

# Telnet Energy Limited – Consumer Care Policy

## Introduction

At Telnet Energy, we are committed to supporting our residential customers with fair, respectful, and accessible service. Electricity is essential to your wellbeing, and we want to ensure you can maintain an affordable and reliable supply. We acknowledge that our customers are our business and will be adopting recommendations and requirements as set out in the Customer Care Guidelines published on the Electricity Authorities web site <https://www.ea.govt.nz/development/work-programme/operational-efficiencies/medicallydependent-consumer-and-vulnerable-consumer-guidelines/>.

This policy outlines how we will work with you, especially if you're experiencing payment difficulties or have specific needs.

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## Our Commitments

We commit to:

- Treating you with care and respect in every interaction.
- Communicating in a timely, clear, and understandable manner.
- Helping you find the most suitable electricity plan for your household.
- Ensuring you can access your electricity usage data to make informed decisions.
- Supporting you if you're facing payment difficulties, including offering payment plans and referrals to support agencies.
- Ensuring that disconnection is a last resort.
- Continuously improving our consumer care through feedback and learning.

## Signing Up and Choosing a Plan

We offer simple, straightforward pricing plans with transparent fees. Before you sign up, we'll explain your options and help you find the best plan for your usage. If we can't offer you a contract, we'll tell you why and direct you to alternative options like [www.powerswitch.org.nz](http://www.powerswitch.org.nz) and support agencies.

## Communication

We will ask how you prefer to receive information—phone, email, SMS, etc.—and adapt our communications to meet your needs. You can nominate a support person or alternate contact to assist with communication or account management.

### **Payment Options and Support**

We offer flexible payment options including monthly billing, smooth pay, and custom payment plans. If you're struggling to pay, contact us early. We can work with you to:

- Set up a suitable repayment plan
- Review your current plan to lower your costs
- Refer you (with your consent) to financial mentoring services

### **Medically Dependent Consumers**

To assist us understand your needs you need to advise us of any Medical dependency on electricity so we can maintain records and flag in our system not to disconnect under any circumstances. We will also ensure that notification of any planned outages is made to you in a timely manner. When you become our customer, if you notify us that you are medically dependent, we will request certain information from you, for example a medical certificate. This information may be retained on a special register which you have the right to the information contained about you.

No disconnection will occur where Medically dependency is known, or where disconnection would endanger the wellbeing of the customer e.g. just before nightfall or during severe weather events or it would be unreasonably difficult for you to make arrangements for reconnection. Please note that unplanned outages are out of control and you should be prepared in the event an unplanned outage may affect you.

### **Disconnection and Reconnection**

We only disconnect electricity as a last resort and after multiple contact attempts. Before disconnection, we will:

- Send at least two notices
- Attempt to contact you at least five times
- Offer to set up a payment plan
- Offer referral to support agencies

We won't disconnect:

- At night, weekends, or public holidays
- During severe weather or civil emergencies
- If we know you're medically dependent

### **Fees and Bonds**

We aim to keep additional fees to a minimum. A bond may be required for customers who have had previous payment issues, poor credit history, or reconnection requests. We may charge additional fees for disconnection, reconnection, meter testing, or other non-standard services. All fees are detailed in our Terms and Conditions, which can be requested from us or viewed on our website.

We do not charge early termination fees or conditional discounts on residential plans.

### **Continuous Improvement**

We review this policy at least every two years and use your feedback to improve. If you have questions or complaints, contact us at [info@telnetnz.co.nz](mailto:info@telnetnz.co.nz) or call us on **0800 00 1919** or visit [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz) for free dispute resolution.

**Other matters**

If English is not your first language or you have difficulty expressing yourself, please have someone advise us so we can work to communicate with you in a manner that is clear and able to be understood by you. You may use a support person to act on your behalf.

At all times we will maintain your privacy, including complying with any privacy laws. You are entitled to request any information we hold on you.

There may be rare times when we are unable to continue to provide you with our services, if this occurs, we will ensure we provide you adequate information as to the reason why and make recommendations of other providers that you could approach. As per our terms and conditions we will allow sufficient time for any change.

Our published Terms and Conditions explain breaches of our arrangement with you, unless you are medically dependent, there are other reasons for disconnection that do not relate to payment difficulties. We will honor our commitment to provide timely advice in the event disconnection is required.

We will contact you at least once a year to remind you of your rights and check your contact details remain up to date.

If you need assistance at any time please contact us:

Phone: 0800 00 1919

Email: [info@telnetnz.co.nz](mailto:info@telnetnz.co.nz)