

# CUSTOMER SERVICE INCENTIVE PAYMENT SCHEME



## AURORA ENERGY CUSTOMER CHARTER

Aurora Energy is committed to providing you with a safe, reliable and sustainable electricity supply across the electricity network in Dunedin, Central Otago/ Wānaka and Queenstown Lakes.

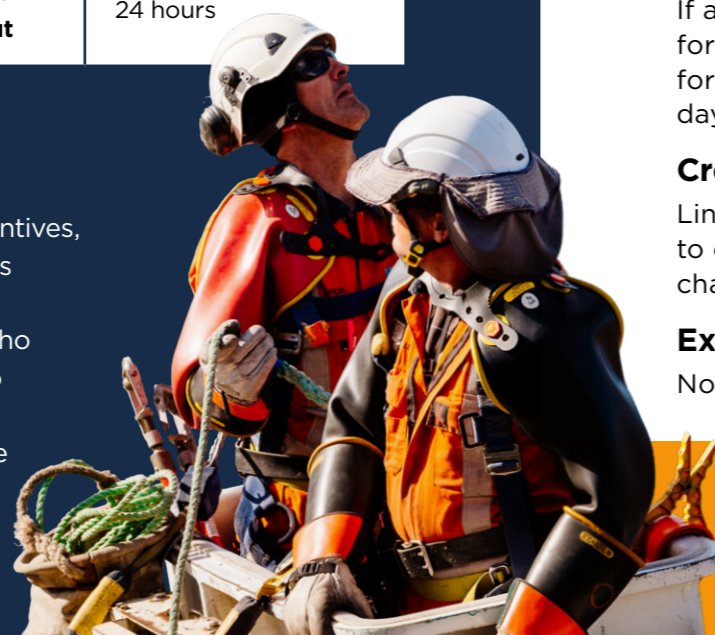
Our Customer Commitments outline our service levels to you, what you can expect from us, and what we need from you (please refer to our Customer Commitments document for more information).

Our Customer Service Incentive Payment Scheme outlines how we will compensate you if we fail to meet the following service standards:

Customer service incentive	Credit	Exclusions
Letting your electricity retailer know at least 10 working days before any planned power outages, so they can advise you	<b>\$40 for non-notification</b>	No payment made if the retailer doesn't pass on the information to you
We will investigate and respond to any power quality (voltage) complaints within seven working days of receiving the complaint	<b>\$50 if we don't respond to you within 7 working days</b>	No payment made if we let you know why we need longer to complete the investigation
Restoring your power as quickly as possible after a fault	<b>Line charge refund for each day beyond the first 24 hours your power is out</b>	No payment made if the fault is less than 24 hours

## Credits

If we have not met the above customer service incentives, Aurora Energy will automatically pay you a credit as compensation. The credits are refunds of network charges that are made to your electricity retailer (who you pay your bill to), who is contractually obliged to pass these on to you. Because the credits are made through your electricity retailer, it may take a couple of months before it appears on your power bill.



## Notification of a planned power outage

If we fail to give proper notice of a planned power outage, via your electricity retailer, then we will pay you a credit.

### Customer service incentive

Letting your electricity retailer know at least 10 working days before any planned power outages, so they can advise you.

This excludes momentary outages, or emergency/ urgent repairs. From time to time, Aurora Energy or one of our contractors will notify you directly for low voltage outages less than 10 working days in advance.

### Credit

We will pay \$40 in respect of each customer connection not notified in accordance with the customer service standard.

### Exclusions

No credit is payable when your electricity retailer has been notified in accordance with the customer service standard but has not adequately communicated with you.

No credit is payable for any new ICPs added to our network after an outage has already been notified to the retailer.

## Power outages over 24 hours

### Customer service incentive

If a fault on our network causes an ongoing power cut for 24 hours or more, we will refund your line charges for each day beyond the first 24 hours, including the day your power is restored.

### Credit

Line charges are different for each connection (ICP) to our network. We will calculate and refund the line charges relevant for your ICP.

### Exclusions

No credit is payable if the fault is less than 24 hours.

## Responding to complaints about quality of supply (voltage)

Customers who believe they have a problem with the quality of their power supply (voltage) should contact us on 0800 220 005 so we can investigate. If we fail to investigate and respond to a power quality (voltage) complaint within the customer service incentive timeframe, then we will pay you a credit.

Aurora Energy will maintain your power supply voltage within  $\pm 10\%$  of 230 volts (between 207 volts and 253 volts) when measured at the point of supply, except for momentary fluctuations. Please note that voltage can swing between the limits when electricity demand fluctuates. Greater demand causes voltage to drop and if this happens various items of network equipment, including transformer tap-changers and voltage regulators, will operate to maintain voltage levels. This variation will be more pronounced in rural areas due to the greater impedance of relatively longer lines, and may be more noticeable by customers near the edge of the network.

### Customer service incentive

We will investigate and respond to any power quality (voltage) complaints within seven working days of receiving the complaint.

### Credit

We will pay a \$50 credit for exceeding the service standard.

### Exclusions

No credit is payable if we have provided you, within seven working days, with an estimate of the time it will take to complete the investigation and the reason for requiring extra time.

**!** **Please note:** Aurora Energy will not accept responsibility for any damage to a customer's equipment caused by unbalanced voltage.

ANY QUESTIONS?  
GET IN TOUCH!

0800 22 00 05



auroraenergy.co.nz