

Information on PowerNet's planned and unplanned power outages

When PowerNet has a planned outage/shutdown which will affect customers' electricity supply, we submit a data file to the Electricity Authority (EA) Registry Hub. We are required to give a minimum of 10 working days' notice to the Registry Hub.

The Registry Hub data file details the following information:

- Area-affected, the customers affected, the date and times of the planned outage, the reason for the outage.
- This file may include an alternate date and time, which may be required if the original date/time is deemed unsuitable by PowerNet.

Once the Registry Hub has received this file, they inform the Electricity retailers to notify their customers.

The PowerNet website is updated with all planned outages sent to the Registry Hub. - <https://powernet.co.nz/outages/current-and-planned-outages/>

The website information includes:

- Area of the planned outage
- Date and times
- Number of customers affected
- Streets/roads affected
- reason for the planned outage

If the planned outage is changed to the alternative date, a notification will be posted on our website at a minimum of 24 hours in advance of the planned outage time.

If the planned work is cancelled, we will request the Registry Hub to inform the Electricity retailers that the shutdown is now cancelled. We will update our website with this information within a minimum of 24 hours in advance of the planned outage time. Due to weather events, third-party interference, operational issues, it may not always be possible to give minimum 24hr notification to customers/retailers.

Unplanned outages

Customers may be affected by an unplanned outage/shutdown, and loss of supply can affect a few or many customers.

When we identify an unplanned outage has occurred

- Post a notification for customers via our website and Facebook Page (Kathryn list the FB link)
- List the expected restoration time and the cause of the outage (if known)
- Notify retailers
- Load a message onto our 0800 808 587 voice messaging system
- Repost on our Facebook and our website when the power has been restored

Customers can phone our PowerNet System Control team on 0800 808 587 to report their power issue. If you hear a voice message that indicates you are in the area listed as being without power and that we know of your issue, you can finish your call. If your area is not listed, continue to remain on the line and talk to one of our system control team.