

OtagoNet CONNECTIONS

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OtagoNet are jolly good sports

The OtagoNet Sports Arena has hosted some elite sporting figures since the Cross Recreation Centre opened in Balclutha late last year.

OtagoNet was acknowledged for the financial contribution it has committed for the next 10 years, with the main sports arena proudly bearing the company's name.

Home to a range of sporting codes in the Clutha area, the centre also provided a pre-season training facility for the region's ANZ Championship representative netball team, the Ascot Park Hotel Southern Steel.

The Steel team staged a tournament in the town earlier this year which featured several netball stars in former Silver Ferns Jodi Brown, Donna Wilkins, Sheryl Scanlan, Lesley Nicol, Tania Dalton and Belinda Colling.

The Steel donated all proceeds from ticket sales to the Cross Recreation Centre to purchase equipment.

Captain Brown said "We experienced firsthand what an amazing facility the new recreation centre is."

Cross Recreation Centre manager Penny Batchelor said the venue was thrilled to host a team of the Steel's calibre.

"It was huge for us. Steel play for our region and we were really excited to have them here in our very own OtagoNet Sports Arena."

The \$5 million complex includes five netball/multipurpose indoor courts, a fitness gym, office space for Sport Clutha, consultation rooms for physiotherapists and other health professionals, storage space for individual club use, changing rooms, toilets and two squash courts.



Plant to protect your network

When trees grow too close to power lines they have the potential to cause power fluctuations, appliance damage, power failure, fire, electric shock or electrocution.

Tree owners are legally required to ensure their tree(s) don't grow too close to power lines. The Electricity (Hazards from Trees) Regulations 2003 were introduced by the Government because trees need to be kept a safe distance from electricity lines for public safety and to protect your electricity supply.

OtagoNet has an ongoing vegetation control programme in place to maintain a safe clearance between trees and power lines. The objectives of our programme are to reduce the risk of:

- Accidental electric shock or electrocution
- Fires caused by the electricity lines
- Power fluctuations or interruptions caused by branches touching or being blown into power lines.

We try to obtain a solution with the tree owner for all vegetation control work that will eliminate the problem for the long term eg. through tree felling rather than trimming. If this is not achievable then we work with the tree owner to reach a mutually acceptable solution.

Trees that grow less than four meters high and don't tend to shed branches or fronds are recommended for planting. If you know of trees that are causing interference or have the potential to cause interference with an electricity line please give us a call on 03 418 4950 or email trees@otagonet.co.nz.

Safety message

Never approach broken lines. If you see damage to the OtagoNet's electricity network or electrical equipment please keep yourself and other people well away from any wires or damaged equipment. Call System Control faults on 0800 753 951. It is better to report damage or anything untoward even if you are not sure if it is damaged than leaving what could be a potentially dangerous situation. We will appreciate your call.

From the Network Manager

Please do not hesitate to contact us at any time if you have concerns or queries about your electricity supply, or if you are thinking about building and would like to plan for the supply of electricity.

Phone: 03 418 4950
 Email: enquiries@otagonet.co.nz
 Mail: PO Box 1586, Invercargill 9840
 Website: www.otagonet.co.nz

We genuinely welcome feedback.

Terry Jones
 OtagoNet Network Manager



Who is OtagoNet?

The OtagoNet Joint Venture was formed in July 2002 following the purchase of electricity network assets from the shareholders of the consumer co-operative company Otago Power Limited. The electricity network assets include: power poles, power lines, underground power cables, transformers and substations.

Three companies formed the OtagoNet Joint Venture partnership which is often referred to as OtagoNet or QJV. The partners are Marlborough Lines Limited, The Power Company Limited and Electricity Invercargill Limited.

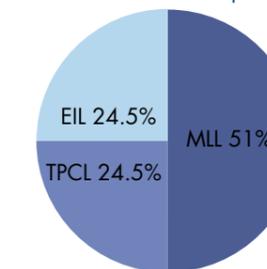
OtagoNet has over 14,500 consumers connected to the electricity network. The area is quite vast from St Bathans in the north to the Chaslands in the south and inland from the Blue Mountains in the west to Shag Point on the north east coast.

OtagoNet is committed to providing a reliable, long term electricity distribution service to meet its customers' requirements and expectations. When OtagoNet purchased the network in 2002 it was in need of significant maintenance and upgrading. As a result, expenditure on the network has increased from around \$4 million to nearly \$9 million a year.

As you drive around the OtagoNet area you will see rebuilt lines are becoming more evident as our maintenance and upgrading programme progresses. In these newsletters we will let you know how we are progressing with these upgrades that are necessary to ensure you enjoy a reliable electricity supply in the future.



OJV Ownership



Who is Otago Power Services?

Otago Power Services Limited (OPS) is a contracting company that provides field services to OtagoNet. These are the guys in the field, keeping your lights on in all kinds of weather and at all times of the day and night. OPS has the same ownership structure as OtagoNet. Keeping the engineering and management separate from the field services encourages accountability and commercial disciplines within the companies.



OPS has depots at Balclutha, Palmerston and Ranfurly to service the large area covered by the network.

A number of the Otago Power Services vehicles carry Heart-Start defibrillators and the Company makes its life-saving equipment available to the St John Ambulance Service to use at community events. Company vehicles that carry the Heart Start defibrillators are signwritten to ensure that they are easily recognised.



Mount Stuart wind farm

A new wind farm owned by Pioneer Generation was commissioned this year and connected to OtagoNet's 33kV electricity network.

The nine 850kW turbines each have a 45 metre tower and 52 metre diameter blades.

The wind farm has a combined generating capacity of 7.65 MW and is at Mount Stuart on the south-western side of the Manuka Gorge near Milton.



Oceana Gold 66kV Supply Line Re-Conditioning Project

A 66kV electricity line to supply power to Oceana Gold Macraes mine site in the Maniototo was in need of an upgrade.

OtagoNet was approached by Oceana Gold to rebuild the 66kV line so that extra power could be supplied to the mine. Oceana Gold wanted to reduce the electricity line losses and costs, consolidate supply and provide additional capacity for future expansion, all within budget and strict time constraints. Time was a critical factor as the 66kV line is the main supply of electricity to the mine and any work on the line would result in the power being shut down as the work was completed.

OtagoNet had just six months to plan and complete the 45 kilometre line upgrade.

OtagoNet contracted Otago Power Services to work on the project. Otago Power Services carries out most of the lines work on the OtagoNet electricity network. The Company was able to provide 55 personnel for the project, leaving the remainder of its staff to complete previously arranged work for other customers. OtagoNet oversaw a coordinated effort by numerous contractors to succeed with this near-impossible task. The project was broken into sections and 8 network companies and numerous subcontractors worked co-operatively to complete the job. "The multi-million dollar job was completed on time, on budget and without incident", says Terry Jones, OtagoNet Network Manager.

It was one of the largest projects ever completed in New Zealand within such a short time frame.



Planned and completed work

The OtagoNet works programme is at a similar level of work to previous years.

Network Manager Terry Jones said OtagoNet's focus is on maintaining the power lines and equipment to a standard that ensures reliability of supply is at a level customers had come to expect.

"The bulk of the work is rebuilding lines. "We're improving the network a little bit at a time and it's very much a case of maintaining our electricity assets to ensure continued reliability for our customers," he said.

A total of 35 individual line projects are planned for 2012, each costing an average of \$140,000 with two in excess of \$300,000. OtagoNet maintains over 4,400km of power lines across the network with around 90km replaced annually.

"It's quite a big target we've set the guys but the contractors are very keen to get the job done and will bring in additional resources where needed," Terry said.

A substation at Milburn is being developed and is on track for completion in August. It will cater for increased electricity demand from the nearby prison and timber mills. "It has been built specifically to provide better supply for those businesses," Terry said.

Transformer replacements and switchgear upgrades were also on the agenda for Waipiata, Wedderburn, Paerau and Glenore.

"The middle of winter is the best time to complete these types of projects so that we lessen the impact on dairy farmers and other customers in the area."

Maintaining the network is important to reduce the likelihood of power outages. While some power outages due to accidents or storm conditions are unavoidable, customers connected to our network expect the outages to be rectified quickly.

"The expectation of reliability is much higher now. Everything we do nowadays is reliant on power so in the event of a power outage, people are looking for the quickest turnaround possible to have their power back on," Terry said. "It's our job to meet those expectations as much as possible and we have six dedicated line crews based in Balclutha for that reason."



Milburn Substation

We're just a phone call away

Increased reliability across the OtagoNet electricity network means far less power outages – but on occasion they still occur.

We are literally just a phone call away at 0800 753 951. Our control room is based in Invercargill and operates 24 hours a day, 7 days a week.

"Our 0800 number puts residents directly in touch with the control room which has immediate access to our line contractors out in the community," OtagoNet Project Manager Jerry Alman said.

"We are happy to talk directly to our customers when a power outage occurs so there is no need to contact the retailer. The quicker we get accurate information directly from those affected, the quicker we can get the power restored."

**Power Problems?
Call 0800 753 951**



Customer survey nets positive feedback

An external consultant was again engaged to conduct a customer survey to find out how satisfied OtagoNet's customers are with the services provided.

The latest survey of 200 customers from throughout the area shows OtagoNet is continuing to meet the expectations of the community it serves.

"Surveys are valuable in terms of getting feedback from our customers and can alert us to any problems which may need to be fixed," OtagoNet Contracts Supervisor Rosemary Johnston said.

The performance ratings all indicated an improved result with a significant increase in both "awareness of OtagoNet supporting the community" and "being sensitive to the environment".

There was a significant decline in the number of customers who had experienced an unexpected disruption to their power supply and all indicated the restoration timeframe was acceptable.

Greenfield Substation for the new Gardians' Dairy Factory

A new electricity line and substation was built recently for the new Gardians' Dairy Factory.

This project involved crossing the mighty Clutha River with a 33 kV line extension and building a 33 kV substation for the new factory.

The factory will produce infant nutritional products from the local dairy farms in the Clydevale area.



The completed Greenfield Substation

By the numbers: Palmerston shutdown

Essential maintenance, testing and upgrade work was successfully completed on the Transpower Palmerston substation this year. This work meant that power needed to be cut to customers connected to the substation for up to 10 ½ hours.

Large generators were brought in to supply some electricity but communities in the surrounding areas were also asked to help their neighbours by significantly reducing the amount of electricity they used during the shutdown period. This meant that we could direct this electricity to the customers that were usually supplied from the Palmerston substation.

As everyone worked together so well, no one was without power during this period. We think this is a great example of rural communities unselfishly working together for the good of all – thanks so much!

OtagoNet Design Engineer Lloyd Williamson provides some insight into the shutdown.

"The actual load was between 1 and 2 MW lower than usual and while peaking at just under 4 MW, we were able to keep all customers connected and supplied by our temporary generation and the 33 kV connection through to Ranfurly," he said.

Some figures for the day were:

Load supplied during the shutdown	3.0 to 3.9 MW
Supplied from Ranfurly	1.0 to 1.5 MW
Diesel generation	2.1 to 2.7 MW (backed off at times to conserve fuel)
Total kWhr generated	25,728 kWhr
Average generation	2.34 MW
Diesel fuel used	7,254 litres
Diesel fuel cost	\$11,454

