



# Newsline



## MAKING THE COMMUNITY CONNECTION

Last year The Lines Company (TLC) ran a series of public meetings across the network. Our Executive Team enjoyed meeting with our customers and have taken on board their comments and suggestions. We will be out and about again later in 2016 so keep an eye out for meeting dates and details on our Facebook page and the local papers.

We have also been lucky enough over the last year to be part of a wide range of community groups and community activities through our sponsorship programme. We are especially pleased to welcome Taumarunui High School to our school partnership programme which offers financial support to help with youth and leadership development.

We were proud to support the Ngati Rangi Buddy Day, Lance Cairns coaching at the junior cricket camp, the Waitomo District Sports Awards and the Ohakune Te Pepe bike track and Junction upgrade.

If you have a community group, a project or an event that you would like us to consider sponsoring please get in touch. We have three funding rounds left for the 2016/2017 year and we welcome all applications.



Date of Event / Project start date	Application due date	Notification date
1 May to 31 August 2016	18 March 2016	1 April 2016
1 September to 31 December 2016	22 July 2016	5 August 2016
1 January 2017 to 31 March 2017	18 November 2016	2 December 2016

You can find sponsorship forms on our website in the community section [www.thelinescompany.co.nz/community](http://www.thelinescompany.co.nz/community) or call us to request a form on 0800 367 546.

We look forward to working with you.

*Elizabeth Anglesey*  
Chief Customer Officer



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

# NEWS AND INFORMATION

## PRICING ADVICE 2016

The kW load reset will be effective from 1st April 2016. You should receive a letter advising you of your 2016 kW load and any other changes by the beginning of March.

If you have not received your pricing advice by 7th March please contact our Customer Services Team on **0800 367 546 option 1**. We will check that we have the correct contact details for you and if necessary organise for another letter to be sent.

## CAN WE FIND YOUR PROPERTY IN AN EMERGENCY?

**WHEN THE POWER GOES OUT WE WANT TO BE ABLE TO HELP YOU AND GET YOUR POWER BACK ON AS QUICKLY AS WE CAN. TO DO THAT WE NEED TO BE ABLE TO FIND YOU.**

Please check all the details on your invoice especially the physical address of the site. If you think that any of the details on your invoice need updating or correcting please contact us either at [queries@thelines.co.nz](mailto:queries@thelines.co.nz) or on **0800 367 546 option 1**.



## REGISTERED LANDLORD REBATES

Landlord rebates for the period 1st April 2015 to 30th September 2015 have been completed.

The next round of applications will be for vacant periods between the 1st October 2015 and the 31st March 2016.

Please contact the customer team or email [service@thelines.co.nz](mailto:service@thelines.co.nz) for a registration pack or application form. You can also find more information at [www.thelinescompany.co.nz/relief-policy-forms](http://www.thelinescompany.co.nz/relief-policy-forms). The criteria requires that you register with TLC as a landlord of a property that is vacant and that your account is current.



ph **07 878 0600**  
[www.thelinescompany.co.nz](http://www.thelinescompany.co.nz)

## DRAFT PROPOSED T&C

The current Domestic & Commercial Terms and Conditions 2009 are going to be upgraded in 2016. To view the proposed changes please refer to our website or call us for a copy of the draft document. [www.thelinescompany.co.nz/disclosures/terms-and-conditions](http://www.thelinescompany.co.nz/disclosures/terms-and-conditions)

The Draft Proposed Terms and Conditions are currently under review by a customer panel. In addition to this panel review, we would like to give all our customers the opportunity to provide feedback on the Draft Proposed Terms and Conditions and take part in the review process.

You can contact us with feedback by email to [queries@thelines.co.nz](mailto:queries@thelines.co.nz) using the subject line: Terms and Conditions review. Alternatively you can send your feedback to us at the address below:

Terms and Conditions Feedback  
The Lines Company Limited  
PO Box 281, Te Kuiti 3941

We will review and consider all general customer feedback received up to and including the 29th February 2016.

## IN-HOME DISPLAY PROJECT

We have taken time to test and investigate reports of connectivity issues with the In Home Display (IHD) unit. Unfortunately the results of this investigation have shown that some of the IHD units do not connect or remain connected to the meter. It is with regret we advise that the IHD Project has now ceased.

We sincerely apologise for any inconvenience and have written directly to customers that either had an IHD installed or had requested one. At this point in time please remember that the most reliable indicator of load control is your advanced meter. The Pulse 2 light on the meter will flash during periods of load control.

**It is not necessary to touch your meter to see the Pulse 2 light or the information screens. Care should always be taken when accessing any electricity meter.**

If you have internet access you can view our Load Control Indicator Map on our website home page, however this will show when your area is being load controlled and may not match up exactly with your advanced meter.

Freephone Customer Support  
**0800 367 546**

the lines  
company

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