



# Land Entry Standard

## Document summary

This document provides Northpower's requirements for entry to private land or other property for construction, repairs, maintenance and operation of Northpower's electricity network and includes both planned and emergency works.

## Document approval

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Controlled Document



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## 1.0 Introduction

### 1.1 Purpose

This document provides Northpower's requirements for entry to land that Northpower does not own for construction, repairs, maintenance and operation of Northpower's electricity network.

These requirements are intended to meet the legal requirements that apply when Northpower relies on its legal rights to access land and set minimum standards for Northpower's communications with landowners and customers concerning land entry.

### 1.2 Scope

The scope of this standard relates to land entry for inspections, testing, planned works and emergency works on or with Northpower's Assets. This includes:

- Construction
- Maintenance
- Inspections
- Testing
- Operation of equipment
- Emergency works, faults and repairs

**Note:** This standard is intended for the electricity network, which can include telecommunications assets; however, the requirements and processes are often applied to Northpower group's ultra-fast fibre network, which is usually secured with similar property rights to and conditions of access as the electricity network.

**Exclusions:** This standard does not:

- Apply where the landowner has already given Northpower (or its Network Approved Contractors) explicit permission to access the property, for example, to undertake **customer initiated works**. Refer to network's *Customer Initiated Works (CIW) Standard*.
- Address the **legal protection** for Assets, i.e., whether the work planned is allowed or Northpower's requirements concerning legal protections. Refer to the network's *Legal Protection Requirements for Electricity Reticulation Standard*.
- Cover Northpower's requirements for **planned outages and shutdowns**. Refer to the network's *Application for Access Permits, Live Line and Reclose Blocks on the Northpower Network (procedure)*.

### 1.3 Application

This standard applies to all Northpower staff and Contractors who need to physically access private or other property to undertake work (including construction, repairs, testing, maintenance, tree work, inspection, replacement and operation) concerning Northpower's electricity network.



## 2.0 References

Internal Reference	Details
Land Entry Notification Letter / Email template (outlining planned works on the property)	To access land/property to undertake work in relation to our electricity distribution or telecommunications network (such as electricity lines, poles, cables and equipment).
Land Entry Notification - Emergency Works Letter	Advice after the fact made in writing for emergency works undertaken and related to our electricity distribution network.
Land Entry Emergency works access only card	Advice after the fact following access to a property, including meter access for emergency works undertaken and related to our electricity distribution network.
Land Entry Notification letter / email template for Access (where works is not on the property but access is required to enable works)	Where access is required through land/property to undertake work (on another property or on road berm) in relation to our electricity distribution or telecommunications network (such as electricity lines, poles, cables and equipment).
Land entry card / email template for access required to test Meters	Where access is required to a landowner's meter to pre and post-test in relation to planned work on our electricity distribution or telecommunications network (such as electricity lines, poles, cables and equipment).
Legal Protection Requirements for Electricity Reticulation Standard	This standard summarises the legal protections for Northpower's Assets; and details Northpower's requirements for implementing and using those legal protections.
Easement in Gross - Electricity and Telecommunications	Legal Agreement
Relocation Agreement - Northpower Electricity Reticulation	Legal Agreement
Application for Access Permits, Live Line and Reclose Blocks on the Northpower Network	To set out protocol and parameters for Access Permits, Live Line and Reclose Block applications on Northpower Network.
Calling Card	Northpower's 'calling card' (uncontrolled document)
CST.T100.01 Land Entry Notification Letter	
CST.T.100.02 Land Entry Notification – Emergency Works Letter	
<b>Northpower Group Documents</b>	
Environment (Biosecurity)	Biosecurity Management Procedure
Environment (Land)	Archaeological and Accidental Discovery Procedure



External Reference	Details
www.legislation.govt.nz	The Electricity Act 1992
www.legislation.govt.nz	Land Transfer Regulations 2018
www.legislation.govt.nz	Heritage New Zealand Pouhere Taonga Act 2014
www.legislation.govt.nz	Privacy Act 2020
www.heritage.org.nz	Heritage New Zealand Pouhere Taonga's website Section 'Search the List'
www.tetumupaeroa.co.nz	Te Tumu Paeroa

### 3.0 Definitions

Terminology	Definition
Asset	Northpower's assets which form (or are intended to form) part of the electricity distribution network and allow reticulation of electricity to customers, including all components of those networks and all asset types related to providing electricity distribution services - such as electrical assets (poles, lines, cables, transformers, switchgear etc.) and associated facilities; and Communications assets including, where relevant, Northpower's or Northpower Fibre Limited's Ultra-Fast Broadband (UFB) network.
Contractor	For the purposes of this document, this means the party authorised by Northpower to undertake the relevant works and is responsible for meeting the requirements outlined in this standard. Including: <i>Field Service Provider (FSP)</i> - Contractors engaged by Northpower network, including Northpower Contracting. <i>Network Approved Contractor (NAC)</i> - Contractors approved to undertake specific works – engaged by customers and third parties such as Council.
Emergency	Means a circumstance or incident (including network faults and outages) concerning Northpower's Assets where: <ul style="list-style-type: none"> <li>• entry upon the land is immediately necessary in circumstances for probable danger to life or property; or</li> <li>• entry upon the land is immediately necessary to maintain the continuity or safety of the supply and distribution of electricity; or</li> <li>• a conductor presents an immediate danger to persons or property (including an unsafe service line), or because a tree has come into contact with a conductor, or constitutes a serious hazard to a conductor or a tree has caused damage to a conductor and is likely to cause further damage to that conductor; or</li> <li>• lawful urgent access to land is allowed by any legislation or Legal Document without a condition that advance notification is given to the landowner.</li> </ul>
Legal Document	Means any easement, consent, grant, deed, permit, agreement, contract or other instrument or document that provides for Northpower rights to access land or imposes conditions on Northpower's access to land.



## 4.0 Legal Requirements

If the Asset is protected by:

- the Electricity Act 1992, the provisions of the Act must be complied with, including that Northpower must comply with the landowner's reasonable conditions of entry (a landowner may not delay entry for more than 15 working days or require monetary or other consideration for land entry);
- a Legal Document, the terms of that Legal Document must be complied with.

Both of these typically impose the following conditions on Northpower:

- to give advance notice before any entry, including specific details regarding the work to be done;
- to minimise inconvenience to owners/occupiers;
- to comply with reasonable requests by the landowner or occupier as to the timing of entry and the access route; and
- to remedy any damage caused to property and to reinstate the land.

If a Legal Document or the Act imposes stricter conditions or rules on Northpower than the requirements set out in this standard, then the stricter conditions or rules must be met.

### 4.1 Notification Requirements under the Electricity Act 1992

The *Electricity Act 1992* protects existing "works" (which is electricity reticulation used, designed or intended for use in or in connection with the generation, conversion, transformation or conveyance of electricity) if installed prior to 1 January 1993. Refer to *Legal Protection Requirements for Electricity Reticulation Standard* for more information.

*Sections 23 to 23F and 159* of the Electricity Act address the entry of property by personnel to repair, maintain, or operate the Northpower electricity network.

Refer to *Electricity Act 1992, Part 3 - Powers and duties of electricity operators and other owners of electrical works*.

### 4.2 Northpower Easements

The Easements used by Northpower are standardised, but several versions have been used over time, some with specific variations for individual situations. In general, meeting the requirements set out in this standard will fulfil the conditions of Easements; however, a copy of the executed Easement can be obtained if clarification is required.

Any queries or requirements for assistance should be directed to Northpower's legal team or the Customer Care Team.

## 5.0 General Notification Requirements

Notice must be provided to the landowner or occupier by following this standard if Northpower requires access/entry onto the relevant land or property. For this document, "access" includes physical access in or over land by a person or their tools, plant or equipment, including via unmanned craft, such as drones or helicopters.



## 5.1 Summary of notification timelines

The following table provides a summary of the notification requirements in this section 5:

Type of Work	Notice period (minimum)	Notice to	Notification Format
Inspection, testing of meters or operation of assets/equipment	5 working days prior or as soon as reasonably possible	Occupier	Can be phone, card, email, visit or by <b>Land Entry Notification Letter</b> . It is recommended the visit or discussion is followed up in writing or a record of the visit is made in email.
Maintenance or relocation of assets/equipment	10 working days prior	Occupier and property owner	Use <b>Land Entry Notification letter and outline works</b>
Construction or upgrade of assets/equipment	10 working days prior	Occupier and property owner.	<b>Note:</b> Planned outages: notified via Northpower's standard outage process and does not include the landowner entry details <b>Refer Application for Access Permits, Live Line and Reclose Blocks on the Northpower Network</b>
Faults / Emergency Works	Within 24 hours days after land entry	Occupier	<b>Calling Card</b> to be left upon leaving site. (if not able to discuss on site)  If significant works / damage occurred, contact customer by phone and/or send <b>Land Entry Notification - Emergency Works Letter / email</b>





## 5.2 How to notify

### 5.2.1 General works (Construction, Repairs, Maintenance)

For any other types of work not covered by 5.2.2 - 5.2.4 below (including construction, repairs, upgrades, and maintenance), the notification must be given in writing.

The notification must include the following:

- location of the proposed entry and work; and
- reasons for the entry and work and the nature of the work to be undertaken; and
- date and time of entry; and
- length of time that the works owner expects to be on the land.

Written notifications for works shall use the **Land Entry Notification Letter**, which can be emailed to the customer.

### 5.2.2 Inspections or operation of Assets

For inspections (including unmanned aerial vehicles or drones), or operations of Assets, notification requirements may be met verbally during a visit, by phone or by written notification, anything not in writing should be confirmed in writing or a record of the permission is made.

Written notifications shall use the **Land Entry Notification Letter**.

### 5.2.3 Access to Meter Stations

Access to meter stations and other supply equipment on a customer's land is covered by Legal Documents (the energy retailers' terms and conditions of supply and Northpower's DDA agreement with the retailer).

For access to meter stations (installation control point) and network fuses (point of connection) located within the property supplied in routine situations (e.g., inspecting and testing of metering equipment in a fault situation, and connection or disconnection of ICP's):

- Access to meter stations to enable our works – notice to be provided 5 working days in advance
- Use email template or card to advise customer of the planned testing and works
- If access is required in a fault situation, advance notice is not required but a card advising of the access should be left behind.

### 5.2.4 Emergencies

For Emergencies, the notification must occur by:

- verbal advice while on-site, or
- leaving a '**Calling Card**' upon leaving the site, indicating the reason for entry and contact details,
- by phone, or
- written correspondence (i.e., the **Land Entry Notification – Emergency Works**).



In situations where the landowner or land occupier has not been able to be notified of completed or significant works have been undertaken, the person responsible for the work must ensure that the **faults supervisor** is advised, and relevant details provided for the affected landowner or land occupier to be notified of land entry. Faults supervisor or duty officer must then ensure that the landowner notification is completed within 24 hours of the access.

If significant work (or remedial work is required for damage to property) is undertaken on the affected land during an Emergency, a second notification must be made in writing using the **Land Entry Notification – Emergency Works**.

### 5.3 Format for written notifications

Unless otherwise approved by the Customer Care Team, Northpower's standardised template letters must be used when giving written notice:

- **Land Entry Notification Letter / email** where planned inspections, maintenance or construction works are to be done.
- Land Entry Notification email – confirming any verbal discussions (for inspection, meters and visits not involving works on the land).
- Calling card – 5 days prior for inspections / meter testing or visits that do not involve works on the land.
- **Faults Calling Card** - where Northpower has already completed Emergency (faults/safety) works.
- **Land Entry Notification – Emergency Works Letter** – where Emergency Works have been completed **and** the works have not been able to be discussed with the landowner/occupier.

### 5.4 When to notify

Unless the relevant Legal Document says otherwise, the following minimum timeframes must be met:

- For Emergencies, as soon as practicable (and no later than 2 working days after the land access).
- In the circumstances of inspections, Meter access or operations of Assets, 5 working days prior.
- In all other cases, including maintenance of Assets, 10 working days prior.

### 5.5 Who must notify

The project manager (or, if there is no project manager, the person responsible for carrying out the work on Northpower's Assets) must ensure that Northpower's obligations in this standard are met.



## 5.6 Who to notify

Notification must be provided to the landowner or occupier. In the following circumstances:

- **Shared ownership:** For land or buildings that have multiple ownership, e.g., unit titles (units), cross leases (flats) all owners or occupiers on the affected land should be notified.
- **Maori land in shared ownership:** All the owners or owner's representatives or occupiers on the affected land should be notified. The Maori land court or the Maori Trustee and Te Tumu Paeroa can provide details or clarity of ownership and land management. Refer to [www.tetumupaeroa.co.nz](http://www.tetumupaeroa.co.nz)
- **Access lots:** This is an access that is in shared ownership by the properties served. All the owners or occupiers on the properties served should be notified (including the access lot owner).
- **ROW:** An access right of way (ROW) is access to a property that crosses another property owned by a neighbour. The owner or occupier of the land on which the ROW is situated is to be notified, and if the works are significant or will block or restrict access, any other users or beneficiaries of the ROW are also to be notified. In some cases, there can be several parallel ROWs providing access.
- **Multi-tenanted buildings:** For multiple tenanted, leased or licenced developments e.g., rental accommodation, retirement complex or commercial/industrial blocks:
  - Where the property is owned by one legal owner, the owner or property manager must be notified (alternatively, all occupiers must be notified).
  - All affected occupiers must be notified where works are taking place, will involve an outage or cause inconvenience (e.g.: will block or restrict access or affect individual areas).

## 5.7 Getting contact details

In most instances, the person/legal entity noted in the ICP database will be the owner or the occupier. Contact details should be available in the ICP details.

If there are no ICPs on the land, or the person on the ICP database is not the landowner or the land occupier, reasonable efforts to identify and notify the landowner must be made. Landowner information is contained in Northpower's GIS. If the landowner or occupier's address is unable to be obtained from other sources the notification can be sent to the Council with a request to forward it to the ratepayer.

### Contacts for the councils are:

- Whangarei District Council [mailroom@wdc.govt.nz](mailto:mailroom@wdc.govt.nz)
- Kaipara District Council [council@kaipara.govt.nz](mailto:council@kaipara.govt.nz)

The Council must be provided with the property details and a copy of the proposed notification to send on, and confirmation obtained from the Council that they have sent the notice.



The *Privacy Act* and Northpower's privacy policy must be complied with when seeking contact information of notified parties.

### 5.8 Record keeping

A copy of the ***Land Entry Notification Letter, email*** or other communication, and details of the landowners or land occupiers contacted, must be filed in the appropriate construction works, maintenance works or faults files.

Follow up emails confirming details agreed during visits and verbal communication must be recorded and kept in the relevant work pack or faults record.

Where any customer complaints occur, these must be escalated to the Customer Care Team and recorded into the Customer Relationship Management (CRM) system. Refer to *section 7, Customer complaints or disputes about access*.

## 6.0 Specific Notification Requirements

In addition to the above, Northpower imposes the following specific requirements in particular circumstances.

### 6.1 Planned Outages / Shutdowns

Where planned outages are expected as a result of the works related to the land entry notification, details of the planned outage may be discussed with the landowner/occupier. However, planned outages shall be notified separately as part of the planned outage notification process (as covered in Networks document *Application for Access Permits, Live Line and Reclose Blocks on the Northpower Network*).

The planned outage notification letter contains a statement advising "If access to your property is required you will hear from us separately".

### 6.2 Public Notification of inspections by manned aircraft below 120m

For aerial inspections by crewed helicopter or aircraft, flying below 120m, public notification must be provided e.g., radio or newspaper.

In addition, any known sensitive landowners or land occupiers must be notified by phone (for example, horse owners). The pilot may also be required to submit a flight plan to the Civil Aviation Authority.

Written communication must include the information requirements as detailed in *section 5.2 How to notify*.

These communications must be approved by Northpower's *Customer Excellence - Service Manager* before they are made.



### 6.3 Work in Road Corridors, Railway Corridors, Transmission corridors, Waterways, Reserves and Conservation Land

Construction or maintenance work within the road corridor will require a Corridor Access Request (“CAR”) to be submitted to and approved by the roading authority (District Council or NZ Transport Authority). A CAR is not required for a service cable of less than 10m running from the pillar or pole in the road directly to the property boundary.

For full details, refer to *Legal Protection Requirements for Electricity Reticulation Standard*.

*Table: Summary of notification requirements*

Land	Owner	Required For Construction	Required for Maintenance
Road corridor (Public Road), Service Lane or Access Way	Local District Council NZTA	Corridor Access Request	Corridor Access Request
Council Reserve	District Council	Easement required	Notification
Railway	KiwiRail	Deed of grant and permit to enter	Notification and permit to enter
Transmission Line	Transpower	Consent	Not required
Waterway	Regional Council	Consent	Notification
Conservation Land	Dept of Conservation	Concession / Permit	Notification

For a new (or changes to) overhead line crossing under a transmission line owned by Transpower, Northpower is required to complete an engineering assessment (with drawings and design details) to confirm that clearances comply with NZECP 34 Electrical Safe Distances. A request along with the assessment is to be forwarded to the Transpower customer solutions team [Customer.Solutions@transpower.co.nz](mailto:Customer.Solutions@transpower.co.nz) to complete a verification and provide consent.

### 6.4 Archaeological Sites

The *Heritage New Zealand Pouhere Taonga Act 2014* states an archaeological site as:

- (a) any place in New Zealand, including any building or structure (or part of a building or structure), that—
  - (i) was associated with human activity that occurred before 1900 or is the site of the wreck of any vessel where the wreck occurred before 1900; and
  - (ii) provides or may provide, through investigation by archaeological methods, evidence relating to the history of New Zealand; and
- (b) includes a site for which a declaration is made under section 43(1).



Heritage New Zealand Pouhere Taonga provides states a variety of archaeological sites in New Zealand, including:

- Māori pa sites
- Remains of cultivation areas and gardens
- Middens
- Rock art sites
- Shipwrecks

Heritage New Zealand Pouhere Taonga's also provides a 'Search the List' tool for identifying existing archaeological sites. However, the list should not be treated as exhaustive but could provide any 'red flags' in the general area and may not include any newly discovered archaeological sites.

Any work proposed in an archaeological site will first require an application to and consent from Heritage New Zealand Pouhere Taonga see website [www.heritage.org.nz](http://www.heritage.org.nz).

**Note:** The Network Environmental Lead has login access to "Archsite" which can provide an environmental assessment and local iwi consultation before work commences.

Refer to Northpower's Iwi engagement framework and discuss with Kaitakawaenga / Iwi Relationship Lead. *Archaeological and Accidental Discovery Procedure if any discoveries are made during works.*

## 6.5 Biosecurity

Persons entering properties on behalf of Northpower need to be aware of any biosecurity issues that may be present. Instructions issued by biosecurity agencies, or the landowner must be followed to ensure that diseases or plant and animal pests are not spread.

Refer to the following Northpower group document:

- Biosecurity Management Procedure

## 6.6 Lines acquired from Transpower

Northpower owns transmission lines that have been transferred from Transpower ownership.

- The Kensington to Maungatapere 110 kV transmission line and Dargaville to Maungatapere 50 kV subtransmission A line is protected by the *Electricity Act 1992* and the general requirements for land access notifications in section 5 of this standard apply.
- The Dargaville to Maungatapere 50 kV subtransmission B line is protected by various electricity easements where the line crosses private land. These have different terms to Northpower's standard easement terms. Some of the easements require the asset owner to comply with the "Code of Practice for Entry into Private Land".



## 7.0 Land Access Principles & Practices

### 7.1 Overarching principles

Those accessing land must comply with our legal requirements and apply these overarching principles:

- Ensure our land entry notification requirements have been met.
- Show respect to landowners at all times.
- Minimise inconvenience to landowners/occupiers where practicable and reasonable.
- Leave gates as they are found.
- Avoid accessing areas identified by the owner wherever possible.
- Avoid disturbing livestock wherever practicable.
- Avoid and minimise any damage to land/property. Where damage does occur, ensure the works Project Manager is advised as soon as possible, they will contact the landowner and work with the landowner so that remediation/repair/compensation can be organised as appropriate.
- Where works will impact land/property, discuss and agree on remediation/final state of land/property upfront with the landowner, record these agreed details in the Land Entry Notification Letter section which describes the work and remediation.
- Act professionally and safely, including driving safely.
- Operate and maintain all works safely, and any machinery or plant kept temporarily on private land will be left in a safe condition.
- Ensure that no litter or rubbish is left on the land.

These principles are in addition to all other relevant safe works practices and expectations. Further detail is provided on some specific items below.

### 7.2 Identification

All Northpower team members, Contractors, agents, etc., who go on to private land will carry identification and will show this to the landowner or occupier on request. For people who operate or work on the Northpower network, this identification will be in the form of a uniquely numbered ID card.

All vehicles used to enter private land will carry identifiable logos.

### 7.3 Supervision of Work

All work is to be under the control of a Project Manager, who will:

- supervise/engage suitably qualified representatives to supervise the execution of the works on Northpower's behalf, and
- maintain contact with the landowners and occupiers along the route of the line.



## 7.4 Damage, Reinstatement and Compensation

During the process of construction and maintenance of any new or existing lines, we will endeavour to minimise, as far as possible, any disturbance to stock and wildlife and damage to crops, pasture, vegetation, land improvements, water supply and land. As reasonably practicable, we will repair any such damage or disturbance. Where such damage cannot be repaired, we will compensate the landowner or occupier, as appropriate.

## 7.5 Straying Livestock

After consultation with the landowner or occupier, we will take all necessary precautions to prevent livestock straying. If straying is clearly due to any negligent act or omission on our part, then we will compensate the owner of such livestock for all loss or damage arising from the loss of, injury to or death of the livestock. In default of agreement, the compensation payable, if any, shall be determined as specified in s57 of the *Electricity Act 1992*.

## 8.0 Landowner complaints or disputes about access

If any landowner or occupier is unhappy about the access onto their property and raises a complaint (whether verbally or in writing); this should be immediately reported to the *Customer Care Team*, who will liaise with the landowner or occupier to resolve their complaint. Where relevant, this may include managing any escalations to the Utility Disputes resolution service (UDL) or the Environment Court, as appropriate.

Refer to the network's Customer Care Team for further details.

## 9.0 Document Review History

Version Number	Date	Revision Notes (reason for change)
1.0	10/02/2022	Updated content and moved into new standard document format. Replaces previous <i>ENS 02.01.155 Land Entry Procedure</i> . Updates also made to the <i>Land Entry Notification Letters</i> and created a new <i>Emergency Works</i> letter.
2.0	24/07/2023	Scheduled review cycle. No changes
3.0	30/09/2025	Clarification required around testing and notification to testing metres.

