

Name of person making request for investigation: \_\_\_\_\_

Premise No. \_\_\_\_\_ Who is your Energy Retailer: \_\_\_\_\_

Account No. \_\_\_\_\_ Postal Address of Account: \_\_\_\_\_

Description of Premise Location: \_\_\_\_\_

Contact Phone Nos. Home \_\_\_\_\_ Work \_\_\_\_\_

Type of installation: House  Milking Shed  Pump  Workshop  Other: \_\_\_\_\_

How long has problem existed \_\_\_\_\_

How is problem apparent: Lights flicker  Lights dim  Computer switches off  Motor slows down

Motors will not start  Light bulbs do not last  Microwave cook times vary

Other: \_\_\_\_\_

When is problem apparent \_\_\_\_\_

Certain days of the week \_\_\_\_\_ Certain times of the day \_\_\_\_\_

What period of time does the problem last \_\_\_\_\_

Do your neighbours have similar problems: Yes  No  Don't know

Comments: \_\_\_\_\_

Are there any large motors (over 1 hp single phase or 3 hp 3 phase) in your installation:

Yes  No

Are there any large motors (over 1hp single phase or 3hp 3phase) in your neighbourhood:

Yes  No  Don't know

Size: \_\_\_\_\_ Phasing: \_\_\_\_\_

Is there any large heating load in your installation:

Spa pool: \_\_\_\_\_ Under floor heating: \_\_\_\_\_

Air conditioning: \_\_\_\_\_ Welders: \_\_\_\_\_

Approximate age of installation: \_\_\_\_\_ yrs. I Own  Rent  Lease  the installation. *Tick one*

I understand that there will be a fee of: No fee  A fee of \$ \_\_\_\_\_ A fee based on costs

I understand that if the problem is part of my service line or within my installation, there will be a Northpower attendance charge. I understand that Northpower reserve the right to charge a fee, based on costs, if voltage monitoring equipment is installed and no problem is found. I authorise the above Energy Retailer to release to Northpower any details regarding my electricity account that will assist in the investigation of this voltage complaint. I also consent to Northpower using any smart meter data collected and stored in relation to the Premise to assist in the investigation of this voltage complaint. Smart meter data provides Northpower with information about voltage and current at the Premise measured at different times throughout the day. I also confirm that I am authorised and give this consent on behalf of all other persons residing at the Premise.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

FOR OFFICE USE ONLY:

**Control Room/Faultman**

Arranged Field Check. Date: \_\_\_\_\_

Supplied from Transformer Sub No. \_\_\_\_\_ Number of phases: \_\_\_\_\_

11 kV Feeder Name: \_\_\_\_\_ Zone Sub: \_\_\_\_\_

Initial check of supply lines carried out by: \_\_\_\_\_ Date: \_\_\_\_\_

Findings: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Network Engineering**

WASP File No. \_\_\_\_\_

Appraisal carried out by: \_\_\_\_\_ Date: \_\_\_\_\_

Voltage Monitoring to be installed: Yes  No

Customer advised of charges by: \_\_\_\_\_ Date: \_\_\_\_\_

Date Voltage Monitoring Installed: \_\_\_\_\_ By: \_\_\_\_\_

Confirmation that problem fixed by: \_\_\_\_\_ Date: \_\_\_\_\_

All voltage complaints are to be logged in the WASP Project Register to provide a WASP reference number, and for tracking progress.

The above form must be filled in prior to committing any resources to investigation, other than checks by the fault person. This must be completed and signed by the customer lodging the complaint.

Refer to **LM3.1.80-Voltage Drop Determination** for Voltage Drop Determination. This includes a policy on allowable voltage variances.

Also see **LM 3.1.55 - Motor Starting** for motor starting requirements.



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