



Our Residential Consumer Care Policy

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Reliable energy supply is essential for the wellbeing of our residential customers. This document is designed to help you find the extra support you may need and explain how we can help if your health depends on electricity or gas. The details of how you can get in touch with us are set out below under the heading "[Contact us](#)".

You can find the full set of Consumer Care Obligations and other resources on the Electricity Authority's website [here](#).

You can also find the voluntary Gas Consumer Care Guidelines on the Gas Industry Company's website [here](#).

Our Consumer Care Policy describes our commitment to you, including how we will:

- help you access the electricity and gas you need;
- work with you in a respectful, collaborative and constructive manner;
- communicate with you in a manner that is understandable, timely, clear and accessible;
- help you understand the most suitable pricing plan for your circumstances;
- give you access to information about your energy consumption to help you make informed decisions;
- work with you if you are experiencing payment difficulties, to resolve those payment difficulties as far as possible, including by linking you to support services where appropriate;
- work with you to try and keep your energy connected if you are having payment difficulties on the basis that disconnection will only ever be a last resort; and
- reflect on any issues which arise and strive to continually improve our consumer care policy and practices.

To ensure we can effectively support our customers, we continually review and make iterative improvements to our processes.

We will collect, hold and use personal information in accordance with our [Privacy Policy](#).

This Consumer Care Policy is one of several documents explaining the relationship between you as the consumer, and us as your energy retailer. The other documents include our contract for electricity or gas supply and our [standard terms and conditions](#).

Our role

We understand that using energy in your home is important for the wellbeing of you and your whānau. We're proud to be your energy retailer, and we take our responsibilities seriously.

We will communicate with you clearly about your rights and the choices you can make, even if you have not signed up with us yet.



Disconnecting electricity or gas will only ever be a last resort. We will work with you to try and keep your electricity or gas connected and avoid building up debt.

What you can expect from us

We'll help by making it as easy as we can for you to pay for the energy you use. You can see what payment options we have on our website [here](#).

We offer standard terms and conditions to all our customers. You agree to these when you become a customer. Our terms and conditions are updated from time to time. You can read the latest version on our website [here](#).

There may also be specific terms and conditions for individual plans, products or services. You can find a list of those terms and conditions [here](#).

We will do our best to avoid unfair outcomes based on language, ethnicity, educational achievement, culture, gender, disability, age, health, income, wealth or other factors.

What we expect from you

As an electricity or gas consumer, you also have responsibilities. These responsibilities are set out in our [terms and conditions](#).

Communicating with us early is one of the best ways to resolve any problems you may have. Responding promptly to messages we send you helps us understand more about your situation and offer you help if required. If you are having difficulty, let us know how we can help.

Financial hardship can impact people in many ways and for a variety of reasons. The earlier we understand your circumstances, and the more detail we have, the better we can support you. Even if you have had problems with your electricity or gas retailer in the past, it's still best to [get in touch](#) if you need help so we can work together.

Joining Genesis

You can sign-up as a customer [here](#) or you can [contact us](#) to sign up.

Becoming a customer means agreeing to us supplying you with energy, agreeing to our terms and conditions, and choosing the right plan for you. You need to meet certain criteria which may include a credit check that we will do with your permission. If we do not accept you as a customer, we will tell you why and give you information on where to access assistance.

Our plans

Our electricity and piped gas plans include a daily fixed charge, and a usage charge based on the amount of energy you use. We currently offer a low-user and standard-user tariff. Following a change to regulations, the low user tariff is being phased-out by energy retailers across New Zealand over a 5-year period until 1 April 2027. You'll find more information [here](#) including the reasons for this change.

To help you decide which tariff might suit you best, we can talk about how you usually use energy in your household and review your past electricity or gas consumption. You can also [request information about your electricity consumption](#) which may be helpful when making decisions about your energy use.



We bill monthly and also offer a “smooth pay” option called [Control-a-bill](#) which averages your electricity or gas bills. This means that you pay regular set amounts spread out over a year. You can read about the different ways to pay your energy bill [here](#).

[Contact us](#) to talk about your options and which plan is best for you.

You can also use the Billy Website to compare prices and find the best plan for your circumstances.

Using energy smartly

We want to help you keep your home healthy and warm.

Our website has some great [tips and tricks](#) to help you to be more efficient with your energy usage and spend.

Our [app](#) has lots of useful information on your energy use, and great tips on how you can take more control over your power. You can also turn on ‘usage alerts’ in our app to get notifications if your consumption increases.

Our app can also help you manage your account and payments. Download it to your device or access it [online](#) anytime.



You can [contact us](#) for advice on how to use your electricity or gas in a way that saves you money.

We also recommend talking with someone in your community who can provide energy efficiency and healthy homes advice. This advice could be over the phone or an in-home visit. You can find a group near you [here](#).

You may find that using cheaper electricity at different times of the day (off-peak) is a good option for you if you have a smart meter. [Contact us](#) if you would like to discuss this option.

If you are limiting the amount of electricity or gas you use so you can pay your bills, for example not using your heater enough during cold weather, please [contact us](#) – we may be able to help.

Communicating clearly

We will communicate with you in a clear and timely way. You can choose how and when we communicate with you based on your needs. This includes how you receive your bill, and how you want us to contact you. You can see all the ways that we can communicate with you on our [website](#). We will contact you at least once a year to check your situation.

Alternate contact and support persons

You can nominate a person as an **alternate contact person** that we can contact if we are unable to contact you directly. An **alternate contact person** cannot make changes to your account unless you tell us that they can.



You will need to confirm with this person that they are happy to be your **alternate contact person** and for you to provide their personal information to us. If they agree, you will need to [contact us](#) to provide us with their name and contact details.

If we can't talk to you as the account holder, we may contact your **alternate contact person** to discuss your electricity or gas bills.

You can also nominate a **support person**. A **support person** can help you communicate with us in different ways. For example, you may want to have a **support person** on the call with you when you call our customer service team to help you ask questions or clarify information. A **support person** cannot make changes to your account.

If you would like to speak to us in a language other than English, we will try to help. We use an interpreter service that may speak your language. You can also use a **support person** to help you communicate with us.

An **alternative contact person** or **support person** can be a family member, friend, community worker or someone else you feel comfortable with.

Managing payment

You can choose how to pay your bills with us. To find the options available please [visit our website](#) or [contact us](#).

We can also help you set up a payment plan that works best with your budget and is in line with your usage. When you are on a payment plan, we monitor your payments to check your payment plan is working well. We may contact you to discuss your options if your payment plan breaks or if we think there is a better way to set up your plan.

We will not change your payment plan without telling you first.

Managing your electricity or gas account is important to us. If you don't have our app and you want to see details of your account, which plan you are on, or how to make payments, just [contact us](#) for help.

If you have a transmitting smart meter for your electricity, you can get free Power Shout hours. All our plans and pricing are published on our website [here](#).

All our service fees are published on our website [here](#).

We will give you notice if you are going to be charged a fee and let you know why. If you have a question about fees, please [contact us](#).

Linking you with financial mentoring and support organisations

We can help you if your family or household needs a bit of extra support.

We have relationships with different people and organisations in your community that offer financial mentoring and money advice. They can help you work out how best to pay your bills and support you with other issues your family or household might have.

If you agree, we can connect you with one of these support agencies and work with them to support you. You can also contact these organisations directly. You will find contact details for [organisations that can help you](#) below. These organisations have helpful resources available online and contact phone numbers for further help.

If you are having trouble paying your bills, and are actively engaging with support services, we will give you time to talk to the support agency and receive help, without disconnecting your energy supply.



We will work with you and your support organisation as a partnership, making sure we all use agreed ways of communicating with each other.

Disconnection for non-payment of energy bills

Disconnection will only ever be a last resort. However, if you do not respond to the communications we send and your electricity or gas bills remain unpaid, we may disconnect your electricity or gas supply.

We want you to know what is happening with your account, so we will attempt to contact you a number of times about an unpaid bill. Our aim is to let you know about your rights and obligations, and support you to use the energy you need.

We will attempt to communicate with you regarding an unpaid bill using more than one communication method (for example by SMS or landline and letters) and using your alternative contact person if you have provided us with one. Please respond to our contact attempts, or [contact us](#) at a time that suits you, to make sure your electricity or gas remains connected.

If we are unable to contact you and your bill remains unpaid, we may initiate the disconnection process. We will send you

- an initial disconnection notice in writing. This will be issued no earlier than 28 days after the original invoice was issued.
- a final disconnection notice in writing. This will be issued no earlier than 44 days after the original invoice was issued, and no less than 24 hours or more than 10 days before disconnection.

We will attempt to contact you at least 5 times before disconnection from the date when your invoice becomes overdue. If you have indicated a preferred communication method, we will attempt to contact you using this method at least once. We will also contact you at different times of the day to try to make it easier for you.

If we know that someone in your household is medically dependent on electricity or gas and your account is flagged as such, we will not disconnect your electricity or gas supply for nonpayment of bills.

We will not disconnect your electricity or gas:

- if you are on a payment plan and making the agreed payments;
- at night;
- immediately before or during a weekend or public holiday;
- during severe weather events; or
- during a civil emergency.

If your electricity or gas supply is disconnected, you may have it reconnected. This may mean you have to pay a [reconnection fee](#).

You will not pay a reconnection fee if you are disconnected in error.

To reconnect your electricity or gas supply, **contact us by phone on 0800 300 400 or by using our website's [chat function](#).**

Protecting the health of Medically Dependent Consumers

The health and wellbeing of our consumers is very important to us.

Some people rely on electricity or gas to prevent serious harm to their health. This could be because a health practitioner has supplied or prescribed medical equipment that requires a



constant electricity or gas supply. We do not recommend bottled gas (LPG) as a primary fuel option for customers who are medically dependent.

If you think you or someone in your household is medically dependent on electricity or gas, even for a short time, **contact us as soon as possible by phone on 0800 300 400 or by using our website's [chat function](#)**. You will need permission from the medically dependent person in your household to share their details with us.

If you're not sure whether someone in your household is medically dependent on electricity or gas, contact your doctor (General Practitioner or 'GP') and talk through your situation with them.

Medical dependency can only be confirmed once we have received a completed [Confirmation of Medically Dependent Consumer Status](#) form signed by the medically dependent consumer's doctor (GP), or another health practitioner with an appropriate scope of practice, such as a specialist, hospital doctor or a nurse practitioner. If you can't access or print this form, please [contact us](#) or ask your health practitioner to access it for you.

We will ask you to provide evidence that you or your household member's medically dependent status is still the same from time to time (but not more than once a year). This will usually require confirmation from a health practitioner.

If we know a consumer is medically dependent, we will not disconnect the electricity or gas supply for non-payment. However, despite our best efforts, occasionally electricity or gas supply is cut because of extreme weather, accidents, or technical problems. **It is important you have an emergency response plan for these situations.**

For example, an emergency response plan could be:

- Ensuring you have a stand-by battery fully charged
- Going to a friend or family member's house with electricity or gas
- Calling an ambulance if your circumstances are very serious.

For more information and help on preparing an emergency response plan for your household, visit the Electricity Authority's website here: [Medically dependent consumers | Electricity Authority](#)

Helping our vulnerable customers

We recognise that some consumers may face circumstances that make it difficult to manage their energy needs or place them at increased risk if their power supply is disrupted. Vulnerability can be temporary or long-term, and may arise from factors such as financial hardship, age, disability, health concerns, or changes in personal or household circumstances.

If you ask for extra help, or if one of our team members thinks for any reason that you may need extra support, we may note this in our system so our team knows to take extra care. This information stays private and is only used to support you.

We will work with you to support your continued access to energy during periods of vulnerability on a case-by-case basis. The most important thing that you can do is to [contact us](#) to let us know how we can help.

If, after we have reminded you that you can tell us if you are a vulnerable customer, you have not told us (or it does not appear to us that you are a vulnerable customer), we will assume that you are not a vulnerable customer.



Contact us

Te Tira Manaaki o Kenehi Team (the Genesis Caring Team) is our dedicated customer care team here to help you with tailored advice and support.

You can find details of the different ways to get in touch with us [here](#) and below.

Call us

From inside New Zealand: 0800 300 400

From overseas: +64 7 838 7863

For general enquiries and support: Mon – Thurs: 8:30am – 5pm, Fri: 8:30am – 3:30pm

For energy faults and outages: Mon – Sun 24 hours

Online:

[Book a time for us to call you](#)

[Complete our help form](#)

[Chat with an agent online](#): Mon – Fri: 8am – 6pm

Contact us through [our App, Energy IQ](#)

By mail:

Level 6/155 Fanshawe Street,
Auckland Central,
Auckland 1010

Making a complaint

If you have any concerns about the service you have received from us, please let us know first. Make a complaint by contacting us by phone on 0800 300 400 or by using our website's [chat function](#).

If you are not satisfied with the outcome of your complaint, you can contact [Utilities Disputes](#). This service is independent and free of charge. The [Utilities Disputes website](#) has a series of [info sheets](#) in English and Te Reo Māori that explain common concerns around electricity and gas supply as well as details around the complaints process. They can look into many aspects of your relationship with your energy supplier but cannot look into a complaint about the price of electricity or gas.

Utilities Disputes 0800 22 33 40

info@utilitiesdisputes.co.nz

utilitiesdisputes.co.nz

Other organisations that can help you

Electricity Retailers and Generators Association of New Zealand (ERGANZ)

ERGANZ is an industry association that has published helpful information for consumers facing hardship or looking for money-saving and energy efficiency tips.

<https://www.erganz.org.nz/>

Billy

See what you can save on your power bill. Billy helps you compare and switch power plans.

<https://billy.govt.nz/>



Money Talks

MoneyTalks is a free and confidential financial helpline that can connect you with financial mentors and other community services.

www.moneytalks.co.nz

0800 345 123

Citizens Advice Bureau (CAB) | Ngā Pou Whakawhirinaki o Aotearoa

CAB is a nationwide network providing free, confidential, independent information about your rights and how to access the services you need.

www.cab.org.nz

0800 367 222

Work and Income (WINZ) | Te Hiranga Tangata

WINZ can provide financial assistance if you're on a low income or not working, including providing assistance with an urgent power or gas bill if you have no other way to pay.

www.workandincome.govt.nz

0800 559 009

Community Energy Network

The Community Energy Network provides advice on energy efficiency and healthy homes.

www.communityenergy.org.nz

0800 22 33 40

Eco Design Advisor

Eco Design Advisor has published information sheets on a range of topics containing practical information, advice and answers to common questions around improving your home's performance.

<https://www.ecodesignadvisor.org.nz/>

EnergyMate

EnergyMate can support you with tips and tricks to save money on your power bill and keep warm, step by step guides to understand electricity and your bill as well as advise on additional support services available.

<https://www.energymate.nz/>

Energy Efficiency & Conservation Authority (EECA) | Te Tari Tiaki Pūngao

EECA provides practical tips, tools and support to save on bills while staying warm and comfortable.

<https://www.eeca.govt.nz/>