



PLATINUM POWER

July 2025

CONSUMER CARE POLICY

Platinum Power Retail Ltd is committed to ensuring the best service and care are offered to our customers. We acknowledge that our customers are our business and will be adopting recommendations and requirements as set out in the Customer Care Obligations published on the Electricity Authority's website <https://www.ea.govt.nz/your-power/consumer-care-obligations/>

Our intent and purpose for our customers is:

- To build and maintain positive relationships, treat our customers with the care and respect they deserve. If you need assistance or a support person to help understand your power, please let us know.
- Ensure clear communication and provide information promptly. You can ask us about your electricity use to help you make the right decisions.
- Assist customers to maximize their potential and provide a constant electricity supply. We want to ensure that our customers are on the best payment plan for their needs.
- Identify customers who have difficulty with payments and offer assistance, using disconnection only as a last resort. If you are unable to pay your bill, we would like you to contact us immediately so we can see what we can do to assist.
- Electricity is essential for wellbeing; for some, it is necessary to use medical equipment. We want to be able to minimize harm that could be caused by insufficient access to electricity. We want to be aware of medically dependent consumers, avoiding disconnection.
- We will be clear and ensure you understand any fees we may need to charge.

Medically dependency

To assist us in understanding your needs, you need to advise us of any medical dependency on electricity so we can maintain records and flag in our system not to disconnect under any circumstances. We will also ensure that notification of any planned outages is made to you promptly.

When you become our customer, if you notify us that you are medically dependent, we will request certain information from you, for example, a medical certificate. This information may be retained on a special register, and you have the right to the information contained about you.

Payment difficulties

If, for any reason, you have difficulty paying your account with us, please let us know immediately so we can work to resolve the issue with you. Depending on the amount and reasons for your payment difficulty, we can offer various payment options that may work for you. With your consent, we can also link you to one or more support or social agencies to assist you, or you can nominate a support agency and/or advocate to assist you.

Fees

There are times when we may need to charge for other services supplied outside of our normal electricity prices. These fees, for example, may be for a meter inspection requested by you, disconnection, or reconnection, depending on circumstances. We will advise of the fees before they occur, and if there is anything you can do to avoid them. We will ensure our fees are reasonable estimates or reflect the actual cost of the fee for the activity being charged.

Faults

There will be occasions where your electricity distributor may need to turn off the connection to your home. Where this is for maintenance or upgrades, called a Planned Outage, we or the distributor will let you know in advance that this is going to happen. Unplanned Outages can also occur due to various reasons, such as weather events or accidents, and these will occur without warning. If you find yourself without power, please contact us.

Complaints and feedback

We understand there may be times when you are unhappy with our services, so we would like you to let us know as soon as possible. Feedback is important to us to ensure we can offer the best service we can and make any improvements that may be needed. If you want to give feedback or suggest improvements, please call us on 0800 PLATPOWER (0800 752876937) or email info@platinumpower.co.nz. Complaints can also be posted to 33 Lakeside Park Road, Ruakaka 0171.

If you feel that Platinum hasn't resolved your complaint, you can contact Utilities Disputes. Utilities Disputes is an independent organisation that specialises in resolving complaints in a fair way, at no cost to the customer. You can call Utilities disputes on 0800 22 33 40, email them at info@udl.co.nz, and find more information on their website udl.co.nz. But please be sure to contact us first.

Other matters

If English is not your first language or you have difficulty expressing yourself, please have someone advise us so we can work to communicate with you in a manner that is clear and able to be understood by you. You may use a support person to act on your behalf.

It is important that you let us know your preferred communication details, which can be email, text, phone, or post. We will also use any alternative contacts you wish us to use on your behalf.

At all times, we will maintain your privacy, including complying with any privacy laws. You are entitled to request any information we hold on you.

There may be rare times when we are unable to continue to provide you with our services; if this occurs, we will ensure we provide you with adequate information as to the reason why and make recommendations of other providers that you could approach. As per our terms and conditions, we will allow sufficient time for any change.

Our published Terms and Conditions explain breaches of our arrangement with you; unless you are medically dependent, there are other reasons for disconnection that do not relate to payment difficulties. We will honor our commitment to provide timely advice if disconnection is required.

We have also published on our website the booklet “Know Your Rights”. This booklet is a comprehensive overview of your rights as a power customer, as published on the Electricity Authority website. The consumer care obligations are rules that all power companies must follow.

No disconnection will occur where medical dependency is known, or where disconnection would endanger the well-being of the customer, e.g., just before nightfall or during severe weather events, or it would be unreasonably difficult for you to make arrangements for reconnection. Please note that unplanned outages are out of our control, and you should be prepared if an unplanned outage affects you.

If you need assistance at any time, please contact us:

Phone: 0800 PLATPOWER (0800 752876937)

Email: info@platinumpower.co.nz

ADDITIONAL SUPPORT MAY BE AVAILABLE

Work and Income

You could be eligible for support from Work and Income. Contact them to find out more.

Website: workandincome.govt.nz

Phone: [0800 559 009](tel:0800559009)

MoneyTalks

You can contact MoneyTalks for free budgeting advice.

Website: moneytalks.co.nz

Phone: [0800 345 123](tel:0800345123)

Free text 4029 or email help@moneytalks.co.nz