



Residential Fixed 2018 Plan special terms

Introduction

1. Fixed 2018 Plan (“the Plan”) is a special pricing plan that is offered to selected new and existing Contact Energy Limited (“Contact”) residential customers for **electricity and/or natural gas only**.
2. If you have both electricity and natural gas with Contact then both must be on the Plan.
3. The special terms relating to the Plan should be read along with Contact’s general terms and conditions for residential and business customers. If there are any inconsistencies between the two, these terms will prevail. Contact reserves the right to cancel the Plan early if you are in breach of Contact’s terms and conditions for residential and business customers.

Term – when will the Plan apply to my account?

4. For **new customers**, the Plan will start when you become a Contact customer.
5. For **existing customers**, the Plan will be applied from the first day of your current billing period or at date notified to you by us.
6. **Term of agreement:** The Plan will continue until 31 October 2018. Following the end of the Plan, you will be charged the standard applicable prices in effect at that time.

Price – under what circumstances can Contact change the price?

7. Prices, as set out in your confirmation letter, will not increase for the term of the Plan, except where Contact adjusts your price as necessary:
 - a. to pass on to you any government-imposed tax, levy (including any applicable Electricity Authority Levy and Gas Industry Company fees and/or charges), assessment, duty, charge or withholding on natural gas or electricity or on this Agreement;
 - b. to pass on to you any other cost to Contact as a result of new regulation; or
 - c. if for any reason, the information that Contact has relied on to set the price for you under the Plan is incorrect. 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 the Plan, Contact may waive any applicable early termination fee.

Prompt Payment Discount (“PPD”) - when will this apply?

8. You will receive a 20% PPD on your electricity or natural gas charges if you have a single fuel with Contact. If you are a DualEnergy customer, you will receive a 23% PPD on your electricity and natural gas charges. There is no PPD available on LPG charges.
9. To receive your PPD you must pay your bill in full and on time.
10. A DualEnergy customer is a Contact customer who has their electricity and has at the same premises either; Contact natural gas (on the same bill), Contact Rockgas Reticulated LPG, or Contact Rockgas bottled LPG for 2 or more installed 45kg cylinders.

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 another plan before the end of the Plan, unless there are circumstances in which it is reasonable to allow you to end the Plan early.
13. The Plan may be transferred to a different property, however, as Contact’s pricing varies due to a number of different factors, including region and meter set-up, if you transfer the Plan, the pricing available at the new property will apply.

Exclusions – when might this Plan not be available?

14. The Plan is not available to all customers. For example, it is not available on PrePower, for unmetered charges or on an embedded network.
15. The Plan is not available in conjunction with any other offer from Contact or any other PPD.
16. These terms do not affect any other standard fees, charges or discounts, which may change, from time to time, in accordance with our terms and conditions of supply.