



Contact your electricity retailer

Electricity retailers are working to help flood and cyclone-affected customers with a raft of support measures, including bill relief, fast-track services, and credit extensions. We understand the disaster has created a variety of challenges and ask customers to contact their retailer to discuss what help is available. They're ready to help.

Contact Energy

Residential: 0800 454 648

Business: 0800 365 333

Frank Energy

Webform available on Instagram and Facebook @frankenergynz

Genesis Energy

Residential: 0800 300 400

Email: customercare@genesisenergy.co.nz

Chat: www.genesis.co.nz/help

Business: 0800 600 900

Email: businesscrew@genesisenergy.co.nz

Globug

0800 773 729

Manawa Energy

0800 35 35 35

Email: info@manawaenergy.co.nz

Nova Energy

0800 668 236

Email: info@novaenergy.co.nz

Mercury Energy

Residential: 0800 10 18 10

Business: 0800 20 18 20

Chat: www.mercury.co.nz/help/contact-us

Meridian

0800 496 496

Email: hello@meridan.co.nz

Chat: meridan.co.nz

Powershop

Chat: powershop.co.nz

Trustpower

0800 87 87 87