



Shared learning

19 January 2026

Vehicle vs Power Pole

1. What happened?

A vehicle collision with a power pole triggered a multi-party emergency response involving Contact Operations, Line Companies. Our team demonstrated excellent safety practices, rapid decision-making, and strong collaboration under pressure. The KMI Generation was safely shut down within minutes, and all three lines were systematically de-energised, earthed, and progressively restored as safety allowed.

While the incident was managed successfully, it revealed valuable opportunities to strengthen our emergency response capabilities. Key themes include the need for better asset identification, expanded access to critical infrastructure, and formalised coordination protocols with partner organisations.

