

CUSTOMER CHARTER

Purpose of our charter This customer charter sets out our commitments to our customers and how we'll work with you to achieve our respective business objectives.

Our role

Transpower owns and operates New Zealand's electricity transmission system – the National Grid. Our role is to keep New Zealand's electricity flowing and to ensure the Grid is able to meet the needs of future generations.

Our customers are all parties directly connected to the Grid and those who might connect in the future. These include distributors, generators and large industrial companies.

Our commitments to you

We will:

- place the highest priority on safety and always work in a manner that keeps our customers, the community, our employees, and contractors safe from injury and harm
- act with honesty and integrity
- listen to you and respect you and your interests
- work with you proactively to understand your business and your customers' needs, and help you understand our business
- actively seek mutually beneficial solutions and offer you the most cost effective solution to meet the technical criteria
- be as flexible as we can in meeting your needs
- communicate clearly and openly with you and provide adequate information in a timely manner so that appropriate decisions can be made
- ensure that interactions with you are efficient and productive as we recognise that your time is valuable
- agree with you what we will deliver and when we will deliver it
- resolve complaints or disagreements quickly and professionally

We would like to hear from you

By talking to us early and involving us in your thinking, there is a greater opportunity for us to help you. We also welcome suggestions on how we can improve our service to you.

How to contact us

Please contact your Account Manager, whether it is to discuss a specific initiative or to provide feedback on our services. Our Customer Services team is available on (04) 495 7194 or customerservices@transpower.co.nz.

