

# IMPROVING OUR COMMITMENTS TO YOU



## HOW WE PLAN TO IMPROVE OUR CUSTOMER CHARTER AND COMPENSATION

\*Regulatory Year (RY) runs from 1 April - 31 March

### A SNAPSHOT OF OUR CUSTOMER CHARTER AND COMPENSATION DEVELOPMENT PLAN

Customers are at the heart of our business so we are committed to building a solutions-focused culture that provides genuine benefits for our customers.

We are dedicated to **holding ourselves accountable**, standing by our commitments and ensuring customers get the service they deserve.

We published our current customer charter and compensation arrangement in 2017. It was our way of identifying what we are committed to, and how customers are compensated when things don't go to plan.

We remain the only electricity distributor in New Zealand with a customer charter in place (and publicly available), and it has therefore been a significant step towards Aurora Energy's goal of **becoming more customer-centric**.

We know that components of this charter have not been fully operationalised and awareness about its existence is low.

**We are committed to changing that.**

#### Customer benefits

- Contemporary and fit-for-purpose customer charter and compensation arrangement
- Customer-centric culture at Aurora Energy and wide understanding of our commitments
- Our customers and external stakeholders understand the charter and compensation arrangement
- Enhanced accountability through public reporting on an annual basis

For a full copy of our **Development Plan** go to [www.auroraenergy.co.nz/disclosures/delivering-our-cpp](http://www.auroraenergy.co.nz/disclosures/delivering-our-cpp)

Initiative	How we'll do it	By when*
<b>Review, consult and launch</b>	<p>Review our existing customer charter and compensation arrangement to determine how we can improve it.</p> <p>Deliver an internal consultation programme to ensure our service commitments are measurable and fit for purpose.</p> <p>Deliver a public consultation programme to seek feedback on a revised customer charter.</p> <p>Launch a new version of our customer charter to our customers and stakeholders.</p>	RY23
<b>Drive awareness and commitment</b>	<p>Ensure the customer charter is accessible and available to all customers.</p> <p>Develop a promotional campaign to outline our customer charter for internal and external audiences.</p> <p>Produce an annual report of our service commitments for customers.</p> <p>Measure awareness and understanding of our customer charter and compensation through our annual customer survey.</p>	RY24
<b>Promote and celebrate</b>	<p>Ensure our customer charter is available at all Aurora Energy events and public consultation events.</p> <p>Execute an annual campaign to enhance knowledge and awareness of the customer charter and compensation scheme.</p> <p>Promote our performance against our customer charter and consumer compensation arrangement to our customers.</p>	RY25
<b>Ongoing improvement</b>	<p>Conduct a further review of the customer charter and compensation to ensure it remains fit for purpose and is well understood.</p>	RY26

