

	Date/time	Description
<u>Sunday</u>	5/10/2014 9:00:00	Start of contact with Key Account Managed (KAM) customers (see below for list of customers). Mix of proactive callings and taking calls from this point up until restoration of power (individual calls not noted). Spark, Vodafone, Watercare, Owens Illinois, ADHB, Coca Cola, Masport, Fletchers, AHI, Auckland Trotting, Sylvia Park, Westfield, Mercy and Acot Hospitals, Ryman Healthcare, Fonterra (Tip Top), Sky TV, Auckland Council, Auckland Transport, Auckland Meat Processors, PAC Steel, NZTA, CMA Recycling, Stonefields, CHH, James Hardie, 2 Degrees, Kiwirail
	5/10/2014 10:00a.m.	Media calls coming in - Radio NZ, Newstalk ZB, Radio Live, Sky News, TV1, TV3, NZ Herald, Stuff, APNZ
	5/10/2014 10:19:00	First Vector update goes out to stakeholders, retailers, call centre (also posted on Vector website)
	5/10/2014 10:30:00	Fourth Transpower update sent as media statement
	5/10/2014 12:39:00	Fourth Transpower update posted on Transpower website
	5/10/2014 12:49:00	Second Vector update goes out to stakeholders, retailers, call centre (also posted on website)
	5/10/2014 1:30p.m.	Vector CEO interviewed by Sky News
	5/10/2014 2:00p.m.	Vector CEO interviewed by TV3
	5/10/2014 2:23p.m.	Fifth (and final) Transpower update sent as media statement
	5/10/2014 2:32p.m.	Fifth (and final) Transpower update posted on Transpower website
	5/10/2014 2:30p.m.	Vector CEO interviewed by TVNZ
	5/10/2014 3:30p.m.	Vector CEO interviewed by NZ Herald

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	5/10/2014 3:45p.m.	Vector CEO interviewed by APNZ
	5/10/2014 4:00p.m.	First retailer update via conference call (all retailers trading on Vector's network were invited - a list of attendees for each update was not taken)
	5/10/2014 5:15p.m.	Third Vector update posted on Vector website
	5/10/2014 5:28p.m.	Third Vector update goes out to stakeholders, retailers, call centre
	5/10/2014 5:41p.m.	Fourth Vector update goes out to stakeholders, retailers, call centre (also posted on Vector website 5:45)
	5/10/2014 5:41p.m.	Fourth Transpower update posted on Facebook
	5/10/2014 6:00p.m.	ECM handover of media handling to back-up media liaison
	5/10/2014 6:17p.m.	Fifth Vector update to inform no further media updates this evening (no update of Vector website)
	5/10/2014 22:00:00	Twitter stand-down for evening
<u>Monday</u>	6/10/2014 5:02:00	Sixth Vector update goes out to stakeholders, retailers, call centre (also posted on Vector website 5.30)
	6/10/2014 6:55:00	Vector CEO radio interview - Morning Report (RNZ)
	6/10/2014 7:00:00	Vector CEO radio interview - Newstalk ZB
	6/10/2014 7:00:00	Twitter updates begin for the day
	6/10/2014 7:20:00	Vector CEO interview - TVNZ (by phone)
	6/10/2014 7:25:00	Vector CEO interview - TV3 (by phone)
	6/10/2014 7:48:00	Vector CEO interview - Radio Live

Date/time	Description
6/10/2014 10:45:00	Second retailer update via conference call
6/10/2014 10:55:00	Seventh Vector update goes out to stakeholders, retailers, call centre (also posted on Vector website 11.00)
6/10/2014 12:00:00	Vector CEO live interview with TV3 from Penrose substation. Alison Andrew in attendance
6/10/2014 15:00:00	List of Remuera customers sent to retailers (based on Remuera being expected to be the last area restored)
6/10/2014 15:00:00	Vector CEO interview with TVNZ at Vector offices (Newmarket)
6/10/2014 16:00:00	Vector CEO interview with Checkpoint (RNZ) pre-recorded
6/10/2014 16:08:00	Vector CEO interview with Radio Live
6/10/2014 16:20:00	Vector CEO interview with Fairfax media
6/10/2014 16:30:00	Vector CEO interview with NZ Herald
6/10/2014 16:30:00	Eighth Vector update goes out to stakeholders, retailers, call centre
6/10/2014 17:30:00	Third retailer update via conference call
6/10/2014 6:00p.m.	ECM handover of media handling to back-up media liaison
6/10/2014 6:00p.m.	Eighth Vector update posted on Vector website
6/10/2014 7:00p.m.	Transpower CEO interviewed on Campbell Live
6/10/2014 21:00:00	Twitter stand-down for evening
6/10/2014 23:33:00 p.m.	Ninth Vector update goes out to stakeholders, retailers, call centre (not posted on Vector website)

	Date/time	Description
<u>Tuesday</u>	7/10/2014 5:30a.m.	Tenth Vector update goes out to stakeholders, retailers, call centre
	7/10/2014 7:00:00	Tenth Vector update posted to Vector website
	7/10/2014 7:00:00	Twitter updates begin for the day
	7/10/2014 9:30:00	Eleventh Vector update posted on Vector website
	7/10/2014 9:44:00	Eleventh Vector update goes out to stakeholders, retailers, call centre
	7/10/2014 10:30:00	Fourth retailer update via conference call
	7/10/2014 10:46:00	Twelvth Vector update goes out to stakeholders, retailers, call centre (also posted on Vector website).
	7/10/2014 11:30:00	Second list (updated post restoration) of Remuera customers sent to retailers

All customers restored 14.08 7 Oct

	7/10/2014 14:36:00	Thirteenth Vector update goes out to stakeholders, retailers, call centre.
	7/10/2014 16:00:00	Thirteenth Vector update posted on Vector website
	9/10/2014 17:30:00	Fifth (and final) retailer update via conference call
	11/10/2014 18:00:00	ECM handover of media handling to back-up media liaison
	7/10/2014 21:00:00	Twitter stand-down for evening