



Handling Customer Complaints

Code of Practice

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1. We are always at your service

At Energy Direct NZ we are committed to delivering the highest possible standards of service to our customers. In your home or workplace you can rely on us to do our best to meet your energy needs by providing you with a safe and reliable supply of energy. But however hard we try things may sometimes still go wrong. That is why we've produced this guide to give you information and advice about how we deal with complaints. If you are unhappy about any part of our service, tell us and we will do everything we can to settle the matter quickly and to your satisfaction.

Our aim is to resolve all complaints as quickly and fairly as possible. We will also keep a record of the reasons for complaints. This will help us:

- Find out what we are doing wrong so we can put things right; and
- Improve the quality of our service so we get as few complaints as possible.

Our customer complaint handling processes should be:

- Easily available to you.
- Simple to operate, with clearly set out methods and responsibilities (see 'How we will handle your complaint' - page 4).
- Speedy, with time limits for dealing with complaints (see 'How we will handle your complaint' - page 4).
- Effective.
- Aimed at explaining and settling the problem.
- Include an apology or some kind of compensation if required (see 'How we will handle your complaint' - page 4).
- Fair, with an independent way to look into complaints if you are not satisfied with our response to your complaint (see 'What to do if you are not happy' - page 5).
- Confidential, because people's privacy should be protected (see 'How we will handle your complaint' - page 4). We will however be happy to discuss your complaint with a third party or preferred contact but only if you have authorised us to do so.
- Consistent with the way we work. Every year we will review facts on the numbers of customer complaints. If we need to, we'll look again at our actions and methods on how we handle our customer complaints.

2. What our complaints procedure covers

The procedure explained in this guide deals with any complaints you may have about our commitment to you for:

- Supplying gas;
- Supplying electricity;
- Reading and testing meters;
- Sending out bills and ways of paying for gas and/or electricity;
- Using energy efficiently;
- Marketing energy supplies; and
- Giving information and advice on any of these matters.

3. What to do if you have got a complaint

If you believe that you have a valid reason to complain please contact us at once. The address and phone number are on your energy bill and at the back of this guide. You can telephone, write or call in to the office in person to register your complaint with us.

4. How we will handle your complaint

Once you've told us your complaint, we will look in to it thoroughly. Our aim is to give you a polite and straightforward reply immediately if possible.

We will ensure that your complaint is passed onto and is then dealt with by a member of personnel who works in the division of our business related to your complaint. If you are unhappy with the answer, the complaint will then be passed to the appropriate supervisor or manager for them to review.

Your complaint will be treated in a confidential way. We will only talk to another person or organisation about your complaint if you agree.

If we need more time to look into your complaint, we will register your complaint and we will then give you an acknowledgement of your complaint with us within 2 working days.

Our aim is then to give you a polite and straightforward reply within 7 working days. If we need more time to look into your complaint, we will let you know within these 7 working days.

We will also tell you what's happening with your complaint at least every 10 working days until we can reply fully.

If your complaint needs more action to put it right we will talk this over with you to sort the problem out.

Your complaint will be dealt with in a polite and careful way.

You will always be given the name of the person dealing with your complaint.

If we do not handle your complaint well, we will apologise, give a reason for what has happened and take action to settle your complaint.

5. What to do if you are not happy

If you are not happy with our reply to your complaint, or the way that we handled it, you should contact the manager at the address given at the back of this brochure.

You will be sent an acknowledgement of receipt of your dissatisfaction within 2 working days of our receipt of your complaint. We will then have 7 working days to send you a formal reply, or advise you that the manager's investigations will take longer.

6. Independent complaint advice

If you are still not satisfied after that, you may get help and advice from an independent organisation such your local Citizens' Advice Bureau or the Consumers Institute. The addresses and phone numbers for all advisory agencies are given in "The Telephone Book". If you would like us to, and you then authorise us to, we will be happy to talk to any organisation acting on your behalf about your complaint.

Alternatively you can refer your complaint to the Electricity and Gas Complaints Commissioner in Wellington. However the Electricity and Gas Complaints Commission will only deal with complaints related to the sale and delivery of gas and/or electricity and only after it has first been dealt with by us.

The contact details for The Electricity and Gas Complaints Commissioner are:

The Electricity and Gas Complaints Commissioner
PO Box 5875
Lambton Quay
Wellington 6145
Tel: (0800) 22 33 40

7. Consultation with independent organisations

Please contact us first if you have a problem and we will do our best to help. If we have not been able to solve your problem, or if you would like independent advice, you can contact the Consumers Institute or your local Citizens' Advice Bureau. For formal complaints you can also contact the Electricity and Gas Complaints Commissioner.

8. General

The person responsible for this code of practice is:

The Manager
Energy Direct NZ
179 St Hill Street
PO Box 32
Wanganui 4540

9. Interfering with metering equipment

If you interfere with metering equipment you will not be covered by the policies set out in this code of practice.

10. Where to get more independent advice

- Consumers Institute;
- Citizens' Advice Bureau; or
- The Electricity and Gas Complaints Commissioner.

Please check your phone directory or Yellow Pages for the address of your local Citizens' Advice Bureau and the Consumers Institute.

11. Code of Practice brochures

For a free copy telephone us on (06) 349 0909 or (0800) 567 777

12. Enquiries

12.1 Paying your energy bill

For more information, please telephone us on (06) 349 0909 or 0800 567 777.

The above telephone number is for customer enquiries from 8.00 am to 9.00 pm, Monday to Friday and 8.00 am to 12.00 pm Saturday. Our personnel who work outside these hours deal only with emergencies. They do not deal with routine enquiries.

12.2 Gas and Electricity safety

Please contact us for a free copy of our leaflets on Gas and Electricity safety.

12.3 Electricity

If you have an emergency, such as loss of supply, you can call us 24 hours a day on (06) 349 0909 or (0800) 567 222.

12.4 Gas

If you have an emergency, such as loss of supply or can smell gas, or suspect a gas leak, call us 24 hours a day on (06) 349 0909 or (0800) 567 222.

Alternatively you can write to us at:

Energy Direct NZ
179 St Hill Street
PO Box 32
Wanganui 4540
Tel: (06) 349 0909
Freephone: 0800 567 777
Fax : (06) 345 4931
E-mail : enquiries@energydirectnz.co.nz

You can also contact us at our website at www.energydirectnz.co.nz