



IMPORTANT INFORMATION

If your
life depends
on power you
need to
read this.



Better together.

Do you have medical equipment at home that depends on power?

If you, or anyone in your house, depends on power to run critical medical equipment **PLEASE LET US KNOW.**



Simply fill out the form in this booklet.



Get written confirmation from your doctor or healthcare professional outlining the medical equipment you have at home.



Send both the form and the confirmation to us as soon as possible.

We'll make a note on your file that you are a 'medically dependent customer'. And that disconnection of your power could threaten the health and wellbeing of you or a family member.

Make sure you have a backup plan

Powercuts are a fact of life. We cannot control nature, and very occasionally there may be a temporary loss of power.

For these situations you need to have an emergency response plan.

This may include having a fully-charged standby battery, a portable generator, or relocating to a friend or family members house who has a supply of power.

If you have Ultra Fast Broadband over fibre, please be aware that in the event of a power outage your phone will not work. We recommend that you have a charged mobile phone available to keep in contact with family, friends and emergency contacts in the event of a power outage. If you have a medical alarm connected through your phone this also won't work in the event of a power outage.

Would the disconnection of power be a threat to your health?

If so, **PLEASE LET US KNOW IMMEDIATELY.**

If you're having difficulty paying your power bill, you may be able to get help from Work and Income New Zealand. Call them on **0800 559 009** to find out more.

Choose someone to help you out

If you want to, you can get someone else to talk to us.

If you're having difficulty paying your bill, and would feel more comfortable getting a relative, friend or social agency to talk to us about it, that's absolutely fine.

They can act on your behalf, and may choose to help you out with money to pay the bill.

If we're not able to get hold of you directly, we're happy to contact the person you've nominated to act on your behalf.



We can make paying your bill easier

Direct Debit

The great thing about paying in full on the due date using direct debit is that it's a great way to make sure you get your prompt payment discount. Plus you'll go in the draw every third month to win \$500 of free power.

There are two easy ways to sign up for direct debit:

- Go to **www.trustpower.co.nz/payments**
- Call **0800 87 87 87** and do it all over the phone or webchat us at **ask.trustpower.co.nz**. Make sure you have your bank account details in front of you. Or we can send you out a form.

SmoothPay

With SmoothPay you pay a fixed amount by direct debit each month or fortnight. If you'd like to find out more call us on **0800 87 87 87** or webchat us at **ask.trustpower.co.nz**

Automatic Payment

This makes budgeting easier by spreading out your payments.

There are two ways to get an automatic payment form:

- Go to **www.trustpower.co.nz/payments** and download the automatic payment form.
- Call **0800 87 87 87** or webchat us at **ask.trustpower.co.nz** and we'll send an automatic payment form out to you. Please make sure you have your Account Number handy.

Then take the completed form to your bank, and they'll set it up for you.

Online banking / Telebanking

Simply talk to your bank about setting this up. Most banks will already have our account details, but just in case, it's **01 1839 0329105 01**. Make sure you've got your Trustpower Account Number on hand.

NZ Postshop

Some people like to go down to their local Postshop to pay. If you choose to do this there will be a processing fee for each payment. This will appear on your bill.

To Trustpower:

Account Number: _____

Account Name: _____

Property Address: _____

Phone Number: _____

- A member of my household is dependent on medical equipment.

Name of person: _____

Type of medical equipment required: _____

Is the medical equipment portable? YES / NO

Name of doctor or healthcare provider: _____

Phone number of doctor or healthcare provider: _____

I understand that Trustpower may contact my health provider if required.

- I have enclosed written confirmation from my health professional outlining the critical medical equipment at the property.

- I confirm that I have an emergency response plan in place in case of a temporary power outage.

- If I cannot be contacted, I give permission for my account to be discussed with:

Name: _____

Relationship to you: _____

Phone: _____

Please post to:
Trustpower, Private Bag 12023
Tauranga Mail Centre
Tauranga 3143

Or you can scan and email the information through to enquiries@trustpower.co.nz