



Power Fairy Fixed 2017 Plan special terms

Introduction

1. Power Fairy Fixed 2017 Plan ("the Plan") is a special pricing plan available to new Contact Energy Limited ("Contact") residential electricity customers only. On the Plan, prices will not change for the term of the Plan unless there are changes to taxes or fees, or if the information Contact has relied on to set your price is incorrect (see Clause 9 below for more details).
2. The Plan gives you a one-off \$200 (including GST) discount ("the Discount") on your electricity account, which you can claim at any time before the end of the Plan.
3. You can claim the Discount by calling Contact or completing the online form at www.contact.co.nz/powerfairy. The Discount will be applied to your account immediately if you call or within 5 working days if you claim online. If you have not claimed your discount by the end of the Plan, Contact will apply it to your account during the month of January 2018.
4. The Discount is not transferable or exchangeable and no cash alternative is available.
5. The Plan is only available with the Fixed 2017 Plan Prompt Payment Discount.
6. If you also have a natural gas account with Contact at the same property, it must be on Contact's Residential Fixed 2017 Plan to qualify for the Dual Prompt Payment Discount as set out in the Fixed 2017 Plan Prompt Payment Discount terms and conditions.
7. These special terms apply to the Plan as set out below, and the Fixed 2017 Plan Prompt Payment Discount terms and conditions apply to your prompt payment discount. These should be read along with Contact's general terms and conditions for residential and business customers. If there are any inconsistencies between the three, these terms will prevail. Contact reserves the right to cancel the Plan early if you are in breach of Contact's terms and conditions for residential and business customers.

Term – when will the Plan apply to my account?

8. The Plan will continue until 31 December 2017. At the end of the Plan, you will be charged the standard applicable prices in effect at that time.

Price – under what circumstances can Contact change the price?

9. Your price will be set out in your confirmation letter. Please note Contact may adjust your price as necessary:
 - a. to pass on to you any government-imposed tax, levy (including any applicable Electricity Authority Levy and Gas Industry Company fees and/or charges), assessment, duty, charge or withholding on natural gas or electricity or on this Agreement;
 - b. to pass on to you any other cost to Contact as a result of new regulation; or
 - c. if for any reason, the information that Contact has relied on to set the price for you under the Plan is incorrect. For example, if the meter set-up referred to on your current retailer's bill differs to your actual set-up, or if the price category is changed by your network company. If this occurs and you no longer wish to take up the Plan, Contact may waive any applicable early termination fee.

Termination – what happens if I want to end the Plan early?

10. If you switch to another energy retailer before the end of the Plan, an early termination fee of \$150 per electricity installation control point (ICP) will apply.
11. You cannot change to another plan before the end of the Plan, unless you receive an offer to change plans from Contact, or there are circumstances in which it is reasonable to allow you to end the Plan early.
12. The Plan may be transferred to a different property, however as Contact's pricing varies due to a number of different factors, including region and meter set-up, if you transfer the Plan, the pricing available at the new property will apply.

Exclusions – when might the Plan not be available?

13. The Plan is not available to all customers. For example, it is not available on PrePower, for unmetered charges or on an embedded network.
14. The Plan is not available in conjunction with any other electricity offer from Contact.
15. SmoothPay is only available in conjunction with the Plan after the Discount has been claimed and applied to your account.
16. For the avoidance of doubt, these terms do not affect any other standard fees, charges or discounts, which may change, from time to time, in accordance with Contact's terms and conditions of supply.

Fixed 2017 Plan Prompt Payment Discount terms and conditions

1. The Fixed Plan Prompt Payment Discount (PPD) rewards residential customers for paying in full and by the due date.
2. The PPD is available to residential customers on the Fixed 2017 Plan for electricity and natural gas charges as specified in your welcome letter or confirmation letter. It does not apply to charges for other energy types or to charges such as service fees.
3. If you have a single fuel with us, you will be eligible for the base level of PPD (Base PPD) as outlined in your welcome letter or notification letter.
4. If you have electricity and another fuel (natural gas, reticulated LPG or 2 or more 45kg LPG cylinders) with us at the same premises, you will be eligible for an increased level of PPD (Dual PPD) as outlined in your welcome letter or confirmation letter. If you have both LPG and electricity with us, you are eligible for the Dual PPD, but the Dual PPD will only apply to the electricity charges on your bill.
5. If you stop receiving either of the qualifying fuel types at the same premises from Contact, your Dual PPD will cease. Unless you notify us otherwise, you will continue to receive the Base PPD if you still meet its conditions, and any other discounts you are eligible for.
6. The Dual PPD will be included on your bill once both energy connections on your account have been set up and supply has begun.
7. Your PPD will be applied to your entire bill generated after the Base PPD or Dual PPD is loaded onto your account, and will show on the next bill you receive from us.
8. The Fixed 2017 Plan prompt payment discount will continue until 31 December 2017. At the end of the plan you'll receive the standard prompt payment discount in effect at that time in your region.