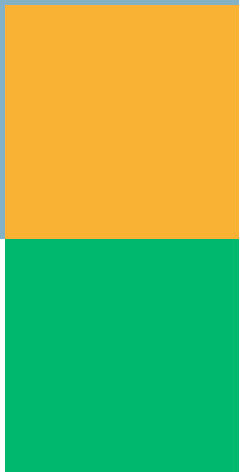


CONSUMER CARE POLICY

GLOBUG



THIS IS OUR CONSUMER CARE POLICY

This policy is our commitment to you. It tells you how we will communicate with you, work with you, and support you while you're our customer. Our Consumer Care Policy has been designed to meet the purposes outlined in the Electricity Authority Consumer Care Obligations.

1. Electricity is important:

Electricity is essential for wellbeing. It helps us stay warm, cook food, and enjoy our devices. For some of us, electricity is also necessary for using critical medical equipment.

2. Respectful and helpful:

We promise to work with you in a respectful and helpful way. We will always focus on solving problems together.

3. Clear communication:

We will communicate with you in a way that is easy to understand. We will provide information in a timely manner.

4. Finding the right plan:

We will help you find the best pricing plan, so that you're on the right plan for your needs.

5. Your electricity use:

You can ask us for information about how much electricity you use. This will help you make the right choices about your plan and your electricity use.

6. Helping with payments:

If you have trouble paying, we'll work with you to find a solution that works for you.

7. Fees:

We will be clear and open about the fees we charge.

8. Learning and improving:

We will learn from any problems that come up and use them to make our service better for everyone.

Here is how we support our customers at Globug

Signing up with Globug

Before you become a Globug customer, we will ask you questions about yourself and your situation. We'll make sure your personal information is kept safe, and we'll only use it for its intended purpose.

We'll make sure you're given clear advice about the pricing plans and products we offer, and we'll share our terms and conditions with you at the start of your journey with us.

For you to be a Globug customer, you'll need to have a Globug-capable and actively communicating smart meter. If your meter is not a Globug-capable smart meter, we will assist you to change meters during the process of connecting with Globug. Sometimes your meter will stop communicating. If we aren't able to help you get it back online, we'll give you the opportunity to move to Mercury or get your electricity from another retailer. If we can't reach you, and you don't change electricity provider, we'll move your electricity supply to Mercury. Mercury will then support you as a post-pay customer.

While you are a Globug customer, we'll work with you in the way that is best for you. You can nominate a support person to help you communicate with us, or an alternate contact person for us to contact if we can't reach you. If your alternate contact person wants to opt out of this, we'll let you know.

globug.co.nz/terms-and-conditions

How to make payments

There are lots of ways you can top up your Globug account. You can top up by using your debit or credit card. You can also use the Globug app to make payments, or top up at many dairies and convenience stores. Once you have used the app or website to make payments, you can also use internet banking.

globug.co.nz/how-it-works

Payment difficulties and support

We know things don't always go to plan. Incomes and circumstances can change, and we're here to support you with your Globug account through

those changes. If you find that making payments or keeping to a payment arrangement isn't working, please reach out.

Understanding your circumstances will help us to help you. Please talk to us as soon as you can. We'll listen carefully, and we'll work with you to find a payment plan that works for you. We'll also make sure you're on the right electricity plan for your household's needs. While you're working with us, we'll make sure your services aren't disconnected, and we won't refer your debt to a collection agency.

We can refer you to one of our trusted partners – in the community, or in government – for help with things like support with paying your bill. Once a referral is made, we'll give you time to work with the support organisation we refer you to. We'll also work alongside the support organisation to help you however we can.

We want to help keep your home healthy and warm. We can offer you advice on how to use your electricity in a way that could help save you money. If you're not using electricity so that you can pay your bills, please contact us for help. An example of this might be not using your heaters enough during cold weather. If you're already using your electricity in the most efficient way, we can refer you to someone in your community who can provide electricity efficiency and healthy homes advice.

Medically dependent consumers

A medically dependent consumer is someone who lives at your property, either temporarily or permanently, who needs electricity for critical medical reasons. This means that without electricity, that person is at risk of serious harm or loss of life.

Prepay electricity isn't a suitable option for medically dependent consumers. If we know that you or someone who lives at your property are medically dependent, our team will work with you to find a more suitable product with Mercury.

Globug doesn't disconnect medically dependent consumers, but there are things that are outside of our control. An extreme weather event, an unplanned outage, or an accident could cause an electricity outage. Medically dependent consumers should have a plan that they can follow if the electricity goes out – an emergency response plan.

This might include always having a fully charged mobile phone battery, planning to go to a relative or friend's house, or calling for an ambulance to take them to hospital if needed. The Electricity Authority have more information on how to create a plan on their website.

ea.govt.nz/your-power/medically-dependent-consumers

globug.co.nz/help

Disconnection and reconnection

Disconnections and reconnections are automatic, based on the amount of credit that you have in your account. You will receive a low-credit and a no-credit notification before disconnection. If you receive a warning, please top up your account immediately to make sure your electricity stays on. If your pre-pay electricity is disconnected, simply top up your account to get your electricity supply going again. If you have concerns about whether pre-pay is right for you, or you wish to receive help or financial mentoring, please contact us on 0800 773 729.

globug.co.nz/help

Faults

From time to time, your electricity distributor might need to turn off the connection to your home to do maintenance or upgrades. We'll notify you of this in writing before it happens, so you can make plans.

Sometimes things go wrong, and there will be an interruption to your electricity connection. This could be caused by an accident or a weather event. If you find that your services aren't working, please call us straight away. If there is a fault, we will work out who is best to fix it.

globug.co.nz/help

Fees

Sometimes a fee will need to be charged for services outside of your day-to-day electricity prices. If you are going to be charged a fee, we'll tell you about it first. We'll also tell you what it is and explain what it's for, and we will let you know if there is anything you can do to avoid being charged the fee. We have a list of fees on our website, and if you need a printed copy, we'll send one to you.

Globug doesn't charge bonds to residential customers.

globug.co.nz/terms-and-conditions

Complaints and feedback

Getting it right matters to Globug. If you have a complaint about the service you've received, or you want to share feedback about an experience you've had, we want to hear from you as soon as possible. Please call us on **0800 773 729**, email us at helpdesk@globug.co.nz, or if you'd prefer to write to us, please post a letter to: **Globug, Private Bag 12023, Tauranga 3143**.

Your feedback matters. We will take every opportunity to reflect on the feedback you give us and improve wherever we can.

If you feel that Globug hasn't resolved your electricity complaint, you can contact Utilities Disputes. Utilities Disputes is an independent organisation that specialises in resolving complaints in a fair way, at no cost to the customer. You can call Utilities Disputes on **0800 22 33 40**, email them at info@udl.co.nz, and find more information on their website udl.co.nz.

globug.co.nz/help