



Genesis Energy Resolution Process

At Genesis Energy we're ready and able to solve any problems or answer any complaints that may exist between ourselves or our suppliers and you, our customers.

If you have a complaint you can contact us by:

Phone: 0800 118 111
Email: complaints@infogen.co.nz
Fax: 0800 199 999
Mail: PO Box 302362
North Harbor
Auckland

If you raise a complaint over the telephone our staff will be there to help and hopefully provide you with a solution to your problem immediately.

If you raise a complaint by fax, letter or email we will acknowledge receipt of your complaint within five working days of receiving your complaint.

After receiving your complaint or problem we will contact you within ten working days with a proposal for resolution. If the complaint requires further assessment we'll let you know.

If you are not happy with how your complaint has been handled you can take your complaint to the Telecommunications Dispute Resolution (TDR) Service where:

- We have not resolved your complaint within six weeks
- You are not happy with the way we propose to resolve your complaint

Should you take your complaint to the TDR, Infogen will provide you with a reference number that will be required by the TDR agent.

To contact the TDR:

Phone: 0508 98 98 98
Fax: 04 - 918 4901
Post: Freepost 214075
P.O.Box 5573,
Wellington 6145
Email: contact@tdr.org.nz <<mailto:contact@tdr.org.nz>>
Web: www.tdr.org.nz <<http://www.tdr.org.nz>>

Important: There is nothing in this process that removes any rights you may have under the Consumers Guarantees Act 1993 or to make claims to a dispute tribunal, court or other third party.