Network Performance App FAQs

1. Does the App work on all phones and tablets?

The App is built to work on Apple products operating on iOS 8 and above and Android products running software version 4.3 and above. It will not work on a smart phone that run on a windows operating system. The App will work on ipads and Samsung tablets.

2. Do I have to put in my ICP?

Registering an ICP is required to get the app to work. You can find your ICP number on the front of your TLC invoice or on your energy retailer invoice.

3. Can I add more than one ICP?

Yes you can add multiple ICPs. You can also add ICP's from different GXP regions.

4. What if my ICP does not register?

Please ensure your cell phone has mobile data network coverage and can access the internet. This is a requirement for registration and use of the mobile App. There may be occasions when TLC will need to update new ICP's that are added to the network. If you cannot register your ICP please email queries@thelines.co.nz, with your ICP, and we will action this

5. How do I get the first information screen to disappear?

Tap or swipe the screen depending on your device type.

6. Is the App connected to the relay in my meter?

The app is not connected to your meter. It indicates load control by GXP region. There may be times when your area of the map is indicating load control but your relay has not been effected.

7. What are planned outages?

Planned outages is the name given to outages that TLC have scheduled so that equipment maintenance can be done safely. If you have registered an ICP in the app and chosen to receive alerts you will get notifications when there are planned outages effecting your ICP

8. What are faults?

Faults are unplanned power outages and can happen at any time. Causes of faults can include vehicles striking power poles, severe weather, trees contacting lines or equipment failures.

9. What should I do I my power is off but no fault is showing for my area on the map?

Call our 24 hour fault line on 0800 367 328

10. What number do I call if I want to speak to someone about my bill or get some load management advice?

Call our Customer Team on 0800 367 546 option 1 between 8am and 5pm weekdays.

11. I can't get the app to download/work who should I ask for help?

Please call the customer Team or email us at queries@thelines.co.nz and describe what the problem is, what type of device you have and your best contact details and someone will get in touch between Monday-Friday.