

Customer Care Policy

This document is a guide to how we can work together to help you as a customer. We want you to have a warm and healthy home so please let us know right from the outset if you may have difficulty paying your invoice some weeks. If you let us know your circumstances, we can support you better while you are our customer.

This document contains helpful advice for you to make the electricity you use as affordable as possible. It also sets out some of our commitments to keeping you informed.

The Customer Care Policy is one of three important documents explaining the relationship between Paua to the People and you, with the other documents being our Contract for Electricity Supply and standard Terms and Conditions.

Our promises to you

Paua to the People will

1. Pass through wholesale rates from the other suppliers responsible for getting the power to your home (Transpower, Your Local Network and Metering company)
2. Not charge outrageous fees and penalties
3. Communicate with you clearly and in a timely manner.
4. Treat you with care and respect at all times
5. Work with you to keep your whanau connected when you may be having difficulty paying some bills

This is the link to the Paua to the People [Terms & Conditions](#) which are located on our website.

You also have access to complaint resolution by Utilities Disputes who can be contacted on 0800 22 33 40 or www.utilitiesdisputes.co.nz

You can find the Regulator's link to Customer Care guidelines [here](#).

What Paua to the People expects from you

Paua to the People expects you to pay your bills and on time.

Keep us informed if the circumstances at your home change so that we can adjust our support to better supply your electricity needs. We especially need to know if you have someone medically dependent on power living in your home.

Ways Paua to the People can help you

Signing up as our customer

Becoming a customer means agreeing to Paua to the People supplying your electricity under our terms and conditions. As part of the sign-up process, we will conduct credit checks and gather information on your circumstances. If we do not offer you an electricity supply contract, we will tell you why.

Making sure you are on the right plan

Paua to the People have a single plan with separate price points for Low and Standard users. We will periodically check to see if you are on the correct plan and will email you with our recommendations.

Using electricity smartly

Paua to the People will from time to time provide advice on how you can save money or offer you tools that you can use to your power more efficiently.

Communicating Clearly

Paua to the People use email to communicate with you. This means that you are not paying for us to have an expensive call centre and you can easily keep a track of all our communications with you. We expect to be able to respond to your emails within 24 to 48 hours.

If you need someone to help you

If you need or want someone to help you with your power account, Paua to the People can add a joint contact to your account. The joint contact can even receive copies of your invoices and statements.

Making it easier to keep on top of your account

To make it easy for you to keep your electricity bills affordable we will send you your invoice weekly and you will be able to check and pay your account using our app.

Alternatively, Paua to the People will accept credit cards, bank transfers and will also help you to set up a Direct Debit or Fixed Weekly payment.

Making a Payment Plan

If you are finding it hard to pay your electricity bills and have fallen behind, we will help you to set up a payment plan to get it back under control.

Paua to the People Fees

We occasionally charge additional fees and may require you to supply a bond.

Fee	Charge	Reason for the Fee
Late Payment Fee	\$15 per invoice	Paua to the People is required to pay the Generators, Networks, Metering Companies and the Electricity Authority on time. If you are late paying your bills, it makes this harder for Paua to the People.
Remote Disconnection	\$30	This covers the charges from our metering company to remotely connect or disconnect your meter. We do not charge for our time to manage this process.
Remote Reconnection	\$30	

Protecting the health of our medically dependent consumers

If someone in your household relies on electricity to prevent serious harm to their health, you need to let us know immediately by emailing us at service@pauatothepeople.co.nz. This is likely to be where the medically dependent individual relies on medical equipment that requires a constant flow of electricity.

You will then need to ask your doctor or hospital to provide you with a “Notice of Potential Medically Dependent Consumer Status (HP Notice)” which you will need to send us a copy of. You can do that by email at service@pauatothepeople.co.nz after scanning it with your phone.

Periodically we will contact you to provide evidence that your household is still medically dependent on electricity which may require you to obtain a letter from your doctor.

If your household is medically dependent on electricity, we urge you to prepare an emergency plan for the occasional times when an unavoidable outage has occurred at your property. The Electricity Authority has prepared an excellent plan template to help you which is located [here](#).

Your electricity supply

The electricity you use relies on many businesses to generate it and get it to your home.

Paua to the People tries to make your bills as affordable as we can. However, Paua to the People must still pay the industry to supply your power, so we need you to pay for your electricity in full and on time.

Occasionally the power supply to your home can fail. We will pass through to you any notification we receive from your local network about planned service interruptions. If the power goes out and your neighbours are also out it is likely an area outage and the network will be aware of it. If it is just your property impacted, then please check what it says on the screen of your meter (it may be blank) then either contact your network or head over to our [website](#) to report the outage.

Disconnections for non-payment of bills

Paua to the People needs you to pay for your power. If you are late or unable to afford your power, you need to let us know by email on service@pauatothepeople.co.nz so that we can work with you to avoid a disconnection.

Communications you can expect from Paua to the People at this time

We will contact you several times about an unpaid bill. You can expect to receive a reminder notice and up to three follow-up attempts. If we are forced to consider disconnecting your property, we will tell you the date on which the disconnection will take place and what you will need to do to avoid it happening. We will then send a final disconnection notice.

Disconnecting your power

If you do not respond to the communications, we have sent you about unpaid bills and your bills remain unpaid we may disconnect your electricity supply.

Paua to the People will not disconnect your electricity supply if your household is medically dependent on electricity. We will also not disconnect at night, immediately before or during a weekend or public holiday, during severe weather events or during a civil emergency.

Getting you reconnected

If your electricity has been disconnected, you may contact us to have it reconnected. You will be responsible for the costs associated with both the disconnection and reconnection. Paua to the People will also expect some or all of the unpaid amount to be deposited in our account before reconnecting your property.

Making a complaint

You can contact us at any time to talk about your situation, to ask questions about your bill or to make a complaint.

Paua to the People can be contacted on service@pauatothepeople.co.nz

If you are not satisfied by the outcome of your complaint, you can contact Utilities Disputes. This service is independent and free of charge.

Utilities Disputes Limited

Free and independent service that resolves complaints about electricity.

www.utilitiesdisputes.co.nz

0800 22 33 40

Some services that can help you

Powerswitch

Find the cheapest electricity plans

www.powerswitch.org.nz

Money Talks

A free and confidential helpline that can connect you with financial mentors and community services.

www.moneytalks.co.nz

0800 345 123

Citizen's Advice Bureau

Free, confidential and independent information on your rights and how to access the services you need.

www.cab.org.nz

0800 367 222

Work and Income

Work and Income can help you financially if you are on a low income or not working.

www.workandincome.govt.nz

0800 559 009

Community Energy Network

Energy Efficiency and healthy homes community-based specialists

www.communityenergy.org.nz

Utilities Disputes Limited

Free and independent service that resolves complaints about electricity.

www.utilitiesdisputes.co.nz

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