

Proudly sponsored by

**Electra**

Our Community

No hot water? Call us first.

If you've got no electric hot water or it doesn't feel as hot as it should be, call us first.

It might not be a problem with your appliance or wiring, it could be that we've temporarily turned off the electricity supply to your hot water cylinder.

We call this **'load control'**.



What is 'load control'?

39% of the household's connected to our electricity network are on a 'load control' pricing plan.

This means that we're able to automatically turn off the electricity supply to your hot water cylinder when electricity demand on our network is at its highest levels (often over the winter months and usually between 7am-11am and 5pm-9pm). This helps us to significantly reduce our network costs, and you get your electricity at a much cheaper price. The majority of households on our load control plan barely notice when we switch off the electricity supply to their hot water.

You'll be able to use the hot water stored in your cylinder while the electricity supply to your cylinder is switched off, but it will gradually get colder the more you use it.

Check with us for **FREE**

So before you call the plumber or electrician and get charged a call-out fee, check your electric hot water load control status **FIRST**.

You can do this either by:

- visiting our website to check the current load status (in real time)
- calling us on **0800 567 876**

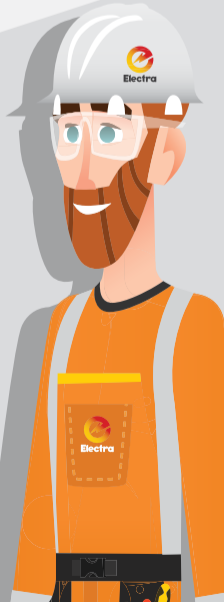
If your hot water problem isn't due to load control, we'll send a Faultsperson to your home to check your electricity supply. Only once they've confirmed the problem isn't related to our network should you call a plumber or electrician.

Our service is totally free and could save you an unnecessary call-out fee so please, call us first.

Call 0800 567 876

You can learn more about Electra's load control and what this means for your hot water on our website -

www.electra.co.nz



SAVVY SENIORS

SeniorNet Kapiti is a charitable organisation, established in 1997 as part of a nationwide programme to welcome people aged 50 and over to the digital age.

Unpaid volunteer tutors offer practical and easily understood advice to those who want to learn about technology, or improve their skills to get the most out of their technological devices. They work on computers, tablets, smartphones and tutors help members keep up-to-date with new developments. They are trained and assist with both patience and understanding of the frustrations many people experience in dealing with technology.

SeniorNet sees an urgent need to address digital exclusion. Regularly run courses and workshops are designed to give people confidence and skills. During the Covid-19 lockdown digital communication was the only way of maintaining contact with friends and family and for accessing essential services. There is growing pressure for interactions with banks, insurance companies, service providers, government departments and local councils to be undertaken online.

SeniorNet Kapiti has tailored courses to meet changing needs including introductory sessions covering 'online banking'. Members are shown the tools they need for their own situation.

A programme of single-session workshops on specific topics

complement existing two to five-week courses. Regular 'How Do I?' workshops offer one-on-one advice on any problems.



Courses and workshops are conducted in a relaxed friendly environment with time for a cuppa and socialising. If you're 50 or over, don't be left in the Cyber Ice Age.



For information, membership application form and course timetables visit www.kapiti.seniornet.nz

The Learning Centre is located at 200 Matai Road, Raumati Beach.
Phone: 04 299 0754
Email: kapiti@seniornet.nz

**Electra**

owns and operates the electricity network throughout Kapiti and Horowhenua. Our owner is the Electra Trust. Electra's Trust ownership ensures that we deliver an annual electricity sales discount to all consumers connected to our network.



@ElectraNZ

For further info: www.electra.co.nz

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