

Media Update No. 5

Monday 08 June 2020: 1630 hours

GasNet Response to COVID-19 with move to Alert Level 1 at 11:59 pm on 08 June 2020. Until then Alert Level 2 applies (refer to Media Update No. 4 of 12 May 2020)

The distribution of natural gas is deemed an Essential Service by Ministry of Business, Innovation and Employment (MBIE) which has confirmed that businesses in the sector are able to remain open during all Alert Levels 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 all Alert levels.

Our offices in Cook Street, Whanganui were reopened to the public on Thursday 14 May 2020, and from commencement of Alert Level 1 personnel will be present during normal business hours each working day. At Alert Level 1 our office systems are operating at normal capacity and effectiveness and all services are resumed.

Please note that in the provision of any service, if specific threats are identified on any site, such as persons displaying cold or flu symptoms or failing to meet hygiene requirements our staff have been advised not to proceed with activities and leave the site.

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 will limit their physical interaction with other staff and the public, principally by personal distancing if possible as recommended by the Government. 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 company is ensuring records are kept of the location of staff and their contact with others to assist in contact tracing should it be required.

The company's planning ensures that arrangements are in place for alternative cover for each key role. It is advisable that 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/.

GasNet has engaged additional resources to assist in clearing the backlog of work accumulated since restrictions were placed on our business 10 weeks ago, and lead times are now reducing to normal levels.

Please note that this 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.

We regret that we have been unable to provide the full level of service during this Pandemic event but will continue to make every effort to restore all services to normal levels as soon as we are able.

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 a 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 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:

Mr Jim Coe, General Manager, GasNet Limited
(06) 349 2050

ENDS