

Safety notice

Notice to all network stakeholders

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ELECTRICAL RISK FOR HOUSE DEMOLITION OR REMOVAL

Incident Summary

A demolition company removed a **meter board before disconnection** was completed. The board remained **energised** and was left on the ground, creating a **serious risk of electric shock, arc flash, or fire**. No injuries occurred, but the potential was severe for the demolition workers and the general public.

Key Learnings

- Do not begin demolition or house removal until Powerco confirms the site is electrically safe.
- Meter boards, service lines, and fuses **remain live** until Powerco or an authorised contractor isolates and disconnects the supply.
- Never touch or remove electrical equipment unless you are a qualified electrical worker.
- When planning your works, please allow sufficient time for your permanent disconnection application to be assessed and assigned.

For House Relocation / Demolition Contractors

1. **Confirm “permanent disconnection” before starting work.**
 - Contact the electricity retailer to arrange a “*Permanent Disconnection*” (de-energisation and physical disconnection of all service cables/conductors, including the neutral).
2. **Do not remove meter boards or electrical fittings** — even if you believe they are no longer live.
3. **Visually confirm all service lines are removed before demolition begin**
4. **Report any potentially unsafe conditions** to Powerco immediately: 0800 27 27 27

For Powerco Internal Teams (Customer Delivery Services, LV Network Advisors)

- Reinforce that only Powerco or authorised contractors can isolate supply.
- Ensure all *Network Ready Decommission* or *Permanent Disconnect* processes are clearly communicated to customers and contractors.
- Escalate any unsafe conditions immediately via HSW reporting channels

Remember: “If it’s still connected, it’s still live.”

Treat all electrical equipment as energised until confirmed otherwise by Powerco or an authorised electrician.

Any questions / feedback on this Alert, please contact: chris.clarke@powerco.co.nz