



Customer Charter*



1. Who we are

Vector is the largest distributor of electricity in New Zealand, managing a rapidly expanding energy distribution network across the Auckland region. The Vector network area is centred on the Auckland isthmus, supplying over 600,000 Installation Control Points (ICP) between Mangawhai Heads in the north and Papakura in the south, including Waiheke Island in the Hauraki Gulf. Our network is the largest of the electricity distribution businesses in New Zealand in terms of connected customers, peak demand and energy consumption. We are part of a larger corporate group including gas distribution, fibre, and metering.

2. What we do

As an electricity distribution business (EDB) Vector is responsible for transporting power (received from the national grid) to most of the homes and businesses across the Auckland region. Our responsibilities include maintaining the safety and reliability of the network, connecting new customers, and upgrading the network to meet the growing needs of the community. This will include dealing with unplanned and planned outages. Unplanned power outages can be caused by cars hitting our power poles, birds/helium balloons flying into power lines or bad weather causing tree branches to touch our overhead lines; planned outages are scheduled so we can complete maintenance or improvements on our network.

Vector has a strong record of health, safety and environmental leadership, and a focus on creating a diverse and inclusive workplace. We are taking a lead in how the energy industry manages the risks inherent in working and living around electricity. We have stopped live line work where possible and will shut off power when notified of low hanging or downed power lines. For more safety information around our network click [here](#).

3. Our relationship with you

While Vector is responsible for connecting new consumers to the network, maintaining supply to consumers and, in particular, restoring supply after interruptions, we do not contract directly with end users. The only exception is a handful of commercial and industrial consumers that have dedicated capacity or non-standard supplies. Vector has default distributor agreements (DDA) with energy retailers. The retailer contracts with the consumer and bundles all the associated generation, transmission, distribution, retail and government levies together, which are then repackaged and on-sold, potentially with other utility services, via a retail offering. Vector's relationship with the end user is known as interposed.

*Customer charter means a document that describes an EDB's relationship with its consumers, including, for example, what consumers can expect from the EDB in its supply of electricity distribution services

Auckland is New Zealand's largest urban centre making up approximately 33% percent of NZ population. The region is the economic powerhouse of the country providing 38% of the nation's annual gross domestic product (GDP). We deeply understand the criticality of the electricity network to the lives of Aucklanders and the prosperity of New Zealand. For us to be able to build, operate and maintain a modern, reliable, and affordable network that can support New Zealand's energy transition and decarbonisation goals, we must first understand the needs, values and expectations of the people who ultimately use and rely on electricity. It is for this reason that we do not simply focus on the few entities that contract with us. We instead look to the 1.7m people in the Auckland region supplied across ~600,000 connection points, all of whom we consider a 'customer'.

4. Our service levels

Providing a reliable and efficient network is important to us, so we've made a commitment to service standards to customers on our network. Our service levels measure our performance to ensure we are delivering for our customers and stakeholders. They are set out in detail in Chapter 3 of our [Asset Management Plan \(AMP\)](#) and on our website [here](#) for residential and [here](#) for business customers.

Our service standards cover:

- The time we take to restore power
- The number of interruptions they may experience
- The power quality you can expect
- The compensation schemes in place

5. Our position on climate change

Despite the challenges of climate change today, our integrated Group strategy we call Symphony is preparing us to seize the opportunities of a decarbonised future. Symphony aims to transform the traditional one-way energy chain into an intelligent, multi-directional energy system that gives the customer more choice and control. For more information see our latest Task Force on Climate-related Financial Disclosures (TCFD) report which can be found [here](#).

6. Getting in touch is easy

[Report an outage](#)

No network is immune to unexpected interruptions, so we've made it easy to get in touch. The fastest and easiest way to report outages is online [here](#). You can also check your address for existing outages and register to receive updates.

General enquiry, comments or suggestions?

We'd love to hear from you. Our general enquiries line is: 0508 VECTOR (0508 832 867). You can get in touch with us between 7am and 6pm, Monday to Friday or email us: info@vector.co.nz

Your customer experience is important to us

We are committed to providing a reliable and efficient network by resolving issues quickly and to everyone's satisfaction. The process we follow is outlined in our [dispute resolution process](#) so you can see the steps we take to reach an outcome.

Privacy and confidentiality

At Vector, we hold your privacy in high regard. Our privacy policy which clarifies our approach to managing your personal information, is readily accessible on our website <https://www.vector.co.nz/privacy-policy>.