

Meridian Energy Christchurch earthquake update

1 March 2011

Meridian Energy has established a temporary call centre in our Wellington office. Our 0800 496 777 is now operational and manned by relocated Christchurch call centre staff from 7.30am – 5.30pm Monday to Friday.

Our first priority remains helping our customers affected by the earthquake. We are urging customers from outside the quake ravaged Christchurch area to put off calling the call centre until later this week when we will have more call centre staff available.

For our Christchurch affected customers:

Medically dependent customers

We have been contacting as many of our medically dependent customers as possible to ensure they have the support they need. If you have not been contacted or are aware of a Meridian customer who is medically dependent on electricity and whose power supply has been affected by the earthquake, please ring 0800 494 496 or contact emergency services.

Bill payments

We recognise the huge impact that this latest earthquake has had on our Christchurch customers and understand that you may not be able to make your next bill payment by the stated due date. We have therefore extended the due date for payment by one month eg. If the stated due date is 12 March 2011, then this is extended to the 12 April 2011. Note, prompt payment discounts will apply to the extended date.

Direct debits

Direct debits and automatic payments will still continue, so if you need to stop this payment, please contact your bank.

Further customer assistance

Over the coming months, we'll provide tailored customer assistance for those who need it.

Thank you for your co operation and understanding. For latest updates, please refer to our website www.meridian.co.nz

Jeff Goss
Business Partnership Manager
Meridian Energy