



HORIZON ENERGY

STANDARD TERMS AND CONDITIONS OF CONNECTION

October 2012

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1 DEFINITIONS

POINT OF SUPPLY (POS).

As defined in the Electricity Act 1992, which states in relation to any property, means, unless specifically agreed otherwise, the point on the boundary of the property at which fittings used or intended to be used for the purpose of supplying electricity exclusively to that property enters that property.

- For an underground cable this will be the actual point at which the cable leaves public land and enters private land.
- For an overhead line it will be a point on the overhead line conductor(s) that is vertically above where it enters private land.

POINT OF CONNECTION (POC).

This is determined by Horizon Energy Distribution Limited for new connections. It is generally the load side of the service fuse or link that forms the primary isolation mechanism from the Network.

SERVICE MAIN

This is a privately owned line that runs from the point of supply to the metering point and services only one installation. This line is owned and maintained by the property owner.

DISTRIBUTION MAIN

This is a privately owned line that runs from the point of supply to the tap-off point of a number of customers and services more than one installation. This line is owned and maintained by the various property owners (customers) who have an interest in the connection.

CUSTOMER

Any person or organisation that uses Network Services supplied by Horizon Energy Distribution Limited either in a direct relationship or through an independent Energy Retailer.

WORKS

Any fittings that are used or designed or intended for use in or in connection with the generation, conversion, transformation or conveyance of electricity up to the customers Point of Supply.

ELECTRICAL INSTALLATION

All fittings that form part of the system for conveying electricity from the Point of Supply to any point from which electricity may be consumed. (Does not include electrical appliances)

Ready Reference for Enquiries

Address all correspondence to:

The Chief Executive
Horizon Energy Distribution Limited
P O Box 281
WHAKATANE 3158

Enquiries

Head Office
Level 4, Commerce Plaza
52 Commerce Street,
Whakatane

Telephone (07) 3062900
Facsimile (07) 3062970

www.Horizonenergy.net.nz

NOTE:

These Terms and Conditions, and technical requirements are subject to change without notice. Please check with Horizon Energy Distribution Limited staff if there is any doubt held to the application of details in this document.

2 INTRODUCTION

These terms and conditions define the Horizon Energy Distribution Limited (Horizon Energy) requirements for customers wishing to connect onto its electrical network system.

Horizon Energy has a direct relationship with Energy Retailers who wish to distribute energy through its network to their customer's point of supply. Horizon Energy normally has no formal relationship with the energy end user apart from during the time of first connection. However, the end user is required to ensure that the conditions of use, as defined in this document, are adhered to at all times while supply is taken, in order to ensure that the service quality to other users is not affected.

These terms and conditions constitute the entire agreement for connection to the supply of Network Services by Horizon Energy. The continued use by a customer of Network services supplied by Horizon Energy shall be deemed to be acceptance of the Standard Terms and Conditions and an assurance that the customer will, while maintaining the connection, abide by these requirements.

The specific details related to the supply of Network Services by Horizon Energy to each Electricity Retailer are contained within the Standard Distribution Services Agreement. End use customers are required, under their contract with their Electricity Retailer, to ensure the conditions of use of Network Services are met.

3 APPLICATION FOR SUPPLY

3.1 Application

Where a new application for connection is required, or an existing connection arrangement is to be altered, a Horizon Energy Standard Application for Service form must be completed. A copy of this form is available from the Horizon Energy office or can be obtained from a contractor approved to undertake the work associated with connecting to the Horizon Energy system. The Application for Service can be either made by the prospective customer for which the connection will be made or, on their behalf, by their contractor undertaking the work. Note that the Application is a firm indication to Horizon Energy of the details of the service applied for.

Applicants are encouraged to use the services of a contractor who is approved to work on the Horizon Energy network system. This will ensure that the construction is undertaken in an efficient manner with one contractor undertaking the activities required for both the prospective customer and Horizon Energy.

The following information must be included with the application:

FOR NEW CONNECTIONS

- A plan of the intended work showing the main features and the location of the nearest Horizon Energy network assets. Distances should be indicated. The nearest transformer must be shown with its system number.
- A plan showing the location and means of isolation of the service required. Isolation will be required for safety and/or revenue purposes. The isolation equipment installed must be capable of providing isolation of individual customers. The equipment must be suitable for access by an approved Horizon Energy or Energy Retailer contractor. This is particularly important in the case of multiple dwellings fed from a single distribution main.
- A description of the proposed electrical load. Indicate if the load is that of a simple domestic residence or give the details if more complex. Particular emphasis must be made of load components that may impact on the quality of supply such as the size of motors and their starting arrangement. Consideration must also be given to the start and run currents of motors as this may affect the costs imposed for metering and the ongoing tariff costs where demand is considered. Ensure that a true and fair assessment of the overall load is made after consideration is given to diversity. Often the load level is overstated due to consideration not being given to the half hour 'after diversity' load. An overstatement may result in the installation of equipment that is larger than required leading to future tariff charges being set higher than necessary.
- Details of any generation equipment that is to be installed on the site must be supplied in order to ensure that no possibility of a back-feed or parallel operation can occur. If the Applicant requires parallel operation to ensure continuity of supply the Applicant must supply full details and contact the Operations Manager of Horizon Energy for approval before any connection is made. This requirement is necessary for safety reasons to ensure no electrical feedback occurs during periods when work is being undertaken on the Network System.
- An estimate of any future additional electrical load that may be added at a later date. The customer must assess if an allowance is to be made in the application for service to cover additional loads or whether an application will be made at a later date to cover other loads that may be added.
- Conductor type and size proposed to be used for the service main.
- Number of phases required.

- Estimated maximum demand. This figure is very important and indicates the load that will not be exceeded. It does not necessarily relate to fuse size.
- Name and details of the future consumer and the Energy Retailer that they have selected.

FOR ALTERED CONNECTIONS

- A plan of the intended work showing the main features of the alteration to be undertaken. In the case of work to be undertaken for the removal or centralisation of metering the reasons for the change need to be stated along with a plan showing the general metering location.
- In the case of a centralised metering conversion the customer may elect to retain the tariff that applies to one of the existing services provided the tariff adequately reflects the capacity of the centralised connection, or the installation can be converted to another available tariff.

To aid verification of the Points of Connection and Supply the Application must include all details showing supply availability. Full engineering calculations must be provided. This is especially important for all overhead lines where pole and guy loads must be shown plus full sag and tension calculations. For both overhead and underground services the calculated volt drop associated with the design load must be indicated. Note that in the design of the Horizon Energy system beyond the Point of Connection, a volt drop will occur and the contractor designing the service needs to consider this in ensuring that the final installation will provide a quality of supply at all designed load levels.

Unless there is a suitable connection point to the network immediately adjacent to the site, time needs to be allowed for the engineering, approvals and construction of works to be undertaken. For cases where no extension of the network is required at least 5 working days needs to be allowed to approve the application and to prepare the invoice for payment. Some approvals could take up to one month to obtain where it may be necessary to undertake complex design and/or where approvals are required from other parties.

Complex Loads

Installations involving large loads, generation or a substation installation on the premises will always require direct discussion between the applicant, or their representative, and Horizon Energy. It is essential that contact be made with Horizon Energy as soon as possible where special arrangements are required, as the delivery time of some equipment must be considered. Horizon Energy may require the applicant to enter into a contract of service that will define parameters of the ongoing relationship between the parties.

Change of Load Parameters

Often, due to the expansion or contraction of a business, the load may change resulting in the need to either increase or decrease the contracted demand required from the network. In all cases where a change is required a Network Connection Application (NC1) must be completed in the same manner as applies for a new connection. This NC1 must clearly state the required capacity. Horizon Energy will undertake the engineering works required for the new capacity and assess the impact that this change may have on any current supply contract. Advice will also be given on any cost that may result in the change in the configuration of the assets or tariff implication.

3.2 Cost of Connection

After an Application for Service is received by Horizon Energy an assessment of the costs to undertake or alter the connection will be made.

3.2.1 Direct Capital Contribution

The amount quoted will be based on the cost of all work required to provide a connection at the Point of Connection (POC) that will fully meet the needs and specification of the service required.

This cost will include the costs of obtaining approval for the work to proceed. Approval may be required from national or local government bodies or other agencies such as telecommunication providers etc.

In the case where an existing connection is altered an estimate will be provided of the costs to install, alter or remove equipment to affect the new connection arrangement.

The standard classes of connection are as follows:

- **Single phase 60 Ampere** domestic and general supply where suitable reticulation for connection is available immediately adjacent to the property.
- **Single phase 60 Ampere** domestic and general supply where works are required to construct a connection to the property boundary.
- **Three phase 60 Ampere** supply.
- **Three phase 100 Ampere** supply.
- **Greater than 100 Ampere** supply.

Applicants proposing to connect large loads need to take care in accurately assessing the expected demand and the impact that this selection may have on the tariff option that may apply.

Any payment made to Horizon Energy for the cost of Works undertaken on its system is treated as a non-refundable capital contribution and does not in any way infer ownership of the works.

3.2.2 Infrastructural Development Contribution

Horizon will levy a capacity based charge used to assist the funding of the core infrastructure required to deliver electricity around the network, Details of this fee are available on the Horizon Energy website.

Sub Division Development

Subdivision development will generally require the developer to install all necessary reticulation to the individual lots. An Infrastructural Development fee will be assessed by Horizon Energy based on the sum of the maximum demands anticipated for each lot..

Applicants who wish to make a connection for a residential or commercial subdivision must contact Horizon Energy for the specific conditions that apply. This is particularly important where it is desired that the subdivision reticulation will eventually become part of the Horizon Energy network system.

The distribution system installed for any subdivision must be three phase.

Sub dividers are encouraged to talk to Horizon Energy staff at the earliest opportunity to ensure that all aspects of the required system are considered.

3.3 Easements

An easement is to be established in the interest of Horizon Energy at all locations where assets that are owned by Horizon Energy are installed over under or across land in which a right to occupy would otherwise not exist.

A copy of Horizon Energy's easement terms is available on the Company's web site. As easements can take some time to obtain, if the easement cannot be processed prior to the desired connection date, Horizon Energy will only connect following receipt from the applicant of a "Deed Granting Easement" which must be in the form as set out on the Company's website.

The dimensions of the easement depend on the type and location of the assets to be installed. Terrain, location with respect to property boundaries, and access will all affect the alignment of the easement.

In general the following minimum dimensions will apply:

- Overhead line up to 11 kV. – 4 metre wide strip.
- Underground Line all voltages – 3 metre wide strip.

Note that the easement defines the legal right of the asset to be located where they are but does not affect the application of other Acts or Regulations that relate to the safety or operation of the electrical works. An example of this is the application of the Electricity (Hazards from Trees) Regulations 2003 to overhead lines in proximity to trees. These other requirements may impact on factors beyond the defined easement strip.

To facilitate a connection Horizon Energy may need to install fittings at a customer owned connection point for the control of the service main(s). Access to these fittings by Horizon Energy, or its authorised contractors, must be ensured at all times to enable the undertaking of maintenance or credit control functions. This will be dealt with on a case by case basis.

In all cases applicants should contact Horizon Energy and discuss their needs to ensure that due consideration is given to all factors.

Horizon Energy will not be responsible for, or quote for, the cost of any private work to be undertaken. The applicant will be responsible for all costs (including Horizon Energy's legal costs) associated with obtaining any easements, and for assets required to affect the connection owned by Horizon Energy.

4 CHARGES FOR NETWORK SERVICES

Horizon Energy will, from time to time, publish its standard charges for the supply of network services. These charges will be available on the Internet or at the Horizon Energy address shown at the beginning of this document. It should be noted that these charges may be different from those indicated for network services on the account the customer receives from their Energy Retailer.

The charges that apply depend on the number of phases and the capacity of the connection to the Horizon Energy system. The Standard Network Tariff options currently offered by Horizon Energy are:

- Single Phase Domestic (Applies for all loads fused at 60 Amps)
- Single Phase General (Applies for all loads fused at 60 Amps)
- 60 Ampere Three ¹ Phase General (Applies for all loads fused at 60 Amps)
- 100 Ampere Three Phase General (Applies for all loads fused at 100 Amps)
- Three Phase General Maximum Demand (Applies for all loads greater than 100 Amps and fused as required)

Note that in some cases a variation exists between Rural and Urban tariff rates.

Horizon Energy reserves the right to change the charges being levied for individual customers should the load profile or characteristics of their use change.

5 PROVISION OF INFORMATION

The customer warrants that all information provided to Horizon Energy is correct. Horizon Energy undertakes that such information will remain confidential to Horizon Energy and will not be passed onto any other person or organisation unless required to do so by law.

6 CONDITIONS FOR CONNECTION

Inspection by a registered Electrical Inspector is required for certain prescribed work in accordance with the Electricity Act 1992, the Electricity Regulations 1997 and in compliance with the Electrical Codes of Practice and Standards.

A check will also be undertaken by a Horizon Energy approved contactor in accordance with the requirements as stated in Regulation 43A of the Electricity Regulations 1997 to confirm compliance with the Regulation and Horizon Energy's standards.

This check will include:

1. the sighting of all relevant inspection and/or certificate of compliance statements. This will include certificates of verification for properties that have been disconnected for more than 6 months. Copies of these documents must either be left at the work site or delivered/faxed to the Horizon Energy office prior to the date of livening;
2. ensuring that the polarity and phase rotation of the supply is correct;
3. verifying the safety and operation of revenue meters, isolation equipment and load control relays; and
4. verifying that the main earth and MEN system is installed correctly.

Any installation not complying with this requirement will not be connected to the Horizon Energy Network.

Horizon Energy does not provide an inspection service. Customers, or their contractors, are required to engage Electrical Inspectors directly.

7 PRIVATE INSTALLATIONS

7.1 *Underground Mains*

The mains from the Low Voltage Point of Connection shall be underground unless specifically approved by Horizon Energy.

7.2 *MEN Connection*

Where any new meter box is fitted, Horizon Energy requires the Multiple Earthed Neutral (MEN) connection to be within the meter box. This requirement satisfies both Regulation 52(4) of the Electricity Regulations 1997 and Horizon Energy's need to verify the MEN system before livening.

¹ Two Phase supply may be allowed in certain cases.

7.3 Ownership

The customer retains ownership and is responsible for all private low voltage lines, cables and fittings, whether aerial or underground, from the Point of Supply except for transformers, transformer structures or distribution/service main control equipment which are normally owned and maintained by Horizon Energy. The metering and associated load control equipment installed on the customers' property is owned by the retailer or their agent.

Customers are advised to take particular care in the identification of connection assets that they may own or have an interest in. This is particularly important where their service line may cross land owned by others. An example is where the serviced may have been installed at a time prior to the subdivision of the property and the owner of the property over which the line crosses has no interest in the encumbrance.

7.4 Private Electrical Installations

The customer is responsible for the full cost of electrical reticulation from the Point of Supply to the Point of Connection.

For new installations, once the service has been connected to the Point of Connection, Horizon Energy will generally maintain it up to where it enters private property provided it has been installed to Horizon Energy's standards.

7.5 Requirements for the Installation of Low Voltage Lines, Cables and Fittings to Electrical Installations

Line/Cable Selection The cable should be adequate in size for the loading of the installation and with consideration to the maximum voltage drop as prescribed in the Electricity Regulations 1997 and AS / NZS 3000:2000. In order to ensure that a quality of supply is maintained within the customer's installation Horizon Energy encourages a service cable selection based on a maximum volt drop of no more than 2% over the length of the cable at full load. Care should be taken to allow for any load increase in the future.

Horizon Energy will provide the circuit protection required.

Line/Cable Installation In accordance with AS / NZS 3000:2000 and the Electrical Codes of Practice

Inspection Under Regulation 41 of the Electricity Regulations 1997 the following categories require certification and inspection prior to connecting to the electrical supply:

- New electrical installations
- Co-generation control facilities
- New main switchboards or main switchboards on which prescribed electrical work has been carried out.

7.6 Requirements for the Installation of High Voltage Lines, Cables and Fittings to Electrical Installations (Not Sub Divisions)

Line/Cable Selection and Installation The high voltage system, following installation, will become the property and maintenance responsibility of Horizon Energy unless a specific arrangement is entered into. The system must be designed and constructed in accordance with Horizon Energy's Design and Construction Standards.

Consideration must be given to the selection of the number of phases run, size of conductor and route taken to cater for any additional load that may be connected to the network.

Horizon Energy will provide the circuit protection required.

Inspection An electrical inspection will be required along with the issue of an appropriate Certificate of Compliance.

7.7 Method of Termination of Private Electrical Installations

Horizon Energy will determine the Point of Supply and Point of Connection.

Sufficient conductor is to be left at the point of connection to allow Horizon Energy to terminate onto its system.

Only Horizon Energy AUTHORISED contractors may connect onto, or work on any Horizon Energy works or fittings following approval to do so from the Horizon Energy network controller.

Any contractor not authorised to work on the Horizon Energy system must contact Horizon Energy to arrange a connection.

No changes are to be commenced without prior approval from Horizon Energy.

7.8 Joint Use of Trench

Where the cable trench is used for telephone cables or a water main, the power cable is to be laid and covered first, followed by the other services. Appropriate mechanical protection and hazard warning strips must be installed.

7.9 Attachment to Horizon Energy Works

No part of a customer's electrical installation or other private fittings may be attached to any Horizon Energy Works without written permission being first granted.

Works are as defined earlier in these Terms and Conditions and in this regard for clarification consist of lines, poles, transformers, cables, supply boxes, switchgear and other devices, supports or enclosure that are installed either on private property or within the public domain.

8 SUPPLY VOLTAGE

8.1 Standard Voltages

- 33,000 volts for transmission purposes and bulk supply to large industrial customers.
- 11,000 volts for distribution purposes and supply to customers.
- 400/230 volts 3 phase and neutral) at nominal levels as prescribed
- 400/230 volts 2 phase and neutral) in the Electricity Regulations
- 230 volts 1 phase and neutral) 1997.

8.2 Load Balance

It is essential that all multi-phase installations have the load balanced as closely as possible across the supply phases. This applies both to new installations and when extensions are added.

9 DOMESTIC SUPPLY

9.1 Phases

Supply provided to individual installations will generally be single phase, in both rural and urban locations. Two or three phase connections will be considered if deemed to be the best technical solution. Customers must consider very carefully their long-term needs and discuss these requirements, if necessary, with Horizon Energy.

Where it is proposed that the meters are located at any point other than on the domestic residence the following must be considered:

1. The Load Control relay will be installed at the meter location and will require a load-carrying pilot from that point to supply controlled load within the installation.
2. The installation will be considered a General Tariff installation if the location of the meter box indicates that loads other than a domestic residence is to be supplied. (Loads such as a water pump or large garage/workshop may result in the service being classified as General)

9.2 Service Sizing

All overhead or underground service lines/mains are to be a minimum of 16mm² copper conductor or 25mm² Aluminium.

Horizon Energy does not require the installation of pilot conductors along with the service main unless the meter board is remote to any controlled load. Controlled load will be managed with the installation of a frequency sensitive relay (Zellweger or similar) installed on the customer's meter board. This relay is generally supplied and owned by the Energy Retailer.

9.3 Low Fixed Charge Option

Horizon Energy is required by legislation to offer (to qualifying customers), a domestic tariff with a capped fixed daily charge of 15 cents. The only tariff option for domestic customers that Horizon Energy offers meets this criterion.

A domestic premises is defined as that used or intended for occupation by any person principally as a place of residence; but does not include-

- Penal Institutions
- Hospital, home or institution for sick, disabled or aged
- Police cells, barracks or lock ups
- Barracks for armed forces
- Hostels, dorm, accommodation premises
- Clubs with temporary transient accommodation
- Hotels
- Hotels, motels, boarding-house or lodging-house
- Camping-ground, motor camp or marina.

A key criteria is that the domestic residence must be the principal place of residence and therefore displays a load profile characteristic of a typical domestic residence within the Horizon Energy supply area. This means, for example, a holiday home or other property that may have a distorted profile due to intermittent use will not qualify for the low fixed charge tariff.

In some situations where the economics of supply are low due to the possible remoteness of the installation, Horizon Energy may, following approval by the Electricity Commission, restrict access by all customers in defined locations to this tariff option.

Most new installations will be connected on a General tariff until the customer applies for and is able to verify that they qualify for the Low Fixed Charge option.

9.4 Temporary Builder's Boxes and Caravan Supplies

Builders' boxes and caravan supplies require metering, and an Application for Service must be made as for a standard supply. Horizon Energy encourages electrical contractors to apply for the final connection required and use the permanent meter box for the Temporary Builder's Supply. Any socket outlet(s) installed on this board must be protected in accordance with the wiring regulations.

10 GENERAL SUPPLY OTHER THAN DOMESTIC

The capacity and number of phases of the supply will be in accordance with the requirement of the applicant. As stated in clause 3 the minimum supply fuse size offered is 60 Amps, single phase. Note that the supply fuse size does not indicate the capacity of the supply but rather the size of the service protection device chosen to discriminate with upstream and downstream protection devices. In high capacity situations it may be necessary to install a transformer on the customer's premises.

The applicant may be required to supply facilities and access for the installation, maintenance and operation of the transformer. The applicant is asked to contact Horizon Energy at the earliest in order to ascertain the specific requirements of connection.

All underground supplies will be sized, and the voltage level selected, in consideration of the capacity requested. In the case of a transformer installed for the sole use of the customer a transformer size will be chosen that suits the standard sizes held by Horizon Energy and best matches the characteristics of the load.

11 GENERAL METERING & LOAD CONTROL REQUIREMENTS

The Energy Retailer generally owns all meters and load control equipment. Customers, and their contractors, are encouraged to contact the Energy Retailer for details on connection and mounting arrangements for meters or control devices. Horizon Energy can provide to contractors details of the connection and wiring arrangement for the standard connection options as listed in Part 2.2 above. These details show the components that are important for the connection to the Horizon Energy system but do not detail the metering or load control configuration, wiring or templates.

Horizon Energy owns and installs, at key locations, control relays for the purpose of controlling street and community lighting.

Customers benefit from Horizon Energy's ability to manage demand through the control of load over peak periods. Load ideally suited to this application is that created by storage devices such as hot water cylinders, under floor heating or the like. Horizon Energy requires any controllable load that contains either an electrical load of equal to or greater than 1.5 kW, or a water heater with capacity of equal to or greater than 120 litres, to be placed on a controlled supply. The Energy Retailer will supply and install a relay on the customer's meter board to undertake the control function. Customers are encouraged to check with their Retailer on the requirements to connect controllable load to the system. All controlled load must be permanently connected (not by plug) to the general wiring system.

A correctly installed installation will provide a quality of service to the customer and should result in a continuous supply of hot water when required. Horizon Energy undertakes control at times of peak demand in a manner that should not result in a poor service to customers. To this end a policy of interruption has been defined such that, in accordance with best endeavours, no more than 3 hours of control will be implemented at any one time and no more than 6 hours in any one day.

12 QUALITY OF SUPPLY

The user of Network Services agrees not to use or allow the use of their electrical installation supplied by Horizon Energy to breach the conditions as stated below or those contained within Regulation 56 of the Electricity Regulations 1997:

1. Cause damage to, or interfere with, any Works or electrical installation used by Horizon Energy for the supply of services to others;
2. Breach the terms of any statute, regulation or by-law; or
3. Jeopardise the safety of any person or property or the proper functioning of any electrical installation:

Breach of any of these conditions may lead to disconnection, and the cessation of the supply of Network Services, until the breach is rectified.

Specific quality issues as detailed below must be addressed:

12.1 Power Factor

The overall power factor of any installation during any half hour period shall not be less than 0.95. Correction shall be installed as necessary to achieve this requirement. Where the power factor is found to be regularly outside these limits, a higher line charge component may be charged.

Unless acceptable group correction equipment has been approved, all permanently wired AC induction motors of 746 watts (1 hp) and over shall have permanently connected power factor correction

12.2 Motor Starting

The starting of large motors may cause a depression in the voltage at the Point of Common Coupling (PCC) between two or more customers. This aspect may either cause a depression beyond the allowed limit or result in a frequency of disturbance that is considered to be unacceptable to the maintenance of a quality supply.

Loads must comply with current Standards of New Zealand Codes of Practice.

12.3 Harmonics

The use of equipment at an installation that may cause the generation of harmonic voltages and currents that could affect the quality of supply to others is prohibited.

All users of network services supplied by Horizon Energy must ensure that their installation complies with the requirements as stated in NZECP 36, 'Code of Practice for Harmonic Levels'.

12.4 Welders

Welders up to and including a rating of 5kVA (230V) may be used on single phase, subject to conditions stipulating non interference with other network service customers and, the power factor being limited to between unity and 0.8 lagging at rated welding current.

13 SUPPLY SYSTEM MAINTENANCE

13.1 Network System

Horizon Energy will maintain all assets owned by them, whether installed on public or private land. All care will be taken in the undertaking of access, operation or maintenance activities where it is necessary to go onto private land to undertake this work. Neither the property owner nor the Customer shall deny Horizon Energy or its agent's access rights to any asset owned by Horizon Energy where such access is required for the purpose of inspecting, maintaining, operating, or replacing the assets.

13.2 Trees

Tree owners are required to keep their trees away from electrical lines for safety and operational reasons. Contractors, engaged on behalf of Horizon Energy, are empowered to undertake inspection of the lines and advise tree owners of their obligation.

Tree owners are advised to take care in the maintenance of trees located near lines and to contact Horizon Energy for advice. Horizon Energy is willing to organise an outage of the line in a time frame that will suit both parties for the maintenance activity to take place provided the activity proposed will remove the hazard permanently from the line and enable future maintenance to be undertaken without the need for any further outage.

13.3 Private Installations

Landowners are required to undertake the maintenance of all parts of the electrical supply system owned by them generally from the point where the service or distribution main enters private property (either theirs or neighbouring properties).

Horizon Energy reserves the right to disconnect any installation where the supply system is in an unsafe condition or subject to a fault frequency that is adversely affecting the supply quality to others.

13.4 Disconnection for Safety Reasons

Horizon Energy will disconnect free of charge for safety purposes provided that 10 working days notice is given of the disconnection/reconnection and the work is undertaken within normal working hours. This may be required for any activity undertaken near the customers' lines or cables.

The customer may incur a fee for any work undertaken outside normal working hours or where insufficient notice has been given.

For the avoidance of doubt 'safety purposes' is defined as work that is undertaken **near** electrical hazards that need to be removed to make the work activity safe (e.g. painting near a mains entry box on a house). Work undertaken **on** electrical equipment, such as for the shifting of a metering point from inside to outside, may incur a disconnection fee.

13.5 Disconnection for Other Reasons

Disconnection required for other purposes is the responsibility of the Energy Retailer and customers are asked to contact them whenever such activities are required. A charge may be applied for the undertaking of a temporary or permanent disconnection.

Any disconnection that is considered to have been undertaken for tariff avoidance purposes may require the payment of the full avoided fixed daily charges at the time of reconnection.

Horizon Energy may permanently decommission a supply should the connection be disconnected for more than six months or at the request of the Energy Retailer or the Customer. Decommissioning will involve physically removing the connection between the POS and the POC. Reconnection of a decommissioned supply is treated as for a new connection.

14 INTERRUPTION OF SUPPLY

It may be necessary for Horizon Energy to suspend the supply of network services from time to time in order to carry out maintenance, repair or other works.

Horizon Energy will give notice to the affected Energy Retailer(s) of the details of the required outage. As work often depends on weather conditions, Horizon Energy reserves the right to vary the time and date of disconnection and re-supply from that specified on any such notice.

15 FORCE MAJEURE

Horizon Energy shall not be liable for failure to the supply of network services if the cause of such failure is outside or beyond the reasonable control of Horizon Energy.

16 LIMITATION OF LIABILITY

- Neither Horizon Energy nor its employees, contractors or agents will be liable to the user of network services for any direct loss, injury or damage which may be suffered through the interruption or failure or the quality of the supply system.
- Neither Horizon Energy nor its employees, contractors or agents will have any liability for any indirect or consequential loss or damage which may be suffered by the customer, whether arising from the negligence of Horizon Energy or otherwise.
- Horizon Energy will not be liable for any failure to supply network services that is attributable to any generator of electrical energy or provider of transmission facilities other than Horizon Energy.
- In the event of any interruption of supply of network services to the customer, Horizon Energy undertakes to use its best endeavours to restore services as soon as possible and meet the requirements of its security guarantee.

17 SUSPENSION OF SERVICE

Horizon Energy may suspend the supply of network services without notice at any time in any of the following circumstances:

1. The Customer fails to pay within 14 days of the due date any amount which becomes payable to Horizon Energy;
2. The Customer becomes insolvent or bankrupt or goes into liquidation;
3. If the Customer fails to duly and punctually perform any of the conditions and obligations on its part contained in these terms and conditions and such failure continues for a period of 14 days after Horizon Energy serves written notice of the particular conditions and obligations which the Customer has failed to perform or keep;
4. It is established to the reasonable satisfaction of Horizon Energy that the Customer has tampered with supply system equipment owned by Horizon Energy.
5. At any time where an immediate hazard exists to persons or property.

In the event that Horizon Energy agrees to resume the supply of network services, the Customer may be charged a reconnection fee and have conditions imposed that must be adhered to for the continuation of the service.

18 NOTICES

Any notice or Invoice sent by Horizon Energy shall be deemed to have been properly given if posted to the Customer's last known address and will be deemed to have been received by the Customer 3 working days after the date of posting.

19 GENERAL

1. The rights and obligations under the contract constituted by these terms and conditions may not be transferred or assigned by the Customer.
2. No waiver by Horizon Energy of any provision in these terms and conditions shall constitute a waiver of any other provision of these terms and conditions.
3. These terms and conditions may be amended from time to time by Horizon Energy without notice. Please check with Horizon Energy Distribution Limited staff if there is any doubt held about the application of details in this document.
4. If any provision in these terms and conditions is found to be invalid or unenforceable for any reason, that provision will be deleted and the validity and enforceability of all other provisions shall in no way be affected.
5. Where the Customer consists of more than one individual, the obligations imposed on the customer under these terms and conditions shall be binding on those individuals jointly and severally.
6. Any references to statutes, codes of compliance, or other instruments shall include reference to all amendments to or substitution for such statutes, codes, or instruments