

# QUALITY ALERT!

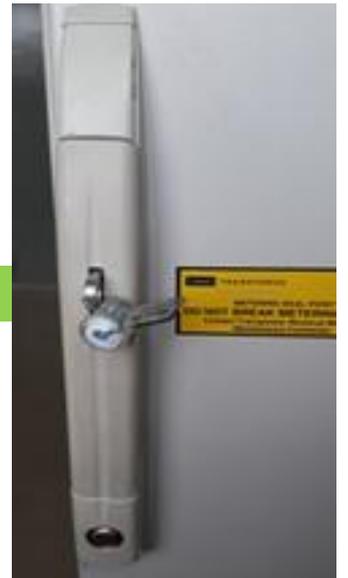
29th July 2025



## Broken Seals on Transpower Revenue Metering Equipment

### ISSUE IDENTIFIED:

- An increasing number of seals are being reported as missing/removed, from Revenue Metering Panels, Junction Boxes etc.
- It is a New Zealand legislative requirement that the integrity of these seals can be guaranteed, and it is vital to Transpower to be able to have absolute faith in the accuracy of the data collected by these installations
- These areas should ONLY be accessed by, or under the supervision of, competent metering technicians.



### CONTRIBUTING FACTORS:

- Seals removed from panel doors, for cable pulling access.
- Seals removed from Outdoor Junction Boxes or Terminal Covers for fault-finding or tracing of non-metering circuits.
- Access required to trace Comms faults etc. or to change/upgrade RTUs to SMSs
- Failure to advise Revenue Metering SSC Service Provider, and/or re-seal the equipment.

### ACTIONS TO PREVENT REOCCURENCE:

- NO seal shall be removed without first contacting Transpower’s legally appointed Accredited Metering Test House, and the appropriate permissions sought (details below).
- Any planned work inside a sealed panel or junction box etc, shall be supervised by a competent Metering Technician.
- Equipment shall be re-sealed as soon as possible, by a competent Metering Technician.

### LEARNINGS FROM THIS

1. All staff must ensure that any breaches of the above, or missing seals, must be reported to the Revenue Metering SSC Service Provider, as listed in the Station Operating Notes.
2. Stations Service Providers should ensure that these seals are checked during the 2 Monthly Station Inspections and breaches are reported, as below.

**Revenue Metering SSC Service Provider for Transpower Metering Sites contact:  
Adrian Green of Omexom. 021 357998**



For more information, please contact:

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