

# Power Edge Consumer Care Policy

Power Edge is all about providing good service and making things easy and cost effective for you. We understand that electricity plays an essential role in all of our customers' lives, health and wellbeing.

As your chosen power retailer, we're committed to ensuring you stay safe and connected.

This policy applies to our residential customers and is our promise to help keep you safe and help you manage your energy costs.

It also includes other commitments to you, such as:

- Working proactively to understand your situation and to meet your needs
- Communicating with mutual respect and care during all interactions
- Working with you collaboratively and constructively to solve challenges
- Offering you in a timely and clear solutions
- Making sure you have every opportunity to choose the most cost-effective plan
- Working with you to resolve payment difficulties as early as possible
- Working with you to try to keep your electricity connected during payment difficulties periods.

When you're looking to become a Power Edge customer, we will communicate with you clearly about the choices you can make, even if you haven't joined us yet.

We offer all our consumers a variety of advice and support; ranging from helping make decisions on the best plans for your electricity consumption and energy generation.

As a customer, you have rights and responsibilities with us. You can read our [Terms and Conditions](#) along with any other contract term that may apply to you.

Our Consumer Care Policy is aligned to the Electricity Authority's Consumer Care Guidelines

This Consumer Care Policy is not a legally binding document and doesn't form part of our Standard Terms and Conditions.

If there are any inconsistencies between this policy and any of our terms and conditions, our terms and conditions will prevail.

## Customer personal information

While providing you with electricity services, we need some information from you.

We will ensure this information is stored securely and only used for its intended purpose.

We ask that you ensure your details are correct and let us know if anything changes.

This will help us to communicate with you in a clear and timely way; maintain accurate records of our interactions with you; confirm our contractual commitments to each other and help resolve any disputes between us.

## Joining Power Edge

During the joining process, we will discuss with you which of the plans meets your needs.

Before you become a customer, we may ask you questions about yourself and your situation. We will then email you a written form prior to switching

This helps you make an informed decision.

We may get your permission to do a credit check. If we do not accept you as a customer, we will tell you why.

For an independent place to compare energy prices, you can use Powerswitch [website](#)

## Being the most cost-effective electricity plan

Power Edge offers a small range of electricity plans designed to suit different households.

To help you decide which electricity plan is most cost effective for you, telling us how you use energy in your household and offering us past electricity consumption is crucial.

Our plans include a daily fixed charge and variable electricity usage charges, which are based on your meter type and your network's pricing category.

Our preferred payment option is Direct Debit, however we may offer other payment options, subject to a prior approval. We also offer Level Pay, which averages out your bills and allows you to pay equal amounts spread over the year via Direct Debit.

You can check how much energy you are using, plus other information about your account [online](#) at any time. This help you make decisions about whether you power usage and power generation is optimized.

All or power bill contain a graphical power usage assisting you and us to see if you are on the most cost-effective power plan.

We encourage all our customers to practice energy saving by following GenLess tips [here](#)

We also advise our customers how to maximise their power generation and how to manage their power storage [here](#)

## Authorised persons

You can ask us to communicate with you using an authorised person such as a family member, friend, support person, or community worker.

## Communication Aid

You can use an authorised person to talk with us if need be. Another option is to use a different communication method that suits you. For example, you can receive information from us in writing. If you're Deaf, Hearing Impaired, Blind or Speech Impaired, the New Zealand Relay Service offer a [free service](#) that can support you to contact us

## Payment Difficulties

We will communicate with you when we see your bill is overdue.

We can help you manage your payments, particularly if you are having difficulties.

Here are some ways we can help:

- Check to see you are on the most cost-effective plan
- Check to see if you are eligible for LevelPay
- Where your electricity consumption changes significantly, we can make you aware of the change and find ways to help you pay.
- Work with financial mentoring and support agencies if you're struggling to keep up with your bill payments we can, with your permission, connect you with support agencies, who will help you with things like paying your bill.
- Work with social agency assistance e.g. Work and Income or another social agency.

## Non-payment power disconnection

This is the very last resort

We may disconnect your electricity supply if you fail to pay your bill in full or if you default on the payment plan, we have agreed with you. We'll make multiple attempts to communicate with you, using more than one method and by contacting your authorised person if you've provided us with one, before disconnecting your electricity supply. We may also contact you at different times of the day.

Except in the case of requested, agreed, emergency or safety related disconnections:

- We will give you at least 10 business days' notice of disconnection; and
- Aim to ensure that you received the final warning no less than 24 hours before disconnection.

The final disconnection warning we send you will include:

- The address of the premises to be disconnected
- The timeframe for disconnecting your electricity supply
- How you may be able to avoid disconnection of your electricity supply
- The cost of reconnection and details of any charges that may be applicable
- Our payment options
- Our complaints resolution process and the contact details of Utilities Disputes

We will only disconnect your electricity supply on a business day

We do not disconnect the electricity supply of medically dependent consumers for non-payment.

Unoccupied site: If no one has signed up as a customer for the electricity being used at a residential site, we may disconnect the electricity at any stage. However, we will send the disconnection information to the address before we do this.

## Power reconnection

You need to contact us if you want to reconnect after your electricity supply has been disconnected. We'll arrange to reconnect you, provided you meet our criteria and pay applicable charges:

- All amounts outstanding on your account
- Reconnection and disconnection costs
- Any charges that have accumulated since disconnection, including daily and metering charges.

Schedule of service fees is available on our [website](#)

We may also require you to:

- Be at your property at the time we reconnect
- Make sure we can get safe ongoing access to your property
- Agree to any additional and reasonable terms and conditions we think are needed
- Make sure you switch off all appliances at the time we reconnect

## Medically Dependent Consumers

If you or someone living with you (even for a short period) depend on electricity to run critical medical support equipment, then you are considered a 'medically dependent consumer'.

Examples of critical medical equipment include ventilators, renal dialysis machines and oxygen concentrators.

We ask you if this applies when you first sign up with us and we'll remind you to tell us annually.

If your situation changes, or if you think that you or someone in your household may be medically dependent on electricity, you should get in touch with us to let us know as soon as possible.

Once you have let us know that you or someone living at your property is medically dependent, with your permission, we will arrange for you to move to another power retailer that can handle such customers.

## Fees

You are responsible for paying all charges and fees from the date your property gets switched to us, or from when you first used electricity or services we provide.

Your electricity plan's pricing charges are included in the plan information we send you at the time you join us. These charges may be updated from time to time and we notify you of changes permitted under our Standard Terms and Conditions.

Additional service fees schedule is available on our [website](#).

We will tell you the amount we will charge for it or provide an estimate so you can decide if you want to go ahead. We'll also let you know if there's anything you can do to avoid being charged the fee.

We may adjust your pricing plan if the information we have used to set the prices is incorrect or needs to be amended.

## Complaints

You can contact us at any time to talk about your situation, ask questions about your bill, ask questions about this policy, or to give us feedback.

If you have any concerns about the service you have received from us or if we haven't lived up to our commitments to you, please let us know.

You can raise a complaint by contacting our Management Team on 0508 11 33 22 emailing us at [info@poweredge.nz](mailto:info@poweredge.nz)

We'll try to resolve your complaint as quickly as possible and will acknowledge your concerns within two working days of receiving it.

If we haven't resolved your complaint, we'll respond to you within seven working days to let you know the steps that have been taken or are/will be taken to try and resolve your complaint. We'll attempt to resolve your complaint within 20 working days after receiving it.

If you are not satisfied with the outcome of your complaint, or at any point, you can contact Utilities Disputes for free independent advice on 0800 22 33 40 or by sending an email to [info@utilitiesdisputes.co.nz](mailto:info@utilitiesdisputes.co.nz)

This policy was approved on 31 May 2024 and may be updated from time to time.

We commit to providing information to the Electricity Authority in accordance with the information disclosure and monitoring recommendations in the Consumer Care Guidelines