

Welcome to Vector



Delivering electricity to your business

Vector is the electricity lines company that delivers power to your company. Vector is responsible for the design, development, operation and maintenance of the lines and cable network in Auckland, Manukau and parts of the Papakura District.

As a large commercial or industrial customer, we recognise that electricity is the backbone of your business. That's why our goal is to provide you with a reliable, safe and secure supply of electricity.

Enhancing our performance

Vector's network is amongst the most reliable in the country for operating performance, and our customers enjoy some of the lowest average outage times in New Zealand. This is because we are dedicated to the continuous improvement of our network's performance, and invest tens of millions of dollars every year on our assets, technology and information systems to deliver this. We are continuing to build our network to provide the most cost effective solution for customers and deliver a balance of quality, reliability and value for money.

Our contract with you

As a Vector customer your company has a contract with us, which is detailed in our Standard Terms and Conditions. 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.



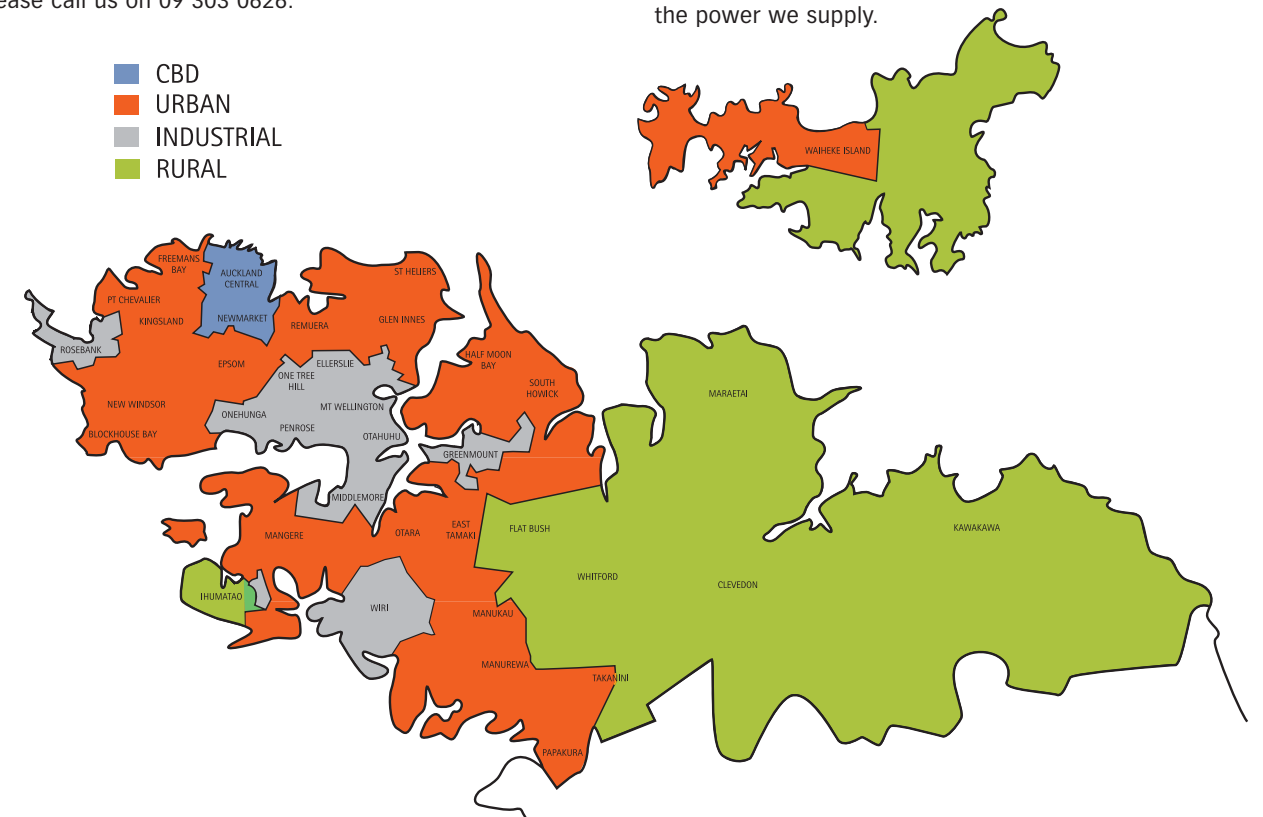
Standard service levels for your company

Our commitment

We want to provide a clear understanding of the quality and reliability of our network, and the restoration service levels we provide. This understanding will enable you to make informed decisions when you're planning for the needs of your business.

While our network is designed to meet the needs of our customers, some companies may have specific business needs that demand an even higher level of service. If the following standards do not meet your requirements, please call us on 09 303 0626.

- CBD
- URBAN
- INDUSTRIAL
- RURAL



Service areas

We have divided our network into four geographical service areas. Each area is based on our network's characteristics and the predominant load profile of customers present in the area. For example, manufacturing and engineering businesses dominate the industrial service area, while the urban service area is mainly occupied by residential homes. A map of Vector's service areas has been included below for your reference.

Standard service levels

Our standard service levels are based on three criteria – the time we take to restore power, the number of interruptions that may be experienced, and the quality of the power we supply.

Standard service levels, reference guide

	CBD	Industrial	Urban	Rural
Fault Restoration Time	From 0 - 2 hours	From 0 - 2 hours	From 0 - 2.5 hours	From 0 - 3 hours
Fault Frequency	From 0 - 3 per annum	From 0 - 4 per annum	From 0 - 4 per annum	From 0 - 14 per annum
Power Quality – Sags (to less than 80% of nominal voltage)	From 0 - 20 per annum	From 0 - 20 per annum	From 0 - 30 per annum	From 0 - 40 per annum
Voltage 230 volts ± 6%	✓	✓	✓	✓
Frequency 50Hz ± (0.75Hz)	✓	✓	✓	✓
Free Faults Line 0508 VECTOR (0508 832 867)	24 hours, 7 days	24 hours, 7 days	24 hours, 7 days	24 hours, 7 days



Fault Restoration Time

Unexpected interruptions to your power supply can happen. These may occur for a number of reasons, including severe weather conditions, equipment failure, vehicle accidents and other outside interference. When they do occur we know it's important to restore power to your business as quickly as possible.

The fault restoration time reflects the time range within which your power should be restored after we learn of an outage on our network. Most of our customers will experience restoration times that are better than this.

If we fail to meet the fault restoration times, call us on 09 303 0626. We will provide an explanation of what happened within two working days. This will be followed by a recommendation of possible solutions, where appropriate, within 10 working days.

(Please note that we may not be able to meet these restoration times for faults caused by extreme storms or extreme events outside our control. In such situations we'll restore your power as quickly as possible.)

Fault Frequency

Across the network, our customers currently receive, on average, less than one fault per year. The number of interruptions to your power supply will depend largely on the geographic location of your company. Inner city areas served largely by underground cables can expect to have fewer interruptions. Rural or outlying suburban areas are more susceptible to faults.

The fault frequency service levels reflect the number of interruptions each customer may experience in a year. We expect most customers will experience the lower end of each range. During the process of 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, call us on 09 303 0626. We will provide you with an explanation of the problem, and where possible, recommend solutions within 10 working days.



Power Quality – Sags

All electricity networks are subject to unplanned power disturbances. It is impossible to guarantee a perfect power supply free from voltage sags, surges, or harmonic distortions. Vector is continually improving its network to reduce these disturbances where possible.

A sag is a momentary decrease in voltage below the normal tolerance, typically lasting less than some milli-seconds. They are often the result of faults or incidents occurring elsewhere, including disturbances originating from your neighbour's premises or even your own equipment, the effect of which ripples through parts of our network.

The sag frequency shows the number of sags (to less than 80% of nominal voltage) that your business may be affected by each year. Most of our customers will experience far fewer sags than this.

If you believe your company is experiencing sag frequency levels in excess of our standard service levels, please call us on 09 303 0626. We will investigate the frequency and level of sags, and where appropriate, work with you to develop a solution.

Our network also meets the following standards, which are statutory obligations for all power utilities in New Zealand:

- Voltage
230V ± 6% single phase, 400V ± 6% three phase (except for short duration disturbances, such as sags and spikes) at the point of connection to our network.
- Frequency
50Hz ± 0.75Hz. The frequency is controlled by the national grid operated by Transpower.
- Harmonics
Up to 5% Total Harmonic Distortion in accordance with NZECP 36.

If you need more protection, talk to us

If these standards do not meet your specific business requirements, we are happy to discuss tailored solutions. Possible solutions may include automatic switches, alternative network configurations, generators, installation of back-up, uninterruptible power supplies (UPS), active voltage conditioning (AVC) or other options that will deliver higher service levels.

While it would be prohibitively expensive to build a network to completely eliminate these disturbances for a few users, we are available to work with you to develop cost-effective site-specific solutions for your company. Call us on 09 303 0626 for more information.



Line charges for commercial and industrial customers

Effective: 1 September 1999

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 its generation point through the network to your company; ongoing upgrades of the network; and for the regular maintenance required to meet our own service standards. Commercial and Industrial line charges apply to all customers with a connection capacity of 70 kVA or greater. These charges consist of a connection charge, a demand charge and a distribution charge for each point of connection.

Connection charge

The connection charge applies to each network connection (the point at which the customer's supply is separately metered). The charge is based on the connection type and the capacity available to the customer at that network connection.



Type of connection	All capacity up to the first 1,000 kVA	All capacity above 1,000 kVA		
	(cents/kVA/day)	(cents/kVA/day)		
	All Zones	Zone 1	Zone 2	Zone 3
High Voltage	3.05	1.65	2.51	2.99
Transformer	3.38	2.00	2.95	3.37
Low Voltage - three phase	3.54	2.09	3.09	3.53

Refer to page 4 for zone map

Definitions:

- High Voltage: a connection where the customer receives a supply at 6.6kV, or higher, directly from Vector's high voltage network.
- Transformer: a connection where the customer receives a supply from transformers owned by Vector dedicated to supply the customer's low voltage network.
- Low Voltage – Three Phase: a connection, other than a transformer connection, where a customer receives supply at 400V three phase from a low voltage network.

Demand charge

The monthly demand charge applies to all chargeable demand at each network connection. It is a variable charge based on the customer's proportional use of Vector's network assets.

	All capacity up to the first 1,000 kVA	All capacity above 1,000 kVA		
	(cents/kVA/day)	(cents/kVA/day)		
	All Zones	Zone 1	Zone 2	Zone 3
Demand charge	23.57	11.28	17.29	21.53

Refer to page 4 for zone map

• Chargeable Demand:

- For sites with metering capable of recording and storing half-hourly kVA readings, chargeable demand means the average of each month's ten highest half-hourly kVA readings recorded during the chargeable demand period. The chargeable demand period is the time between 8am to 8pm on all weekdays (Monday to Friday) in a month.
- For sites with metering only capable of recording and storing the single highest hourly kVA reading since the previous meter reading, chargeable demand means the highest hourly kVA reading since the previous meter reading. For these sites, the chargeable demand period is the period between this meter reading and the previous meter reading. Vector recommends that these meters are read monthly.
- For sites with metering not capable of recording demand information, chargeable demand means the derived demand value. Derived demand is demand calculated by your retailer based on consumption. The chargeable demand period is not applicable.

• Demand charges for customers with capacity greater than 220 kVA (or 315 amps) are calculated on actual demand. This requires the use of a demand meter.

• A customer can move to an actual demand-based charge at any time, but can only move to a consumption-based derived demand after a period of 12 months has elapsed since their last change.

Distribution charge

The distribution charge is a variable charge based on the customer's consumption of electricity. This charge includes Transpower's charges for the National Grid. The distribution charge applies to each network connection, as follows:

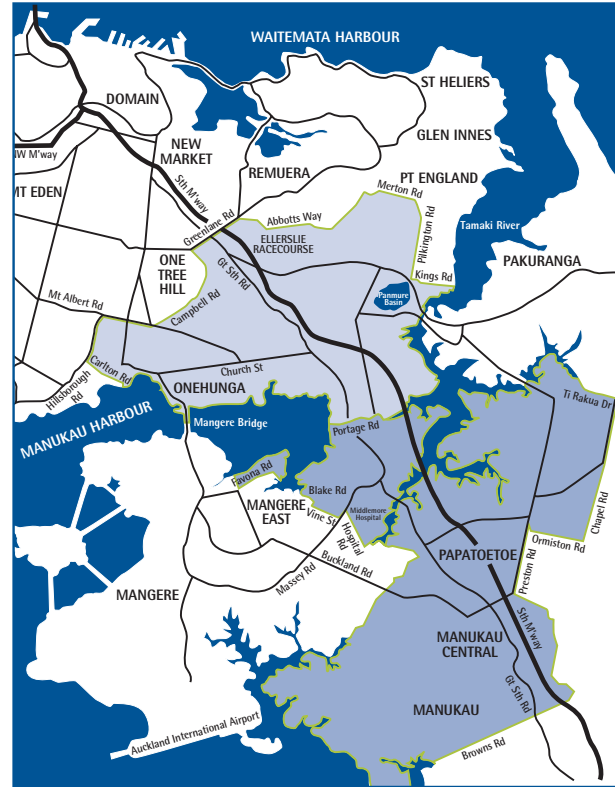
Summer Day	Summer Night	Winter Day	Winter Night
0.72 cents/kWh	0.20 cents/kWh	4.06 cents/kWh	0.20 cents/kWh

Definitions:

- Winter: the period between midnight on 30 April and midnight on 30 September.
- Summer: the period between midnight on 30 September and midnight on 30 April the following year.
- Night: the period of time from 10pm one day to 7am the following day.
- Day: the period of time in any day from 7am to 10pm.

Vector pricing zone boundaries:

■ ZONE ONE ■ ZONE TWO □ ZONE THREE



1. This Commercial and Industrial price schedule applies to all commercial customers with a capacity of 70 kVA or greater. All charges are exclusive of GST and are subject to a 10% discount if paid by the due date. Vector may vary its charges from time to time.
2. The charges listed in the pricing tables do not include electricity network or transmission losses. These 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 Vector on 09 303 0626.

Further information

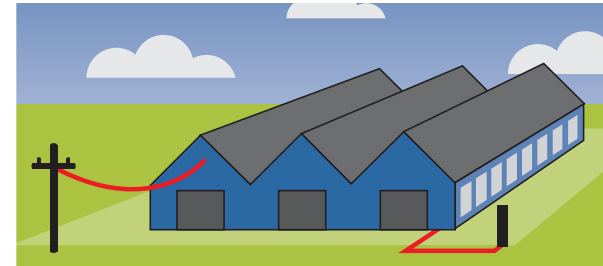
If you would like to discuss how Vector's line charges are applied to your bill, please contact your electricity retailer.



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 company to Vector's lines are actually your responsibility.

Where does your responsibility lie?

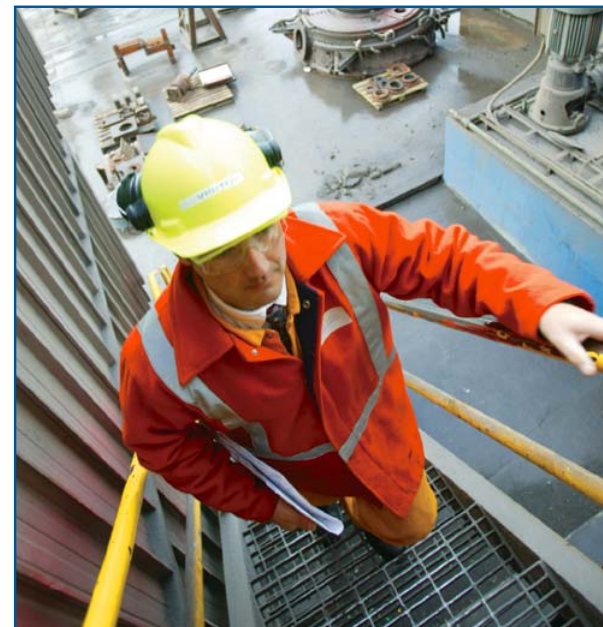


The red line shows your responsibility.

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 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

Call us at Vector if you have a fault, need technical information regarding your power supply, or would like to discuss any of the extra services we can provide to help your company get the most out of your electricity supply.

General Enquiries

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

Address

Vector Limited

PO Box 99882, Newmarket, Auckland

