

## Product Schedule for Pulse Energy Freedom Online Plan

This is the Product Schedule referred to in Our Standard Terms and Conditions for the supply of Energy to Residential Customers (**Standard Terms**). All capitalised terms used in this schedule have a particular meaning which is specified in the Standard Terms. All clause references in this Product Schedule are references to clauses in the Standard Terms. These terms apply to customers on the Pulse Energy Freedom Online Plan in addition to the Standard Terms and may be amended from time to time in accordance with the Standard Terms. If there is a conflict between a term in Our Standard Terms and in this Product Schedule, the term in this Product Schedule will apply. Any capitalised terms set out in this Product Schedule which are not defined in this Product Schedule have the same meaning as set out in the Standard Terms.

### **Availability**

The Pulse Energy Freedom Online Plan is available to residential electricity and gas customers on the Vector Central and Northern Networks. In order to be eligible for this plan the property must have an advanced meter currently installed that we can communicate with remotely. You must also receive Your bills online and pay via Direct Debit. The All Energy Discount will apply to customers who have both their Electricity and Gas accounts with the Pulse Energy Freedom Online Plan.

### **Delivery Charges**

Pulse Energy flows through Network Service Charges in accordance with Our Standard Terms (See Delivery Charges in Our Standard Terms) with no mark up. For Networks with time of use pricing, we convert the time of use rate to a flat rate for our customers.

### **Payment Terms**

The Freedom Online Plan is only available with online billing and where full payment of each invoice is made via Direct Debit.

### **Late Payment**

If full payment of an invoice is not received by the due date stated on the invoice an Administration of Arrears charge will be applied to Your account. This charge will be \$1.15 per day that the balance of the invoice remains unpaid.

**Service Charges**

The following Service Charges apply to customers on the Freedom Online Plan, in addition to the Fees covered in Schedule 2 of the Standard Terms.

Service Charge Detail	Service Charge Cost
Payment Method other than Direct Debit	\$2 per payment transaction
Manual Meter Read due to customer request for removal of Advanced Meter Communication device	\$15 per read
Copy of Invoice via mail	\$5 per invoice
Credit Card Payment Surcharge	See our website for details

**Termination, Switching Accounts or Moving Premises**

If You wish to terminate Your Agreement for any reason You are able to do so by contacting Us using the details as set out in Schedule 1 of our Standard Terms or on our website. You must provide Us with no less than 30 days’ notice. If You terminate this Agreement without providing Us with no less than 30 days’ notice You must pay Us a termination fee of \$150 +GST.