



### What the WEL Promise doesn't cover

The WEL Promise doesn't apply to faults beyond our control such as storms, lightning, vehicle accidents, third party damage, or other events outside our control. In these circumstances we'll still restore power as soon as possible.

Our promise doesn't cover faults in your electrical wiring such as your point of connection to the WEL network, the service fuses or your service main cable. The lines and electrical equipment on your property that connect to the WEL network are your responsibility. If you have a problem WEL can help find an electrical contractor to fix it for you.

### Power quality

When your lights flicker or dim for a moment, the cause is usually either tree branches hitting overhead lines, faults on another supply line or the use of heavy industrial equipment in your area. Minor events like these happen to all networks and most household appliances are designed to handle these fluctuations. But if you have expensive or sensitive electronic equipment, contact your local electronics store to discuss surge protectors or you might want to investigate the options of an uninterrupted power supply unit. A power dip, sag or spike is not an outage.

### Voltage

WEL will provide nominal voltage of 230 volts plus or minus 6% at your property boundary (allowing for temporary fluctuations). If we are operating outside these limits it is our promise to respond to your enquiry within five working days.

## CONTACT US

**Free fault line 0800 800 935**

24 hours a day, seven days a week.

**General enquiries 07 850 3100**

8am-5pm, Monday to Friday.

[wel.co.nz](http://wel.co.nz)



**WE'RE  
GIVING  
YOU  
OUR  
WORD**

[wel.co.nz](http://wel.co.nz)