

# service standards residential electricity customers

Providing a reliable and efficient power supply is important to us, so we've made the following service standards commitment to you.\*

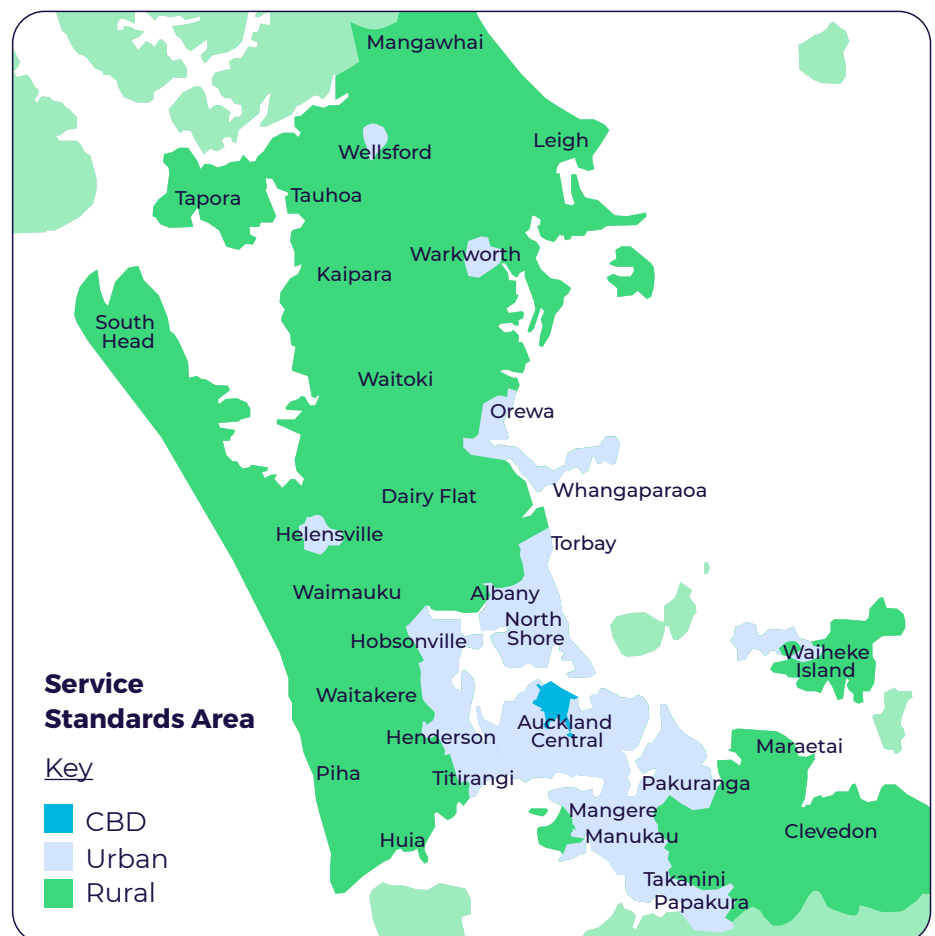
## our service standards cover

- 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.



## the easiest and fastest way to report outages is online at [vector.co.nz/outages](https://vector.co.nz/outages)

You can also check your address for existing outages and register to receive updates. Alternatively you can call us on **0508 VECTOR** (0508 832 867).

\*These service standards apply subject to the terms and conditions contained in this document. If we have a direct contract in writing with you, those terms will apply instead of these service standards.

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## 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 unplanned outage on our network, we endeavour to restore the power supply as quickly as reasonably practicable. If we don't restore your power within the timeframes outlined below, we commit to pay you \$50 if you ask us to do so. That's equivalent to almost 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 contact us to request the payment within six months of the eligible power outage either by phone on 0508 VECTOR (0508 832 867) or by email to [info@vector.co.nz](mailto:info@vector.co.nz)

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## number of interruptions

**We strive to minimise interruptions and currently average around one fault per customer, per year. However, the number of interruptions each customer experiences may vary widely. This is usually related to your location and rural customers 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 customer experiences per year should not exceed:

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

We expect most customers 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.

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## 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 connection, 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.

### 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 at [vector.co.nz/outages](http://vector.co.nz/outages). 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](mailto:info@vector.co.nz)

## terms and conditions

- 1. The service standard in respect of the time to restore power does not apply to, and Vector Limited (we, us or our) does not need to make any payment in connection with, a failure to meet any timeframe:**
  - a) if there is substantial third party or weather-related damage to our network (e.g. affecting 3 or more poles on a line);
  - b) where an unplanned service interruption is caused by Transpower New Zealand Limited, the owner of New Zealand's high voltage transmission network;
  - c) where an unplanned service interruption is caused by the System Operator (as defined in the Electricity Industry Act 2010);
  - d) where we (or our contractors) are prevented from making repairs (e.g. by police at an accident scene);
  - e) where the unplanned service interruption occurs during any period that we reasonably determine has met the Commerce Commission guidelines for a major event (however described);
  - f) where you (or a person you are responsible for) took any action which does not comply with our Network Connection Standards (available on our website);
  - g) where notice of our having not met this service standards has not been given to us by you, as contemplated in this document, within six months of the qualifying event.
- 2. These service standards do not apply during a force majeure event, which will be deemed to occur if we fail to meet a service standard (or service standards) and:**
  - a) such failure is caused by:
    - i. any event or circumstance occasioned by, or in consequence of, any natural disaster, being an event or circumstance:
      - A. due to natural causes, directly or indirectly and exclusively without human intervention; and
      - B. that could not have reasonably been foreseen or, if foreseen, could not reasonably have been resisted;
    - ii. strikes, lockouts, other industrial disturbances, acts of public enemy, wars, terrorism, blockades, insurrections, riots, epidemics, aircraft or civil disturbances;
    - iii. the binding order or requirement of any court, any government, any local authority, the Rulings Panel, the Electricity Authority, or the System Operator (in each case, as defined in the Electricity Industry Act 2010), which we could not reasonably have avoided;
    - iv. the partial or entire failure of supply or availability of electricity to our network; or
    - v. any other event or circumstance beyond our control; and
  - b) the failure did not occur because we failed to act in accordance with good electricity industry practice.
- 3. These service standards relate to faults or failures in respect of our network and not on any lines or other equipment which are not owned by us (such as customer's service lines).**
- 4. The commitments made in these service standards are voluntary commitments made by us and may be varied, replaced or withdrawn by us at any time without notice by updating our website with a varied or replacement document, or by removing this document from our website.**
- 5. The commitments made in these service standards are made to residential customers on our electricity network, and not to any electricity retailer. Nothing in these service standards shall in any way affect the relationship of any electricity retailer with us or any agreement between us and any electricity retailer or any other person.**