



TRANSPower

# TRANSPower PLANNED ELECTRICITY OUTAGES IN FAIRLIE AND MACKENZIE

Alpine Energy are proud to serve as your local lines company, dedicated to delivering a safe and reliable power supply to South Canterbury.

Transpower, the owner and operator of the National Grid are undertaking scheduled maintenance in your region this September. One project is to do maintenance at Albury substation and the other to replace the switchboard at the Tekapo substation.

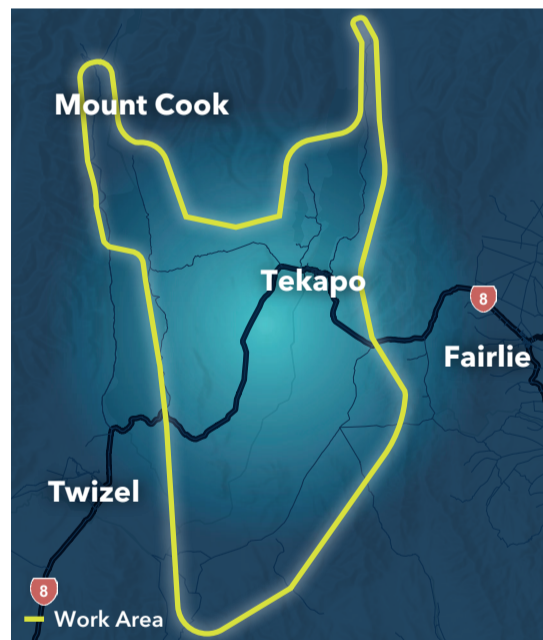
**Unfortunately, this maintenance cannot take place safely while the electricity is on which means that power will be turned off to homes and businesses.**

Alpine Energy is giving you advance notice to prepare. Please note, Transpower may adjust outage dates and times up to four weeks prior to the work commencing.



**Wednesday, 18 September**  
**07:30am - 5:30pm**

Affected areas: Fairlie, Albury, Cave, Kimbell, Burkes Pass and surrounding areas



**Friday, 27 September**  
**1:00pm - 4:00pm**

Affected areas: Tekapo, Mount Cook and surrounding areas. Please note that a similar outage will be required in November (details to be advertised).

We understand the importance of your daily routines and the impact of power disruptions, so our team have worked closely with Transpower to try minimise the duration, size and timing of the planned outages. In Fairlie, we've even combined this outage with multiple jobs of our own and reduced the possible outage days from two to only one!

## Contact us

For queries, please call 0800 66 11 77 or email [mailbox@alpineenergy.co.nz](mailto:mailbox@alpineenergy.co.nz).  
To see upcoming planned outages, visit: [www.alpineenergy.co.nz/customers/outages](http://www.alpineenergy.co.nz/customers/outages)

We are a member of the Utilities Disputes (UD) scheme, you can contact UD for resolving complaints, a free and independent service, on 0800 22 33 40 or [www.udl.co.nz](http://www.udl.co.nz)

## Generation

In Fairlie township on 18 September, we will provide generation to essential lifeline services, to minimise the impact of this outage. This includes a fuel station and supermarket to cater for the communities' essential needs during this time. View our helpful "How To Guide on Generation" on our website if you are a business or household looking into back up electricity options ([www.alpineenergy.co.nz/safety/using-generators-safely](http://www.alpineenergy.co.nz/safety/using-generators-safely)).



If you have a generator, please contact us for free advice on how to best connect it.

## Notifications and more information

For those affected, you will receive direct outage notification from your retailer, as well as an email from Alpine Energy, confirming the scheduled dates and times for these outages. Please check that your email address is updated with your retailer.

For outage notification queries and outage updates: please contact Alpine Energy.

For further information about the work being undertaken: please contact Transpower at [communications@transpower.co.nz](mailto:communications@transpower.co.nz) or 04 495 7000.

Remember while the power is off, treat all power lines and electrical wiring as being live. Power could be restored at any time during the outage window.

Thank you for your patience and understanding.

Be outage ready, with our top tips, visit [www.alpineenergy.co.nz/customers/outages/outage-preparedness](http://www.alpineenergy.co.nz/customers/outages/outage-preparedness)

