

**Rebecca Ghent**

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**From:** Tom Penrose [penrose@ihug.co.nz]  
**Sent:** Monday, 28 February 2000 13:28  
**To:** electricityinquiry@ioc.govt.nz  
**Subject:** TransAlta Overhead Line Supply

In 1999 I asked TransAlta Customer Services Office at Lower Hutt to clear tree branches entangled in their electricity supply pole insulators situated in my street on a public grass berm. Their electricity supply pole insulators and overhead line feeding my house were in danger of breaking owing to a neighbour's large gum tree overhanging their public street frontage boundary and encroaching into the electricity pole insulators and wires. I was bluntly advised that I should speak to my neighbour and ask him to have the offending branches trimmed and that it was not a TransAlta problem. I argued that I paid TransAlta for electricity supply and that as it was not my tree involved it was their responsibility to rectify the problem by either removing the encroaching branches or directing my neighbour to do so. The matter to date remains unresolved as TransAlta have refused to assist.

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