

# Dispute Resolution Procedure

**This document summarises the process that Counties Power Ltd will follow when you have a dispute with us about any matter involving our part in the supply of electricity to you. If you want to dispute something please contact us as soon as possible after the event happens.**

## Step One – Talk to us

We can sort out most problems over the phone, so please call our Customer Care Team on 0800 100 202 or if you prefer you can write to us at Private Bag 4 Pukekohe. If we cannot sort out the problem straight away then we guarantee to give you a reply or an explanation within 5 working days. If you want us to reply in writing then we will. If you are still not happy you should proceed to the next step.

## Step two - Call

Please call and ask to speak to the Customer Care Manager who will investigate the issue and get back to you within two working days.

## Step Three – If you are not satisfied

If you are still unsatisfied then you should address a written complaint to the Customer Care Manager, outlining why you are not satisfied with our reply. Our Customer Care Manager will report to the wider management team including the C.E.O the details of your complaint.

We undertake that the Customer Care Manager, or other relevant team member, will sort out the dispute directly with you, or will send you a full written explanation within 15 working days. In most cases our Customer Care Manager will involve other Counties Power team members to ensure we have a full understanding of the issue.

## Step Four – Independent Help

By making a formal written complaint your problem will be discussed by the relevant people in the organisation with the Customer Care Manager charged with acting as your champion, and we hope that a fair resolution is arrived at.

However, sometimes even with goodwill on both sides, we may be unable to satisfy you, in which case a number of other avenues are open to you.

You may wish to consult legal advice or have the matter adjudicated by the Disputes Tribunal. Or, if your dispute originated after October 1st 2001 and has been formally made in writing, you will be able to report the matter to the Electricity Complaints Commission.

The Commission is an independent body that is free to consumers. If the Commission upholds your dispute, it has the power to set levels of compensation or order that we take a certain course of action, and we are bound by any ruling they make.

The Electricity Complaints Commission can be contacted by freephone on 0800 22 33 40 or by emailing [info@electricitycomplaints.co.nz](mailto:info@electricitycomplaints.co.nz)

## If a dispute involves money

While a genuine dispute is being sorted out according to this procedure then:

- Any money in dispute need not be paid.
- No collection action will be taken.

You must still pay us any money that is not in dispute.

After the dispute is sorted out, if we owe you money then we will either credit it to your bank account or send you a cheque within 10 working days, whichever you prefer. If you owe us money you must pay us within 10 working days unless we agree to some other length of time for the payment.

