

Terms and Conditions for Fourth Trimester November 2023



1. The offer

- 1.1. The Fourth Trimester offer (Fourth Trimester) is an add-on to a plan which provides three months of free energy (excluding bottled LPG) and energy related service fees to eligible Contact customers in the form of Contact bill credits taking the relevant charges to zero for three consecutive monthly bills. It does not include any broadband charges or outstanding debt.
- 1.2. It is limited to up to 1,000 customers and will be allocated on a first-in-first-served basis during the application period of 12am midnight 1st November to 11.59pm 3rd December 2023 inclusive Application Period). The free energy will apply to both estimated and actual bills and no credit will be given for any estimated read which is subsequently adjusted.
- 1.3. Because the free energy will be based off your standard billing cycle, you may receive more or less than 90 days' worth of free energy. Where you receive less than 90 days, we will apply a further credit on your bill following the end of the Fourth Trimester which will be based on your average daily usage.
- 1.4. In these terms, "**we**", "**us**" and "**our**" means Contact Energy Limited.

2. Eligibility

- 2.1. The Fourth Trimester is available to existing eligible residential Contact customers at their primary residence (i.e. excluding secondary properties such as a bach) where there is a newborn baby residing in that primary residence.
- 2.2. To be eligible for the Fourth Trimester:
 - a. you must be on a Contact residential plan (excluding Bach plan) at the time you sign up to the Fourth Trimester;
 - b. you must provide us a valid, and actively used, email address that belongs to you and opt in to receive email correspondence from us about the offering. You must ensure that this email address is correct and kept up to date at all times;
 - c. the newborn baby must be born from 12am midnight 1st November to 11.59pm 30th November 2023 (inclusive);
 - d. you must submit an online application via <https://contact.co.nz/fourthtrimester> or over the phone on 0800 245 245 during the Application Period;
 - e. you must provide proof of clause 2.2.c above in a form acceptable to Contact as advised at the time of sign up; and
 - f. you must be on a monthly billing cycle, meaning that you cannot be on weekly or fortnightly billing for the duration of the Fourth Trimester.
- 2.3. The Fourth Trimester is not available to PrePay, ControlPay, SmoothPay, weekly or fortnightly billing, collective or multisite billing and summary accounts.
- 2.4. The Fourth Trimester will start on your next full billing cycle after you have received confirmation of acceptance in to the Fourth Trimester.
- 2.5. If you are a Distributed Generation (e.g. solar) customer, any credit amounts due for electricity you export during your free energy period will continue to offset the charges for electricity that you import during your free energy period. Your Fourth Trimester credits will then cover the remaining charges for the electricity that you imported. To ensure we recognise your exported electricity, we will apply a further credit to your bill following the end of the Fourth Trimester for the electricity you exported over the three free months.
- 2.6. The account holder does not need to be the newborn baby's biological parent, though the newborn baby must be predominantly residing at the account holder's primary residence for the duration of the Fourth Trimester.
- 2.7. One offer per newborn baby and per household.
- 2.8. You are not eligible to enter the Fourth Trimester if you have previously participated in the Fourth Trimester in the past 12 months.

3. Acceptance

- 3.1. We are not obliged to provide services unless we accept your application. We can decide whether to accept any application. Because the Fourth Trimester is an add-on to your existing Contact plan, the individual plan that you're on will operate as usual including when the Fourth Trimester ends. If you leave Contact or move house during your Fourth Trimester period, the Fourth Trimester will cease to apply, and no credit or refund will be given for any remaining period of the Fourth Trimester
- 3.2. These terms and conditions should be read alongside any other terms and conditions that apply to your services with Contact (for example, individual plan terms and conditions and our general terms and conditions for residential and business customers). If there are any inconsistencies between these terms and conditions and any other terms and conditions that apply to your services with Contact, these terms and conditions will prevail.