

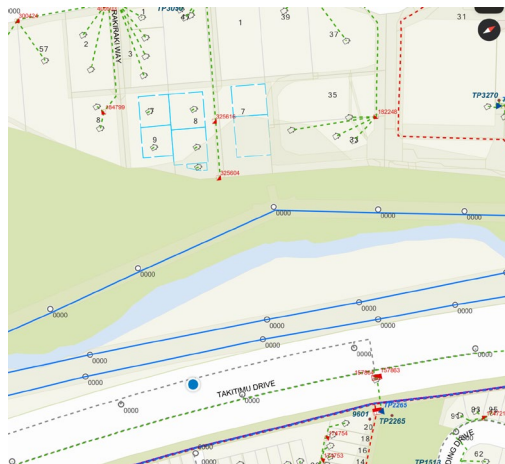


## Vehicle vs Power Pole

### 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.



### 2. What did we learn?

- Strong relationships, teamwork and communication enabled fast, confident decision-making.
- Safety systems (earthing, Working Alone checks, controlled access) worked effectively.
- Established relationships with Lines Companies supported smooth coordination.
- Identified systemic gaps: asset identification challenges between lines companies, limited substation access, and dependence on key individuals.
- We need to continue to implement and improve pole signage following the changes from the acquisition.
- We will investigate establishing mutual contractual agreements for line faults with other companies in our regions.
- Establishing conduits with the first responders is important for the recovery phase of the response (removal of vehicles etc.). Following any incident phone #105 to establish link.

We would like to share learnings and industry alerts on our Sharepoint page so please email your completed form to [Healthandsafety@contactenergy.co.nz](mailto:Healthandsafety@contactenergy.co.nz)