

Media Update No. 15

Thursday 01 December 2021: 1300 hours

GasNet Response to COVID-19 as we move to Traffic Light RED at 11:59 pm on 02 December 2021

The distribution of natural gas is deemed a Key Utility by Ministry of Business, Innovation and Employment (MBIE) which has confirmed that businesses in the sector are able to remain at work during all Traffic Light settings (Red, Orange and Green) including any critical suppliers in their supply chains.

GasNet has determined the activities that are essential to ensure continuation of a safe and reliable supply of natural gas to consumers through our gas network and metering systems. These activities and systems will be maintained throughout Traffic Light **RED**.

Our offices in Cook Street, Whanganui will be open to the public from Friday 03 December 2021, with a limited number of personnel being present during normal business hours each working day, while the balance of the team will be working from home. Our office systems are operating as normal and remain effective, telephone and email communications are unaffected.

All personnel have been trained in aspects of Control of Infectious Diseases and been provided with specific information relating to minimising the risk of transmission of COVID-19. In the performance of activities our personnel, who are fully vaccinated, will limit their physical interaction with other staff and the public, principally by personal distancing. All field operatives have a range of PPE and sanitising and cleaning products to ensure they have protection and provide the same level of protection to the public. The corporate function of the business remains operational but is limited to a mix of local and remote locations.

The company's planning ensures that arrangements are in place for alternative cover for each key role. It is advisable if contact cannot be made with a specific GasNet person that an enquiry is made via the GasNet contact number 0800 349 2050 to provide an alternative contact or use www.gasnet.co.nz/contact-us/.

The provision of the full range of both network and GMS services will be maintained as resources allow but it is anticipated that lead times may increase due to delays in supply of materials and equipment, possible forced isolation of staff and as contract resources are available. Current lead times will be advised with any offer of service provided. GasNet will monitor and review provision of the full range of both network and GMS services as needed.

Services that have been requested and/or offers made by GasNet prior to Traffic Light **RED** coming into force, will be prioritised and those affected will be contacted in regard to the offer

Please note that this Pandemic does not impact on GasNet's ability to respond to emergencies. If you smell or hear gas, or have any concerns about the safety of your gas supply contact GasNet immediately on 0800 349 2050 24 hours a day, 7 days a week. If you are concerned or if there is an immediate threat to persons or property call Fire and Emergency NZ on 111.

After emergency response works, routine planned maintenance activities across both Network and Metering System businesses are our priority in order to meet safety and reliability objectives.

We regret that we are unable to provide the full level of services during this Pandemic event but will make every effort to restore all services to normal levels as soon as we are able at Traffic Light GREEN.

If you have any questions please contact GasNet on 06 349 2050.

All updates are available from GasNet's website www.gasnet.co.nz and Facebook page <https://www.facebook.com/gasnetwhanganui/>

About GasNet

Based in Whanganui, GasNet Limited is an energy company dedicated to the ownership and management of natural gas networks and meters, predominantly in the Whanganui-Manawatu region. Its Whanganui network has operated since the late 1800's when the city became established. The management of its gas infrastructure is a core activity within the GasNet business.

GasNet Limited is 100% owned by Whanganui District Council Holdings Limited, a Council Controlled Trading Organisation of the Whanganui District Council.

Contact:

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(06) 349 2050

ENDS