

# PrePower. Get the power to make budgeting easy peasy.

## PrePower? What's that, then?

PrePower lets you pay for your electricity before you use it, a bit like a prepaid mobile phone. The good thing about PrePower is it makes budgeting easier.

You always know how much you've spent and how much electricity you've got left.

## Ok, so how does it work?

We install a special PrePower meter at your home. You prepay for electricity either over the phone or at any PostShop. You'll then get a code to enter into your meter. Told you it was easy peasy.

The screen on your meter shows the number of units of electricity available. You can tell from the lights on the meter when your electricity is getting low and it's time to buy more (see over the page for details).

If you accidentally run out of electricity, we'll get you up and running again by advancing you a small amount (as long as you're up to date with all payments to Contact).

### Who can get PrePower?

PrePower meters are available in most areas but they are only available for single-phase residential properties which use more than 3,000 kWh of electricity a year.

### Getting a PrePower meter installed.

Call us to see if PrePower will work for your property and if it does, we'll sort it all out for you. If you're not the property owner, you must get the owner's permission to install a PrePower meter. There is a service fee for installing the meter and we'll talk you through everything when you call.

## How to buy electricity with PrePower.

Easy! You can buy units of electricity with PrePower in two ways – either over the phone or in person at any PostShop.

There is a minimum payment of \$20 and a maximum payment of \$200. This amount includes GST. Contact reserves the right to change these values.

### Buying by phone

You can buy electricity any time day or night by calling the PrePower Purchase Line on 0800 83 2222. This is an automated system that uses pre-recorded messages.

Remember to have your meter number handy, and a pen and paper to write down the 20-digit code. Or, we can send the code to your cellphone via text message if this is easier for you.

There are three payment options over the phone:

#### 1. Direct debit

With this option, we debit the value of the electricity you purchase direct from your bank account on the next working day after you call us. To use this option, you need to have set up a direct debit with us. To arrange this call us for free on 0800 80 9000 or email us at [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz) and we'll send you a form to fill in.

#### 2. Credit card

You can charge PrePower electricity to your Visa, MasterCard or American Express. Just enter your credit card details when prompted. You don't need to set up anything with Contact in advance.

#### 3. Automatic payment

You can arrange to have a regular automatic payment from your bank account to your PrePower account. You can then use this money to buy PrePower electricity whenever you need it. You'll only hear this option when you call the PrePower Purchase Line if your account is in credit. To set up an automatic payment call us on 0800 80 9000 or email us at [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz). We'll give you all the information you need so your bank can set up the automatic payment for you.



## Buying in person

You can purchase PrePower electricity using cash or EFTPOS at any PostShop. Remember to take your meter number or PrePower barcode card with you. If you do not have a PrePower barcode card please call us on 0800 80 9000.

Make sure you keep the receipt you'll be given for the electricity you purchase. You need to enter the 20-digit code on your receipt into your PrePower meter. Here's an example of a receipt that shows you where to find the 20-digit code.

NEW ZEALAND POST  
PEOPLE REACHING PEOPLE

New Zealand Post Limited  
LEVIN 07:53:52

15-SEP-2008  
TXN NO. : N1246010 61004  
Teller Id : FOUR

Acknowledgement of Agency Payment  
\$ AMOUNT

PRODUCT  
Contact Energy Ltd  
Receipt 20.00

PrePower  
Meter Number: 00005016  
Date: 9-09-2008 15:00:45

Emergency Power:  
Account Repayment:  
Power Purchase Amount:

Your account balance is \$0.00 after this transaction.

Thanks for being a Contact customer.

PrePower Code:  
**5138 0908 1374 2054 3401**

SUBTOTAL \$20.00  
TRANSACTION TOTAL \$20.00  
CASH ( 1 ) \$20.00

NEW ZEALAND POST  
PLEASE RETAIN AS PROOF OF PURCHASE

The 20-digit code that you need to enter into your PrePower meter. (This is an example only – please don't use this code.)

The amount of electricity you have purchased

# Topping up your PrePower meter.

Once you've bought electricity, you're ready to top up your meter by entering your new 20-digit PrePower code.

Here's the easy, three-step process to successfully load your PrePower electricity purchase:

- Step 1 Have your 20-digit PrePower code ready before you start.
- Step 2 Press either  $\boxed{+}$  or  $\boxed{\leftarrow}$  on your keypad. (Your keypad will have only one of these two keys – see the following pages to see which type of keypad you have.)
- Step 3 Enter the 20-digit code.

That's it! If you've entered the numbers correctly, the number of units now available for use will be displayed and either 😊 or the light beside it will be illuminated. If you have entered the numbers incorrectly, just wait 10 seconds for the screen to clear and then start again from Step 3.

If you have any questions or problems entering your 20-digit code, call us on **0800 80 9000**.

## Talk to us.

You can talk to a member of our Customer Service team for free on **0800 80 9000** any time between 7am and 9pm Monday – Friday, and between 8am and 5pm on Saturday. Or you can email us: [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz)

# PrePower meters.

There are three different types of PrePower meter. You'll recognise the type of meter you have from the pictures below. Next to each picture is an explanation of what the symbols on the keypad mean and what the buttons are used for. Keep this handy to refer to in future.

## What do the lights on the keypad mean?

If you have a meter that looks like this...



This light shows at what rate you are using units.



**Slow flash** – Slower use  
**Fast flash** – Faster use

This display panel shows the number of units remaining for use.



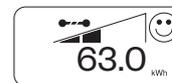
**Four bars illuminated**

Plenty of electricity left  
*(128 or more units left)*



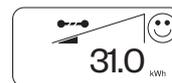
**Three bars illuminated**

Getting low – buy soon  
*(fewer than 128 units left)*



**Two bars illuminated**

Very low – buy NOW  
*(fewer than 64 units left)*



**One bar and exclamation mark illuminated**

Be prepared for electricity to stop  
*(fewer than 32 units left)*



**No bars**

All electricity used  
*(no units left)*



**This face illuminated**

Normal operation



**This face flashing**

Incorrect code entered; wait 10 seconds until screen clears and then try again



**Both faces illuminated**

Call **0800 80 9000** for service



**Both faces flashing**

Number entered has already been used



**This face illuminated**

Call **0800 80 9000** for service



**This face flashing**

**This face illuminated**

Number not complete; wait 45 seconds until screen clears and then try again

If you have a meter that looks like either one of these...



This display panel shows the number of units remaining for use.

This light shows at what rate you are using units.

**Slow flash** – Slower use  
**Fast flash** – Faster use

**Green light on**  
 Plenty of electricity left  
 (more than 128 units left)

**Amber light on**  
 Getting low – buy soon  
 (128 or fewer units left)

**Red light flashing**  
 Be prepared for electricity to stop  
 (64 or fewer units left)

**Red light on**  
 Very low – buy NOW  
 (fewer than 32 units left)

**No lights**  
 All electricity used  
 (no units left)



**This light on**  
 Waiting for your code



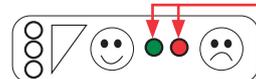
**This light flashing**  
 Incorrect code entered; wait 10 seconds until screen clears and then try again



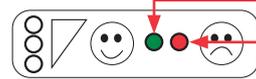
**Both lights flashing**  
 Number entered has already been used



**This light on**  
 Call for service



**Both lights on**  
 Call for service



**This light on**  
**This light flashing**  
 Number not complete; wait 45 seconds until screen clears and then try again

1

2

# PrePower service and support.

## PrePower Purchase Line

**0800 83 2222**

This automated service is available anytime – day or night. You'll be asked to enter your meter number when you call.

You can call the PrePower Purchase Line to buy PrePower electricity or do one of these things:

- Hear last code: Select this option if you have lost your PrePower code or receipt and you need to hear the last 20-digit code you purchased.
- Get emergency power: Emergency power is a small advance that you need to repay next time you purchase PrePower. It's designed to help you out if you run short of electricity after business hours and you don't have a direct debit set up, a credit card or money in your PrePower account.

If you are unable to get emergency power and face a crisis, or if you have any trouble using the PrePower Purchase Line, select the option to transfer your call to our Customer Service team. We are available for faults and emergencies 24 hours a day.

Please call us if:

- You are moving house
- You have any problems with your PrePower meter
- You no longer wish to have PrePower and would like us to remove the meter (there may be a fee for this service).

## Some important information.

Please don't mess with your meter.

For your safety, your PrePower meter is a sealed unit. Do not open it under any circumstances, as there are high voltages inside. Just telephone our Customer Service team on **0800 80 9000** if you have any problems.

Let us know when you move.

If you have PrePower and you move, you must call us so that you don't become liable for any electricity charges at the property, or if any damage occurs to the meter equipment while the PrePower installation remains in your name.

We may need to access your property.

Sometimes Contact will still need to access your PrePower meter (for example for maintenance or readings). You'll need to give us safe access for our contractors as set out in the standard terms and conditions.

## PrePower special terms.

### Introduction

1. These special terms, together with our standard terms and conditions of supply for residential customers, comprise the supply agreement between you and Contact Energy Limited ("us" or "we") under which we will supply energy to you. To the extent that these special terms conflict with any of the standard terms and conditions of supply for residential customers, these special terms will prevail.

### Meter installation and removal

2. PrePower meters may not be available for all installation types.
3. If you are not the owner of the property you must provide us with evidence of the property owner's consent to have a PrePower meter installed or removed.
4. Fees may apply for the installation and removal of a PrePower meter.
5. Any applicable installation fees must be paid in full before any electricity can be purchased.

### Purchasing electricity

6. Electricity must be purchased in advance of being consumed. However in some circumstances, we may in our sole discretion agree to provide emergency power to you in advance of payment.
7. A minimum electricity purchase of \$20 and a maximum purchase of \$200 per transaction apply.
8. You must clear any debts owing on your PrePower account before electricity can be purchased. For example, if you have been issued with \$20 worth of emergency power, and you pay us the \$20 minimum, you will not be issued any additional power.
9. You must purchase a minimum of 3,000 kWh of electricity per annum

for your PrePower meter. If you do not, we reserve the right to replace the PrePower meter with standard metering at your cost, in which case you will be invoiced each month for actual or estimated electricity consumption in the previous month. Accordingly, properties such as holiday houses or sheds may not be suitable for PrePower.

10. Refunds will not be given for unused tokens or vouchers issued for loading credit onto a PrePower meter. A fee may apply for the refund of any credit balances on the meter.
11. Electricity purchased for a PrePower meter cannot be used for, or transferred to, any other PrePower meter.

### PrePower direct debit special terms

12. The following special terms apply to direct debit transactions with Contact Energy for PrePower purchases:
13. When you call the PrePower Purchase Line on 0800 83 2222 you'll be asked to verify your identity by entering your confidential four digit PIN. If this is not entered properly the direct debit transaction will be denied.
14. If your direct debit payment is dishonoured, while there is any outstanding credit relating to a dishonoured direct debit, no further direct debit purchases will be allowed and Emergency Power will not be available. All further PrePower purchases must be made at your local PostShop or Books and More outlets.
15. Two dishonoured direct debit transactions will result in the automatic cancellation of your direct debit facility, from the date of the second dishonoured transaction.
16. Contact reserves the right for any reason to refuse to accept a direct debit facility or to withdraw this facility for any reason, without notice.