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Electricity sector continues to support households over lockdown

"Covid-19 lockdowns have been difficult for many Kiwis, with increased stress, financial struggles, and uncertainty. Power companies are committed to working with customers to support them through this time," Electricity Retailers' Association Board Chair Anna Kominik says.

"Throughout the disruptions of Covid-19 some drivers of energy hardship have been intensified. Power companies have been particularly focused on looking after vulnerable Kiwis during the COVID-19 lockdown.

"We've been dedicated to continuing our support for whānau in hardship through phone and online sessions with EnergyMate coaches to offer education and assistance while keeping coaches and households safe," Ms Kominik says.

EnergyMate is all about helping whānau get the most out of their electricity. For some, that's a reduced power bill, for others, it's a warmer, drier, healthier home.

EnergyMate delivers better outcomes for whānau by engaging them in their energy use, finding the best plan for their needs, educating them to use their appliances efficiently, and helping them heat their home within their budget.

"As well as continuing support through EnergyMate power companies have paused all disconnections throughout lockdowns and been carrying out wellness checks for customers they know to be in hardship," Ms Kominik says.

Other support includes finding payment terms and repayment schedules that best suit a household's circumstances, and coordinating financial support with social service providers like WINZ and MoneyTalks.

"These systems helping Kiwis who find themselves in financial difficulty due to COVID-19 have been in place for some time, are robust and well-tested, and are here to support Kiwis who may find themselves impacted by COVID-19.

"Anyone concerned about paying their bill should get in touch with their power company today. Now is the perfect opportunity to chat to your power company and talk through your options," Ms Kominik says.

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About ERANZ

The Electricity Retailers' Association of New Zealand (ERANZ) represents companies that sell electricity to Kiwi households and businesses. Our members supply over 90% of New Zealand's electricity to Kiwis.

About EnergyMate:

EnergyMate is possible through funding from retailers Contact, Genesis Energy, Globug, Energy Online, Nova, Mercury, Meridian, TrustPower, Powershop, Prime Energy, Wise Prepay, Government funding through the SEEC fund, region-specific funding from lines companies Powerco, Top Energy, Wellington Electricity, Electra, Unison and support from Fincap.

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