



ERANZ Electricity Retailers

Frequently Asked Questions

> **What do I do if my power's out or my meter's been damaged?**

Most importantly, stay safe. Avoid fallen power lines or broken wires and always treat them as live. Turn off appliances if they can be reached safely so they don't cause damage when power is restored.

If your meter's been damaged, contact your electricity retailer (the company you pay your power bill to) and they'll work with the metering company and lines company to arrange repairs.

Contact details for retailers are available at www.eranz.org.nz or on your retailer's website.

DON'T attempt to repair the meter yourself.

> **My power's back on but seems patchy, should I be concerned?**

The lines companies that supply electricity to people's properties have worked tirelessly to quickly restore power to affected areas, but in many cases it's a temporary fix until a permanent solution is installed.

Lines companies are advising customers to expect occasional outages, particularly at peak times, until they restore normal power.

This could take several weeks in some areas and customers are urged to conserve power to minimise demands on the grid.

Tips include turning off lights and appliances when they're not being used, only running the washing machine on a full load and not using the tumble dryer if possible.

> **What help is my electricity retailer offering to customers impacted by the cyclone?**

There's a range of support available for customers who have been affected, including bill relief, credits and fast-track customer care.

Retailers understand Cyclone Gabrielle has created a variety of complex challenges that customers may not have encountered before and have dedicated support teams ready to help.

> **What can I do if I've been impacted by the disaster and can't pay my bill?**

Retailers are encouraging customers who are having difficulty paying their bills to get in touch.

You can find contact details for your retailer at www.eranz.org.nz

> **Why haven't retailers contacted customers instead of asking them to get in touch?**

With power outages and communication lines down, contacting customers simply wasn't possible in most cases.

Retailers have given customers time to connect with loved ones, get back to their properties, assess damage and what support they need.