

Overview

At Lodestone, we are providing you access to solar power - making it easy. We will endeavour to provide great service, affordable electricity and ensure New Zealand continues its journey to a renewable energy future.

We understand that electricity is essential to the health, safety, and wellbeing of every household.

We believe in electricity bills that are easy to understand and are predictable. We will work hard to ensure your EASY Plan will be a great decision, for many years to come.

This Consumer Care Policy explains how we support and care for you, including if you have someone living at your property who relies on electricity for critical medical support, assist you if you're experiencing payment difficulties, and show you ways to save by managing how much, and when, you use electricity.

We are committed to continually learning from our experience in meeting our consumer care obligations and to using those learnings to improve the experience of our customers and consumers.

For more information you can see the Electricity Authority's Consumer Care Obligations and other resources on the Authority's website [here](#).

Our commitment to you

We commit to treating you fairly and respectfully. We will do as we say, follow through on our promises, and if we get it wrong, we do our very best to make it right.

Your EASY Plan has been arranged to match your electricity needs, and our commitment is to be ready to change, if your needs change. We will always endeavour to ensure you are able to make the most of your choice to join Lodestone.

If you need help to pay your bill, you can count on us to provide helpful solutions, you will be treated with care and respect, and we will not disconnect you unfairly or unreasonably.

Communicating with you

We commit to communicating with you in a way that is understandable, timely, clear and accessible. We will use plain English and avoid unnecessary jargon.

When you join Lodestone, we will ask for some information to help us communicate with you in an appropriate way including an alternative contact method and giving you the option to have a support person, and/or an alternate contact person nominated on your account.

If for any reason you would like to have another person support you when you are communicating with us you may choose a support person (e.g. trusted friend, family member, social worker, financial mentor) who we can then communicate directly with (with your consent) or invite them to be part of discussions about your account including anything relating to payment difficulties, plans, or complaints.



You can nominate a person as an alternate contact for your account that we can contact if we are unable to reach you directly. An alternate contact person cannot make changes to your account unless you tell us they can; and they cannot be a Lodestone employee.

You will need to confirm with this person that they are happy to be your alternate contact person and for you to provide their personal information to us. If they agree, you will need to contact us to provide us their name and contact details.

We will report to you your electricity usage each month and you can find handy tips to help you lower your power bill [here](#).

Helping you choose the right pricing plan

We have created an EASY Plan that we think is right for you. However, if, for any reason, you think your plan could improve, let us know. We're here to help.

In this case, please contact us at customercare@lodestone.co.nz or call us on 0800 810 800.

Plans and fees

Your EASY Plan pricing details will appear on your invoice and this will include your simple daily charge and the value of your Carry Over balance, showing volumes that are more or less than your solar allocation.

Your invoice may also include service fees that are applicable to you.

If you want to learn more about the way your EASY Plan works, or more detail of the applicable fees, you can visit our website [here](#).

We work on the basis that there are no surprises and you can rest assured that we will give you plenty of notice if you are going to be charged a fee and let you know why.

If you have a question about our fees, please contact us.

Access to your consumption data

Your monthly invoice should contain all you need to know about how much electricity you have used.

However, if you want more detail, we will provide you with your consumption data, upon request, within a reasonable timeframe and meet the requirements of the Consumer Care Obligations under the Electricity Authority code.

Medically Dependent Consumers

If your household has someone who relies on mains electricity for critical medical support, where losing power could result in serious injury or even death they are considered a Medically Dependent Consumer and we need to know.

As with any customer, your health and well-being are very important to us. If you are, or someone in your house is, a Medically Dependent Consumer and you have not registered that with us, please let us know right away by calling 0800 810 800. Registration is free.

To register with Lodestone as a Medically Dependent Consumer, you will be asked to provide a Confirmation of Medically Dependent Consumer Status Form signed by the medically dependent



consumer's doctor or another health practitioner with an appropriate scope of practice. Click [here](#) for more details.

Our commitment on disconnection

While you are registered as a Medically Dependent Consumer - or while you are in the process of applying to register, or disputing a decision about Medically Dependent Consumer status - we will not disconnect your property for non-payment.

Being registered does not remove the obligation to pay your bills, so if you are finding it hard to pay, please contact us early and we will work with you to find a solution.

Power cuts are different from disconnection

Even though we will not disconnect you for non-payment, a continuous power supply can never be fully guaranteed. Power cuts (outages) can still happen because of extreme weather, accidents, network faults, or other reasons outside our control.

It is important you have an emergency response plan for these situations. We can help you prepare one - just contact us - and you can find more information on preparing a plan on the Electricity Authority's website here: [Medically dependent consumers Electricity Authority](#). Always contact your healthcare provider or dial 111 if you are concerned about your or someone else's health during a power cut.

Helping you with payment difficulties

At Lodestone, we understand that life can be unpredictable, and sometimes keeping up with bills can be tough. If you are in this situation, call us and we can help to manage any outstanding balances or provide payment plans to pay off outstanding arrears.

To enable the best chance for us to help you, contact us as soon as you think you might have trouble paying a bill. This will give us time to find the best solution before debt builds up or bank fees are incurred.

In addition, with your consent we can also refer you to social agencies for assistance and we can link you with financial mentoring and support organisations.

With your permission, we can connect you to social and budgeting support services, including:

- WINZ - <https://www.workandincome.govt.nz/>
- MoneyTalks - <https://www.moneytalks.co.nz/> or 0800 345 123

What happens if you don't pay your bill

Here is what happens if you can't pay your bill:

The EASY solution – **you call us**: If you miss a payment or realise you won't be able to pay your bill on time, contact us immediately. We can make an agreed payment arrangement to get you back on track. If we don't hear from you, we will contact you to notify you that you have missed your payment and set up the plan.

If we subsequently don't hear from you, **we will issue you a notice for payment**: In this case, we'll issue you a formal notice in writing to request payment and this will include budgeting resources and options.



If we still don't hear from you, we will make at least **3 further** separate attempts to contact you to remind you of your obligations to pay the outstanding amount. These attempts are spread over time, use more than one method of contact where reasonable, and include offers of payment plans and budgeting support services.

The not so EASY solution - **Disconnection**. If we still cannot reach you or agree a payment arrangement, we will issue you with an initial notice of disconnection. We will not issue this notice earlier than 28 days after the date of your invoice. It will be in writing and will include budgeting resources and options.

Disconnection is our last resort. If we are still unable to contact you and no arrangement for payment has been made, no sooner than 44 days after the date of the unpaid bill, we may issue you with a final notice of disconnection, which means disconnection of your power supply is imminent. We'll give you at least 10 days' notice, plus at least 24 hours' final notice before turning off the power.

We will not disconnect your power immediately before or during a weekend or public holiday, or when same-day reconnection would be difficult.

We want you connected! We'll reconnect your power as soon as the outstanding balance is paid in full, or an acceptable payment plan is put in place. Please contact us as soon as you can. We'll work with you to get your power back on as quickly as possible, as long as the criteria are met.

Lodestone's complaint process

We care what you think!

If you have any concerns about the service you have received from us, please let us know. You can make a complaint by emailing us at customerresolutions@lodestone.co.nz.

If, for some reason, you are not satisfied with the outcome of the complaint, you can contact Utilities Disputes. This service is a free independent service. The Utilities Disputes website has a series of information sheets in English and Te Reo Māori that explain common concerns around electricity supply as well as details on the complaints process. They can look into many aspects of your relationship with Lodestone but can't look into a complaint about the price of electricity.

You can contact Utilities Disputes on Ph 0800 22 33 40 or at info@utilitiesdisputes.co.nz or www.utilitiesdisputes.co.nz.

Privacy

We treat your personal information with the utmost care. To find out how, see our Privacy Statement on our website: Legal and Privacy - Lodestone Energy. This documents how we manage and store your personal information.

To discuss any privacy-related issues or questions you can contact our in-house Privacy Officer on privacy@lodestoneenergy.co.nz. Our Privacy Statement is available on our website and can be found here: [Privacy Statement](#).