

CUSTOMER SERVICE STANDARD 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 Standard Payment Scheme outlines how we will compensate you if we fail to meet the following service standards:

Customer service standard	Credit	Exclusions
Letting your electricity retailer know at least 10 working days before any planned power outages, so they can advise you	\$40 for non-notification	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	\$50 if we don't respond to you within 7 working days	No payment made if we let you know why we need longer to complete the investigation

Credits

If we have not met the above customer service standards, Aurora Energy will 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 standard

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

**This excludes momentary outages. 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*

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.

Credit

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

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 standard timeframe, then we will pay you a credit.

Aurora Energy will maintain your power supply voltage within $\pm 6\%$ of 230 volts (between 216.2 volts and 243.8 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 standard

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

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.

Credit

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

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