

Customer Commitments, our promise to you

With customers at the centre of everything we do, our customer commitments show the standards we hold ourselves to and how we ensure, and measure, your satisfaction with the mahi we do.

Our customer commitments represent the standards we set for ourselves in terms of engagement, service, quality, impact and sustainability. These commitments are actionable benchmarks that guide our daily operations.

Showing our accountability reinforces our commitment to continuous improvement, ensuring that we are always striving to meet and exceed your expectations.

Find out more

For further information regarding our Customer Commitments visit our website at powerco.co.nz/commitments or scan the QR code below.



We engage with customers and communities to understand their needs

Customers are our priority, and we're committed to understanding their needs and expectations. We build strong relationships with our customers through consistent, transparent, and two-way communication. This includes collaborating with communities, businesses and stakeholders to engage them in our planning process and clearly communicating decisions and projects that impact them. By prioritising customer needs, managing expectations transparently, and continuously improving our ways of working, we are designing a network that meets our customer's needs and expectations in both the short and long term.



We are easy to deal with and quick to respond

We are committed to provide timely and effective support. By investing in our people and technology, we aim to deliver a seamless, transparent, and responsive customer service experience. We achieve this by using multiple communication channels, enhancing digital tools, fostering organisational efficiency, and maintaining a strong focus on customer feedback and satisfaction. Our customer service aims to make our customers feel supported and valued.



Our network services and solutions provide value to customers

Providing value to our customers is important to us. We do this by ensuring our network services are reliable and tailored to meet their needs. By focusing on smart design and operational excellence, we minimise outages and maintain a steady supply of energy. Through efficient and transparent investment decisions, we offer better value for money in our network solutions and services. Clear connection charges, distribution prices, and optional pricing flexibility empower customers to make informed decisions.



We minimise the impact of our assets and works on customers and communities

We will minimise the impact of our network and operations on customers and communities by designing and maintaining a reliable energy supply. In the case of unplanned outages or planned maintenance, we aim to minimise the disruption by prioritising clear and timely communication. We will keep the loss of power to a minimum through effective outage planning, utilising innovative monitoring technology and, where essential, we can offer support such as generation. On the ground, we aim to minimise any visual, noise, and environmental impacts on our communities.



Our network is future ready and sustainably operated

We're committed to New Zealand's transition to net zero emissions by 2050. We're reducing our emissions by improving our ways of working and using energy efficient and sustainable practices. Through new technologies, we're preparing our network to meet future energy demands and support our customers' decarbonisation needs. Our network will enable a sustainable and resilient energy future with tailored services, empowering customers to actively participate in the low-carbon transition through personalised energy choices.