



# If something is wrong, let's fix it

At Genesis Energy we are ready and able to solve any problems or answer any complaints that may exist between ourselves, or our suppliers and you, our customer. So phone and tell us. It's free and easy to do call our Customer Care Team on **0800 300 400**.

## Genesis Energy Resolution Process

### If you contact us with a complaint or problem:

- We will attempt to resolve it over the telephone. Our staff are here to help and hopefully can provide a solution to your problem straight away.
- If your complaint is more appropriately dealt with by another party such as a network company or meter company, we may refer your complaint to that company on your behalf. We will notify you that we have referred your complaint on and provide you with the appropriate party's name and contact details.

### If you have a complaint, simply contact us by

**Email:** [info@genesisenergy.co.nz](mailto:info@genesisenergy.co.nz)

**Fax:** 0800 110 999, or

**Mail:** Genesis Energy Resolution Administration  
Private Bag 3131, Hamilton.



## Resolution Process



- We will acknowledge receipt of your complaint within two working days of receiving your complaint by writing to you.
- After receiving your complaint or problem we will contact you within seven working days with a proposal for resolution. If the complaint requires further assessment we'll let you know.

If you are not happy with how your complaint in relation to your energy supply has been handled you can take your complaint to the office of the Electricity and Gas Complaints Commissioner where:

- we have not resolved your complaint within 20 working days and we have not written to you explaining why we need further time to resolve your complaint.
- in any event we have not resolved your complaint within 40 working days of receiving it.
- you are not happy with the way we propose to resolve your complaint.

**To contact the office of the Electricity and Gas Complaints Commissioner write to:**

**The office of the Electricity and Gas  
Complaints Commissioner,  
Freepost 192682, P O Box 6144,  
Wellington, New Zealand  
Or free phone 0800 22 33 40  
Email: [info@egcomplaints.co.nz](mailto:info@egcomplaints.co.nz)**

**Important:** There is nothing in this process that removes any rights you may have under the Consumer Guarantees Act 1993, or to make claims to a disputes tribunal, court or other third party including the office of the Electricity and Gas Complaints Commissioner.

0800 300 400

[genesisenergy.co.nz](http://genesisenergy.co.nz)