

**Electricity Distribution Information Disclosure Determination 2012, section 2.4.15
 Prescribed Terms and Conditions of Modified Non-Standard Prescribed Contracts
 Vector for the Disclosure Year ending 31 March 2024**

Modified non-standard Agreement

Prescribed term (c)iv
 Specify, determine, or provide for the determination of the EDB's obligations and responsibilities (if any) to consumers in the event that the supply of electricity lines services to consumers is interrupted.

Clause 6
 Vector's Right to Interrupt Supply

6.1 Notwithstanding clause 3.1, but subject to the Performance Standards, Vector may interrupt the conveyance of electricity to the Point of Connection:

- (a) to enable Vector to inspect or effect alterations, maintenance, repairs or additions to any part of the Distribution Network;
- (b) to avoid danger to persons or property, or to avoid interference with the regulatory of efficiency of the conveyance of electricity to the Point of Connection;
- (c) to preserve and protect the proper working and safety of the Distribution Network or any other distribution network through which electricity is supplied to the Distribution Network;
- (d) where Vector reasonably anticipates that due to circumstances outside of its reasonable control, the supply of electricity or any capacity to any Point of Connection is or will be reduced, impaired or interrupted;
- (e) for any other purpose which, in Vector's reasonable opinion, requires the interruption or reduction in the conveyance of electricity;
- (f) if the supply of electricity to the Grid Exit Point is, or will be, reduced, impaired or interrupted;
- (g) to allocate electricity where there is insufficient electricity to fully satisfy the demands of all customers whose premises are connected to the Distribution Network;
- (h) upon instructions from any Transmission Service Provider or any central or local government or statutory authority, or as a result of an action by any Transmission Service Provider under any agreement between Vector and that Transmission Service Provider;
- (i) to comply with the Code or any other legislative requirements; or
- (j) in response to an event of Force Majeure,

and, wherever possible, Vector shall use reasonable endeavors to provide the customer with as much advance warning of such interruption as is practicable in the circumstances. Where such prior notice is not possible, Vector will notify the Customer of such interruption as soon as practicable after the interruption has commenced.

Schedule 1:5(i)
 Planned Maintenance: Where Vector plan to undertake maintenance on the Distribution Network that requires an interruption to the supply of electricity to any Point of Connection, Vector will notify the customer either directly or via the Customer's Retailer in writing to that effect, so that the Customer will receive 10 working days' notice prior to the interruption.

Schedule 1:5(i)

	<p>Restoration Times: In the event of an unexpected interruption to the supply of electricity Vector plans its resources in order to restore supply to most customers within 3 hours; however events outside Vectors control may influence this timeframe and Vector accepts no liability for failure to restore supply within such time frame. For instance, heavy traffic, multiple concurrent outages due, typically to inclement weather conditions, outages on networks not owned by Vector which affect Vector network or outages on remote areas of the network or emergency services preventing access, may mean that Vector is unable to restore supply in this period. Where restoration takes over 3 hours Vector will provide the Customer with a written explanation for the extended restoration time if requested by the Customer.</p>
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