

# SERVICE STANDARDS RESIDENTIAL ELECTRICITY CONSUMERS

Providing a reliable and efficient power supply is important to us, so we've made a service standards commitment with your retailer\*.

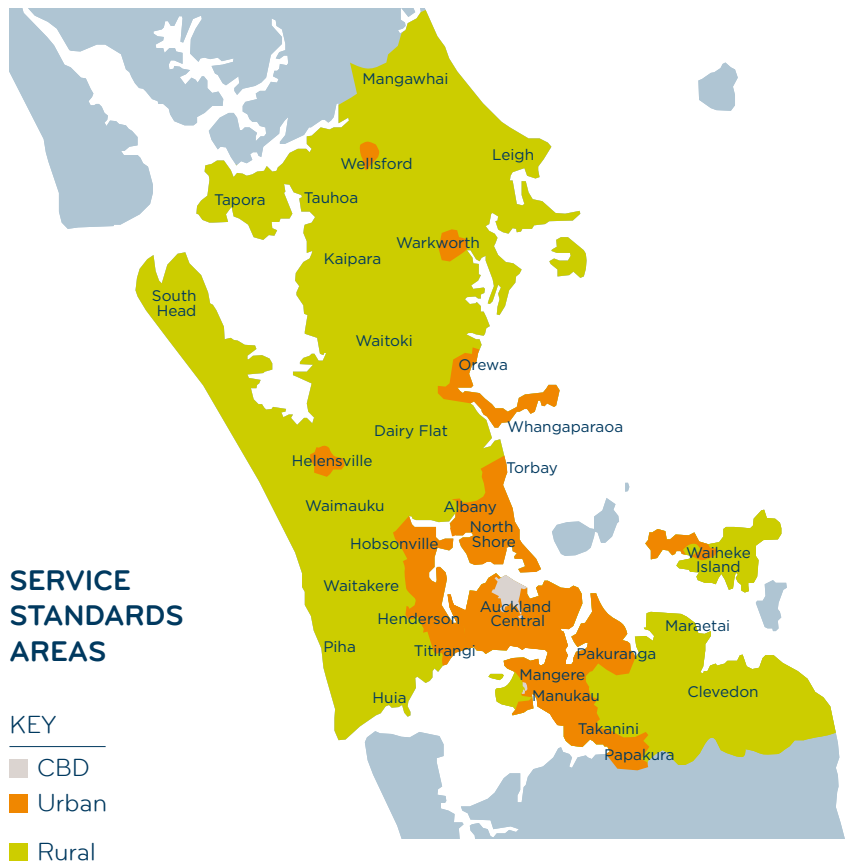
## OUR SERVICE STANDARDS COVER

- The time we take to restore power
- The number of interruptions you may experience
- The power quality you can expect

Service standards are different for CBD, rural and urban areas. This is because rural networks are more exposed to factors largely outside our control, such as severe weather, and can take longer to reach and be harder to access.

## NOT SURE IF YOU ARE IN A CBD, RURAL OR URBAN AREA?

Call us on 0508 VECTOR (0508 832 867) or email [info@vector.co.nz](mailto:info@vector.co.nz) to find out.



Call us to report an outage – 0508 VECTOR (0508 832 867) 24 hours, 7 days.

You can then follow outage information and updates on our website [vector.co.nz/outages](http://vector.co.nz/outages)

\*You receive our services from your retailer. If there is any inconsistency between this summary and Vector's agreement with your retailer, Vector's agreement with your retailer prevails.

## TIME TO RESTORE POWER

**Unexpected interruptions to your power supply can happen and when they do, we know how important it is to get the power back on.**

Once we learn of an outage on our network, we endeavour to restore the power supply as quickly as possible. If we don't restore your power within the timeframes outlined below, we've agreed with your retailer to pay you \$50\*. That's equivalent to approximately one month's line charges for the average household. The timeframes are:

- 2 hours in the CBD
- 2.5 hours in urban areas
- 4.5 hours in rural areas

To make a \$50 claim, you must call us to request it within six months of the eligible power outage on 0508 VECTOR (0508 832 867).

\*Please note: This payment only applies to faults on our network (not on your service lines) and does not apply to faults caused during storms and/or other events outside our control (e.g. National Grid outages, where Vector is prevented from making repairs by emergency services etc.). If we have a direct contract with you, those terms will apply instead of this payment.

## NUMBER OF INTERRUPTIONS

**We strive to minimise interruptions and currently average around one fault per consumer, per year. However, the number of interruptions each consumer experiences may vary widely. This is usually related to your location and rural consumers can expect more outages because the network is exposed to more interference from weather and trees.**

We expect the number of interruptions, longer than 1 minute, that a consumer experiences per year should not exceed:

- 4 in the CBD and urban areas
- 10 in rural areas

We expect most consumers will experience the lower end of each range. During the process of fixing a fault on our network the power may trip on and off more than once, and we count this as a single interruption.

## POWER QUALITY

**We provide a nominal voltage of 230 volts  $\pm$  6% for single phase and 400 volts  $\pm$  6% for three phase at your point of supply, except for momentary fluctuations as allowed by the Electricity (Safety) Regulations 2010.**

All electricity networks are subject to power disturbances. At Vector, we are continually improving our network to reduce these disturbances where possible but it's impossible to guarantee a power supply free from voltage sags, spikes and surges.

Fluctuations – usually experienced as momentary light flickering or dimming – are often caused by tree branches hitting overhead lines, faults on another supply line or the use of heavy industrial equipment in your area. Short term dips, sags, and spikes are not a power interruption. They are typical of all electricity networks and most household appliances are designed to handle these fluctuations.

If you have sensitive equipment such as computers or stereos, you should contact an electronics store to discuss surge protection options. Longer term low voltage periods can damage household equipment so we recommend you turn off appliances until normal voltage is restored. You are responsible for arranging insurance cover to protect yourself for any damage or loss you may suffer due to any deficiency in, or failure or interruption of, your power supply.

### **We've got you covered with three free call outs every year.**

We provide three free non-network call outs per year to all residential electricity consumers. This means if you call us to report an outage and it's found to be on your lines or equipment, we won't charge you for the call out. We'll make sure the line is safe and you'll need to arrange an electrician to make repairs. After three non-network call outs within a year, a call out charge may apply.

### **Get in touch with us to report an outage**

No network is immune to unexpected interruptions so we've made it easy to get in touch. Call us free on 0508 VECTOR (0508 832 867) 24 hours, 7 days to report an outage. You can then follow outage information and updates on our website [vector.co.nz/outages](http://vector.co.nz/outages)

### **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](mailto:info@vector.co.nz)