



## DOING OUR BEST FOR YOU

We're always working hard to deliver safe, efficient and reliable power to our southern communities, but sometimes the power still goes off.

We know three electricity outages affected some of our Electricity Invercargill Ltd (EIL) customers on 6 and 15 April, and again on 4 May.

These outages were caused by faults on two high voltage underground cables. Repeated cable faults of this nature are uncommon and almost impossible to predict.

Behind the scenes our PowerNet teams are working hard to prevent similar outages from occurring.

**In the meantime we want to say thank you to our EIL customers in Georgetown, Hawthorndale, Heidelberg, Newfield and Rockdale for your patience during these power outages.**

We're always committed to delivering a high-quality electricity supply to our customers and to doing our best for you. Please remember if you rely on electricity for medical equipment, it's best to have a back-up facility you can use if your power supply is interrupted for any reason.

If you have issues with your power supply please get in touch with us at PowerNet System Control 0800 808 587.



PowerNet manages the EIL network