

**Certificate of alignment  
with the consumer care guidelines**

Provided in accordance with Part 10 of the consumer care guidelines

Please provide the completed form (including the following pages) to the Authority via the upload facility

Trading name of disclosing participant \_\_\_\_\_

Participant identifier of the disclosing participant \_\_\_\_\_

Contact details of the disclosing participant \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Relating to alignment during the period from \_\_/\_\_/\_\_ to \_\_/\_\_/\_\_

The Chief Executive of the disclosing participant certifies that the information given in this alignment disclosure is accurate and complete.

Signed (CEO) \_\_\_\_\_ Date \_\_/\_\_/\_\_

Printed name \_\_\_\_\_

Witnessed \_\_\_\_\_ Date \_\_/\_\_/\_\_

Printed name \_\_\_\_\_

Released under the Official Information Act 1982

Part 2: Retailers to publish a consumer care policy

- (a) Aligns  Does not align   
(b) Extent of non-alignment \_\_\_\_\_

Part 3: Information and records relating to consumer care

- (c) Aligns  Does not align   
(d) Extent of non-alignment \_\_\_\_\_

Part 4: When a customer signs up or is denied a contract

- (e) Aligns  Does not align   
(f) Extent of non-alignment \_\_\_\_\_

Part 5: Business-as-usual account management

- (g) Aligns  Does not align   
(h) Extent of non-alignment \_\_\_\_\_

Part 6: When payment difficulties are anticipated or arise

- (i) Aligns  Does not align   
(j) Extent of non-alignment \_\_\_\_\_

Part 7: Progressing to disconnection for non-payment of debt and electrical reconnection

- (k) Aligns  Does not align   
(l) Extent of non-alignment \_\_\_\_\_

Part 8: Additional recommendations for medically dependent consumers

- (m) Aligns  Does not align   
(n) Extent of non-alignment \_\_\_\_\_

Part 9: Fees and bonds

- (o) Aligns  Does not align   
(p) Extent of non-alignment \_\_\_\_\_

Part 10: Information disclosure and monitoring

- (q) Aligns  Does not align   
(r) Extent of non-alignment \_\_\_\_\_

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