



Newsline

PRIORITY GIVEN TO A REVIEW OF PRICING OPTIONS

IF YOU HAVE ATTENDED ANY OF OUR PUBLIC MEETINGS OVER THE LAST FEW YEARS YOU MAY HAVE HEARD COMMENTS FROM US THAT WE ARE REVIEWING THE WAY WE DO THINGS SO THAT WE CAN FIND A WAY TO TAKE OUT SOME OF THE VOLATILITY AROUND PRICING FOR CUSTOMERS.

The deadline for the completion of the review has been brought forward in response to fresh feedback from some customers who have voiced their concern as to the current method used to calculate their line charges.

The Lines Company chief executive Brent Norriss says the feedback from these customers has been taken on board and the company is committed to looking at how charging options can be developed to accommodate the different situations encountered by our customers.

He says the company has already been working in the background on pricing options but greater urgency will now be given to the project.

“We are able to move ahead more quickly with the review, as we now have significant metering technology in place that can help provide other options. We plan to develop additional and different charging models before the end of the year or sooner if possible so we can then test them with consumers prior to any implementation. There are some complexities that will need to be addressed but we are determined to get on with the review with some urgency,” says Mr Norriss.

The Lines Company provides the electricity network to 24,000 customers spread from the western side of Lake Taupo to Otorohanga in the north to Ohakune in the south. Electricity network businesses are highly regulated and all pricing systems and pricing levels are monitored by the Electricity Authority and the Commerce Commission.

Mr Norriss says The Lines Company is absolutely committed to providing affordable and dependable electricity lines infrastructure to its central North Island communities.



Brent Norriss CEO

“Working with the communities to manage load is definitely the most affordable solution. We are looking to improve on the current options as well as ensuring our customers understand what will suit their personal circumstances best.” he says.

“Although we believe the current pricing system offers the opportunity for customers to reduce their line charges to the lowest level possible, we concede that it can be complicated and the pricing options we have developed are not to everyone’s liking. We are hoping that the review process will offer up some less volatile options and therefore provide more certainty around pricing,” says Mr Norriss.



Follow us on Facebook - find us at The Lines Company Ltd.

Did you know that you can check planned outage information on our Facebook page?

Follow us on Facebook and get notifications when we update the page. During major unplanned outages (faults) our fault phone line message will be updated regularly and we will also update our Facebook page as often as possible. Cruise FM broadcast both our planned outage information and information updates during large scale unplanned outages.

CRUISE FM

For outage information listen to CruiseFM.

Not only are scheduled shutdowns broadcast but during unplanned outages this is the radio station to listen to for up-to-date information.

Website <http://www.cruisefm.co.nz/>

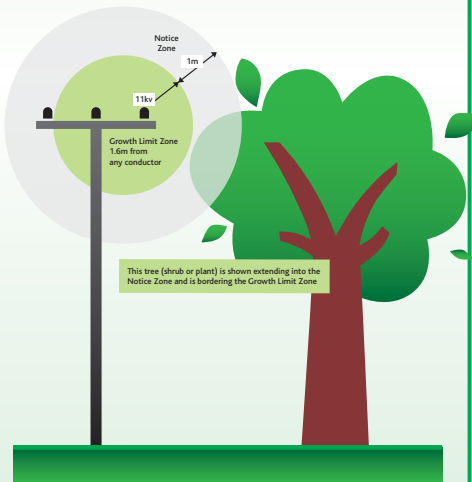
88.7FM	Piopio, Mahoenui, Aria
94.3FM	Taumarunui, Whakapapa, National Park
99.0FM	Ohakune, Turoa, Raetihi
104.4FM	Te Kuiti, Otorohanga, Waitomo and Rural
104.4FM	Mangakino, Whakamaru
105.3FM	Mangakino, Whakamaru

TREES BIGGEST CAUSE OF POWER OUTAGES

HIGH WINDS THAT CAUSE TREE DAMAGE CAN HAPPEN AT ANY TIME AND ESPECIALLY DURING WINTER STORMS.

Trees must be kept clear of power lines as trees close to power lines can be a danger to the public and can cause interruptions to our power supply. Branches that come into contact with lines can produce power outages and fires. If the line breaks, the fallen line can possibly electrocute people or livestock. Serious injury and even death can occur if a person comes into contact with power lines while climbing or pruning trees near the lines. For all these reasons, trees need to be kept clear of power lines.

To let us know where there are trees that might be too close to our lines or for more information on trees around power lines and the regulations about trimming them please contact us on 0800 367 546 option 3.



Contact us on 0800 367 546 option 3

OUTAGES: WHAT YOU NEED TO GET THROUGH

POWER OUTAGES CAN HAPPEN AT ANY TIME. TO BE PREPARED MAKE SURE YOU HAVE THE FOLLOWING ITEMS IN YOUR HOUSE AND YOU KNOW HOW TO FIND THEM IN THE DARK:

- A torch and spare batteries
- Candles and matches
- A battery-operated radio
- A phone that does not need power

POWER OUTAGES ARE IDENTIFIED AS ANY OF THE FOLLOWING:

- There is no power at all at your place
- There is only partial power available
- The power supply is fluctuating
- There is a noise from the meter board

To report a power outage call our 24 hour fault line 0800 367 328

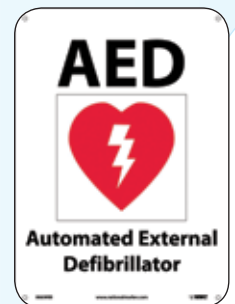
TLC
We're proud to support
our local
communities

Being prepared and knowing where to get help fast in critical medical emergencies can make all the difference to a patient's chances of recovery.

If you are with someone who you think is suffering from a heart attack being able to quickly get the right help may make a big difference. An automated external defibrillator (AED) can be used to shock a heart back into the correct rhythm.

The Lines Company has 17 AEDs that are available for use. Most are out and about in our vehicles as our field staff are often a long way from a professional medical premises.

We also have at least one in the following locations that can be accessed by the general public when the offices/depots are manned:



TLC
Head office,
King Street East,
Te Kuiti

TLC Field
Services Depot,
Waitete Rd,
Te Kuiti

TLC Field
Services Depot,
Turanga Place,
Turangi

TLC Field
Services Depot,
Whakamaru

TLC Field
Services Depot,
5 Te Peka Street
Taumarunui,

TLC Field
Services Depot,
Old Station Rd,
Ohakune

FCL Metering
8 Seddon Street,
Te Kuiti

In case of any kind of medical emergency dial 111. If you have an android smart phone or an iPhone you can download an app that will help you locate your nearest AED in an emergency. The app is called AED Locations in Google Play Store and iTunes. You can find out more at the following website <http://www.aedlocations.co.nz/>



ph 07 878 0600
www.thelinescompany.co.nz

Freephone Customer Support
0800 367 546

the lines
company

PO Box 281, King Street East, Te Kuiti 3941.