



## Switching to Energy Direct NZ.

### *How easy is it and what do I have to do?*

Simple, either ring us or come into our office at 179 St Hill Street, with a copy of your current retailer's invoice, (if you have one), complete an application form and we'll take care of the rest for you.

Please remember we are a local company with a local office. You don't have to deal with a big call centre in Auckland, Hamilton or Wellington. Simply call into our office at 179 St Hill Street and we will be happy to answer your questions, but please remember to bring a copy of your current electricity account with you.

### *How long will it take and why?*

The process can take 1-8 weeks. The reason it can take this length of time is that in order to keep the cost of switching down, your existing retailer will transfer your supplies to us following the next meter reading after they receive the switch request from us. The length of time it takes to complete the switch is therefore dependent on when your meter was last read and when it is next due to be read so it can take anything from 1 week to 8 weeks to complete a change of retailers.

### *What if I am moving into a new house and don't have a copy of the property's electricity account?*

That's not a problem. We will arrange for one of our meter readers to go out to your new home and collect all the relevant details from the meter, including the current meter reading. We can then take care of arranging for the electricity supply at your new home to be switched to us straight away.

## Locally owned and operated.

### *Is Energy Direct NZ still a locally owned company?*

Yes, we are a local company with our offices at 179 St Hill Street. The company is still essentially owned by the District Council through their holding company with a 74.9% shareholding, which means that each and every ratepayer benefits from the dividends paid by Energy Direct NZ.

We like to think that we are a very open and accessible company, and we do not use a call centre. We have a local office that is open to the public and we are happy to talk to any of our customers about any energy issue that is causing them concerns and we are happy to do that face to face.

We have a buy-local policy and purchase all that we can from local companies.

We support a range of sporting and cultural organisations including the Masters Games, the Wanganui Rugby team and local bowling clubs. We support a number of local schools and we are members of the Life Trust's Harold Club.



Energy Direct NZ  
179 St Hill Street  
PO Box 32  
Wanganui 4540

Tel: 06 349 0909  
Fax: 06 349 4931  
Freephone: 0800 567 777  
Email: [enquiries@energydirectnz.co.nz](mailto:enquiries@energydirectnz.co.nz)  
Web: [www.energydirectnz.co.nz](http://www.energydirectnz.co.nz) <<http://www.energydirectnz.co.nz/>>

# Introducing dual energy saver discount



- Save 14 cents a day
- Fixed electricity prices until 30 June 2007
- Capped gas prices until 30 September 2007
- \$50 energy credit for 10 customers every month





## Dual Energy Saver.

### *What is it?*

It is a 14 cents per day rebate for customers with both gas and electricity supplied by Energy Direct NZ.

### *How does it work?*

The savings will show as a separate line item on your account and it's as simple as 14 cents for every day of that account period.

### *What is it a fixed daily saving and not a reduction in my gas or electricity price?*

A fixed saving per day reflects the savings we make from supplying a customer with both gas and electricity. Our meter reader reads two meters at one time, we bill two energies on one account which is sent out in one envelope. Therefore our fixed operating costs are lower for a dual energy customer, and this is reflected in our 14 cents per day dual energy saving.

### *How do I get it?*

Simply have both your gas and electricity supplied by Energy Direct NZ and you will automatically receive the saving.

### *How is it shown on my bill?*

A separate line called Dual Energy Saver will be shown on the front, in brackets, which means that it's a credit.

## Prize Draws.

### *What are they?*

Each and every month from the end of June 2006 we will be drawing, 10 prizes of \$50 energy credits, which we will apply to the 10 winners accounts.

### *Who goes in the draw?*

Everyone who has their gas and/or electricity supplied by Energy Direct NZ.

### *If I have both gas and electricity with EDNZ, do I get 2 chance to win as I buy 2 products?*

Yes. If you get your gas and your electricity from us then that puts you in the draw twice, once for each energy supply, so gas and electricity customers receive 2 chances to win.

### *How will I know if I have won?*

We will write to each of the winners by the end of the first week of the new month and we will publish their names in the first edition of both the MidWeek and River City Press each month.

## Prices.

### *What are you doing with gas and electricity prices?*

We are fixing electricity prices until the end of June 2007 and we are capping any gas price increase for our gas water heating customers until the end of September 2007.

## Monthly Meter Reading and One Account.

### *How often do you read my meter?*

For gas and electricity customers we read the meters every month; for gas only customers we read every 2 months.

### *Do I get a separate gas and electricity bill or one simple bill?*

One bill only, covering both gas and electricity.



**energy**  
DIRECT NZ

