



## Caring for Paua to the People customers

Paua to the People is a small independent retailer supporting a small number of customers. We look to minimise our costs to make the power we supply you as cheap as we can supply it to you. As part of this ethos, Paua only communicate using email, which is simple, quick and maintains a trail of communications between us.

With our minimal staffing we do not believe that we are the right retailer to support medically dependent households so have chosen to reject all potential customers who are medically dependent. If your household develops medical dependence, we will reluctantly ask you to switch to a bigger retailer.

Paua to the People only offer wholesale price tariffs. This means that the price per kWh changes every 30 minutes as the cost of generation is determined by the Wholesale Spot Market. When the Spot market is low then you will be charged less, however when the Spot market is high or spikes, you can end up paying more some weeks. If we expect the Spot market to be unreasonably high for an extended period, we let you know and urge you switch to another retailer. We have no notice period and will switch you over to a new retailer as soon as we get a request from them.

To help you make more informed decisions about your electricity retailer we can supply your consumption data on request. Typically, we supply the data in 30min intervals (which is what we receive from your meter) so you can match them against the SPOT market rates (which we can also send you). If you don't want that much detail let us know and we will endeavour to supply what you need.

To make it easier for you to keep up with payments we bill weekly and request that your account is paid-up by the end of each week. If you are having trouble paying your bill let us know and we will make a note on your account to help us to help you. We have a late payment fee of \$15 per invoice but typically only apply this if you are being disconnected or your debt is being transferred to our debt collection agency. We also typically waive the late payment fees if we can agree on a payment plan with you.

Paua request that customers set up a direct debit to make it easier to clear your account each week. We also accept bank transfers and automatic payments from your bank. Email us and we work with you to set up affordable automatic payments if you

want to use this payment method. If you are making manual payments, then please put your customer account number in all three reference fields.

Also, let us know if you need copies of invoices and communications automatically copied to a joint account holder or support organisation and we will set this up for you.

In the unlikely event that Paua need to disconnect you for not paying your account we will make five attempts to contact you including one on the day of disconnection. We will only accept proof of an agreed payment to cancel the disconnection so please do not leave this to the last moment. All costs associated with the disconnection are passed through with at wholesale and we do not add any charges on top.

Please email us if you have any questions.

Take care.

The team at Paua to the People

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