



STOCK EXCHANGE LISTINGS: NZX (MCY) / ASX (MCY)

NEWS RELEASE

Mercury appoints GM Customer

6 May 2021 – Mercury is pleased to announce that Craig Neustroski has been appointed as General Manager Customer, reporting to Chief Executive Vince Hawksworth.

Mr Hawksworth said the General Manager Customer role was an important addition to the leadership team, focused on providing a seamless end-to-end experience for Mercury customers.

“We’re very happy to confirm Craig’s appointment, and believe he has a valuable role to play in helping deliver on our strategic long-term goal to become New Zealand’s leading energy brand,” Mr Hawksworth said.

“We’re confident Craig has the right combination of industry experience, leadership credentials and a customer-first approach to support the team in continuing to deliver for our customers and drive the growth of our retail business,” said Mr Hawksworth.

Prior to joining Mercury, Mr Neustroski has held a number of senior leadership roles with Trustpower for over a decade across retail, wholesale markets and trading. Most recently he was Trustpower’s General Manager Markets, overseeing the formulation and execution of Trustpower’s retail strategy.

“This is a fiercely competitive environment and Craig’s proven track record in balancing customer needs with commercial sustainability made him the standout candidate,” said Mr Hawksworth.

As General Manager Customer, Mr Neustroski will be responsible for customer engagement, care of vulnerable customers, pricing and value, metering, and the development and driving of digital interactions.

Mr Neustroski will join Mercury in the third quarter of the 2021 calendar.

ENDS

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ABOUT MERCURY NZ LIMITED

Mercury's mission is energy freedom. Our purpose is to inspire New Zealanders to enjoy energy in more wonderful ways and our goal is to be New Zealand's leading energy brand. We focus on our customers, our people, our partners and our country; maintain a long-term view of sustainability; and promote wonderful choices. Mercury is energy made wonderful. Visit us at: www.mercury.co.nz

