

Vector residential service standards

Auckland, Manukau and Papakura.



We have made a service commitment to our customers in the form of our service standards.

The level of service we're able to provide depends on where you live. Homes in the 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 such as severe weather conditions, bird strikes, car vs pole accidents and other environmental factors.

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



The service standards and performance you can expect from us are outlined on the following page. As you can see, our service standards cover a number of criteria – the time we take to restore power, the number of interruptions you may experience, power quality, and Vector's accessibility for reporting faults.

Time to restore power

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

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

After learning of an unplanned outage on our network, we promise to restore your power within the times specified above. And we'll pay you a \$50 Vector Promise payment if we can't. That's equivalent to approximately one month's free line rental for the average household. To claim a Vector Promise payment you must call us within six months of the power outage date on 09 303 0626.

PLEASE NOTE: this Vector Promise payment only applies to faults on Vector's network and does not apply to faults caused during major storms and/or extreme events outside our control. In such situations we'll restore power as quickly as possible.



Number of interruptions

	Service standards	
	Urban	Rural
Number of interruptions	From 0 – 4 per annum	From 0 – 14 per annum

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 interruptions than indicated in the above table, please call 09 303 0626 and let us know. We'll identify the problem and work towards possible solutions.

Power quality

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

We provide a nominal voltage of 230 volts ± 6% single phase, 400 volts ± 6% three phase at your point of supply and a frequency of 50Hz ± 0.75Hz, except for momentary fluctuations as allowed by the Electricity Regulations 1997.

When lights flicker or dim for a moment the cause is often 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. However, if you have expensive or particularly 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 which you may suffer due to any deficiency in, or failure or interruption of, your power supply.

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.