

## Existing Customer Winter Energy Promotion (the “Promotion”) terms and conditions – 5 chances to win!

1. Each Prize is a credit by Contact Energy Limited (“**Contact**”) to cover the newly incurred electricity and/or natural gas charges on the first three bills generated on and after 1 August 2019 (each a “**Prize**”) for each Prize winner (for weekly billing customers it’ll be 12 bills and for fortnightly billing customers it’ll be 6 bills). There are 5 Prizes to be won. For the avoidance of doubt, each Prize excludes LPG charges and outstanding debt.
2. The Promotion is available to Contact’s existing residential customer base as at 2 July 2019. There is one entry per eligible customer.
3. The Prize is non-exchangeable, non-transferable, and not redeemable for cash, cash equivalents or any other prize. For the avoidance of doubt, you must remain a Contact customer during the prize period to receive the full Prize benefit and no credit will be paid for any un-used portion of the Prize.
4. Prize winners will be selected at random by Contact by 2 August 2019 and will be notified by phone or email on the phone number or email held in your Contact account by 9 August 2019.
5. Except for Contact PrePay customers, Prize winners will continue to receive bills from 1 August 2019. However, a credit equal to the value of the bill will be applied to each bill and will display a zero balance to pay subject to the exclusions in clause 1.
6. Prize winners who are SmoothPay / ControlPay customers will not have their regular SmoothPay / ControlPay payments deducted from 1 August 2019. At the end of the prize period we will ensure that SmoothPay / ControlPay payment schedule is adjusted as appropriate.
7. For prize winners who pay their bills by direct debit (including SmoothPay customers) we will need to cancel their direct debits so that no payments will be deducted during the prize period. We will contact these customers during October 2019 to complete a new ‘Application for Variable Direct Debit or SmoothPay’ form to recommence their direct debit deductions after the prize period.
8. Prize winners who are Contact PrePay customers will have a credit applied to their account and at the end of the prize period we will ensure that the Contact PrePay balance as at the end of the prize period is the same or more than the Contact PrePay balance as at 1 August 2019.
9. Our employees, franchisees, agencies or anyone else connected with the creation or administration of the Promotion are not eligible to win the Prize.
10. Contact’s decision on all matters, including eligibility of entries, operation of the prize draw and allocation of prizes is final and no correspondence will be entered into.
11. By being a customer as at 2 July 2019 you are deemed to have accepted these terms and conditions.
12. We reserve the right to terminate, modify or suspend this Promotion without notice at any time.
13. By being in the Promotion you agree that we may use your personal information for promotional purposes and for the purposes of administering the Promotion and you agree to participate in any publicity arrangements that we may reasonably require without payment or other compensation.

