

GLOBUG

Get smarter about power



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SOCIAL PARTNERSHIPS TEAM

- > A dedicated face to face contact for Social Agencies.
- > Create a feedback loop with Agencies and Customers to enable prepay improvements
- > Work within communities

> **We need your help!**

- > Inform customers of the price
- > Explain the benefits of prepay as a budgeting tool
- > Help customers join GLOBUG

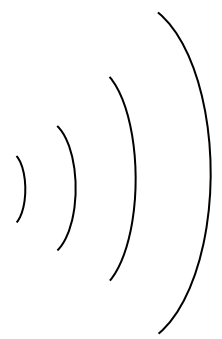
WHY IS PREPAY BETTER

- > Clients now have access to some of the cheapest energy prices in New Zealand.
- > Makes sure clients have a power supply option:
 - > Disconnected
 - > Threatened with disconnection
 - > Refused due to credit history
- > Enables clients to match their energy payments to their income cycles.
- > Have an existing debt with another retailer transferred to GLOBUG, and pay it off over time (interest and fee free). Reduces risk of impacting credit rating.
- > No disconnection or reconnection fees
- > No late penalty fees
- > No bonds
- > No contracts

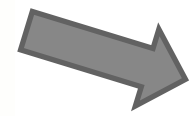
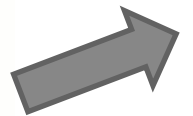
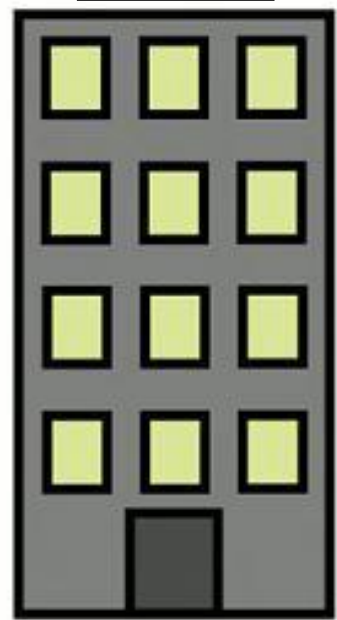
HOW DOES GLOBUG WORK



Daily smart meter read.



GLOBUG

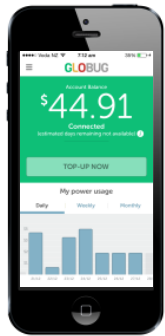


Customers account is updated daily.



HOW DOES GLOBUG WORK

- > A range of self service tools are available to customers to provide freedom of choice as to the service offerings they select:



Mobile Apps

Apple & Android



GLOBUG In Home

Display Unit (While optional 95% still opt for the GLOBUG IHD at a cost of \$70).



0800 PREPAY

24/7 IVR and
Customer Service



GLOBUG Website

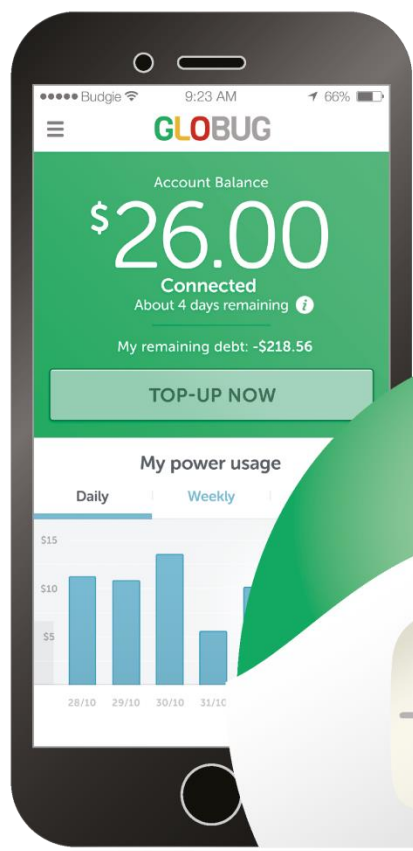
Access and toput account
plus setup email and text
message alerts

HOW DOES GLOBUG WORK

Daily Meter Read

Account Updated 4:00am

Customers Credit Balance
> \$10



CREDIT REMAINING
\$\$\$\$\$

HOW DOES GLOBUG WORK

Daily Meter Read

Account Updated 4:00am

Customers Credit Balance
< \$10

Orange means you need to
top-up by
midday tomorrow



HOW DOES GLOBUG WORK

Daily Meter Read

Account Updated 4:00am

No topup made in the last 24 hours

Red is urgent, your power will be disconnected at midday today Unless you top-up

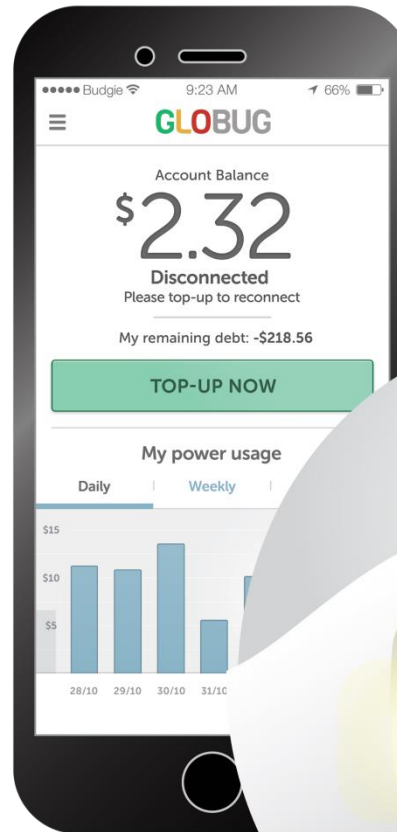
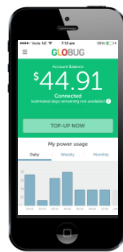


HOW DOES GLOBUG WORK

Midday

Power is disconnected

Need to topup to be reconnected (minimum \$20)



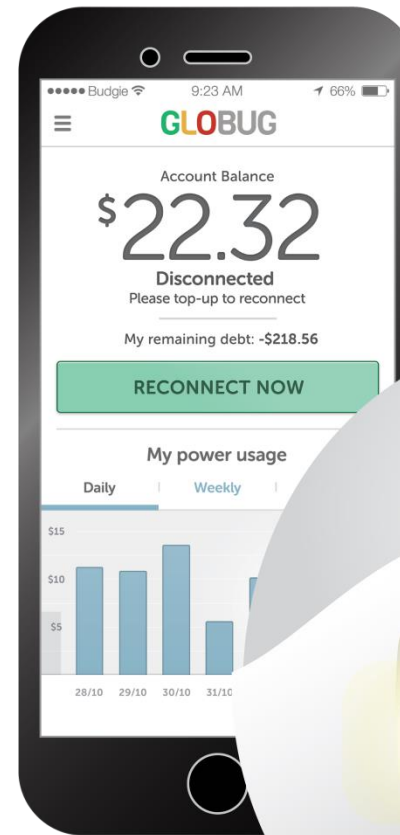
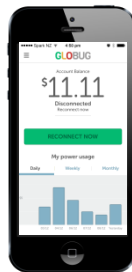
(over 13000 locations across NZ)

HOW DOES GLOBUG WORK

Payment made – credit balance updated immediately

Power remains disconnected

Customer can reconnect safely



HOW DOES GLOBUG WORK

Reconnected immediately

Green is good!

I ❤️
CERTAINTY



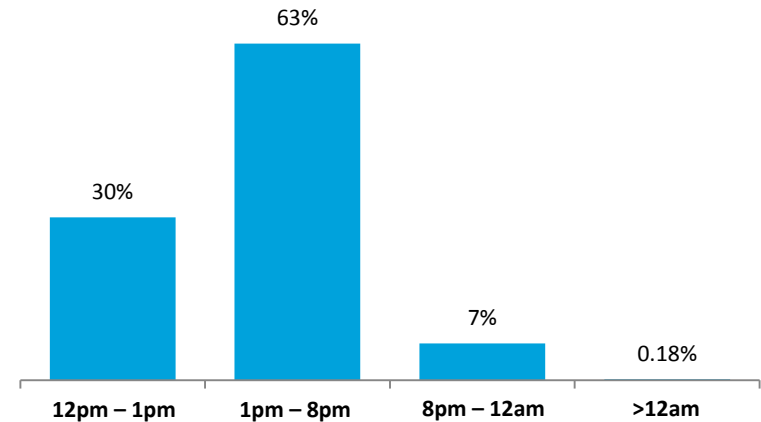
RECONNECTION COSTS AND TIMEFRAMES

	GLOBUG	Post Pay
Average amount to pay to be eligible for reconnection	Minimum credit top-up of \$20	Over \$500 on average (energy arrears plus fees)
Average time to reconnect (after payment)	Less than 2 minutes	Average of 5 hours

SOME GLOBUG FACTS...

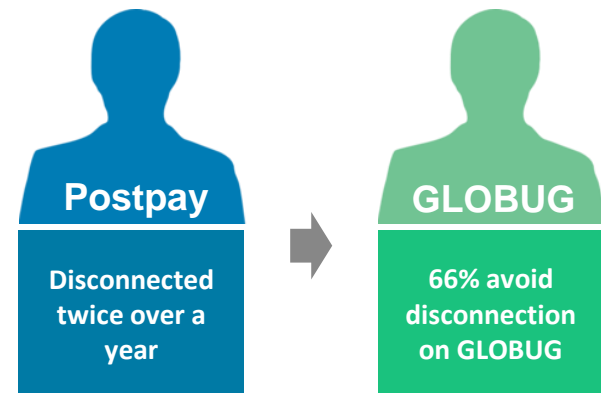
Are GLOBUG customers disconnected for days?

- > 99.8% of customers that are disconnected, reconnect the same day.
- > We call every customer still disconnected by 10am the next day



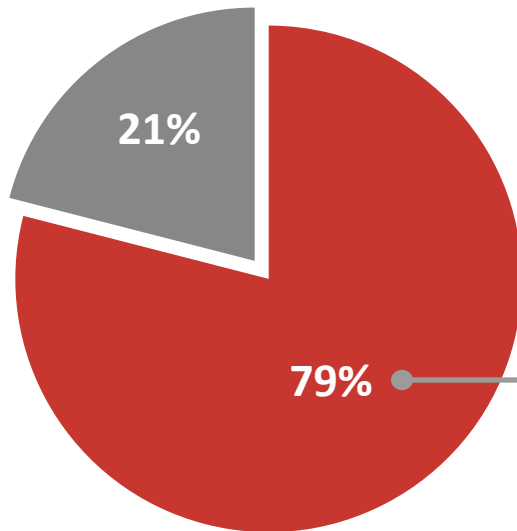
Are GLOBUG customers always being disconnected?

- > Around 80% of credit stressed customers were disconnected twice before coming to GLOBUG.
- > Once on GLOBUG, 66% of customers manage their account **without** disconnection



CREDIT STRESSED CUSTOMER POSTPAY COMPARISON

GLOBUG customers previously on postpay accounts



\$560

of fees and lost discount that does not go towards their electricity spend per year

- > On postpay, customers were disconnected at least twice in the year before moving to GLOBUG.
Average cost of disconnection and reconnection:
\$75 x 4 occurrences
\$300
- > On postpay, customers were charged on average 3 debt management fees
Average cost of debt management fees:
\$25 x 3 occurrences
\$75
- > On postpay, customers on average miss out on 9 out of 12 monthly discounts.
Average lost discount amount:
\$185

MONTHLY BILL PRICE COMPARISON - CHRISTCHURCH AT 17TH FEB

2015
GLOBUG
 Community Services Card offer



If you pay on time

Actual total



\$130

\$184



\$126

\$193



\$135

\$185



\$132

\$163



\$128

\$190



\$139

\$185



\$133

\$178



Based on a Low User – Inclusive plan using 500 units over 30 days, actual totals are made up of lost discount and an average amount of fees a customer might incur over a year

PRODUCT IMPROVEMENTS

GLOBUG	IMPROVEMENTS	TIMELINE
Price	Was over 10% more than MBIE average Now 4.4% lower than MBIE average	NOW
Mobile App	<ul style="list-style-type: none"> ➤ Pay via Internet Banking ➤ Pay via Credit Card ➤ Estimated days before next topup ➤ View your debt balance ➤ Daily, Weekly, Monthly usage graphs 	5 th March
Website	<ul style="list-style-type: none"> ➤ Pay via Internet Banking ➤ Estimated days before next topup ➤ Daily, Weekly, Monthly usage graphs 	5 th March
0800 Freephone Number	0800 GLO NOW to reconnect a customer's property is now free from landlines and mobiles .	NOW
Agency Tools	<ul style="list-style-type: none"> ➤ Priority 0800 service number ➤ Priority 0800 sales number ➤ Agency dedicated website 	NOW

DEBT REPAYMENT

> **Allows customers to pay outstanding debt off over time while still having access to electricity.**

- > Interest and fee free!
- > Without affecting their credit rating.

> **GLOBUG will collect debt on behalf of:**

- > Mercury Energy
- > Meridian Energy
- > Contact Energy
- > Tiny Mighty Power
- > Bosco Connect

Regardless of the retailer we will reconnect and accept any customer onto GLOBUG removing all barriers to energy.

> **Customers who remain on GLOBUG...**

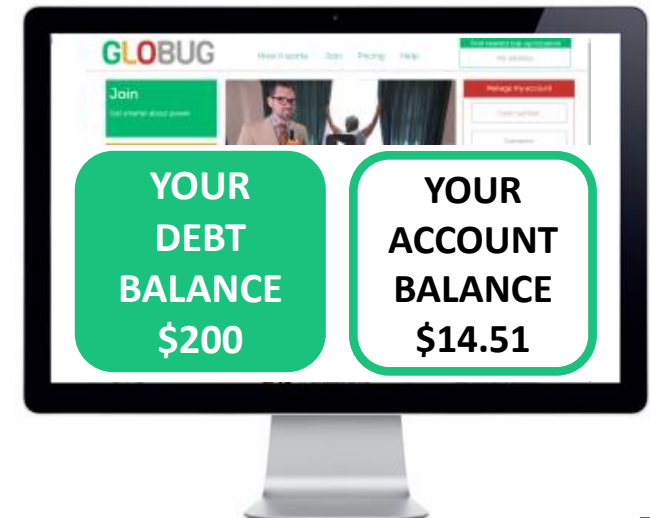
- > For 1 year will pay off 60% of their outstanding debt
- > For 2 years will pay off 98% of their outstanding debt (on average)



(payment processing fee)

25%
Debt
Balance

75%
Account
Balance



WHAT DO OUR CUSTOMERS THINK

"If we're all watching the same channel we watch it together, not on three separate TVs."

IT SAVES ME MONEY

"The kids look at it all the time."

"I don't feel judged anymore by the power company."

"It helps you save money."

IT HELPS ME STAY ON TOP OF MY POWER BILL

"For me it's an educational tool."

IT MAKES ME MORE AWARE OF THE POWER I USE

"The old way you could let your power bill grow really big. With GLO-BUG you don't get there. You're paying your bills now."

"You see what you're using each day."

"Before we took power for granted and when we got our bill we had to scrimp."

COMMON FAQs

Q. Does the customer have to pay for a smart meter if there is not already one at the property?

A. No, we will arrange for a meter to be installed at the property over the next 10 days.

Q. When the customer tops up, how long will it take for the balance and display to be updated?

A. The GLOBUG balance and display will update automatically when the customer makes a top up payment. In most cases it takes just a few minutes for the GLOBUG display to update

Q. Does it cost anything to top up a GLOBUG account?

A. Topping up a GLOBUG account will incur a fee depending on the method of payment:

In stores	= 75 cents
Credit card	= 40 cents
Account 2 Account (internet banking)	= 20 cents

Q. How much does it cost the customer to reconnect the power?

A. Nothing, its free. (If a customer is disconnected before they first switch to GLOBUG then that initial reconnection will cost \$70 or \$140 after hours. This amount can be added to their debt balance).

Q. If the customer is Medically Dependant can they still go on GLOBUG?

A. We strongly encourage Medically Dependent customers to remain on a monthly billing account but we are not permitted to refuse them (Human Rights Act).

GLOBUG KEY FACTS

\$560

Reduction
in annual energy
costs for credit
stressed customers

4.4%

Cheaper
pricing than
MBIE average

98%

Of outstanding debt
paid off if customer
remains on GLOBUG
for 2 years

70%

Of customers use
the same or more
energy on GLOBUG

56

Top ups
per year
on average

AGENCY TOOLS

GLOBUG

Agency *Family Support - Christchurch*

Agency code *1852*

Contact us

Sales 0800 456 525

Service 0800 284 456

Website www.globug.co.nz

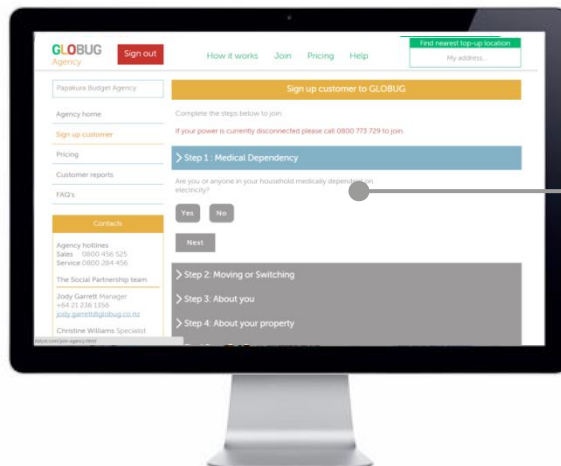
Urgent enquiries *Christine - 021 444 489*

Your agency code can be used to log into the GLOBUG agency web portal. If a client signs up via your agency we will add \$20 to their account balance.

Dedicated service hotlines for agencies only.

Dedicated Partnership Manager for escalations or queries

Agency web portal:
GLOBUG information
Help a customer sign up
Check prices
View customer usage



We want to help...

We need your help...

GLOBUG