

# Customer Engagement Survey 2026



## What you need to know

PowerNet's annual Customer Engagement Survey will run from 29 June to late July 2026.

Some customers connected to PowerNet-managed networks may be invited to take part. This includes customers on:

- The Power Company Limited network
- Electricity Invercarill Limited network
- OtagoNet network
- Lakeland network.

The Survey is being carried out on PowerNet's behalf by **The Curiosity Company**, an independent New Zealand market research company.

The survey helps us understand what customers think about reliability, outage communication, customer service, and future electricity network needs.

**Taking part is voluntary.**

## How customers will be contacted

Customers may be invited to take part by email or phone.

### Email invitations

Email invitations will come from:  
**survey@curiositycompany.co.nz**

### Phone Calls

Phone calls may come from one of these numbers:

(09) 871 1902      (09) 871 1908  
(09) 871 1907      (09) 871 1909

## Important scam & privacy info

This is a genuine PowerNet customer survey, but customers should always be careful when receiving unexpected calls or emails.

Our survey is for research purposes only. Customers will **never** be asked to provide:

- passwords
- bank details
- credit card information
- payment information
- other sensitive personal info

Taking part in the survey is voluntary! Customers can choose not to take part, or stop taking part at any time.



Customers who complete the survey will go in the draw to win one of ten \$100 cash prizes.

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## What is the survey?

Our annual Customer Engagement Survey gives customers an opportunity to share their views and experiences. Questions cover:

- awareness of PowerNet
- reliability of electricity supply
- planned and unplanned outages
- outage communication
- customer service
- future energy needs
- electricity network planning

Customer feedback helps PowerNet understand what is working well, where improvements can be made, and what customers may need from our electricity networks in future.

## How do I know it's not a scam?

Invitations to participate in the survey will come from the correct email address or phone numbers.

**Email invitations** will come from **survey@curiositycompany.co.nz**

**Phone calls** may come from one of these numbers:

- (09) 871 1902
- (09) 871 1908
- (09) 871 1907
- (09) 871 1909

Customers will **never** be asked for sensitive information like passwords, banking or credit card details.

## How did you get my contact details?

We receive customer information through normal information-sharing processes with electricity retailers (who you pay your power bill to).

For this survey, contact information is provided to The Curiosity Company so they can contact customers on PowerNet's behalf. The information can only be used for the survey, and is subject to privacy, confidentiality and security requirements.

**PowerNet does not use this information for marketing or promotional activities.**


## Do I have to take part?

No - taking part is voluntary.

Customers can decline the invitation, tell the interviewer they do not want to take part, or stop taking part at any time.

## Questions?

Reach out to PowerNet's Customer Relations Team

 (03) 211 1899

 [customerrelations@powernet.co.nz](mailto:customerrelations@powernet.co.nz)