

## **Meridian Energy Christchurch earthquake update**

24 February 2011

Meridian Energy's Christchurch-based customer contact centre is currently closed due to the 6.3 earthquake that hit the area at 12.51 on 22 February

Meridian is working to restore its services and hope to have their contact centre operating from another part of the country as soon as possible. Further updates are on their website [www.meridian.co.nz](http://www.meridian.co.nz) and on 0800 496 496.

Meridian's main priority over the next few days is to help people affected by the earthquake.

For Christchurch customers in affected areas, you should consider any downed lines as live and avoid contact with them. If you leave your home please ensure you switch off all your electrical appliances or turn your mains power off. Orion networks operates the power lines which supply electricity to Meridian customers. For more information and updates on when power will be restored, please phone Orion on 0800 363 9898 or go to the Orion website <http://www.oriongroup.co.nz/Default/Canterbury-earthquake-2010.aspx>

Power Manager customers who are unable to top up their card, please contact 0800 505 606.

For customers in other areas with safety issues in respect to their electricity line, please contact in North Canterbury 0508 60 70 80, in Northland 0800 10 40 40 and for all other parts of New Zealand 0800 742 752.

If you are concerned about a billing issue or payment, please be aware that Meridian's ability to process these is currently affected. Meridian will ensure their customers are not negatively impacted by this.

If you need to talk to Meridian, please refer to their website [www.meridian.co.nz](http://www.meridian.co.nz) for an update on when their customer contact centre will be available.

Thank you for your understanding.

Our thoughts are with everyone in Christchurch.

Jeff Goss  
Business Partnership Manager  
Meridian Energy