



MEDIA RELEASE

18 August 2015

Contact lowers prepaid electricity prices

Contact is lowering the price customers pay for prepay electricity to broadly align with rates paid by customers who pay their bills monthly, online and on-time.

Vena Crawley, Contact's Chief Customer Officer said the move was a response to the competitive market in which prepay customers had been left behind.

"In such a highly competitive environment, the difference between what Contact's prepay customers and pay monthly customers pay had grown as additional prompt payment offers had been introduced for different payment methods. While this has been great for our customers who pay monthly, prepay customers haven't benefited from it."

"The price change, which is effective today (18 August) will mean the average Contact prepay customer saves 14% or approximately \$250 a year, said Mr Crawley. Unlike some other prepay offerings in the market, Contact customers will not require a Community Services Card to receive our best prepay pricing."

"Customer savings will vary depending on the network area that a customer resides and whether they are a high or low user of electricity."

The change will occur nationwide with the some exceptions in the Far North where prepay customers are already on pricing that is comparable with customers who pay monthly, online and on-time, he said.

"Contact strives to provide a great range of products and services for customers at a competitive price. Our prepay product is no exception to this," said Mr. Crawley.

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Media enquiries:

Shaun Jones - Manager, Corporate Communications – 021 204 4521