



meridian

# The Super Friendly Business Pack

At Meridian we have a choice of packages for your business - it's up to you.

Our *Super Friendly Business Pack* is all about helping your business become more sustainable. Whether your goal is to reduce the impact on the environment or improve business sustainability, *The Super Friendly Business Pack* could be the right one for you.

You have the choice of our variable rates or a Fixed Energy Plan. Our Fixed Energy Plan allows you to lock in the rates for your electricity supply for a specified term.\*



\* Distribution and lines company charges and any applicable regulatory or Governmental levies and taxes (including the EA levy) are not fixed, and changes in these will be passed on. Early termination fees may apply.

## WHAT'S IN THE PACK?

- **Prompt payment discount**  
You receive a prompt payment discount of 10% if you pay in full and by the due date.
- **Various electronic payment options available**  
We offer a number of different electronic payment options to suit your needs and enhance the sustainability of your business. Other payment options are accepted.
- **Receive your bills by email or view them online**  
With *The Super Friendly Business Pack*, you receive your bills by email or by viewing them online at [mymeridian.co.nz](http://mymeridian.co.nz)  
Our website can do everything you would expect. You can check your account and enter a meter reading. There are also some invaluable tips to help your business reduce its energy overheads. If you'd like a paper bill, this can be arranged for just \$0.80 (including GST) per tax invoice, per installation.
- **Notification service**  
We can TXT and/or email you to let you know when your payment is due.
- **Variable or Fixed Energy Plan.**  
Our Fixed Energy Plan lets you lock in your electricity rate for a specified term - great if you require longer term price certainty for your financial planning. A variable rate option is also available.

## YOUR QUESTIONS ANSWERED

### IS THIS THE BEST PACKAGE FOR MY BUSINESS?

Our specialist Business Team can help you choose the best package for your business. Please call us on **0800 496 777**.

### WHAT IS THE DURATION OF THE SUPER FRIENDLY BUSINESS PACK?

There's no set duration. As long as you remain a Meridian business customer and Meridian still offers the package, you can choose *The Super Friendly Business Pack*.

### DO I RECEIVE A PROMPT PAYMENT DISCOUNT WITH THE SUPER FRIENDLY BUSINESS PACK?

Yes - if you pay your account in full and by the due date you'll receive a prompt payment discount (PPD) of 10% depending on your payment method.\*\*

\*\*8.5% prompt payment discount for automatic recurring credit card payments applies.

### WHAT HAPPENS IF I MOVE PREMISES/LOCATION?

As long as you remain a Meridian business customer, you can remain on *The Super Friendly Business Pack* at your new location.

### WHAT IF I HAVE MORE THAN ONE SITE?

*The Super Friendly Business Pack* will apply to all sites under the same customer account.

## FIND OUT MORE

For more information about how Meridian can help your business, contact your Account Manager, email [business@meridianenergy.co.nz](mailto:business@meridianenergy.co.nz) or call us on **0800 496 777**, Monday to Friday, between 7.30am and 5.30pm excluding public holidays. Or visit our website [meridian.co.nz](http://meridian.co.nz)



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## WHAT HAPPENS WHEN MY SUPER FRIENDLY BUSINESS PACK ENDS OR ISN'T AVAILABLE OR CHANGES?

Meridian will communicate the available options to you a minimum of 30 days in advance of any change.

## ARE THERE FEES OR ADDITIONAL ONGOING COSTS WITH THE SUPER FRIENDLY BUSINESS PACK?

There are no fees for signing up or switching over to *The Super Friendly Business Pack* although depending on your chosen billing method, fees may apply (see below).

**Electricity bill** – if you choose to be sent a printed paper bill (rather than by email or online) a fee of \$0.80 (including GST) per tax invoice, per installation will be applied. We encourage you to view your bill electronically. This doesn't incur fees and less paper means more trees.

**Payment options** – for over the counter payments at NZ Post or Westpac, a \$1.50 charge applies. One-off credit card payments will incur a 3% transaction fee. Recurring credit card payments will result in a reduced PPD of 8.5%. There's no additional fee if you pay your bill by Direct Debit, Direct Credit/Internet and Phone Banking and Automatic Payment.

## WHAT IS THE DURATION OF A FIXED ENERGY PLAN?

Usually two or three years. Please visit [meridian.co.nz](http://meridian.co.nz) or contact us on **0800 496 777** for details of our current offers.

## IS IT POSSIBLE FOR MY FIXED ENERGY RATES TO CHANGE THROUGHOUT THE DURATION OF THE PLAN?

The rate you are billed may be adjusted to reflect any changes in distribution and lines company charges or any other governmental or regulatory charges incurred by Meridian for your supply of electricity. The Electricity Authority (EA) levy, an additional charge that forms a small part of the bill, is also subject to change.

## THE SUPER FRIENDLY BUSINESS PACK TERMS AND CONDITIONS

1. Tariff can be either a variable rate or a Fixed Energy Plan.
  2. The customer is entitled to a 10% prompt payment discount (PPD) provided the account is paid in full by the due date, except where payment is made by recurring credit card (see point 6).
  3. Meridian encourages the use of electronic means for bill delivery and payment, though *The Super Friendly Business Pack* permits customers to select electronic, and/ or non electronic means as follows:
    - Customer bills are available online at [mymeridian.co.nz](http://mymeridian.co.nz), by email (pdf), or paper bill delivered by post.
  4. Customers choosing to receive a paper bill delivered by post will incur a fee of \$0.80 (including GST) per tax invoice, per installation.
  5. The customer can pay by all offered payment methods, which are Direct Debit, Direct Credit, Internet Banking or Automatic Payment or recurring credit card, over the counter at NZ Post or Westpac, or by cheque.
  6. Payment by recurring credit card will attract a prompt payment discount (PPD) of 8.5% provided the bill is paid in full by the due date.
- Any "one-off" payments by credit card will incur a fee of 3% per transaction.
- The following sets out the general terms and conditions associated with the acceptance and use of the business packages.
1. These terms and conditions apply in addition to, and should be read together with, Meridian's existing standard terms and conditions. The Meridian website contains details of the standard terms and conditions at [meridian.co.nz](http://meridian.co.nz)
  2. Electronic communications – Meridian will undertake reasonable endeavours to deliver all communications electronically where this is a selected feature of a package. Meridian reserves the right to support electronic communications with paper options where deemed necessary.
  3. When a customer selects a package or option to receive their bill by email (pdf), the customer undertakes to keep Meridian updated with a valid email address.
  4. In choosing a package, the customer agrees to behave in accordance with the rules for that package (specifically use of bill payment and delivery options).
  5. Meridian reserves the rights to review customer adherence to chosen package rules and apply fees where necessary.