

From: Kate Day <kate@commongrace.nz>

Sent: 22 May 2025 11:25

To:

Subject: Follow up questions - would appreciate response by EOD Tues 27 May

Kia ora Quention and Michael,

Thank you for your response on 29 April. (And Quentin, nice to glimpse you across the wānanga room yesterday!)

Once again I commend you on your low disconnection rate which is evident in the stats. I acknowledge the work you have put in to achieve that.

Regarding our questions, we have some follow-up questions so that we can accurately convey to the public whether or not you will take the steps we mentioned.

Because our questions are very specific, we intend to publish yes/no answers plus a small amount of further information. Space in articles will be limited and we will therefore need to summarise companies' responses.

Below are our follow-up questions, plus how we propose to summarise your answers from your current response.

If we have misinterpreted, we welcome your corrections.

We would appreciate your follow-up answers by EOD next Tues 27 May.

Kind regards,

Kate

Question 1:(Before winter 2025) 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?

You have said: “Nova’s team work hard to support all our customers... with a range of options which we customise depending on their circumstances. ... Key to our approach is to empower our support teams to provide a personalised approach when dealing with customers who contact us for advice or are experiencing payment difficulties.”

That is not all customers, and our question is whether you will proactively check for all customers.

We therefore interpret your answer as ‘no’.

Follow up question, so we know what to put for ‘why not’?:

- **Why will you not proactively inform all customers of the best plan for them that you offer?**

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?

We interpret your answer as ‘no’.

Follow up question: Why not?

We have certainly noted that “Nova has a long track record of benchmark low disconnections for non-payment, which is always an absolute last resort.”

Question 3: (Excluding the Power Credits Scheme) 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?

We interpret your answer as ‘no’.

Under ‘why not’, we would include as much summary of the following as space allows:

“Nova’s approach to customers experiencing payment difficulties involves reviewing the customers plans to see if there is a different option that could save them money, providing

customised payment and support plans, discussing energy efficiency options, and referring customers to a support agency when appropriate.”

Follow up question: Do you have anything to add to answer the question ‘why not’?

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?

We interpret your answer as ‘no’.

Follow up question: why will you not provide this information?

Thanks for your time answering these questions.

Kate Day | Co-Director
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