

frank*energy

Let's keep you connected.

If bills are a concern, we're here to help.



We're here to help you stay connected

We want to keep supplying the energy your home requires, so it's important to make sure all payments are up to date.

This brochure explains your options to ensure you stay connected.

The key thing to remember is that we're available to talk, so call us on 0800 086 400 if you have any questions.

Avoid the extra costs that come with disconnection

If you're disconnected as a result of an unpaid bill you'll incur extra costs. To get your energy supply reconnected you'll need to pay the total amount owing on your account plus some additional fees. Some of these fees are listed below, for full details please visit our website.

Disconnection fee*

Up to \$57.50 for electricity, \$92 for natural gas.

Reconnection fee*

From \$57.50 for electricity. \$161 for natural gas.

Attendance fee*

If a contractor arrives at your property with the intent to disconnect, but the disconnection does not proceed, you may still be charged an attendance fee - \$57.50 for electricity, and \$92 for natural gas.

Note that getting reconnected can take up to 24 hours.

* Costs include GST. Other fees may apply..

Ways to pay your bill



Direct Debit

Complete the form in 'My Account' or call us on 0800 086 400 and we can set this up for you over the phone.

The amount will then automatically be deducted from your account on the due date.



Internet or Telephone Banking

Pay your bill online or over the phone with these details.

Account name: Frank Energy

Bank: Westpac

Account number: 03-0584-0225333-00

Reference number: Use your Customer Number from the top right hand corner of your bill.



Automatic Payment

Set up regular automatic bill payments with your bank. If there's still something owing when you receive your bill, simply pay what's left before the due date.

Details to provide to your bank are:

Frank Energy Bank Account Number:
03-0584-0225333-00

Frank Energy Bank: Westpac Bank

Reference: Please use your Customer Number



Credit Card

Call us on 0800 086 400 or pay online using 'My Account' at frankenergy.co.nz to make a one-off payment.



Over the counter

Visit any New Zealand Post shop or Pay+Go agent with your bill or reminder letter to pay by cash or eftpos. Remember to keep your receipt.

Are you a medically dependent or vulnerable customer?

If someone in your home uses medical equipment powered by mains electricity, and disconnection could endanger his or her wellbeing, please contact us on 0800 086 400. We'll need independent verification from your doctor so we can record this important information on your account.

Similarly, if someone in your home relies on electricity for reasons of age, health or disability, please contact us on 0800 086 400 to discuss whether you're a vulnerable customer.

If you're medically dependent or vulnerable, and you think you may have trouble making payments or contacting us in the future, you can appoint someone you trust as an account authority. This person is not responsible for any payments but can help on your behalf.

If English is not your first language you can also arrange to have someone talk to us on your behalf, or call us and request our language assist line.

What if you have a complaint?

We do our best to provide excellent customer service. However if things go wrong please let us know immediately as we have a free internal complaints resolution service available to you. Please contact us on 0800 086 400 (Monday to Friday 8.00am – 6.00pm) and we will do our best to resolve any issues you may have.

If the issue is more complex, we will refer your concerns to our Resolution Team for further investigation. A member of the team will contact you directly. If our Resolutions Team is not able to resolve your complaint within a specified time frame, you may take your complaint to Utilities Disputes.

The office of Utilities Disputes provides a free and independent complaint handling service for electricity and gas complaints. **Contact details for Utilities Disputes are listed under 'Other useful numbers' at the end of this pamphlet.**

Can't pay your bill? Let's talk about your options.

If you're financially stretched it's important to get in touch. Call us on **0800 086 400** and we'll see what we can do.

If you get disconnected.

If your overdue account remains unpaid, your energy supply will be disconnected. **Please stay safe by following these simple tips:**

- If using candles - don't leave them where young children can reach them and don't leave burning candles unattended.
- Don't attempt to reconnect the gas or electricity yourself - this is illegal and extremely dangerous
- Move food from your freezer and fridge to a friends house so it doesn't spoil
- Don't hook-up power from another property - this could cause an electric shock or fire

Here are some options that might help.

Relia-bill

Pay the same amount every week, fortnight or month, based on your energy usage.

Free budgeting advice

We can put you in touch with budget experts such as the New Zealand Federation of Family Budgeting Services or WINZ. They'll help you work out a budget that keeps costs under control.



We're here to help.

Phone

Call us 0800 086 400
Monday to Friday
8.00am – 6.00pm

Online

Visit frankenergy.co.nz

Email

help@frankenergy.co.nz

Other useful numbers

The New Zealand Federation of Family Budgeting Services (Inc.)

0508 BUDGETLINE
(0508 283 438)
familybudgeting.org.nz

Utilities Disputes

0800 223 340
www.utilitiesdisputes.co.nz
info@utilitiesdisputes.co.nz
PO Box 5875 Wellington
6145 Freepost 192682

Work and Income NZ

0800 559 009
workandincome.govt.nz