one weeks notice of any planned excavations near MPNZ cables/infrastructure.
3. The customer's request for MPNZ records or the electronic location of MPNZ cables/infrastructure will not be regarded by MPNZ as the customer's notice to excavate around MPNZ cables/infrastructure. Refer to term 2 for notice of planned excavations.
4. **The customer should take note that works in the vicinity of cables and other power infrastructure is extremely hazardous and should only be carried out by competent persons. The customer should have procedures in place that mitigate the risk of contact with live conductors. If in any doubt contact the MPNZ Control Centre (03 311 8312).**
5. MPNZ does not guarantee the accuracy of its records nor does it guarantee the accuracy of its electronic location. Cables/infrastructure may be present in the vicinity of the works which are unmarked on plans or have not been electronically located.
6. MPNZ cables/infrastructure shall be physically located by hand digging using the records and electronic location as a guide.
7. MPNZ shall not be liable for damage or disturbance to MPNZ cables/infrastructure or other services not owned by MPNZ as a result of customer excavation.
8. MPNZ shall not be liable for any claims or demands in respect of any loss, damages or liability arising out of the use of information provided by MPNZ to the customer, or any other person authorised, whether expressed or implied by it.
9. The customer will indemnify MPNZ against all claims and demands from third parties for any loss, damages or liability in respect of or arising out of the use of information provided by MPNZ to the customer.
10. The above provisions also apply for the benefit of all employees, officers, agents and contractors of MPNZ.

If you would like more information, please contact us:





 Call 03 311 8311

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Customer Information: Health and Safety at MainPower

At MainPower we aim to provide a workplace which is safe and healthy for our employees, contractors, customers and the public. The purpose of this fact sheet is to share with you what MainPower has in place to achieve this aim.

	<p>1. HEALTH & SAFETY</p> <p>At MainPower we always put SAFETY FIRST, it's a core value. Our holistic approach considers employee, contractor, customers and public safety.</p>
	<p>2. PUBLIC SAFETY</p> <p>Where workplace hazards have inherent dangers to the public they are managed in a manner that minimises the risk to an acceptable level.</p>
	<p>3. COMPETENCY</p> <p>MainPower invests in all employees, along with supporting and encouraging potential development, to ensure they have the skills and experience to carry out their work safely and to the standard expected. We carefully select contractors who work alongside us.</p>
	<p>4. FITNESS FOR WORK</p> <p>Employees and contractors must be fit for work at all times. This means not carrying out duties under the influence of alcohol or non-prescription drugs, or in a fatigued, stressed or emotional state that could endanger themselves or others. In support of our SAFETY FIRST core value we operate a comprehensive Drug and Alcohol Programme and have policies that support fatigue management.</p>
	<p>5. HAZARD MANAGEMENT</p> <p>All significant hazards, related to the work being undertaken, are recorded prior to work commencement using a Worksite Safety Plan so that effective controls can be agreed, implemented and communicated to all involved in or affected by the work. If conditions change and new significant hazards are subsequently identified or created as a result of the work being undertaken it is important that everyone on the worksite who may be exposed to the new hazard is made aware of it. Significant hazards are monitored by MainPower to ensure that the controls in place remain adequate and effective.</p>
	<p>6. PERSONAL PROTECTIVE EQUIPMENT</p> <p>The wearing and use of Personal Protective Equipment (PPE) is mandatory on all MainPower worksites. The degree of PPE worn may alter dependent on the work task being undertaken.</p>
	<p>7. SAFETY DATA SHEETS</p> <p>Those employees and contractors using a hazardous substance in the course of their work will use it safely and have access to its Safety Data Sheet.</p>

	<p>8. EMERGENCY RESPONSE MainPower has in place Emergency Response Procedures for managing likely emergency events. We operate our own radio system and all work on the network is controlled and monitored by our Control Centre.</p>
	<p>9. FIRST AID MainPower has trained first aiders available on all MainPower worksites. First aid kits and fire extinguishers are provided in all work vehicles.</p>
	<p>10. INCIDENT REPORTING All incidents on MainPower worksites regardless of severity are required to be recorded and reported promptly. Supervisors are also notified promptly. MainPower has a Safety, Health, Environment and Quality division and Advisors follow up and report on incidents so that we continue to learn and improve.</p>
	<p>11. SPILLS Should a spill occur whilst working, MainPower employees and contractors will clean it up. Spill kits are available on large vehicles.</p>
	<p>12. WASTE AND SITE TIDY UP Any waste created is required to be removed from the worksite and be appropriately disposed of. We always try to leave the work site in a tidy state when we leave.</p>
	<p>13. COMPLAINTS When things are not as you expected, please feel free to communicate with us. We have a free phone number you can contact us on 0800 835 567 or email feedback@mainpower.co.nz.</p>
	<p>14. COMPLIMENTS When things exceed your expectations it is nice for us to be able to provide feedback to our staff about "a job well done". We have a free phone number you can contact us on 0800 835 567 or email feedback@mainpower.co.nz.</p>

Contact MainPower

To report a fault: 0800 30 90 80

For electrical emergencies: 0800 30 90 80

For general enquiries: www.mainpower.co.nz, info@mainpower.co.nz, 0800 30 90 80 (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.