

You can relax with LineCare

Auckland, Manukau and Papakura residential customers



LineCare looks after your electricity lines

YOUR electricity lines? Yes, the lines and electrical equipment on your property that connect your home to our lines are actually your responsibility. Every year, thousands of Aucklanders are faced with the unexpected cost of having faults fixed on the electrical equipment on their property which they own.

LineCare Terms and Conditions

LineCare is available to all Auckland, Manukau and Papakura residential customers at no additional charge from 1 June 2002.

What is LineCare?

LineCare is an emergency repair service that enables Vector to assist residential customers on the Auckland, Manukau and Papakura network, to fix a problem if it is within the terms outlined. It does not provide for proactive maintenance.

The LineCare service applies 24 hours a day and is provided as an ancillary service in accordance with Vector's Standard Terms and Conditions.

LineCare entitles you to 3 call outs per annum for customer equipment faults, from your date of commencement. A call out is defined as any call out in respect of a fault on your property not as the result of a Vector network fault, whether work is performed or not. All call outs and repairs on the Vector network are Vector's responsibility, and therefore free of charge.

Vector's service team will carry out work on your property that they are able to at that time, as outlined below, up to but not including, the point of entry of either the overhead service line or the underground cable. Vector will not perform work inside the house under LineCare.

Metering and relay repairs are the responsibility of your retailer. LineCare does not cover the wiring on appliances inside the house.

If any work is required that Vector cannot carry out, Vector will make the property safe, which may require disconnecting the property, until you have arranged for a tradesperson to make the necessary repairs. Any costs for these repairs will be your responsibility.



The red line shows your responsibility

De-energising the service line for safety reasons (for example when you're planning to paint) is free of charge and is not counted as a LineCare call out.

Situations LineCare covers:

- General call out for customer equipment faults (applicable whether work is performed or not).
- Repairs to your underground service cable on your property. Vector will backfill to ground level. Final surface reinstatement is at the customer's cost. (Third party damage to cables is not covered. Nor is the replacement of the underground service cable.)
- Re-tensioning the service line between Vector's pole and the customer's building, (including reconnection of the service line should it have to be disconnected to re-tension the service line).
- Replacement of defective service line attachment hardware between Vector's pole and the customer's building; eg. insulators, shackstraps, hooks etc. (This does not include the undergrounding of existing overhead service lines or replacement of height extensions or equipment beyond the attachment to the building.) Replacement of customer owned poles and/or crossarms is not included.
- Removal of foreign objects from the service line; eg. kites, shoes etc.
- Repair, but not replacement of the customer's overhead service line. (Third party damage to the overhead service line is not included.)
- Trimming of trees within the customer's property boundary necessary to rectify a fault condition. (Not full trimming of the tree or removal of trimmed material.) For proactive tree trimming please call your arborist.
- Sleeving of up to 10 metres of service line for safety reasons; eg. painting, scaffolding etc.

Your responsibilities

You are responsible for maintaining, in safe condition and operation, all lines, fittings, and equipment (other than any owned by us) on your side of any point of supply for your premises or property. You are responsible for ensuring the safety of the wiring in your home and the earthing of your home. LineCare does not include proactive wiring and earthing inspections. You must provide, to Vector's satisfaction, all necessary third party consents and access to property before Vector will commence work on your property.

Vector's service standards

Vector's service standards do not apply to customer call outs, customer faults or services provided by Vector on customer equipment.

Cancellation

Vector may cancel your LineCare service on reasonable notice to you.

Make a claim

If something does happen, all you have to do is call us on 0508 VECTOR (0508 832 867). If there's anything else you'd like to know about LineCare, please call 09 303 0626.