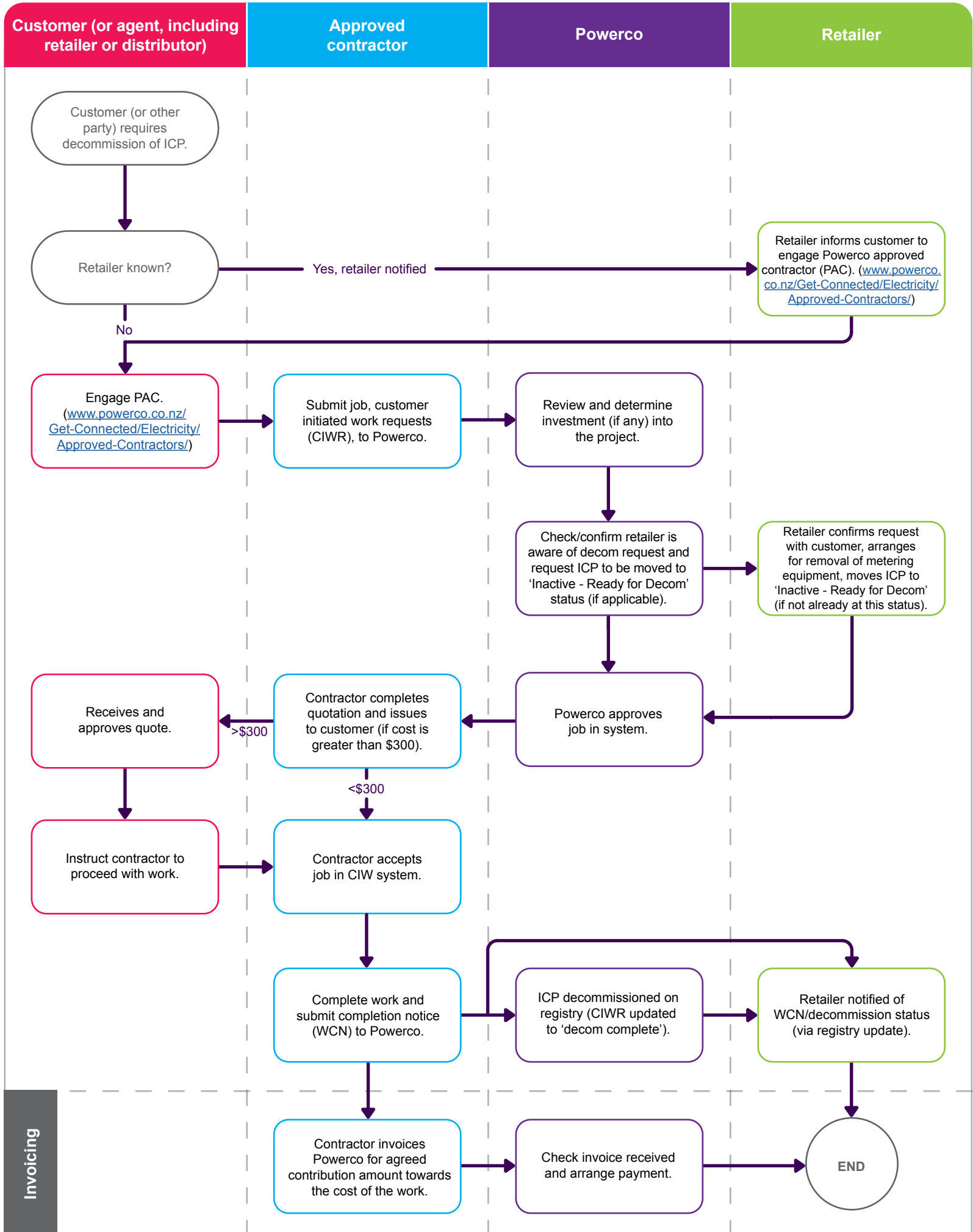


Decommissioning connections on Powerco's network

Decommission is the permanent removal of the service main connection (ICP) from Powerco's network. Powerco contributes up to \$300 for standard decommission requests, which typically covers the majority of costs relating to these requests.



Powerco obligations

Powerco will:

- Ensure the contractor is a Powerco approved contractor (PAC) and they have the relevant qualifications to safely and effectively complete the work.
- Ensure the retailer is aware of the decommissioning request prior to completing the work.
- Contribute \$300 towards any request for decommissioning.
- Update the ICP status to 'Decommissioned' once the work is complete.

Retailer obligations

The retailer will:

- Confirm that it is appropriate that the requested ICP is OK to be decommissioned (ie ICP is correct, customer name matches 'active' customer in their records, there are no other details preventing the decommissioning to go ahead, etc).
- Update the ICP status to 'Inactive - Awaiting Decommissioning' as soon as possible.
- Engages metering equipment provider (MEP) to collect meters.

Customer obligations

The customer will:

- Ensure they have the approval of the property owner to decommission the ICP.
- Pay final bill from retailer once the ICP is made 'Inactive'.
- Pay any amount over \$300 to decommission the ICP (once approved).

Contractor obligations

The contractor will:

- Ensure they are a Powerco approved contractor (PAC).
- Ensure work is completed as per Powerco's relevant standards (Permanent Disconnections Standard - 170S001).
- Submit works completion notice within 24 hours of completing the job.
- Submit invoice to Powerco within 10 working days of completing the work.
- Submit 'As-Builts' to Powerco within 10 working days of works completion.

For more information, please email customerworkseastern@powerco.co.nz or customerworkswestern@powerco.co.nz.