

## CONSUMER CARE POLICY

We, Deep Energy, are committed to ensuring the best service and care is offered to our customers. 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/medically-dependent-consumer-and-vulnerable-consumer-guidelines/>.

Our intent and purpose for our customers is:

- To build and maintain positive relationships, treat our customer with the care and respect they deserve.
- Assist customers to maximize their potential and afford a constant electricity supply. Ensure that our customers are on the best payment plan for their needs.
- Identify customers who have difficulty with payments and offer assistance, using disconnection only as a last resort.
- Minimize harm that could be caused by insufficient access to electricity. Be aware of medically dependent consumers, avoiding disconnection.

The consumer care package designed by the Authority has the following four overarching principles that [Participant] have taken on board:



We, Deep Energy, recognize that electricity supply makes an essential contribution to you and your whanau's wellbeing and we want to make sure

- i you're treated with care and respect in every interaction with us; and
- ii we communicate with you in a timely and clear fashion; and
- iii you have every opportunity to be on the best pricing plan to meet your needs; and
- iv we understand your situation and are proactive in offering assistance; and
- v we work with you in a collaborative and constructive manner to solve problems; and
- vi we work with you to resolve payment difficulties and, with your permission, can link you to one or more support agencies or social agencies to assist you; and
- vii we work with you to try to keep your electricity connected if you are having payment difficulties; and
- viii we learn from our experiences to continually improve our support processes; and



### **Medically dependency**

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.

### **Payment difficulties**

If for any reason you have difficulty in paying your account with us, please let us know immediately so we can work to resolve the issue with you. Depending on the amount and reasons for your payment difficulty we can offer various payment options that may work for you. With your consent we can also link you to one or more support or social agencies to assist you, or you can nominate a support agency and/or advocate to assist you.

### **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.

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.

If you need assistance at any time please contact us:

Phone: 09 973 5222

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