

A close-up photograph of a young child with light brown hair and bright blue eyes. The child is smiling broadly, showing their teeth, and is holding a silver mobile phone to their ear with their right hand. The photo is framed by a large, light grey circular border with a white outline. The background of the entire page is a dark teal color.

# Questions & Answers

## **Questions most likely to be asked regarding changing energy suppliers**

### **Who is Energy Direct NZ?**

Energy Direct NZ has been supplying gas, in one form or another, to customers in the Wanganui region for over 100 years and throughout the North Island since 2000. We have also been supplying electricity to our Wanganui customers since April 2002 and to our Manawatu and Taranaki customers since October 2006. We are 100% owned by Wanganui District Council and operate out of offices at 179 St Hill Street, Wanganui.

### **How easy is it to change energy suppliers?**

Very easy. You may however need to complete and return an application form to us. If you are accepted as one of our customers your application form authorises us to act on your behalf to arrange the transfer from your existing gas and/or electricity supplier. If you want to become an Energy Direct NZ customer you may also have to supply us with a copy of your last electricity account.

### **Why do I need a copy of my existing electricity account?**

The customer transfer process within the electricity industry is fully automated. If we do not have an exact match of your name, address and Installation Control Point (ICP) number then our request to transfer your electricity supply will be rejected. The ICP number is the unique identifier that the network companies give to each customer's gas and electricity supply.

### **How much does it cost to change energy suppliers?**

There is no charge to change to Energy Direct NZ and there are no administration or transfer fees. You should however be aware that some companies may charge a final meter reading fee.

### **How much will my energy cost and how long will you guarantee to keep this price?**

The price that we charge for energy is detailed in our published Pricing Schedule. These prices are usually fixed for a year at a time and we will only change these when our suppliers change their prices or as a result of legislative or regulatory changes imposed on us. Usually we would expect the network and metering operator(s) to review their charges no more than once a year.

Our contract for the supply of gas from our Wholesaler provides for an inflationary adjustment each year. This means that the price you pay for gas will probably change on 1 October each year.

We have a similar arrangement with our electricity supplier.

### **What is my commitment to Energy Direct NZ?**

The only addition to your responsibilities as laid out in our Customer Supply Agreement is that you may be asked to commit to buying your gas and/or electricity from us for 1 year. Our responsibilities and commitments to you are also laid out in our Customer Supply Agreement.

### **Do I have to pay a deposit and how much would that be?**

If you own your own home you do not normally need to pay a deposit. If, however, you are renting your home then a deposit as described in our Service Fee Schedule is normally required.

If we require a deposit it usually represents the average account for a billing period for a domestic customer. If you pay your accounts on or before the due date for 12 consecutive months then your deposit will be refunded to you.

Business customers may be asked to pay a deposit equivalent to the estimated highest monthly energy account for their business.

### **How do I pay for the energy that I use?**

You can pay for the energy that you use in a number of ways:

- Cheque, by post, or in person at our offices
- Telebanking
- Direct Debit
- Easypay
- EFTPOS, or cash paid in person at our Agents offices

All of our payment methods are detailed in our guide "Paying Your Energy Bill" available from our offices on request.

## How long will it take until Energy Direct NZ is supplying my energy?

In order to keep the cost of customer transfers to a minimum, the transfer from one supplier to another normally takes place at the next scheduled meter reading. You will receive a final account from your existing supplier and a welcoming letter from us. The maximum time this should take is 8 weeks.

## What do I do if I have a problem with my energy supply?

Contact our Customer Services Team for any gas and/or electricity supply problems. If you call outside normal working hours you will be transferred to our after hours service provider and they will help you with your problem.

## What other services can you provide me with?

At Energy Direct NZ we pride ourselves on the personal service that we provide our customers. Our offices in Wanganui are open from 8.00am to 5.00pm on normal business days. Our offices are also open to personal callers from 9.00am to 12 noon on Saturdays. Our staff will be happy to help resolve any energy problems that you may have, face to face.

As we operate our own gas appliance retail business we can offer you an extensive range of gas appliances to suit your needs.

## How can I get in touch with you?

You can contact us by:

- Telephone on 06 349 0909 or 0800 567 777
- Post at: Energy Direct NZ, PO Box 32, Wanganui 4540.
- Email: [enquiries@energydirectnz.co.nz](mailto:enquiries@energydirectnz.co.nz)
- Call into our offices at 179 St Hill Street, Wanganui.



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