



## **What to do if you're not happy with our service and want to complain**

We value you as a customer and your views are important to us. We are committed to continually improving our customer service but we know that sometimes things go wrong. If this happens we want to know so please tell us.

To give us feedback or to lodge a complaint, please call our Customer Service Team on 0800 34 00 00 any time from 7am to 9 pm Monday to Friday and 8am to 5 pm on Saturdays. If you prefer email you can contact us at [support@empower.co.nz](mailto:support@empower.co.nz) or fax us on 0800 508 101.

Once we hear from you we will try to resolve your complaint immediately. If the problem is too difficult to resolve immediately, it will be referred to more senior personnel for resolution. After assessing the situation, we will get back to you within seven working days. If it's likely to take longer than that, we will write to you to explain why.

Empower is a member of the Electricity and Gas Complaints Commission (EGCC) and is committed to maintaining the standards contained in the EGCC Consumer Codes of Practice for all our dealings with customers.

Provided that the EGCC has the jurisdiction to consider your particular complaint, you can refer your problem with Empower to the EGCC if your complaint has reached "deadlock", that is if:

- you are not happy with the way we propose to resolve your complaint; or
- we have not resolved your complaint within 20 business days of receiving it and we haven't written to you to explain why we need additional time; or
- we have not resolved your complaint within 40 business days after receiving it.

If you consider that your complaint has reached deadlock, you will have two months to refer the matter to the EGCC for investigation. You can contact the EGCC by phone on 0800 22 33 40, fax on 0800 22 33 47, email on [Info@egcomplaints.co.nz](mailto:Info@egcomplaints.co.nz); or by post at P O Box 6144, Wellington.

### **If you are still not satisfied with the outcome**

Empower's commitment is always to resolve matters to your satisfaction. If for some reason you remain unsatisfied with the way your complaint has been dealt with, even after the intervention of the EGCC, then you can pursue the matter in another forum, for example the Disputes Tribunal or the court system.

Thank you for being with Empower. We are committed to do our best to meet your energy needs.