

Genesis Energy 28 th April 25 Question	Before Winter 2025	Why/Why Not
<p>Will you check that all your customers are on the cheapest plan that you offer for their energy use, and inform customers of any plans that would be cheaper for them? <i>We are asking whether you will take this step for all customers, not just those in energy hardship. This could be done by comparing their past energy use against your current plans. If you offer bundled services, we do not believe that should be a barrier to you informing customers of the cheapest plan for their electricity use. You can still inform customers of plans that would be cheaper for them if they took on (or stopped taking) a bundled service, and/or inform them of other cheaper bundles that you offer.</i></p>	No	<p>Price Plan Checks are completed annually and scheduled for August.</p> <p>Customer Service Representatives (CSRs) conduct account reviews when customers call. This includes their consumption over the last 12 months and assessing whether they are on the right plan.</p> <p>Customers can also track their usage on an hourly, daily or monthly basis through our customer app, EnergyIQ. They can also access a forecast on upcoming bills based on current usage along with energy saving tips, insights and weather forecasts.</p>
<p>Will you permanently stop charging (and threatening to charge) disconnection or reconnection fees in cases of non-payment?</p>	No	<p>Disconnections are a last resort. Genesis works with customers to keep them connected and avoid debt. We also have a proactive process to contact disconnected households and offer support. This can be in the form of a tailored repayment plan or referral to WINZ and/or budget agencies. Last year we attempted 1,948 calls. Genesis does not charge a bond for onboarding or commission on debt collection.</p>
<p>Will you provide discounted electricity to</p>	Yes	<p>Free hours of power are provided through the Power</p>

<p>people in hardship, for instance by not passing on price rises to this group, capping their bills, or by giving free power? <i>Please disregard power credit schemes in your answer. If yes, please provide detail of the scale of this type of assistance. Please provide projections for 1 June – 31 August 2025 or actual figures from 2024. What is the total sum of savings that customers in hardship are receiving because of your discounting initiative? How many households will benefit?</i></p>		<p>Shout programme. In the last year, 328,830 hours were supplied to 4,205 vulnerable customers. Customers can also use the Energy IQ app to track usage and get bill forecasts as mentioned earlier.</p>
<p>Will you be transparent about whether your door is open to serving people in hardship, by telling us how many customers you turned away in 2024 due to credit score or concerns about creditworthiness? <i>If you referred customers to a different brand that your company owns, or to a social retailer, please count those customers among people that you are declining to take on.</i></p>		<p>No standard industry credit threshold exists, making comparisons misleading. Genesis does not charge a bond for onboarding or commission on debt collection. Declined customers are informed why and given information on alternative options like Powerswitch and support agencies.</p>
<p>Are you taking any other initiatives to prevent hardship in winter 2025?</p>	<p>Yes</p>	<p>Genesis partnered with Ecobulb to distribute over 48,000 free LED bulbs in Christchurch in late 2024. This programme was expanded to other parts of the country this year distributing 400,000 more bulbs. LED bulbs use approximately 10-20% of the energy of incandescent or halogen bulbs. Changing five lightbulbs can save a customer over \$90 a year on electricity bills. Support curtain banks and warm home initiatives</p>

		through community partners. Provided multimillion-dollar contributions to Nau Mai Rā, a social retailer.
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