

Terms and Conditions for Pulse Freedom Online Plan

These Terms and Conditions apply to the Pulse Freedom Online electricity Price Plan. They apply in addition to the Pulse Residential Agreement that applies from 1 April 2015 and as may be amended from time to time. If there is any conflict between these Terms and Conditions and the Pulse Residential Agreement, these Terms and Conditions shall prevail.

Availability

The Pulse Freedom Online Plan is only available for Residential customers who switch their electricity to Pulse on the Vector Central and Northern Networks, where the ICP has an advance Meter installed and where we are able to remotely read Your meter.

The Pulse Freedom Online Plan is available with the Pulse Freedom Gas Plan in the areas serviced by the Vector Central and Northern Networks and the All Energy discount will apply.

Pulse Freedom Online is only available with online Billing and where full payment is made of each Invoice via Direct Debit. Pulse Freedom Online Billing is accessible via www.pulseenergy.co.nz and requires user registration at sign-up prior to the first bill to avoid the Service Charge relating to Invoice Copy via mail.

Pricing

There are five components to your electricity pricing:

- Energy
- Retailer charge
- Network Service charges
- Metering
- Electricity Authority Levy

All price components are price protected until 31 March 2017. From 31 March 2017 all of the price components may be subject to change. We will give you 30 days' notice of any changes.

There will be no mark-up on Network Service charges for electricity.

If your Bill is not paid on time a fee of \$1 per day (plus GST) may be charged for the administration of arrears.

Service Charges

The Pulse Freedom Online Price Plan has the following Service charges (excluding GST) in addition to the Fees covered in the Pulse Residential agreement:

- Payment by any method other than Direct Debit - \$2 per payment
- Manual Meter Read due to customer requested Advanced Meter communications removal - \$15 per read
- Supply of each Invoice Copy via mail \$5
- Credit card payments incur a surcharge (see our website for details).



Term

There is no fixed Term to the Agreement and If You would like to cancel Your Agreement with Us or switch to another company, You can do so free of charge by providing Us with at least 30 days' notice. We will cooperate with Your new provider to make sure the switch will take place as soon as reasonably practicable. If the cancelation or switch takes place before the end of the 30 day notice period that You are required to provide to Us before cancelling Your Agreement with us, You will be required to pay an early termination fee as outlined in Schedule B – Fees of the Pulse Residential Agreement

Eligibility

We will determine which Price Plan You are eligible for based on Your electricity and/or gas usage, Your Metering Equipment, Network and whether you meet other specific conditions for the Plan You are currently on. If You stop being eligible for the Price Plan You are on, We may transfer You to an alternative Price Plan for which You are eligible on giving 30 days' notice.