



**SCANPOWER**

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SCANPOWER.CO.NZ

# MAKING A COMPLAINT

0800 80 80 39

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**ELECTRICITY  
NETWORK SERVICES**

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**INFORMATION FOR CUSTOMERS**

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## >> Making a Complaint

- If you are dissatisfied or concerned about any aspect of the electricity network services provided to you by Scanpower, including land or tree related issues, you are entitled to lodge a complaint with us.
- Scanpower operates a structured, free and accessible complaints handling process and we endeavour to deal with your concerns in a professional, objective and constructive manner.
- Scanpower is also a voluntary member of Utilities Disputes Scheme, an independent body to which you may refer your complaint if we are unable to resolve to your satisfaction. Information on this scheme is detailed on [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz)



- You may lodge your complaint with Scanpower in a number of ways:
  - > Over the telephone by talking to a member of customer service or management staff.
  - > In writing, to: **Scanpower Limited**  
PO Box 157  
Dannevirke 4942
  - > By fax, to: 06 374 9592
  - > By email: [enquiries@scanpower.co.nz](mailto:enquiries@scanpower.co.nz)
  - > In person: **Scanpower Limited Building**  
**Oringi Business Park**  
**Oringi Road**  
**Dannevirke**
- If there are any special or any extenuating circumstances associated with your complaint (for example, if you are medically dependent or receiving treatment at home) please make us aware of this immediately.



- Having received your complaint, Scanpower will make the following commitment to you:
  - > We will formally acknowledge your complaint in writing within 2 working days of receipt of the complaint.
  - > A member of the Scanpower management team will then contact you (most likely by telephone or in person) to discuss and deal with your complaint within 7 working days of receipt of the complaint.
  - > We will keep you regularly informed as to our progress in dealing with your complaint and commit to providing you with an update every 5 working days following our first meeting or discussion with you.
  - > We will endeavour to resolve your complaint satisfactorily within 20 working days.
- If your complaint is identified as being associated with your electricity retailer, Scanpower will provide assistance in forwarding the complaint to the correct retail representative.



- In the event that we reach “deadlock” and are unable to resolve your complaint to your satisfaction within 20 working days, you may refer the matter to Utilities Disputes. There is no charge for taking a complaint to Utilities Disputes, and we will assist you in doing so if necessary.
- The complaint may also be referred to Utilities Disputes at any time earlier than this if Utilities Disputes is satisfied that:
  - > Scanpower has made it clear they do not intend to do anything about the complaint, or
  - > You, the customer, would suffer unreasonable harm from waiting, or
  - > It would otherwise be unjust to wait any longer.





- The Office of Utilities Disputes can be contacted as follows:



Utilities Disputes  
Freepost 192682  
P O Box 5875  
Lambton Key  
Wellington

Phone: 0800 22 33 40  
Fax: 0800 22 33 47  
Email: [info@utilitiesdisputes.co.nz](mailto:info@utilitiesdisputes.co.nz)  
Web: [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz)

- If you have any questions or concerns regarding Scanpower's customer complaint handling process, please do not hesitate to contact us on 0800 80 80 39.



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[WWW.SCANPOWER.CO.NZ](http://WWW.SCANPOWER.CO.NZ)

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