



Standard prompt payment discount terms and conditions for business & residential customers

The Standard Prompt Payment Discount (Standard PPD) rewards customers for paying in full and by the due date.

1. The Standard PPD is available to residential and business customers for electricity and natural gas charges, or as specified in your confirmation letter or welcome letter. It does not apply to charges for other energy types or to charges such as service fees.
2. The Standard PPD is not available in all regions of New Zealand. An up-to-date list of applicable regions is available from www.contact.co.nz or from our call centre (0800 80 9000).
3. When changing to the Standard PPD, it will be shown on the next bill you receive.
4. The Standard PPD does not apply to prepaid electricity or Fuel Card charges. Eligibility for Time of Use or Account Managed customers will be outlined in contract documents.
5. The availability of the Standard PPD is at Contact's absolute discretion, and may not be available to all premises.
6. The Standard PPD may not be available with other special pricing offers or discount products from Contact.
7. Contact reserves the right to change these terms and conditions at any time.

Being a DualEnergy™ customer

DualEnergy™ is a payment discount that rewards customers for purchasing two or more energy types at the same premises from Contact. It is available instead of Contact's Standard Prompt Payment Discount.

1. Customers qualify for the DualEnergy™ discount by paying their account in full by the due date, and purchasing Contact electricity and at least one of the following for the same premises:
 - a. Contact natural gas (on the same bill); or
 - b. Contact reticulated LPG (on the same bill); or
 - c. Contact bottled LPG for 2 or more installed 45kg cylinders.
2. The DualEnergy™ PPD is not available in all regions of New Zealand. An up-to-date list of applicable regions is available from www.contact.co.nz or from our call centre (0800 80 9000).
3. The DualEnergy™ discount only applies to electricity and natural gas charges on your bill. It does not apply to the reticulated LPG part of your bill, or to your bottled LPG bill. However, purchasing one of these fuel types counts towards your eligibility for the discount.
4. The additional discount for DualEnergy™ is only available if you also meet the conditions for the Standard Prompt Payment Discount above.
5. The DualEnergy™ discount will be included on your bill once both energy connections on your account have been set up and supply has begun.
6. The DualEnergy™ discount does not apply to prepaid electricity, Fuel Card, or Time of Use charges.

7. The availability of the DualEnergy™ discount is at Contact's absolute discretion, and may not be available to all premises.
8. The DualEnergy™ discount may not be available with any other special pricing offers or discount products from Contact.
9. Contact reserves the right to change these terms and conditions at any time.
10. If you stop receiving either of the qualifying fuel types at the same premises from Contact, your DualEnergy™ payment discount will cease. Unless you notify us otherwise, you will continue to receive the Standard Prompt Payment Discount if you still meet its conditions.