

COMMUNITY NEWSLETTER



ESL
ELECTRO SERVICES LTD



Buller
ELECTRICITY



As we continue to power homes, businesses, and essential services across the Buller network, we're proud to share the stories, updates, and initiatives that keep our community connected. This newsletter is our way of keeping you informed about updates on network projects, planned outages in your area, and offering helpful tips for staying safe around electricity and our assets.

We're committed not only to delivering reliable electricity and high-quality electrical services, but also to strengthening the communities we serve.

Buller
ELECTRIC POWER TRUST

BULLER ELECTRICITY

Planned Areas of Work:

We have planned maintenance & capital work in the following areas during the period between July and September 2026:

- Karamea
- Little Wanganui

Please note that the above information may be subject to change. Updates are provided on Buller Electricity's Facebook page.



MEDICALLY DEPENDENT CONSUMERS

If you rely on medical equipment that needs a continuous electricity supply, it's important to plan ahead for possible power interruptions.

We recommend having an emergency plan in place, which may include:

- A backup generator with certified change-over switch. For a quote, please contact Electro Services on 03 788 9900.
- An uninterruptible power supply (UPS) with a standby battery.
- A plan to temporarily relocate to another location with power if needed.

It's also important to register as a medically dependent customer with your electricity retailer so they're aware of your needs.



PLANNING FOR SHUTDOWNS

Planned power outages are sometimes necessary to keep our electricity network safe, reliable, and well-maintained. A little preparation can make these periods more comfortable, safe, and stress-free. Here are some helpful tips for getting ready:

- Make sure your contact details are up to date with your electricity retailer so you receive outage notifications. Ensure mobile numbers are registered for best notification.
- Follow Buller Electricity Ltd on Facebook for live updates.
- Charge phones, power banks, and essential devices ahead of time.
- Check torch batteries and keep a flashlight somewhere easy to reach.
- If you rely on an electric garage door, learn how to open it manually.
- Boil water and fill a thermos before the outage for hot drinks.
- Avoid opening the fridge or freezer—food stays cold for longer when doors remain shut.
- Unplug sensitive electronics to protect them from potential surges when power returns.
- If you or someone in your household relies on medical equipment that needs power, make a backup plan in advance. Contact your retailer and healthcare provider for guidance if needed.
- Keep warm clothing or blankets handy in cooler seasons, as heat pumps and heaters won't operate.
- If you have gas hobs or a BBQ, ensure you have gas on hand and know how to use them safely.
- Use battery-powered lanterns instead of candles to reduce fire risk.
- During maintenance work, please keep clear of crews and equipment.
- Power may be restored without notice- always turn off cooktops and heaters during an outage, and never leave flammable items on or near them. This simple step can prevent a house fire.

Treat all lines as live at all times, even if you know that shutdowns are planned.

COMMUNITY SAFETY



Stay Wire Safety

Stay wires, the angled support cables on power poles are essential for keeping our network strong and stable, especially in Buller where high winds and changing ground conditions are common.

Stay wires act like anchors in strong winds, holding power poles steady and preventing them from leaning or collapsing. By keeping poles secure, they help protect people and property while ensuring a safe and reliable power supply for the community. It's important that we identify stay wire issues as soon as possible, to keep our community safe.

Common stay wire issues are:

- Loose or slack wires (not tight/straight)
- Leaning or unstable poles
- Rust or corrosion, especially near the ground
- Broken strands or frayed wire
- Anchors lifting out of the ground or disturbed soil

If you notice a stay wire which has any of the above, maintain a safe distance and report the issue to Buller Electricity as soon as possible.

Most importantly, never touch, tamper with, or make contact with stay wires.

TREES, POWERLINES, AND COMMUNITY SAFETY

Trees are an important part of our landscape, but when they grow too close to powerlines, they can create serious safety hazards and cause power outages for homes and businesses across the Buller region. To help keep our network safe and reliable, Buller Electricity Ltd is reminding all property owners of their responsibilities under the updated Electricity (Hazards from Trees) Regulations:



Why it Matters

Trees that touch or fall onto powerlines can cause fires, electrocution risks, supply interruptions, and costly damage. Even children climbing trees near lines are at risk of serious injury. Regular checks on trees and hedges help prevent outages and keep everyone safe.

Updated Regulations

As of October 2024, minimum safe distances between trees and powerlines have increased, along with a new “clear to the sky” requirement for certain situations. A grace period is in place until the 16th of October 2026, giving property owners time to comply. If vegetation on your property enters the legally defined Cut-back, Notice, or Growth Limit Zones, you may receive a formal notice requiring trimming.

TREES, POWERLINES, AND COMMUNITY SAFETY

Who Does the Work?

If trimming needs to happen near live lines, it must be carried out by qualified professionals for safety reasons. Buller Electricity can refer you to authorised contractors or arrange a temporary disconnect if needed. You may complete your own trimming only when trees are outside the Growth Limit Zone and you are not using machinery within 4 metres of powerlines.

Cut/Trim Notices:

Our crews routinely inspect the network, and property owners may receive a Cut/Trim Notice if their trees pose a risk. For most first notices, we will arrange and pay for the work (conditions apply). You may also choose to declare “no interest” in your trees, allowing us to maintain them as needed, please note this will be at your expense.

Penalties for Non-Compliance:

Failing to act on a required trim can result in fines of up to \$10,000, plus daily penalties if the work remains undone. If a tree becomes an immediate danger, we are obligated to make it safe — and if the owner has not met their obligations, associated costs may be charged.

We're Here to Help:

If you need advice or have questions about trees near powerlines, our team is happy to help. Visit our website, contact us directly on 03 788 8171, or learn more about the regulations and clearing zones online. If you're unable to resolve an issue with us, Utilities Disputes offers a free and independent resolution service.

Further information can be found here:
www.bullerelectricity.co.nz/trees-power-lines/

ESL COMMUNITY SAFETY ADVICE FOR WINTER



Winter brings colder weather, higher power use, and increased demand on electrical systems. The team at Electro Services Ltd is out in the field year-round, and we've put together some practical advice to help keep your home and workplace safe this winter.

Don't overload your electrical system:

Heaters, dryers, and electric blankets can put extra strain on circuits. Avoid plugging multiple high-load appliances into the same power board, and never "daisy chain" power boards together. If you're frequently tripping circuits, it's a sign your system may need attention or upgrading.

Use heaters safely:

Keep heaters at least one metre away from anything that can burn, including curtains, furniture, and clothing. Never use heaters to dry clothes, and always switch them off when leaving the room or going to bed.

ESL COMMUNITY SAFETY ADVICE FOR WINTER

Check cords and appliances:

Before winter use ramps up, inspect leads, plugs, and appliances for any signs of wear, cracking, or exposed wires. Damaged equipment should not be used- get it repaired or replaced promptly.

Generator safety is critical:

If you're using a generator during outages, never connect it directly into household wiring unless it has been professionally installed with a changeover switch. Back-feeding can seriously injure or kill line workers and damage your property. Contact us to arrange for a changeover switch to be fitted at your property.

If you have concerns about your electrical setup, changes in your lights, or anything that doesn't feel right, our team is here to help.

Contact us on 03 788 9900 between 8am-4pm, Monday to Friday or email enquiries@electroservices.co.nz.

Book a Winter Electrical Check:

A quick home electrical check-up can prevent breakdowns when you need your heating most.

We can inspect:

- Switchboards
- Safety switches (RCDs)
- Wiring condition
- Hot water systems
- Outdoor power points
- Heatpumps (we offer services, repairs & replacements)



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Stay Warm This Winter

Heat pump installations done right.
Efficient, reliable and ready for winter.

Reduce your electrical load and increase your comfort.

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WELCOMING OUR GATEWAY STUDENTS

We're delighted to welcome Tom Fox and Brayden Forsyth, our Gateway students from Buller High School.

Tom is working with our Lines teams at Buller Electricity, learning first-hand about how we keep the community powered.

As part of his learning journey, Brayden is currently gaining hands-on experience and insight into the electricity industry, working alongside our ESL team.



Project Coordinator, Brad Hawes and Gateway student, Tom Fox



Operations Supervisor, Chris Kennard and Gateway student, Brayden Forsyth.

Supporting initiatives like Gateway is a great way to invest in the future of our community. It gives local youth valuable exposure to real-life work environments, whilst helping to build confidence and practical skills.

We're proud to play a part in supporting the next generation, helping to open the door to future career opportunities right here at home in Buller.

Together, these opportunities help grow local talent, strengthen our workforce, and ensure a bright future for Buller.

BEL SCHOLARSHIPS & SPONSORSHIPS



BEL Scholarships

In accordance with the Company's Shareholder Charter, Buller Electricity remains committed to supporting the local community through sponsorship including an annual Scholarship programme identified as the Buller Electricity Scholarship Trust.

What is the aim of the scholarship?

The aim is to assist students from the Buller region to attend university and obtain qualifications of relevance to the electricity industry. Applications may be made by any student who or whose parents or guardians are resident in the reticulation area of Buller Electricity Limited and are connected to the distribution system.

BEL Sponsorships

Personal Development assistance is available to applicants under the age of 25 years who (or whose parents and or guardians) reside in the Buller Electricity reticulation area and are connected to the distribution system. The assistance is for advancing their educational, cultural, community or sporting pursuits.

2026 application forms are now available on our website.

WHEN TO GET IN TOUCH AND HOW

We're here to help keep our community powered safely and reliably. Knowing who to contact can save you time and get things sorted faster.

Contact Buller Electricity or your electricity retailer immediately if you need to report:

- ⚠️ Downed or low-hanging powerlines.
- ⚠️ Poles damaged by vehicles, weather, or fire.
- ⚠️ Sparking, arcing, or smoking electrical equipment.
- ⚠️ Trees or branches touching powerlines.
- ⚠️ Exposed underground cables or damaged pillar boxes.
- ⚠️ Anything that looks unsafe around the electricity network.

Stay well clear (at least 10 metres away, where possible) and always assume lines are live.

In an emergency where there is risk to life or risk of fire:

Stay at least 10 metres away from the area, where possible and call 111 to request assistance from the relevant authorities prior to notifying your electricity retailer or Buller Electricity of the issue.

If you experience a power outage:

Contact your electricity retailer who will arrange for our team to attend to the outage.

BULLER ELECTRICITY CONTACT NUMBER:

03 788 8171

To find our full contact details including a range of electricity retailer's contact details, scan the QR code or visit our website-
<https://bullerelectricity.co.nz/contact/>



A NETWORK BUILT TO SUPPORT OUR COMMUNITY



Buller Electricity is 100% consumer-owned. Every BEL truck on the road, every pole replaced, every storm repair is funded by the people who live within BEL's network area.

In this financial year, we absorbed the \$307,000 transmission line charge increase applied by Transpower to electrical distribution companies such as BEL. This ensures local households and businesses will not have this additional national cost passed on through their line charges. We also absorbed an additional \$500,000 in transmission line charge increases throughout the 2025–2026 financial year.

In total, BEL has absorbed more than \$800,000 in national transmission costs that would otherwise have been passed directly to local consumers. To date, we have also committed approximately \$632,000 in community sponsorships and grants, including \$200,000 for floodwall protection, reinforcing our ongoing investment in the Buller district.

The Buller Electric Power Trust (BEPT) was established on 18 May 1993 to acquire and hold all shares in Buller Electricity Limited on behalf of the electricity consumers across the Buller district.

At its heart, the Trust exists to ensure that the benefits of owning Buller Electricity remain with the community it serves. As shareholder, BEPT plays an important role in protecting the long-term interests of local consumers, while supporting the sustainable ownership and operation of the network.

Through its stewardship, the Trust helps ensure that decisions are made with the wellbeing of the Buller community in mind- today and for future generations to come.

By the community, for the community - supporting Buller's network, our people, and our future.

