

# CUSTOMER CHARTER

## Our commitment to you

Aurora Energy Limited is New Zealand's seventh-largest electricity distribution company, supplying power to more than 87,000 homes, schools, farms and businesses in Dunedin, Central Otago and Queenstown Lakes. We are responsible for a major and essential part of the region's infrastructure, delivering around 1,300 gigawatt hours of electricity each year. Our responsibilities include maintaining the safety and reliability of the network, connecting new customers, and upgrading the network to meet the growing needs of the community.

### **1. WE WILL NEVER COMPROMISE ON SAFETY**

Safety is our first priority. We will never do anything that undermines this core commitment. As part of that commitment, we will provide you with a 24 hour fault and emergency response service, inform you if it is unsafe to restore your electricity service, and provide you an estimate of when service can be restored.

For the safety of our customers and workers, at times we may need to turn your power off to carry out some types of repair and upgrade work and in emergencies. We will make every effort to minimise disruption to customers and restore power safely.

### **2. WE VALUE YOUR OPINION**

If you have feedback about our performance, we want to hear about it, as your feedback helps us to identify and address issues with our services. You can provide feedback to us via our website, by calling us during business hours on 0800 22 00 05 or by emailing [info@auroraenergy.co.nz](mailto:info@auroraenergy.co.nz).

We will acknowledge your feedback within 2 working days. We aim to resolve any complaint within 20 working days. While we endeavour to resolve your complaint as quickly as we can, every case is different and some more complicated matters may take longer to resolve.

Our aim is to resolve any complaint or concern where it happened so we encourage you to speak to one of our people at the point where the issue has occurred. Our people are here to help and welcome the opportunity to make things right.

### **3. WE OFFER A COMPLAINTS RESOLUTION PROCESS**

We provide a formal complaints resolution process if you are not satisfied with our performance or our response to the issue you have raised. You also have the right to refer the complaint to Utilities Disputes after completing our internal complaints process. To find out more about our complaints resolution process, visit [www.auroraenergy.co.nz](http://www.auroraenergy.co.nz).

### **4. WE ARE ON HAND TO HELP**

We are on hand to help with your service needs. You can call us 24 hours a day, 365 days a year, in New Zealand on Freephone 0800 22 00 05. We will acknowledge phone calls and emails within 24 hours and letters within 2 working days – sooner if we can.

### **5. WE WILL PROVIDE A QUALITY SERVICE**

We are committed to provide you with a reliable and quality supply of electricity. We will strive for prompt restoration of your electricity service should you experience a service interruption; ensure timely connection to the network and relevant information on our services; provide adequate notice of planned outages to carry out upgrade or maintenance of the network.

Our goal is always to meet, or exceed, your expectations. If things do not go as promised, we will put them right. To ensure your satisfaction with our services, we will take personal responsibility for resolving your concerns, listen to your needs and address issues raised.

We will honour the commitments we make to you, be easy to contact, with information that is helpful, accurate, up-to-date and easily understood. We will regularly review our performance with our customers and employees to identify opportunities for improvement.

### **6. WE WILL PROTECT YOUR PERSONAL INFORMATION**

We respect your personal information and treat it with the utmost care. You have the right to access and correct the personal information we hold about you and we will respond to your request within 10 working days.

### **7. WE SUPPORT THE ENVIRONMENT**

We are committed to continual improvement in our environmental performance, to the prevention of harm to the environment and to the adoption of sustainable work practices. We promote zero emissions transport through the uptake of electric vehicles and charging infrastructure.



**STEVE THOMPSON**  
Chair



**GRADY CAMERON**  
Chief Executive

3 July 2017