Certainty Plus Plan special terms

Fixed Pricing special terms

Introduction

1. The Certainty Plus Plan ("the Plan") is available to residential customers for electricity and/or natural gas only. Subject to clauses 8, 9 and 10 below, pricing on the Plan will not change until the end of the Plan.
2. If you have electricity and natural gas with us at the same premises then both must be on the Plan.
3. The Special Terms should be read along with our General terms and conditions for residential and business customers. If there are any inconsistencies between the two, the 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 pricing start and end?

5. The Plan will apply from the date we process your application or a date notified to you by us and will continue until 30 November 2019.
6. When the Plan ends, your pricing will change to our Freedom Plan or our closest equivalent available at the time, or to another plan offered by us and accepted by you.
7. The Plan will end if you move to another property.

Price – what's not included in the fixed pricing?

8. 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.
9. We may adjust your price as necessary:
    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.

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

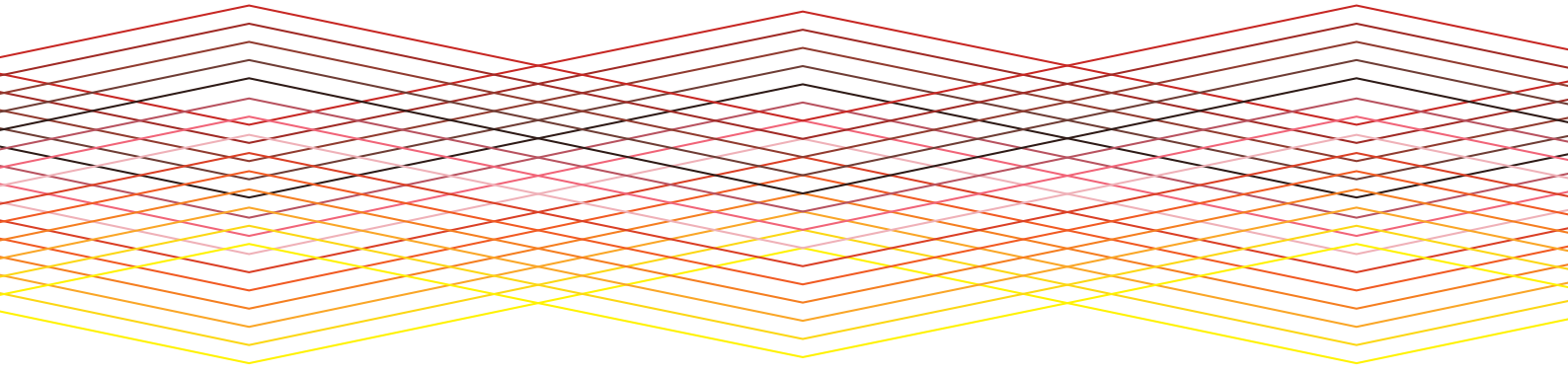
11. If you switch to another energy retailer before the end of the Plan, an early termination fee of $150 per electricity installation control point (ICP) will apply.
12. You cannot change to one of our other plans before the end of the Plan, unless at our discretion we agree it is reasonable to allow you to do so.

Eligibility – how do I qualify for the Plan benefits?

13. 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 LPG charges.
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 debit or 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 15, 16 and 17 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 unless at our discretion.



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