

# Welcome to Vector

For electricity faults call  
**0508 VECTOR** (0508 832 867) 24 hours, 7 days.  
General Enquiries 09 303 0626.

**Vector Limited** 101 Carlton Gore Road,  
PO Box 99882, Newmarket, Auckland.  
[www.vectorelectricity.co.nz](http://www.vectorelectricity.co.nz)

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**Vector**  
electricity network



# Delivering electricity to your business

Vector is the electricity lines company that delivers power to your business. We are responsible for the design, development, operation and maintenance of the electricity network that delivers power to Auckland, Manukau and parts of the Papakura District. Vector is owned by the Auckland Energy Consumer Trust.

As a business customer, we recognise that electricity is the backbone of your business. It fuels the equipment and computers that you depend on every day. That's why our goal is to provide you with a reliable, safe and secure supply of electricity. We also aim to deliver the most cost effective network solution for the greatest number of our customers – that means balancing good power quality, reliability and value for money. Our network is amongst the most reliable in New Zealand.

This brochure outlines the main things you need to know about Vector and the services we provide. Have a look through it, then file it somewhere safe in case you need to refer to it in the future.

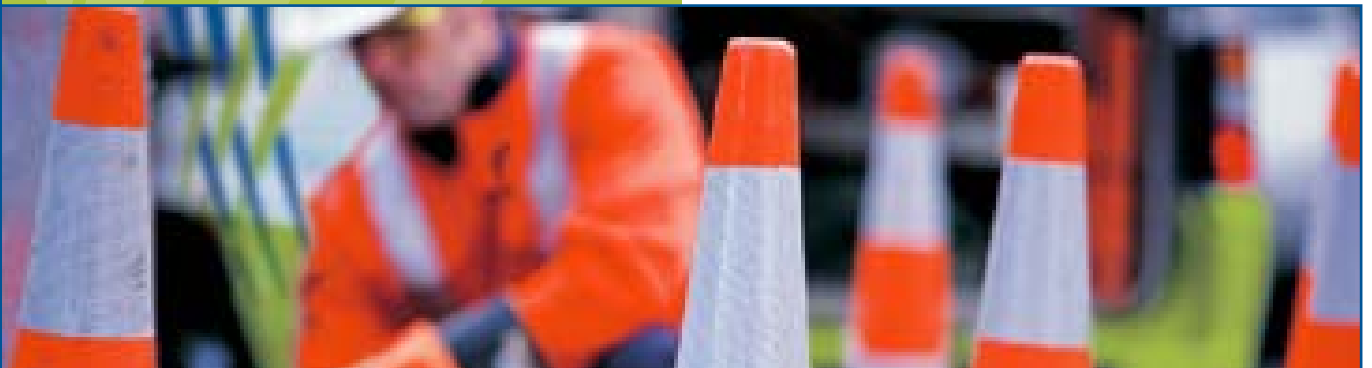
## Our contract with you

As a Vector customer your business has a contract with us, which is detailed in our Standard Terms and Conditions brochure. You also have a contract with your chosen electricity retailer. You can change your electricity retailer at any time, but your contract with Vector remains the same.

## The Vector Promise

We have made a service commitment to our business customers in the form of the Vector Promise.

The level of service we're able to provide depends on where your business is located. Businesses in city or urban areas have fewer faults on average, and they're usually of shorter duration than those in rural areas. This is due to the length and exposure of the rural overhead lines and a number of factors that are largely outside our control – severe weather conditions, bird strikes, car vs pole accidents and other environmental factors.





# The Vector Promise, at a glance

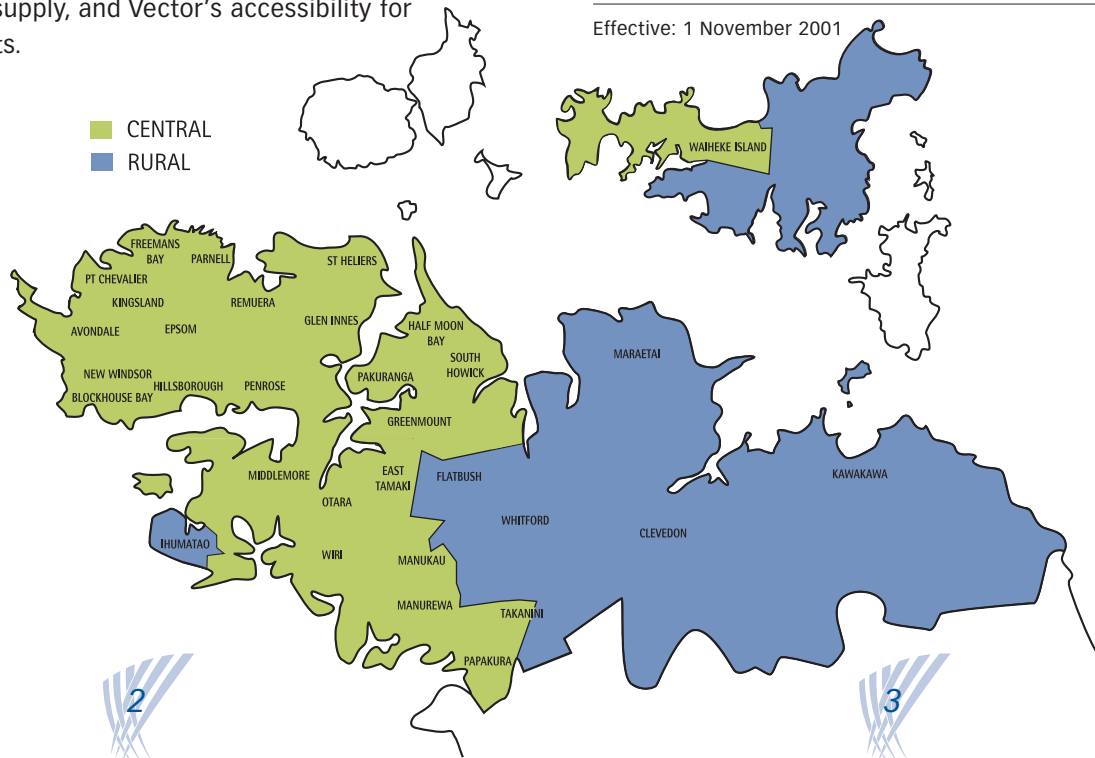
With this in mind, our network naturally divides into two service areas, each with its own service standards – Central and Rural. The map below indicates those service areas.

The service standards and performance you can expect from us are outlined opposite. Our Vector Promise is based on a number of criteria – the time we take to restore your power, the number of interruptions you may experience, the quality of power we supply, and Vector’s accessibility for reporting faults.

## Service Levels

	Central	Rural
Time to Restore Power	From 0 – 2.5 hours	From 0 – 3 hours
Number of Interruptions	From 0 – 4 per annum	From 0 – 14 per annum
Power Quality – Sags (to less than 80% of nominal voltage)	From 0 – 30 per annum	From 0 – 40 per annum
Voltage 230 Volts ± 6%	✓	✓
Frequency 50Hz ± 0.75Hz	✓	✓
Free Faults Line <b>0508 VECTOR</b> (0508 832 867)	24 hours, 7 days	24 hours, 7 days

Effective: 1 November 2001





### **Time to restore power**

Unexpected interruptions to your power supply can happen. When they do occur we know it's important to restore power to your business quickly.

After learning of an unplanned outage on our network, we promise to restore your power within the times specified on page 3. And we'll pay you \$200 if we can't. That's equivalent to approximately two months free line rental for the average small business. To claim a Vector Promise payment, please call us on 09 303 0626.

*(Please note that this specific Vector Promise doesn't apply to faults caused by extreme storms or extreme events outside our control. In such situations we'll restore power as quickly as possible.)*

### **Number of interruptions**

We strive to minimise interruptions and currently average less than one fault per customer, per year. However, the number of interruptions each customer experiences may vary widely. For example, while we're fixing a fault on our network, your power may trip on and off more than once. If you receive more unplanned outages than indicated in the table on page 3, please call 09 303 0626 and let us know. We'll identify the problem and work towards possible solutions.

### **Power Quality – Sags**

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 or spikes. A sag is a momentary decrease in voltage below the normal tolerance, which can result from faults occurring

elsewhere on the network, or disturbances originating from premises or equipment near your business. These events can cause ripples through the network and are most commonly noticed by lights dimming for a short period.

The Vector Promise includes the maximum number of 'sags per annum' you may experience. If you have equipment that can't tolerate the level of sags indicated in the table on page 3, please give us a call on 09 303 0626. You can protect your equipment with relatively inexpensive solutions such as a UPS (Uninterruptible Power Supply).

If you believe your company is experiencing sags in excess of the maximum promised in this brochure, please call us on 09 303 0626.

We'll investigate the frequency and level of sags, and where appropriate develop a solution.

### **Voltage & frequency**

Vector provides a nominal voltage of 230 Volts  $\pm$  6% at your point of supply and a frequency of 50Hz  $\pm$  0.75Hz.

### **Free Faults line and general enquiries line**

As part of the Vector Promise, we've made ourselves accessible around the clock for reporting faults on **0508 VECTOR** (0508 832 867), and between 7am and 6pm Monday to Friday for general enquiries on 09 303 0626.





## Line charges for our business customers

Your electricity retailer bills you for our line charges on our behalf. This avoids the additional expense of both Vector and your retailer establishing a billing system, and the need for you to make two separate payments.

Our line charges cover the cost of transporting electricity from where it is generated through the network to your business; ongoing upgrades of the network; and for the regular maintenance required to meet our own service standards.

Business line charges are made up of a fixed charge per day and a variable component. Together these charges represent the cost of being connected to the network and your use of the network. As a Business customer, the following charges apply according to your connection capacity.

Connection capacity	Price (before prompt payment discount)	Net Price (after prompt payment discount)
<b>0 – 14 kVA</b>		
Fixed Charge (cents/day)	19.50	17.55
Variable Charge <sup>†</sup> (cents/kWh)	5.50	4.95
<b>14 – 70 kVA</b>		
Fixed Charge (cents/day)	55.00	49.50
Variable Charge <sup>†</sup> (cents/kWh)	5.50	4.65

Effective: 1 April 2002

<sup>†</sup>The Variable Charge includes transmission – Transpower charges for the National Grid.

1. This Business price schedule applies to all commercial customers with a capacity less than 70 kVA. This schedule also applies to residential customers with a connection capacity greater than 60 Amp three phase. Commercial customers with a capacity of 70 kVA or greater are classified as Commercial and Industrial customers, and are charged according to our Commercial and Industrial price schedule. All charges are exclusive of GST. Vector may vary its charges from time to time.
2. The charges listed in the pricing table do not include energy charges for the electricity you use, as they are the responsibility of the electricity retailer supplying electricity.
3. Details of charges for services outside this schedule are available on request.



## Metering

Vector is not responsible for providing metering. You can choose to have an independent metering company or your electricity retailer provide metering for your electricity. For more information on independent metering services, please call us on 09 303 0626.

## For further information

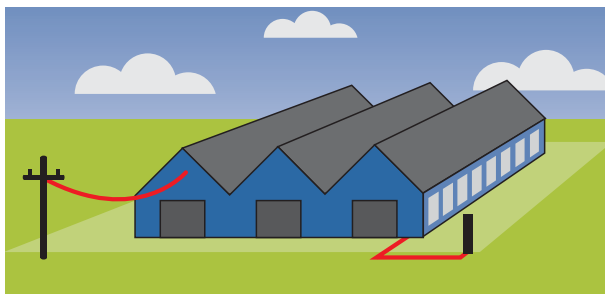
If you would like to discuss how these line charges are applied to your bill, please contact your electricity retailer.



## Other services

Vector offers a range of services to maintain or repair your electricity lines. YOUR electricity lines? Yes, the lines and electrical equipment on your property that connect your business to Vector's lines are actually your responsibility.

### Where does your responsibility lie?



*The red line shows your responsibility.*

Services available include:

- Service line maintenance and repair work including retensioning, removing foreign objects e.g. kites, sleeving – up to 10 metres and replacing defective hardware
- Tree trimming
- Relocating service poles
- Replacing rotten service poles on your property
- Location of your underground service cable, call **0508 B4U DIG** (0508 248 344)
- Repairs to your underground service cable
- Supply and installation of a new underground service cable

These services may incur a nominal cost. For further information or a quote, please call 09 303 0626.

# We're here to help

Please call us if you have a fault, need technical information regarding your power supply, or want to make a Vector Promise claim.

## General enquiries and Vector Promise claims

Call us on **09 303 0626**

Monday to Friday, 7am to 6pm

## Faults

Please call **0508 VECTOR** (0508 832 867)

24 hours a day, seven days a week

## Website

[www.vectorelectricity.co.nz](http://www.vectorelectricity.co.nz)

## Address

### Vector Limited

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