

# Property poles and privately owned powerlines



positive energy

## Do you have a property pole on your property?

A property pole is a pole within your property's boundary that supports the overhead powerlines to your home or other buildings on your property. The poles are usually made of timber, concrete, or steel and were initially installed on behalf of the home or property owner. To help ensure safety and reliability of electricity supply, it is important that property owners regularly maintain and check property poles.

Property poles and the powerlines leading from them to the buildings on your property are generally owned by the home or property owner. Their ongoing maintenance and repair are the responsibility of the home or property owner.

Any poles owned by Energex can be identified through an Energex pole number, which is located generally 2-3 metres above the ground on the side of Energex poles.

## For tenants – do you rent a property pole on your property?

It is important you read this brochure and notify the property owner or your rental agent immediately if you think a property pole or powerline on the property you are renting requires maintenance or repair. If the property owner or your rental agent does not take prompt action to ensure the pole or powerline is restored to a serviceable condition, please contact Energex on 13 12 53, Monday to Friday 8am to 5:30pm.

## Pole maintenance

For safety and reliability of electricity supply, it is important to maintain property poles. For safety reasons and to help ensure reliability of electricity supply, it is important to regularly check and maintain property poles. This is generally the responsibility of the property owner.

Over time, the base of the pole can deteriorate through decay, termite damage or rust. If this occurs it can weaken the pole resulting in the pole leaning or falling over, potentially causing injury to people or damage to surrounding property.

A fallen pole may also bring down the powerline supplying electricity to your home. This is not only dangerous, as fallen powerlines can kill, but will also interrupt the electricity supply to your home until the pole can be replaced by your contractor.

## Checking your pole

How to check a property pole, what to look for and what to do:

- Regularly inspect around the base of the pole to make sure there is no decay, sign of termites, rust or other damage.
- If your pole has a cross arm (a structure attached near the top of the pole that supports the powerline), look at it from the ground and check that it appears to be in good condition.
- If you suspect the pole has rust or decay at its base, or are concerned about the cross arm or the general condition and/or safety of the pole, contact a qualified person\* and have them check the pole and repair it if necessary. Do not rely on your judgement as to the safety of the pole. If you have any doubts, contact a qualified person\* and obtain their professional advice.
- In addition to the above, have the pole inspected by a qualified person\* at least every five years.

\*Contact your local licensed electrical contractor, or search the Yellow Pages under 'Poles-Lighting & Power'. You can contact the contractor of your choice. All arrangements are then between you and the contractor.



# Property poles and privately owned powerlines

## Always stay a safe distance away from powerlines

When checking a property pole, the cross arm supporting the powerline, or the powerline itself, always check from the ground and maintain a safe distance from any powerlines. Do not climb the pole.

## Fallen powerlines can kill

If a powerline from the property pole to a building on your property falls to the ground, stay well clear. Fallen powerlines can kill. Contact Energex on 13 19 62 to make the area safe and then a qualified electrical contractor to repair the powerline.

## Look up and live

Be aware of the location of any powerlines on or near your property. Whenever you are carrying long objects (especially metal), watch out for powerlines running overhead. Also, take care when you are cleaning gutters or working near the electrical connection point to a building or other structure.

## Never trim trees yourself that have grown too close to powerlines

Trees growing into or near powerlines are dangerous. They can bring down powerlines or interrupt your electricity supply. Generally, the clearing of trees away from privately owned powerlines is the responsibility of the home or property owner. However, never trim trees yourself that have grown close to powerlines. Always contact a specialised tree trimmer in your area who has expertise in trimming around powerlines. For a list of possible contractors, check in the Yellow Pages under 'Tree felling and/or stump removal'.

Remember: Property poles are your responsibility. Regularly check them and have a qualified contractor carry out any required repairs to help ensure reliability of electricity supply and safety around your property.

## Contact Energex

To report loss of supply:

- 13 62 62

For electricity emergencies:

- 13 19 62

For general enquiries:

- [energex.com.au](http://energex.com.au)
- [custserve@energex.com.au](mailto:custserve@energex.com.au)
- 13 12 53 (8am to 5:30pm, Monday to Friday)
- Telephone interpreter service 13 14 50

 Follow us on [twitter.com/energex](https://twitter.com/energex)  
 Like us on [facebook.com/energex](https://facebook.com/energex)



This brochure is not an exhaustive list of all safety matters that need to be considered. While care is taken in the preparation of this material, Energex does not guarantee the accuracy and completeness of the information. Energex will not be responsible for any loss, damage or costs incurred as a result of any errors, omissions or misrepresentations in relation to the material in this document or for any possible actions ensuing from information contained in the document.

© Energex Limited 2012

® Energex and Energex Positive Energy are registered trade marks of Energex Limited

Energex Limited ABN 40 078 849 055  
GPO Box 1461, Brisbane QLD 4001

