

29 April 2025

Nova Energy Limited  
PO Box 404, Whakatane 3158

Kate Day  
Co-Director  
Common Grace

By email: [Kate@commongrace.nz](mailto:Kate@commongrace.nz)

Dear Kate

Thank you for your inquiry regarding customer access to energy and hardship support.

We appreciate Common Grace's commitment, approach and concerns for our customers, particularly in the current economic climate. Equally, we acknowledge the contribution your organisation has made towards the Electricity Authority's Customer Care Obligations which came into effect from 1 April 2025.

Nova strongly supports the comprehensive standards and protections of the Electricity Authority's Customer Care Obligations, which we apply to all our residential customers. Nova's Customer Care Policy, can be found on our [website](#).

Nova's team work hard to support all our customers especially those who are experiencing payment difficulty with a range of options which we customise depending on their circumstances. Nova has a long track record of benchmark low disconnections for non-payment, which is always an absolute last resort.

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. This includes reviewing the customers plans to see if there is a different option that could save them money (like our multisaver plan, which offers Nova's best pricing when customers bundle two or more eligible services), providing customised payment and support plans that include regular reviews and check-ins, discussing energy efficiency options that can reduce costs, and referring customers to a support agency for assistance when appropriate.

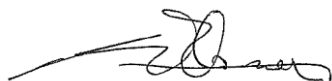
Nova has not changed our policy on disconnection/reconnection fees since our last discussion.

Our post-paid services do have minimum acceptance criteria for all new customers. Where someone does not meet the minimum criteria, we make them aware of our Wise Prepay service, refer them to Powerswitch so they can look at all the available other options and provide details for relevant support agencies.

Nova is part of industry Power Credits scheme that has funding of up to \$5m over five years to support customers who are negatively impacted by the removal of the low fixed user charge. This scheme has been recently extended for a further 5 years, which will provide a further \$5m in support funding to customers in need. Nova's support teams actively use this funding to provide additional assistance where appropriate.

Feel free to contact me if you wish to discuss this further.

Yours sincerely



**Michael O'Donnell**  
General Manager Retail