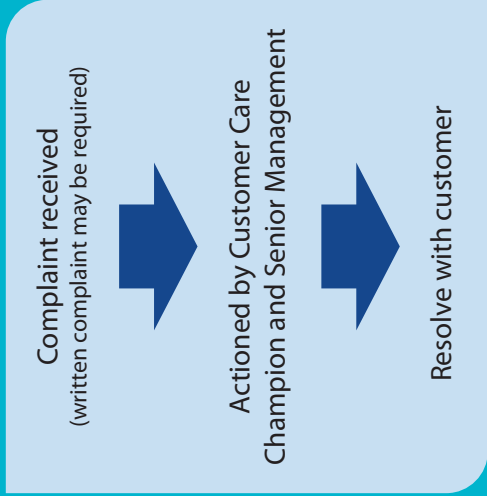
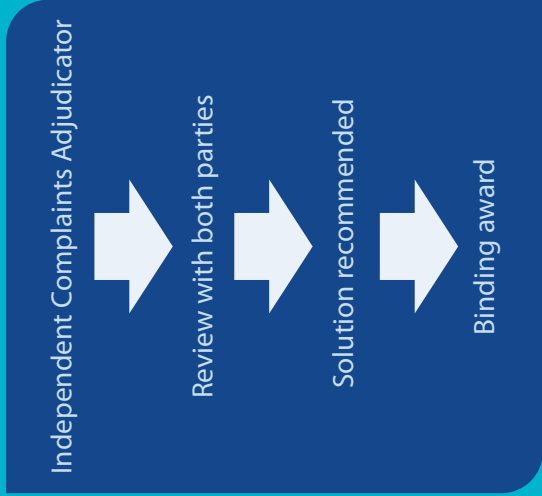


Resolving Issues - Key Steps



Bay of Plenty Energy



CONTACT DETAILS:

For further information on the range of benefits offered only by Bay of Plenty Energy, please contact our friendly Customer Care Team. We're here to help.

PHONE

0800 500 710

POSTAL ADDRESS

PO Box 404
Whakatane 3158

PHYSICAL ADDRESS

52 Commerce Street
Whakatane

EMAIL ADDRESS

enquiries@bope.co.nz

FAX NUMBER

(07) 307 0922

WEB SITE

www.bope.co.nz

Putting Things Right

Our Guide To Resolving Customer Complaints

BAY OF PLENTY
BOPE ENERGY
Powering your lifestyle

BAY OF PLENTY
BOPE ENERGY
Powering your lifestyle

Making a Complaint to BOPE

AT BAY OF PLENTY ENERGY WE ARE COMMITTED TO RESOLVING ANY ISSUES OR COMPLAINTS THAT YOU MAY HAVE IN AN EFFICIENT, FAIR AND TRANSPARENT MANNER.

As your local team, we strive to provide an exceptional level of personal service to our customers. However, we also appreciate that no matter how hard we try, we will not always get things right.

That's why we have a clear and simple **internal process** to ensure any issues are resolved as promptly as possible in a fair and transparent manner. By having a formal process, you know exactly what you can expect from us.

If any issue is not resolved as part of our internal process, you also have an extra safeguard – the **Energy Complaints Resolution Scheme**.

This is a locally based independent complaints authority set up to hear and resolve energy complaints.

Independent Energy Complaints Resolution Scheme

If an issue cannot be resolved by the Bay of Plenty Energy team directly, you have the option to refer your complaint to the Independent Energy Complaints Resolution Scheme.

This scheme provides customers with access to independent adjudication designed to find a fair and acceptable solution to more difficult energy problems.

The Complaints Scheme allows customers to have their complaint and Bay of Plenty Energy's response reviewed by an independent and impartial adjudicator.

Accessing The Scheme

To access the Scheme, you must advise Bay of Plenty Energy at the conclusion of the internal complaints process that you are not satisfied with the outcome. An Energy Complaints Resolution Scheme 'application for review' can then be lodged with the adjudicator outlining the issue in dispute. A hearing may then be arranged directly with the affected parties.

The Scheme is based within the Bay of Plenty, not in another region, with the advantage of allowing customers to put their case in person. Access to the scheme is free to customers as all costs of hearing a complaint are charged to Bay of Plenty Energy.

If the service you have received from Bay of Plenty Energy is not up to your expectations we need to know. If you wish to make a complaint please call our Customer Care Team on 0800 500 710 and we will try to resolve your problem immediately.

If the problem is too difficult to resolve immediately we will refer it to a Team Leader for resolution. We may ask you to outline the situation or complaint in writing.

After assessing the relevant information we will inform you of the outcome within five business days of receiving your call or letter. If it's going to take longer than this we will contact you to explain why.

Our Commitment to You

- 1 To listen.** We will listen to your complaint and try to understand the problem.
- 2 Investigate.** We will look into your complaint to understand the issues you have raised.
- 3 Clear communication.** We will confirm the receipt of any written complaint and associated correspondence.
- 4 Act promptly.** We will aim to resolve any complaint received in writing within five working days.
- 5 Keep you informed.** If we cannot resolve the issue within five working days we will contact you to let you know.
- 6 Make changes.** We will keep records of all complaints received and update our business processes as required.