



**7 July 2017**

**MEDIA RELEASE**

**The Lines Company (TLC) confirms Transpower outage at Hangatiki Substation**

The Lines Company (TLC) today confirmed an insulator failure at Transpower's Hangatiki substation was the cause of the power outage for customers on its Hangatiki supply line on Thursday afternoon.

An insulator failure in Transpower's Hangatiki substation at 3.26pm cut power to over 9,000 Lines Company customers for approximately two hours. The outage affected an area from Otorohanga in the north, past Mokau in the south, and as far west and east as Kawhia Harbour and Maihihi.

TLC controlled the load following restoration to ensure the network was not put at risk when power was restored from 5.27pm.

Lines Company Chief Executive, Sean Horgan, confirmed the Hangatiki supply as reliable and that outages of this type are very infrequent, the last being experienced more than five years ago.

"I'm confident our normal lines of planned communication worked flawlessly between ourselves and Transpower to allow them to work on their infrastructure and for power to be restored to our customers as quickly as possible," he said. "We were quickly aware of the issues and our engineers went to the site, identified the problem and were able to provide support to Transpower to get the power back on."

Customers were kept up-to-date via TLC's Faults team and Facebook, as well local radio broadcasts. There was a high call volume with some customers unable to get through for which TLC apologies.

Advice on being prepared for similar situations is available through Civil Defence. This information is also available on the cover of the telephone directory.

Transpower is investigating the reason for the fault and continues to work on the repairs.

For more information contact:

Anne Beex, Communications Consultant

On behalf of The Lines Company

0275 898 455