

# The Straight Up Pack

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

Electricity is key to your business but you are looking for the simplest way to manage it.

Our *Straight Up Pack* is low maintenance as the Fixed Rate Plan provides price certainty by allowing you to lock in the rates for your electricity supply for a specified term. You will also benefit from an increased prompt payment discount of 11% due to the 'set and forget' nature of the package.

## WHAT IS IN THE PACK?

- Prompt payment discount**  
 You receive a prompt payment discount of 11%.
- Various electronic payment options available**  
 We offer a number of different electronic payment options to suit your needs.
- Receive your bills by email or view them online**  
 With *The Straight Up Pack*, you receive your bills by email or by viewing them online at [www.mymeridian.co.nz](http://www.mymeridian.co.nz)  
 Our website can do everything you would expect – you can check your account and enter a meter reading.
- Notification service**  
 We can TXT and/or email you to let you know when your payment is due.
- Fixed Rate Plan**  
 Our Fixed Rate Plan lets you lock in your electricity rate for a specified term – great if you require longer term price certainty for your financial planning.

## YOUR QUESTIONS ANSWERED

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

If you are looking for price certainty and are happy to manage your bills and payments electronically, *The Straight Up Pack* could be for you. 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 STRAIGHT UP PACK?

The duration of *The Straight Up Pack* is usually two or three years depending on the term of your Fixed Rate Plan. At the end of this term (as long as you re-sign onto a new Fixed Rate Plan) you can continue to receive the benefits of *The Straight Up Pack*.

### DO I RECEIVE A PROMPT PAYMENT DISCOUNT WITH THE STRAIGHT UP PACK?

Yes – if you pay your account in full and by the due date, you will receive an increased prompt payment discount (PPD) of 11% (our standard PPD is 10%).

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

You can continue being on *The Straight Up Pack* for the remainder of its specified term in the new area you move to, as long as you remain a Meridian business customer, and providing there is an equivalent to *The Straight Up Pack* in the new area you move to.



## 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 7.30pm excluding public holidays.



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## WHAT IF I HAVE MORE THAN ONE SITE?

The features of *The Straight Up Pack* will apply to all sites under the same customer account.

## WHAT HAPPENS WHEN MY STRAIGHT UP PACK ENDS OR IS NOT 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 STRAIGHT UP PACK?

There are no fees for signing up or switching over to *The Straight Up Pack*. As you will be required to receive your bill electronically, if you request a paper copy of your bill, fees may apply.

## HOW CAN I PAY MY ELECTRICITY BILL?

As part of *The Straight Up Pack* terms and conditions, the only payment options are Direct Debit or Direct Credit/Internet Banking. If you wish to pay your electricity bill using another payment method, you will need to contact our Business Team on **0800 496 777** to discuss alternative package options.

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

The rate you fix for your electricity will not change during the term of your associated Fixed Rate Plan. The Electricity Commission Levy, an additional charge that is included on your account, is subject to change. Please refer to our terms and conditions.

## THE STRAIGHT UP PACK TERMS AND CONDITIONS

1. Tariff must be a Fixed Rate Plan only.
2. The customer is entitled to an 11% prompt payment discount (PPD) provided the account is paid in full by the due date.
3. The customer agrees to use electronic means only for bill delivery and payment.
4. The customer agrees to pay by Direct Debit or Direct Credit/Internet banking only.
5. Payment by "recurring" credit card is not permitted under this package. Any "one-off" credit card payments made will incur a fee of 3% per transaction.
6. Where possible, all communications to a customer will endeavour to be by electronic means as indicated in the general terms and conditions.

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 [www.meridian.co.nz](http://www.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.

