

ELECTRICITY DIRECT LIMITED COMPLAINT RESOLUTION PROCESS

KEY PRINCIPLES FOR COMPLAINT HANDLING

In handling complaints, Electricity Direct Limited (EDL), as a member of Utilities Disputes Limited (UDL), must:

- Treat any expression of dissatisfaction or concern about a service or good provided as a complaint.
- Respond to all queries and complaints as soon as reasonably practicable, and before the deadlines in the Code.
- Be sensitive to the complainant's health, disability or language issues.
- Interact with complainants and any other person involved in the complaints process (including the Minister) in an open and professional manner.

COMPLAINTS PROCESS

If you have a complaint or wish to give us feedback on any aspect of our service, please contact Electricity Direct Limited in the first instance on 09 532 7029.

If you prefer, you can send a letter, facsimile or email to us explaining your problem or concern. Please send mail to Electricity Direct c/- Smart Power Ltd, PO Box 39315, Howick, or you can contact our complaints resolution team by email at EDL@complaints.net.nz.

Usually, contacting us will be enough to resolve your complaint. If your complaint cannot be resolved straight away, it will be elevated to a key staff member, who will take responsibility for working with you to a fair resolution.

We will acknowledge your complaint in writing within two business days (unless you make your complaint orally and agree to us acknowledging your complaint orally) and provide an initial response to your complaint as soon as possible taking account of the urgency of your complaint and in any event within seven business days from the day you made your complaint.

We will:

- (a) investigate your problem or complaint;
- (b) liaise with the relevant people within our organisation or a third party to resolve your issue;
- (c) keep you up to date on progress; and
- (d) provide you with a single point of contact if you have further queries or concerns.

EDL is part of the Utilities Disputes' Energy Complaints Scheme, and will deal with any complaint you may have in a way which meets the requirements of this scheme. If you are not satisfied with the way we propose to resolve your complaint, or if it has taken longer to resolve than:

- (a) 20 business days (and we have not notified you in writing that we have a good reason to extend time for resolving the complaint and what that good reason is); or
- (b) 40 business days (with notice of extension) then you are entitled to refer your complaint to Utilities Disputes Ltd (who offer a free and independent dispute resolution service).

Please see the full Energy Complaints Scheme Document on the Utilities Disputes website: www.utilitiesdisputes.co.nz.

Further information regarding the Utilities Disputes process, and when you can refer your complaint to them is available from Utilities Disputes, either by phoning 0800 22 33 40, visiting their website www.utilitiesdisputes.co.nz, or writing to PO Box 5875, Wellington 6140.