

Customer Care Policy

Power at home from Z Energy Limited (Z Power) – Customer Care Policy

August 2023

We've created our Customer Care Policy in line with the Electricity Authority's [voluntary guidelines](#). It's our commitment to you, as a Z Power customer, to do our very best to support you and continually bring you top-notch service.

Through our Customer Care Policy, we aim to:

- Provide you with the tools, tips and information that you need to make the most of the services we provide to you.
- Let you know how we'll communicate with you, and how you can get in touch with us.
- Help you understand how we can support you during financial hardship or as a medically dependent customer.
- Let you know our expectations of you as a Z Power customer.
- Build a great relationship with you and learn how we can serve you better.

Z Power—plain and simple.

Z Power brings a great Kiwi service straight to a power point near you. You will get great electricity, plain and simple.

We know electricity isn't top of mind for most people – it should all just work when you flick the switch. But we also know that getting great deals and supporting the ones you love is really important too. That was why Z Power was created. It's a way to help with New Zealand's transition towards a better future, where electricity plays an even greater role in New Zealanders' moving world.

Our customer service ethos

We know that electricity is essential to the wellbeing of you and your whānau, and we'll treat you with care and respect as we work together to support better outcomes for Kiwis.

We genuinely care for our customers We connect with our customers on a personal level and we always strive to be respectful, compassionate, and honest.

Our customer experience is underpinned by our people and culture We invest in the happiness and hauora of the people who look after our customers - our staff - so that they're able to provide a friendly, helpful and efficient service that goes above and beyond your expectations.

We delight customers with exceptional service We pride ourselves on doing right by our customers. We know electricity isn't top of mind for most people – it should all just work when you flick the switch. But we also know that getting great service and supporting the ones you love is really important too.

Customer experience is driven by feedback and customer choice We listen. Our customer service team is based in Wellington, working alongside our technology team, armed with your feedback and ready to deliver you greater choice and control.

When you join Z Power

We're stoked to have you as part of our Z Power whānau! First up, we need you to do some things for us:

- Read, understand and accept our Z Power Customer Terms and Conditions, our Privacy Policy and Consumer Care Policy.
- Understand our pricing plan for the plan you have selected and make an informed choice. Let us know if anyone at the address we'll be supplying electricity to is medically dependent on electricity. More on what this means later in this policy.
- Provide us all the necessary details through our online join form to help us assess your application and sign you up as a customer.

If your application to join us has been unsuccessful, we'll let you know:

- The reason why the application has been declined.
- Details of pricing plan comparison websites such as Powerswitch which can help you choose another retailer.

Once you have joined the Z Power whānau, we want to make sure that:

- You have every opportunity to be on the best pricing plan to meet your needs.
- We understand your situation and are proactive in offering assistance.
- We work with you in a collaborative and constructive manner to solve problems.
- We learn from our experiences to continually improve our support processes.

If you need help making decisions about which pricing plan suits you, we can provide you with information about your electricity consumption.

How we communicate with you

It's important to us that you feel comfortable reaching out to us for help and we encourage you to let us know what you need from us. We will do everything we reasonably can to support you, and we'll always treat you with dignity and respect.

Contacting you

We'll be in touch from time to time to ensure that you're getting the most out of being a Z Power customer. We're a down-to-earth and friendly team, and our customers trust and value that. We work with our customers, communicating clearly, openly and as quickly as we can to deliver the best outcomes for them.

Our main communication method is through email, so you're required to have a valid email address to sign up with Z Power. We use email to send out all billing and planned outage information. However, if we need to get in touch with you urgently, or we haven't heard back from you, one of our friendly team may give you a call or text message.

Contacting Z Power

We're a small, local team based in Wellington and the best way to get in touch is by emailing us at help@withpower@z.co.nz. Or you can call us on 0800 935 328 (+64 3 288 1288 from overseas) if you'd like to chat to a friendly voice. See our [Contact Us](#) page for our office hours.

Languages

Diversity is beautiful, and we're proud to provide power to people of all cultures, backgrounds and languages here in Aotearoa. While we primarily speak English in our call centre, we'll do everything we can to support you if English is not your first language. Our system allows you to list an alternative contact on your account who can act on your behalf if you're having difficulty with our communications.

Helping you if you have difficulty paying your bills

Sometimes life happens, and that can make things hard if you've got bills to pay. We get it - we're humans, and we've been there too.

Our commitments:

- We're a compassionate and understanding crew, and we're here to help. We will work with you to try to keep your electricity connected if you are having payment difficulties.
- We'll work with you to find a way to pay off any outstanding balances to us. This might include additional time to pay large bills, holding a payment until your next pay comes in, or linking you to a support or social agency to assist you (with your permission).
- We understand how hard it can be to keep up with bill payments and that's why we don't charge late payment fees.

Our expectations:

- Talk to us as soon as you think you might have difficulty paying a bill. This gives us time to work with you to find the best solution before any debt builds up, or you incur unnecessary bank fees for failed payments.
- We expect you to engage with us in good faith to avoid or minimise non-payment issues.
- We'll need you to work with us to come to an arrangement to reduce any outstanding balance over time. If that's not possible due to personal circumstances, you'll allow us to seek financial support on your behalf.

Missing a bill payment

Step 1: It's important for you to get in touch with us as soon as you know that you won't be able to meet a payment, or a payment has been missed – we're here to help and get you back on track as soon as possible. We'll go through the options to help you catch up on the missed payments, and we'll also check you're on the best load group option (Low/Standard) for your situation.

We'll ensure that your arrangement is kept in place on the conditions that your future bills are successfully deducted when the bills are due.

Step 2: If we don't hear from you – you'll receive an email reminder that the payment is overdue along with some helpful information on budgeting services and other options available to you if you need them. We'll try to reach you by phone if we don't hear from you, and if you're not available we'll leave a voicemail message.

Step 3: If we still can't reach you by phone – we may send a contractor to your property to check that everything is OK, and this service incurs a \$125 fee. At this stage it's super important you contact us to make an arrangement for repayment. As always, you can expect that we'll treat you with dignity and respect, and we'll work with you to get the financial support you need.

Step 4: If no arrangement is made for repayment or referral to Social Services is not taken up – you may receive a final notice. If you receive a final notice, it means that disconnection is close.

- We'll give you a minimum of 10 days' notice before your power is turned off, along with a final pre-disconnection notice at least 24-hours prior to turning off the power.
- We won't disconnect you on a Friday, the day before a public holiday, or in instances where a same-day reconnection would be difficult.

Disconnection of your power is the absolute last resort and not something we do lightly. We'll reconnect the property as soon as the outstanding balance is cleared, or if anyone on site is subsequently identified as being potentially medically dependent.

What other support is available?

With your permission, we can link you to social agencies to assist you during energy hardship, including:

- WINZ
- Budgeting support
- The New Zealand Federation of Family Budgeting Services on 0508 283 438 for advice on bill management
- Money Talks on 0800 345 123 or <https://www.moneytalks.co.nz/> for free and confidential budgeting advice.

Helping you if you're medically dependent

The Electricity Authority defines a [medically dependent](#) customer as a customer who relies on mains electricity for critical medical support, and for whom the loss of electricity may cause death or serious injury.

You might also be considered medically dependent if you rely on any of the following medical equipment:

- Oxygen concentrator
- Renal haemodialysis machine
- Ventilator
- Continuous Positive Airway Pressure (CPAP) machine
- Non-invasive Ventilation (NIV)
- Bi-level Positive Airway Pressure (BiPAP)

If you or anyone living with you at your home is dependent on electricity for medical reasons, it's important you let us know so that we can make sure we've got this recorded in our system, and we provide you with the right level of support. We may ask you to provide proof of medical dependency at any time.

Our commitments to medically dependent customers:

- You won't be disconnected for non-payment of debt if you've been confirmed as being medically dependent by your doctor and the paperwork has been approved by us.
- If you fall into arrears, we'll work closely with you to assist you by referring you to social agencies who could help with your financial situation.
- We'll record your medical dependency status on our system to avoid any disconnection to your property.

Notifying us of your medically dependent status:

When you complete our join form, you'll be asked if you or anyone at the property is medically dependent on electricity - simply let us know at this stage, or by contacting us at any time via email or phone to advise us of your medical condition.

If you've identified yourself as being medically dependent, we'll make note of this in our system and send you a medical form which must be filled in by your doctor, providing us with details of your medical condition. You'll then need to send the medical form back to us within 40 days.

- If we don't receive the completed medical form from you, we'll send you a reminder email letting you know that your medical status will be removed if the medical form isn't completed.
- If we still haven't received your medical forms after 40 days of being issued to you, we'll remove your medical status from our system.

Preparing for a power outage if you're medically dependent

We can't always guarantee the supply of electricity. It's important for all of us to be prepared for a power cut, but it's especially important for our medically dependent customers to have a plan in place.

Medically dependent customers need to have a plan that will give you access to some form of backup electricity, to ensure that any power cuts won't be a risk to your health. You'll need to chat about this with your doctor, as they (and probably Te Whatu Ora) will help you work out a plan should a power cut occur, which might include going to a family member's house, or using a generator. And, of course, don't hesitate to contact your healthcare provider or call 1-1-1 if you're concerned about the health of yourself or someone in your household during a power cut.

If you're a medically dependent customer and you're concerned about being without power for any length of time, it's a great idea to familiarise yourself with close neighbours so that you can call on them for help if you need it. Make sure you've got a torch or other light source handy, as well as lots of warm blankets (especially in the chilly winter months). And, if you're feeling at all concerned, head over to [our website](#) and find your local lines company - they'll have all the info about what's going on if there is a power cut.

How you can make a complaint

Our internal disputes process is in place to help resolve any issues or complaints. To register your complaint please contact our team on 0800 935 328 (+64 3 288 1288 from overseas) or email helpwithpower@z.co.nz. If, for some reason, we're unable to resolve your complaint within 20 working days, you can take your complaint to Utilities Disputes Limited at info@utilitiesdisputes.co.nz.

To discuss any privacy-related issues or questions you can contact our in-house Privacy Officer at general@z.co.nz. Our [Privacy Policy](#) is available for you to read at any time.

Our fees

You won't find any fees for late payment on our fee schedule. Energy hardship is a real issue for many households in Aotearoa, and we don't believe it's fair or right to penalise customers for missing a payment.

We also set our fees at a level so that we're only recovering the costs which we incur in providing the service - nothing more. We only charge fees for goods and services that you receive which are additional to your supply of electricity.

Before we charge any additional fees, we'll do our best to make sure we've let you know of the amount. The fees stated below are inclusive of GST.

Reconnection/Disconnection Request

Remote – Business Hours: \$25 After Hours: N/A

Manual – Business Hours: \$110 After Hours: \$235

Tariff Change

Remote – Business Hours: \$25 After Hours: N/A

Manual – Business Hours: \$170 After Hours: \$250

Site Visits

Field Site Investigation – Business Hours: \$100 After Hours: N/A

Credit – Business Hours: \$125 After Hours: N/A

Metering

Meter Relocation – Business Hours: \$175 After Hours: \$255

Meter Replacement – Business Hours: \$175 After Hours: \$255

Meter Reseal – Business Hours: \$175 After Hours: \$255

Decommission – Business Hours: \$155 After Hours: \$235

Meter Test – Business Hours: \$200 After Hours: \$280

EG Meter Replacement – Business Hours: \$175 After Hours: \$255

Faults (If Internal Fault)

Fault Call Out – Business Hours: \$100 After Hours: \$180

Tampering – Business Hours: \$100 After Hours: \$180

No Comms – Business Hours: \$175 After Hours: \$255

Fault to the Meter – Business Hours: Free of charge After Hours: \$80

Additional

Turndown (Missed Appointment, Wiring not completed) – Business Hours: N/A After Hours: Full Job Fee