

# PrePower special terms

Effective 17 March 2015

## 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 access

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.

## Please note:

If you are the account holder at the property you must call us to advise if the property is vacated. If you do not call us you may be liable to pay charges for any electricity consumed at the property, damage that occurs to the metering equipment, and any other applicable costs while the PrePower installation remains in your name.

On occasion we will still need to access your PrePower meter (including, without limitation, for maintenance or meter readings). Accordingly, you must provide us with safe and easy access to your property, as set out in our standard terms and conditions of supply.

## PrePower direct debit special terms

The following special terms apply to direct debit transactions with Contact Energy for PrePower purchases:

1. 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.
2. 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.
3. Two dishonoured direct debit transactions will result in the automatic cancellation of your direct debit facility, from the date of the second dishonoured transaction.
4. 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.

