

Submission on the Commission's 111 contact code.

Submitter. St Andrews Residents and District and Ratepayers Association.

SUBMISSION FORM

what do you think of our approach that everyone has an appropriate way to call 111 in a power cut?

We support the idea of the code ,the telecos should have anticipated the problem of power outage for the fibre net work and the poor cell phone coverage in rural areas.

how else could we protect vulnerable consumers who may need to call 111 in a power cut?

Providing the vulnerable consumer with an UPS uninterruptible power supply, which should be installed by the service provider at no cost to the consumer. Consideration should be given to persons who have medical alarms.

What should retailers have to provide vulnerable consumers with so they can call 111 in a power cut?

An UPS at no cost.

Following a power cut, what is a reasonable time period that a service should work for?

Living in a rural situation power outages result from wild weather (high winds, snow etc) accidents from motorists hitting power poles. Ideally a 5 hours of operation would be good.

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