

FAQs - new outage text number (5877)

Why are you changing the number you send texts from?

We're moving to a 4-digit number (5877) to make our messages easier to recognise and more trustworthy. It also helps us provide a more consistent experience across our outage updates.

What is the new number? Is it really Vector?

Our outage text messages will come from 5877. This is an official Vector number used for outage communications.

When is this happening?

The change starts from Tuesday 5, May 2026.

Why am I receiving messages from different numbers?

During the transition, you may receive updates from both 2665 and our new number, 5877, depending on the type of message. This isn't new, but it may be more noticeable while we move to a single system. We're working to bring all outage communications into one place as soon as possible.

What messages will come from 5877 number?

If you've subscribed to outage updates through our outage centre, or you're the account holder for a planned outage, you'll receive updates from 5877.

Some messages may still come from 2665 while we complete the transition. This isn't new, but it may be more noticeable during this time.

We're working to bring all outage messaging into one place, with all updates expected to come from 5877 by June (timing to be confirmed).

When will all messages come from the same number?

We expect to complete the transition later this year.

How do I know messages are really from Vector?

Messages will come from 5877, or 2665 during the transition. We'll never ask for personal or payment information by text. You can always verify updates at vector.co.nz/outages or call 0508 VECTOR (0508 832 867).

Do I need to do anything? Will I still get updates?

No, there's nothing you need to do. You'll continue receiving the same updates as before. If you have subscribed to the outage centre for updates or are the power account holder, you'll continue to receive the same updates, just from a clearer, more recognisable number.

I'm not getting messages from the 5877 number, why is that?

We send outage text updates to the contact details linked to the power account holder for the affected property.

If you're not receiving messages, it may be because your contact details aren't linked or up to date. We recommend checking with your electricity retailer to make sure your details are current.

If you're the account holder but don't live at the property, you may still receive the messages, in that case, please pass the information on to those who are affected.

Will the messages look different?

The content will stay largely be the same, the main change is the number they come from.

Will this affect how quickly I get updates?

No, there's no change to the timing or frequency of updates.

Can I reply or call 5877?

No, these messages are used to send updates only, it can't receive calls and replies aren't monitored, as has always been the case. If you need to contact us, please call 0508 VECTOR (0508 832 867)

Why does the message look unfamiliar?

Short code numbers (like 5877) can look different from normal mobile numbers, but they're commonly used by organisations for trusted communications.

Do I get charged to receive these messages?

No, there's no charge to receive these messages.