

“safe, reliable, hassle free service”

Northpower

As a customer of Northpower you have the right to expect quality service and support at all times.

If you have a complaint or problem, including land issues, we want to fix it.

Our employees are committed to treating complaints seriously and reaching resolution as quickly and fairly as possible.

# Northpower's free complaints process

## Northpower Office Locations



## Contact Northpower:

Phone: 0800 66 74 47

Faults: 0800 10 40 40

Email: [info@northpower.com](mailto:info@northpower.com)

Web: [www.northpower.com](http://www.northpower.com)

*Can we help you?*



*“safe, reliable, hassle free service”*

**Northpower**

## Talk to us at your nearest Northpower branch

A quick chat with a Northpower staff member at your local Northpower branch is often all that is required to resolve your concern.

Our staff member will complete a feedback form for our Feedback Coordinator who will take personal responsibility for ensuring your complaint is investigated promptly.

Our Feedback Coordinator will listen to your complaint and ensure it is thoroughly investigated and resolved as quickly and fairly as possible. We endeavour to resolve all formal complaints within a period of 20 working days.

## Contact Complaint Resolution – Northpower’s free service to you

Contact Northpower’s Feedback Coordinator directly by phoning our Whangarei Head Office on 0800 66 74 47

Write to our Feedback Coordinator, Private Bag 9018, Whangarei 0148, New Zealand

Visit our Whangarei Head Office at 28 Mt Pleasant Road, Raumanga, Whangarei and ask to speak with our Feedback Coordinator

Alternatively, use our website feedback form. Our Feedback Coordinator will attend to the matter and act quickly to resolve your complaint

[www.northpower.com/contact](http://www.northpower.com/contact)

## Electricity and Gas Complaints Commission (EGCC) Scheme

If we have not been able to resolve your complaint in this time, it is said to have reached ‘deadlock’. If your complaint reaches deadlock you can take it to the Electricity and Gas Complaints Commissioner.

If your complaint has reached deadlock, you can seek free and independent assistance from the Electricity and Gas Complaints Commission.

Northpower is a member of the EGCC Scheme. To find out more about the EGCC Scheme and the process for registering a complaint with the Electricity and Gas Complaints Commission, please use the contact details provided below.

You must take your complaint to the EGCC within 2 months.



### Electricity and Gas Complaints Commission

Freepost 192682

PO Box 5875

Lambton Quay  
Wellington 6145

Freephone: 0800 22 33 40

Freefax: 0800 22 33 47

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

Website: [www.egcomplaints.co.nz](http://www.egcomplaints.co.nz)

