



PowerNet Limited

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13 July 2026

AWARUA NETWORK PROJECT

Dear customer,

Thanks for your patience as PowerNet works to identify and resolve reports of ongoing noise from the new 66kV line. The reports vary in terms of the type of noise being heard, the timing of it and the volume. We have sought specialist advice and had the line inspected.

Our next step is to install several vibration recorders on the line, which will be used to collect data to help inform the cause of the noise and any potential solutions. These need to remain in place for at least three months and will then be removed and the data downloaded.

Power outage:

To safely install these, we will need to have a planned power outage. We have scheduled this on **Thursday 23 July, from 9am until 4pm**. If there are any unexpected issues, the alternative day is Monday 27 July, from 9am until 4pm. Please treat lines as live at all times.

You should receive notification from your power retailer (the company you pay your power bill to) if your property is affected by this outage.

In the meantime, we are still collecting information about the noise which all helps us to identify the cause. Please email us at awarualine@powernet.co.nz to let us know if you are still hearing it, if there have been any changes (e.g. being heard less often/not at all or getting louder/quieter).

Please provide:

- Location
- Timing
- Volume
- Description of noise

If you have any other questions or specific concerns, please don't hesitate to get in touch via email at awarualine@powernet.co.nz, or by contacting the PowerNet team on 03 211 1899.

Regards

The PowerNet Team

Customer service is important to us at PowerNet. If for any reason, we do not meet your expectations we would like the opportunity to work through a solution with you, please call our office on 03 211 1899. If we are unable to resolve your concern, there is a free and independent resolution service available through Utilities Disputes Limited www.udl.co.nz