

**Welcome to your**

**Smart  
Customer  
Network**

**EMP.** Energy  
Management  
Professionals

# Your new tenancy is part of a **Smart Customer Network**, a new and improved way of making the most of your power.

The power for your tenancy is already part of the network and ready for you when you move in. However it is important that you complete a sign-up form to get your own power supply underway. If you don't have a sign-up form, please contact EMP, your **Smart Customer Network** management company, on **0800 890 112**.

## Contact EMP

**phone** 0800 890 112

**email** [help@emp.net.nz](mailto:help@emp.net.nz)

**web** [www.emp.net.nz](http://www.emp.net.nz)



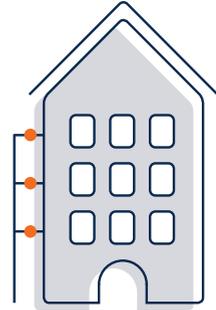
# What is a customer network?

Your new tenancy is part of a customer network called **Smart Customer Network** managed by the energy professionals EMP.

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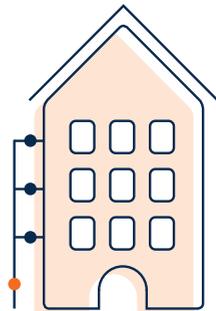
## Traditional model

With traditional power supply, each tenancy has their own connection to the market. They pay for their own energy and connection charges.



## Customer Network

With a customer network power supply, there is one market connection that supplies all tenancies. Each tenant still only pays for what they use but share the network costs.



# What does this mean for you?

## Bulk power – better prices

Buying all the power from one meter means that not only are you able to enjoy the benefit of bulk prices, but the lines costs are shared amongst everyone as well. The result is a lower cost for you, guaranteed.



## A smart system

Your **Smart Customer Network** has some of the most advanced tech available. Even though the power is bought through one channel all tenancies still have their own meter – a super advanced one. With this meter you can see what you are using live! No more estimates or having to give meter readers access.



## A great service

EMP take care of the power on behalf of the facility owner. We are a team of energy specialists who are here to help you no matter what the question might be.



# Frequently asked questions

## **Who will I get my power from?**

The facility owner provides you the power but EMP manage it all for them. You will get your invoices from EMP and you can talk to EMP regarding anything to do with your power.

## **Can I choose another retailer?**

No. To get you the best deal there technically is only one connection to the market for all tenants.

## **When will I get my invoice and who do I pay?**

Because of our smart metering, you will get your invoice in the first week of every month. You pay EMP for your energy and we administer it for the facility owner.

## **Why is this system better?**

Other than the guarantee of best prices, the meters and network are also super smart. All the tenant meters communicate with each other. So that means there are no more meter readers, estimates or weird invoices. It also means the facility can do more things for you. Because the meters are all linked the building can be better at managing supply and demand. In turn you get a more robust power supply.

## **How do you get better prices?**

Because we are grouping everyone together we are sharing the costs of the lines charges as well as buying energy in bulk. All in all a better price for you.

## **How do I know for sure that the prices are better?**

We can assure you that the prices are better than any other fixed price in the market. If you are not sure contact EMP and we can look into it with you.

## **Does this mean I pay for someone else's power?**

Not at all. You still have your own meter it's just part of the building rather than part of the national grid.

## **What if I have a problem with my power?**

Contact EMP. Our specialised team of consultants are able to help you with your queries.

## **What do I have to do?**

Make sure that you have filled out a sign-up form so we know who and where you are. If you do not have a sign-up form contact EMP on **0800 890 112**.