



Media release – for immediate release
Wednesday 26 June 2024

Contact supports customers impacted by Northland and Far North power outages

Contact Energy (Contact) has today said it will cover the daily fixed line charges incurred by its customers who were impacted by last week's widespread power cuts in Northland and the Far North.

More than 100,000 people were left without power after a Transpower pylon near Kaipara collapsed last Thursday during routine maintenance on the tower. Contact has more than 20,000 customers who were impacted by the outage.

“We’re mindful of the impacts and disruption to our customers who were affected by the transmission outage.” says CEO Mike Fuge.

“For us, it’s about doing the right thing. We have a responsibility to keep the lights on, and when our customers are impacted by incidents out of their control, we need to step up and do the right thing.”

Starting from tomorrow, Contact’s Northland and Far North customers will receive a text message, or email, advising of automatic refunds to their electricity daily charge in relation to last week’s outage. There is no need for impacted customers to get in touch, the refunds will happen automatically in their next bill.

Contact is also donating \$100,000 to local community groups in acknowledgment of the impact to the two regions.

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About Contact

Contact Energy is one of New Zealand’s largest energy generators and retailers. We have more than 607,000 customer connections with electricity, gas, broadband and mobile plans. We are committed to leading the decarbonisation of New Zealand, and it is our vision to create and contribute to a better place to live; from the homes and communities we live in, to the land and resources that future generations can enjoy.

Website: [contact.co.nz](https://www.contact.co.nz)

More information can be found in Contact’s [2023 Integrated Report](#)