

Enquiry	Date	Summary of complaint
249491	6/01/2010	Faulty meter - old meter running too fast
249829	15/01/2010	Late payment/ disconnection fee
250761	15/02/2010	Charged for paying by cash
251426	8/03/2010	All in one plan changed
252977	16/04/2010	Failure to return telephone call
253057	28/04/2010	Late payment
255527	2/07/2010	Late payment fee, disconnection fee and fee incurred in respect of payment arrangement
255534	12/07/2010	High power bill made up of disconnection fee, late payment fee, over the counter transaction fee, and loss of prompt payment discount
258738	18/10/2010	Query regarding 15% GST charge on power bill.
259821	18/11/2010	Late payment fee, additional fees
261356	17/01/2011	Complainant led to believe on signing up with Trustpower that he/she did not need to pay one month in advance
263420	21/03/2011	Alleged false advertising of Trustpowers broadband 'unlimited usage package'. Whether the fair use policy limiting data use is misleading.
263527	30/03/2011	Speed of Broadband service.
264256	27/04/2011	Complainant's power cut due to failure to pay power bill. Complainant cannot sign up to a contract elsewhere until outstanding Trustpower debt is paid. Complainant would like to know how he/she can get power again.
264324	29/04/2011	Unfair fees. Complainant charged late payment fee despite direct credit having been previously set up.
265739	2/06/2011	Price gouging/ pricing for late payment of power bill
266757	19/07/2011	Complainant has had an account fraudulently opened in their name. Complainant never consented to the account being opened.
267611	22/08/2011	Complainant cannot receive emails.
267770	31/08/2011	Fee for breaking fixed term contract.
268460	26/09/2011	Query regarding application of GST before or after prompt payment discount
270237	25/11/2011	Winter/summer billing estimates which favour Trustpower.
270389	12/12/2011	High power bill estimates. Complainant is concerned that bill estimates are higher than actual readings, and that this practice is unfair.
272576	12/03/2012	Query regarding payment of overdue fees due to a direct debit not being correctly set up.
277012	31/08/2012	Alleged 'price gouging' by Trustpower Tauranga
277040	3/09/2012	Complainant believes that there shouldn't be different lines charges for different categories of residence.
277106	4/09/2012	Misleading advertising regarding Trustpower bundle discounts which state 'no fixed term', but charge exit fees.
277589	23/09/2012	Broad complaint about the power sector allegedly charging a greater amount for carbon in circumstances where the costs of carbon credits were lower.

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278216	18/10/2012	Unexpected demand for electricity bond from a longstanding Trustpower account holder.
278384	18/10/2012	Disconnection fees
280982	15/02/2013	Complainant status changed from a low user plan. Complainant unhappy that shares held by Unison to help consumers are not being used to do this as costs keep on going up.
285476	28/08/2013	Additional power bill charged to user after user had paid their final Trustpower bill.
280887	13/02/2013	Fees for late payment. Trustpower threatened to cancel connection. Complainant unhappy with the large amount of fees from Trustpower and their customer service.
282298	7/04/2013	Increase in line charges by Trustpower. Complainant would like to know why there is a large increase when there was a limit set by the Commerce Commission.
286144	25/09/2013	Query regarding whether a meter reading is required before a customer switches power companies.
288216	16/12/2013	Complainant believes it is unfair that they were not offered an upgraded plan which is better than the plan which they are currently on.
284887	5/08/2013	Connect account has a everyday plus monthly charge with Otago listed as a toll free zone, with only a \$5 charge to use a phone in the Otago area. Toll calls were charged to the complainant at a much higher rate. Complainant is concerned that the deal is misleading.
288538	7/01/2014	Reconnection and disconnection fees, as well as other fees.
290293	10/03/2014	Claim of misleading advertising of power price as customers who do not pay bills within the prompt payment timeframe are charged more. This information is not made obvious to customers.
292327	15/05/2014	Alleged overcharging of Trustpower customer due to final meter reading being an estimated usage which complainant believes was higher than it should have been.
292999	11/06/2014	Complainant concerned at the change in the calculation of power bills by Trustpower. Prompt payment discount is now applied before GST, instead of after GST.
293265	19/06/2014	Alleged misleading quote by Trustpower. Complainant unaware that the prompt payment discount was applied to the online quote.
297813	10/11/2014	Complainant unhappy that her credit cannot be used to pay less per week, other than taking a refund.
297609	4/11/2014	Query regarding faulty meter
290217	28/02/2014	Complainant feels that Trustpower does not provide the services paid for, overcharges on data plans in comparison to competitors and that extra data charges are higher than competitors.
296933	13/10/2014	Complainant is unhappy with increased line charges of Trustpower.
290404	13/03/2014	Query regarding who is responsible for fixing a land line issue.
290288	28/02/2014	Complaint relating to Trustpower telemarketer not providing accurate information.
294705	30/07/2014	Complainant believes that quotes exclusive of GST made by Trustpower are potentially misleading.

Enquiry	Date	Summary of complaint
294984	7/08/2014	Incorrect information on website regarding availability of ultra fast broadband to customers.
296837	7/10/2014	Complainant not advised verbally, or in writing, of their right to cancel their contract with Trustpower. Complainant told verbally that prompt payment discount was 15% for credit card payments, a subsequent letter said the prompt payment was only 13.5%.
294644	29/07/2014	Complainants has been taken off a plan which charges their toll calls through a separate provider. Tolls have been charged by Trustpower instead.