



Notice to Electra Customers

Electra is an essential service (utilities) and we will continue to carry out work that is critical to ensure network resilience, and in order to keep the power on at your place.

We have strict protocols in place to protect the health, safety and wellbeing of our people during this lock-down period also ensuring we do not compromise your safety or health.

If you ring our call centre to report an issue, and/or if we need to come to your property, we will ask you some questions related to Covid-19:

- Is anyone unwell in your house?
- Are you self-isolating due to travel or contact with someone with Covid-19?
- Is your meter board inside or outside?
- Does our faultman have ready access to the meter board?

If your meter is inside your house our staff member may have to access it. We will discuss with you how this can be achieved safely for both us and you.

Regular updates on activity and power outages are available on the following sites:

Electra Customer Outage Application via the Play Store/App Store

Electra website: www.electra.co.nz

Facebook: **Electra**

Our key number to report issues is **0800 lostpower or 0800 567 876**

Call centre: **0800 353 2872**