

# Promise Plan

## Promise Plan special terms

### Introduction

1. The Promise Plan ("the Plan") is available to residential electricity, DualEnergy and broadband customers only. You must have at least your electricity with us to be eligible for Broadband.
2. If you have electricity, Broadband and natural gas with us at the same premises then they must be on the Plan.
3. The Plan special terms should be read along with our General terms and conditions for residential and business customers and our Terms and Conditions for Residential Internet and Telephone Services. If there are any inconsistencies between the three, the Plan special terms will prevail.
4. We reserve the right to cancel the Plan early if you are in breach of any of our terms and conditions.

### Term – when will the Plan start and end?

5. The Plan will apply from the date we process your application or at a date notified to you by us and will continue until 31 July 2020 after which, we may at our discretion, either elect to:
  - a. move you to our Freedom Plan or our closest equivalent plan available at that time;
  - b. to another plan offered by us and accepted by you; or
  - c. keep you on the pricing associated with this Plan, but prices will be subject to change.
6. The Plan will end if you move to another property.

### Price – under what circumstances could my pricing change?

7. The broadband pricing, including any applicable phone line and calling package (excluding chargeable calls), will not increase until after 31 July 2020.
8. We will not adjust your price due to changes in the wholesale cost of energy or the cost of providing our retail services (such as metering, billing and customer care) until after 31 July 2020. However, the rates on your bill are comprised of other factors which are subject to change as outlined in clauses 9, 10 and 11 below.
9. We may adjust your price:
  - a. to pass on to you any other cost to us as a result of new regulation, government-imposed tax, levy, assessment, duty, charge or withholding on natural gas or electricity, or on this Agreement; and
  - b. if for any reason, the information that we relied on to set the price for you under the Plan is incorrect or changes. 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 or continue with the Plan, we may waive any applicable early termination fee

10. These terms do not affect our additional service fees, which may change from time to time in accordance with our General terms and conditions for residential and business customers.
11. The Electricity Authority Levy, Gas Industry Company Fee, unmetered charges, and our Distributed Generation export rate are not covered by this agreement and are subject to change.

### Eligibility – how do I qualify for the Plan benefits?

12. The discounts and benefits that you are eligible for and the amount of those discounts and benefits are set out in your confirmation letter. There are no discounts on Broadband or LPG charges.
13. The Plan gives you 4 discounts on your electricity account to be applied in December 2018, July 2019, December 2019 and July 2020. To qualify for these discounts you must remain on the Plan until the discount has been applied. If you leave the Plan before a discount is applied, you will not be eligible for that discount or any future discounts.
14. To qualify for the prompt payment discount, you need to pay your bill in full and on time.
15. To qualify for the email discount, you need to be signed up to receive your bill and correspondence by email.
16. To qualify for the direct debit discount, you need to be signed up for your bill to be paid by direct debit from a bank account (excludes direct debit from a credit card account).
17. To qualify as a DualEnergy customer and qualify for the associated discount, you need to purchase electricity from us and at least one of the following fuel types at the same premises:
  - a. Contact natural gas (on the same bill); or
  - b. Contact Rockgas reticulated LPG; or
  - c. Contact Rockgas bottled LPG for 2 or more installed 45kg cylinders.
18. In order for the discounts set out in clauses 14, 15, 16, 17 and 18 to apply, you must meet the eligibility criteria as at the end of the bill period.

### Exclusions – when might this Plan not be available?

19. The Plan is not available to PrePower customers or in conjunction with any other offer from us.