



# Let's keep you connected.

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

**frank\***  
**energy**

# 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 here to help if you have questions.

## Avoid the extra costs that come with disconnection.

If your energy is suspended or disconnected as a result of an unpaid bill, you'll incur extra costs. Some of these fees are listed below, for full details please visit our website.

### Disconnection fee\*

Up to \$192, the cost can vary between energy types and the type of meter you have on your property.

### Reconnection fee\*

Up to \$258.75, the cost can vary between energy types, the type of meter you have on your property and the time when your energy is reconnected.

### Site visit fee\*

Up to \$92, 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.

### After hours fee\*

Up to \$225, if a contractor is required to arrive at your property after hours.

Note that getting reconnected can take up to 24 hours. In some cases, fee payment can be spread out over 5 months or more. Please enquire.

\*costs include GST. Other fees may apply.

# Ways to pay your bill



## Direct Debit

Where you have payments deducted when you get paid (weekly, fortnightly or monthly), smoothing out your payment so you don't need to think about it. Credit builds up in the cheaper summer months to cover the more expensive winter months - our direct debit option called "Reliabil" could be for you. Visit [frankenergy.co.nz](http://frankenergy.co.nz) to set up.



## Automatic payment

If you like to have control of your payments through your online banking options, adjust the amounts and the frequency that works for your budget. Here's our details

Account name: Frank Energy

Bank: Westpac

Account number: 03-0584-0225333-00

Reference number: use your customer number located top right-hand corner of your bill.



## Credit Card

Different lump sum payments when it suits you - this can be done through our online 'My Account' service or through our Mobile App



## Over the counter

If you enjoy getting out and about to pay bills - any NZ Post Shop will take your payment, take your bill with you. Please be aware this option could incur a processing fee.

# Are you a medically dependent or vulnerable customer?

If someone in your home uses critical medical equipment and disconnection could endanger an individual's wellbeing, **please contact us.**

If the critical medical equipment is powered by **mains** electricity, or the equipment is **supported** by natural gas or bottled gas (LPG) 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, natural gas or bottled gas (LPG) for reasons of age health or disability, **please contact us** and we will update your account with this information.

If you're medically dependent or vulnerable, you can appoint someone you trust as an account authority. This person is not responsible for your account but can help on your behalf. They are useful when we are unable to reach you in an important situation like loss of power.

## Be prepared.

- Consider backup systems such as battery packs or generators for any critical electrical medical equipment.
- If you're having difficulty paying your account, chat with us. Work and Income can provide financial assistance that you are entitled to.
- Assistance and advice can also come from Budgeting services; check your local directory under budgeting for an organisation near you.
- If your power does go off contact a family member or friends living at a different address to see if they can assist, alternatively contact your local hospital.

# 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 friend's house so it doesn't spoil.
- Don't hook-up power from another property - this could cause an electric shock or fire.

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.

## What if you have a complaint?

If things go wrong, please let us know immediately. We have a free internal complaints resolution service available to you.

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.



# We're here to help.

## Chat Online

Visit [frankenergy.co.nz](https://frankenergy.co.nz)

## Email

[help@frankenergy.co.nz](mailto:help@frankenergy.co.nz)

## Other useful numbers

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

0508 BUDGETLINE (0508 283 438)  
[familybudgeting.org.nz](https://familybudgeting.org.nz)

### **Utilities Disputes**

0800 233 340  
[www.udl.co.nz](https://www.udl.co.nz)  
[info@utilitiesdisputes.co.nz](mailto:info@utilitiesdisputes.co.nz)  
PO Box 5875 Wellington 6145  
Freepost 192682

### **Work and Income NZ**

0800 559 009  
[workandincome.govt.nz](https://workandincome.govt.nz)

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