

Safety Alert

Title: Pole Safety

Date: 6 October 2025

Reminder to Staff

All staff working on or near Chorus poles, particularly where electricity lines are involved, must follow Chorus and Lines Company protocols for safe access, systems and protocols put in place to minimise risk. These incidents highlight the importance of:

- Clear communication and coordination between Chorus, suppliers, and Lines Companies.
- Timely escalation of safety concerns to Chorus and relevant stakeholders.
- Understanding permit and access requirements when working on 3rd party assets

Incident Summaries

Incident 1: Pole Failure During Lines Company OH Work:

A Lines Company removed lines from a Chorus pole without Chorus present due to a delay. The pole snapped at the base and fell toward private property. The incident is still being investigated.



Incident 2: Pole Snapped by Truck After Escalation Delay:

A leaning pole and low road crossing was reported and assessed by Chorus suppliers. Replacement was delayed as it required attendance from the Lines company contractor to remediate. A week later, a truck snagged a low Chorus line, causing the pole to snap and fall onto a parked vehicle.



Key Learnings

- Communication Protocols: Suppliers must escalate safety concerns to both Chorus and the relevant Lines Company with urgency.
- Do not remove a line without assessing the risk to the pole and adjacent poles.
- Asset Owners to ensure communication of asset conditions and expectations to all parties accessing their network.

Action Required

- Ensure all URGENT Health & Safety issues are escalated immediately to Chorus and the relevant Lines Companies as urgent faults
- Review your understanding of Asset owner requirements
- Discuss the following at your next pre-start meeting:
 - Who do I call if I see an unsafe asset situation?
 - Do you think the process can be improved? Please provide any feedback!

Urgent issues contact

- **Chorus – 0800 463 896 option 4**
- **Relevant Lines Company** (check via website if not listed): **Northpower 0800 10 40 40, Vector 0508 832 867, Powerco 0800 27 27 27, Wellington Electricity 0800 248 148, Orion 0800 363 9898, Aurora 0800 22 00 05, PowerNet 0800 808 587**