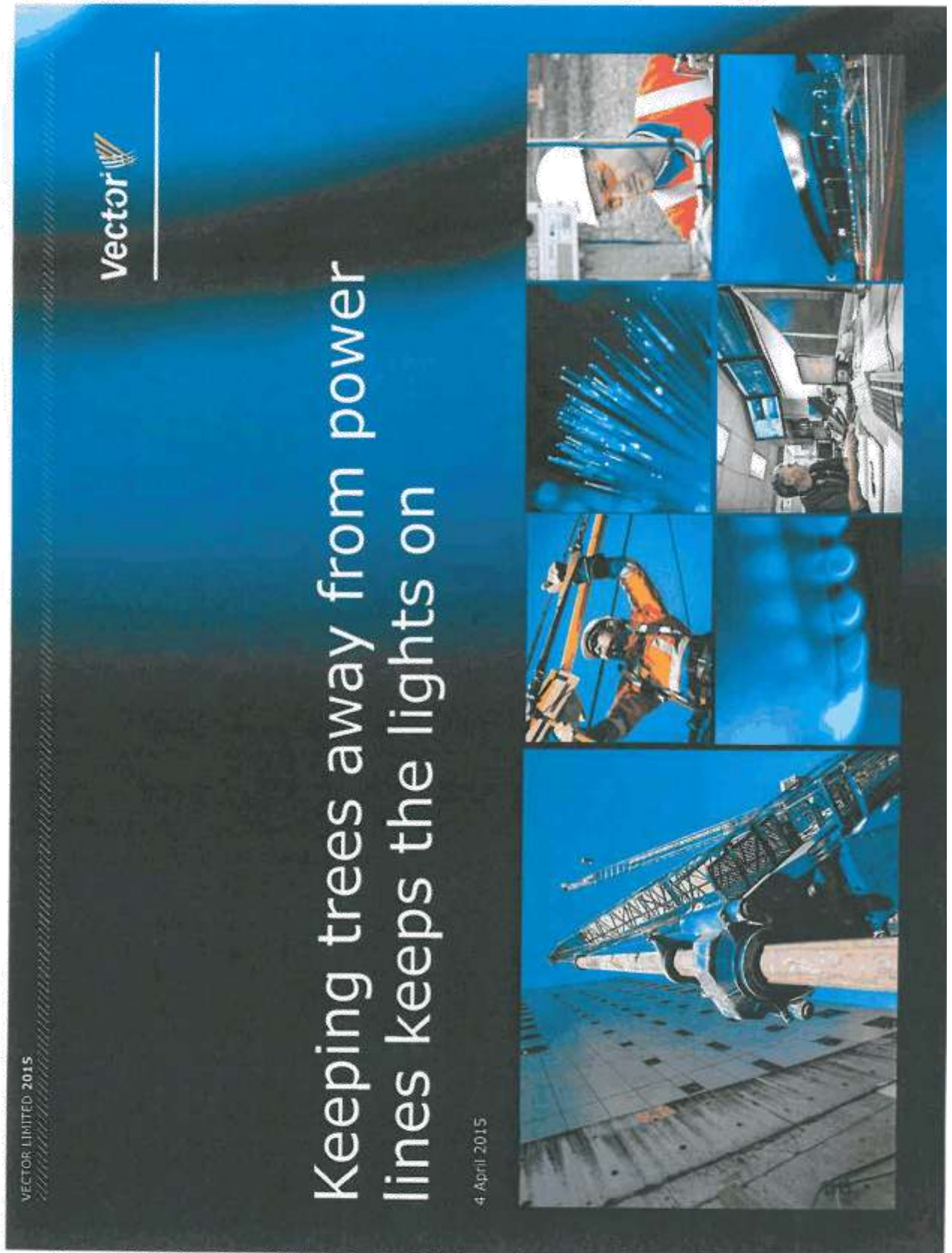


Date: Tuesday 7 April 2015
Time: 3.30pm
Meeting Room: Council Chamber
Venue: Orewa Service Centre
50 Centreway Road
Orewa

Rodney Local Board Transport, Planning and Infrastructure Committee

OPEN MINUTE ITEM ATTACHMENTS

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Our electricity network and reliability



- Our electricity network extends from Wellsford to Papakura
- We are responsible for delivering power to more than 547,128 customers
- Our network is 99.97% reliable

Vector's service targets



- The level of service we provide depends on where you live
- Urban homes have fewer faults on average and they are of shorter in duration than in rural areas
- This is due to the length and exposure of rural lines to a number of factors largely outside our control, such as:
 - Severe weather conditions
 - Vegetation interference
 - Possum/animal interference
- Service targets in rural areas are 0-10 outages per year and outage duration no longer than 4.5 hours

Trees and our network



- One in four outages on our network are caused by trees
- Power lines can be broken or poles knocked down by trees, causing considerable damage which takes time to repair
- Overgrown trees near power lines also prevent our crews from repairing equipment quickly
- Rural communities can easily be cut off as there are less options for back-feeding the electricity supply than in urban areas

What we do

Vector

- Reliability is important to us
- We invest a lot of money and man-hours annually in proactive maintenance
- Vector carries out regular lines surveys in accordance with the *Electricity (Hazards from Trees) Regulations 2003*
- The Regulations cover trees growing within 5 metres of a network power line and set down obligations for both tree owners and network operators
- Vector has widened the scope of its surveys to also identify trees farther than 5 metres, but that could potentially cause problems in the next storm (i.e. weak or fast growing trees, those that shed bark or have weak branches that break and travel large distances in high winds)
- We aim to work cooperatively with tree owners to remove potential threats to the power supply

What tree owners can do



- Keep an eye on their trees and ensure they are kept clear of lines
- Respond cooperatively to requests from Vector to address trees of concern
- Fulfil their legal obligations under the Regulations (i.e. have their trees trimmed in accordance with Cut or Trim Notices)
- Plant wisely near lines
- Never trim trees near network lines themselves – by law only approved utility arborists are allowed to trim trees within 4 metres of a network line

Notifying our customers

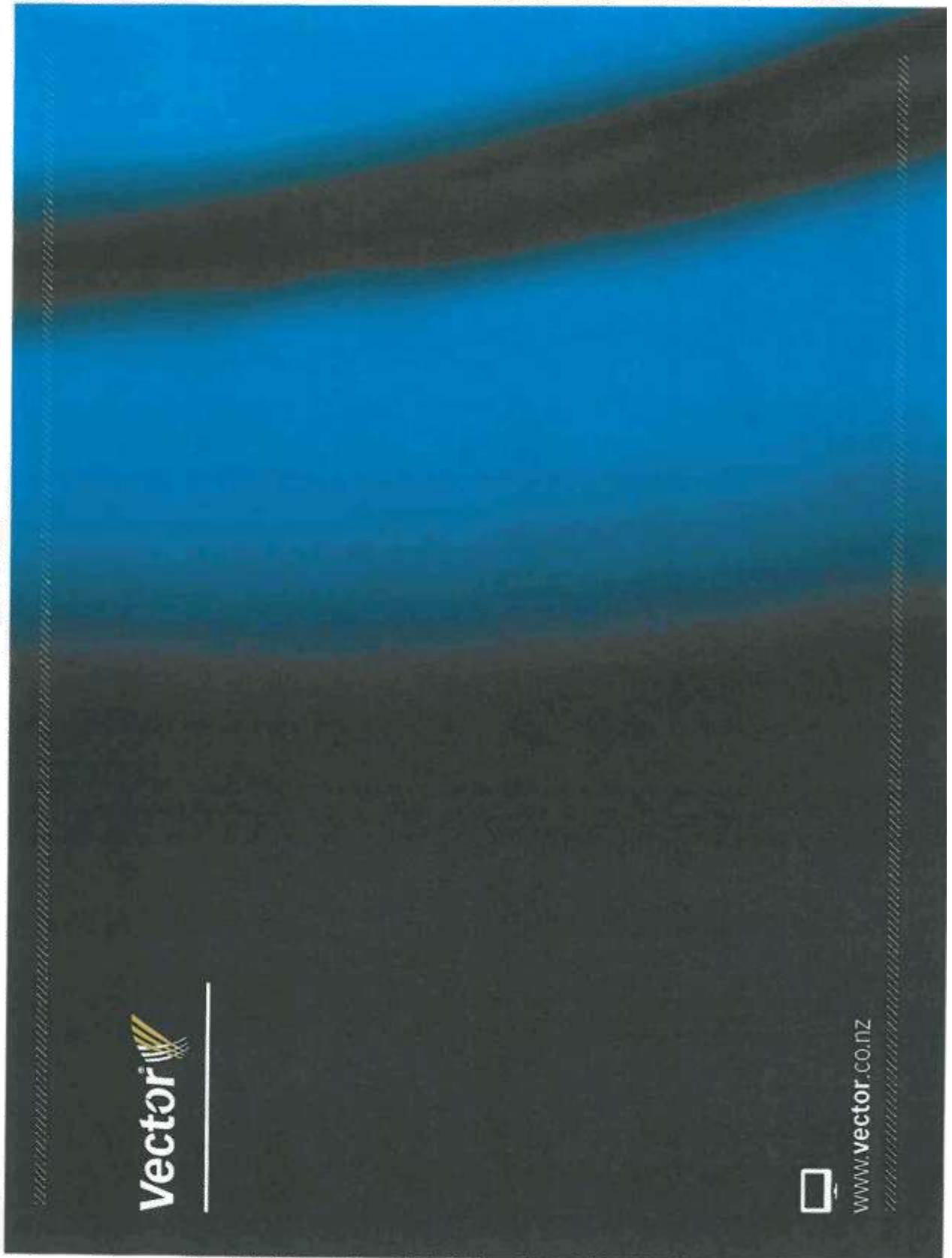


- In your area approximately 15,000 customers should have received a letter from us
- Advertising campaign April to August 2015
- Information on our website www.vector.co.nz/trees-and-lines
- Receiving Cut or Trim Notices (as per the Regulations)

Contact points for customers



- **Who to call to report an outage - 0508 VECTOR (0508 832 867)**
- **Staying informed during an outage - Follow us on Twitter @vectorltd or download the free Vector Outage Manager app from iTunes or Google Play**
- **Reporting trees in lines/ questions - 0508 VECTOR (0508 832 867) or info@vector.co.nz**



Item 8.1

Attachment A