

Service standards

Our service standards 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.

Fault restoration time

	Service standards			
	CBD	Industrial	Urban	Rural
Time to restore power	From 0 – 2 hours	From 0 – 2 hours	From 0 – 2.5 hours	From 0 – 3 hours

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: Vector's service standards only apply to faults on Vector's network. We may not be able to meet these restoration times for faults caused during major storms and/or extreme events outside our control. In such situations we'll restore power as quickly as possible.

Fault frequency

	Service standards			
	CBD	Industrial	Urban	Rural
Number of Interruptions	From 0 – 3 per annum	From 0 – 4 per annum	From 0 – 4 per annum	From 0 – 14 per annum

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 standards 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 above 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

	Service standards			
	CBD	Industrial	Urban	Rural
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

All electricity networks are subject to unplanned power disturbances. At Vector, we are continually improving our network to reduce these disturbances but it is impossible to guarantee a perfect power supply free from voltage sags, spikes, surges, or harmonic distortions.

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 on the network, 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 service standards, 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:

	Service standards			
	CBD	Industrial	Urban	Rural
Voltage	230V ± 6% single phase, 400V ± 6% three phase	230V ± 6% single phase, 400V ± 6% three phase	230V ± 6% single phase, 400V ± 6% three phase	230V ± 6% single phase, 400V ± 6% three phase
Frequency	50Hz ± 0.75Hz	50Hz ± 0.75Hz	50Hz ± 0.75Hz	50Hz ± 0.75Hz

- Voltage
230 volts ± 6% single phase, 400 volts ± 6% three phase (except for short duration disturbances, such as sags and spikes) at your point of supply 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.

Free faults line and general enquiries line

	Service standards	
	Urban	Rural
Free faults line 0508 VECTOR (0508 832 867)	24 hours, 7 days	24 hours, 7 days
General enquiries line 09 303 0626	7am – 6pm, Mon – Fri (exc. statutory holidays)	7am – 6pm, Mon – Fri (exc. statutory holidays)

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

If you need more protection, talk to us

If these service 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.