
NZ Herald series - follow up questions

From Kate Day <kate@commongrace.nz>

Date Thu 22/05/2025 11:41

To



Kia ora Nazzareno,

Thank you for your response on 26 March.

We acknowledge the changes recently announced at Flick, and hope you and the team are doing ok in that time of change.

We would still like to include Flick in this media series, because your [Best Plan Promise](#) is significant and worth highlighting.

We plan to summarise that initiative like this, is that correct? *Flick proactively checks every customer's plan every 90 days and informs them if they would be better off on a different Flick plan. These quarterly checks include looking at the times of day each customer typically uses power, and therefore whether they would be better off on a 'flat' or 'off peak' plan.*

Are you happy for NZ Herald to quote you as saying this sentence from your letter? *"This [Best Plan Promise] initiative is one we proudly offer to all our customers and would welcome seeing more electricity retailers taking similar action in Aotearoa New Zealand."*

Beyond this, we have some follow-up questions below, so that we can accurately convey to the public whether you will take the other steps we mentioned. Because all our questions are very specific, we intend to publish yes/no answers plus a small amount of further information for each company.

We would appreciate your answers by EOD next Tuesday 27 May.

Kind regards,

Kate Day

- **Question 2: (Before winter 2025) will you permanently stop charging (and threatening to charge) disconnection or reconnection fees in cases of non-payment? If not, why not?**
 - **Based on your response so far, we interpret your answer as 'No' or 'Did not answer'. Do you wish to clarify further?**
- **Question 3: Will you provide discounted electricity to people in hardship, for instance by not passing on price rises to this group, capping their bills or by giving free power?**
 - **Based on your response so far, we interpret your answer as 'No' or 'Did not answer'. Do you wish to clarify further?**
- **Question 4: (Before winter 2025) 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 credit worthiness?**

- Based on your response so far, we interpret your answer as ‘No’. Do you wish to clarify further?

Kate Day | Co-Director
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