



Friends Extra Terms and Conditions

Effective 14 April 2021

Application:

These Friends Extra Terms and Conditions apply if you are joining or continuing as a Friends Extra member for electricity, gas or LPG on a 2 or 3 year Friends Extra fixed term membership (Term).

You acknowledge that these Terms and Conditions apply in addition to (depending on the services you receive from us) Trustpower's standard terms and conditions for the supply of phone and broadband services (Trustpower Customer Terms and Conditions for Telephone and Internet services), energy (Trustpower Customer Service Agreement), LPG (Trustpower Terms for the supply of LPG) and mobile phone (Trustpower Terms for your Mobile Service and Trustpower Terms for your Pay Monthly Mobile Plan) – together, all of these terms and conditions comprise the **Agreement** with you. If there is any conflict between these Terms and Conditions and any of the other terms and conditions listed in this Application section, these Terms and Conditions shall prevail.

These Terms and Conditions are effective from the date of the confirmation letter/email you were sent for this Friends Extra membership, or the end of any cooling off period that applies to you, whichever is later.

If you are continuing your Friends Extra membership, these Terms and Conditions replace your existing Friends Extra membership terms. You agree that your existing Friends Extra membership terms and conditions come to an end and are replaced by these Terms and Conditions, from the effective date set out above.

Eligibility

This offer is available to residential customers who meet Trustpower's pricing criteria. This offer may be subject to change or expiry without prior notice. We can decide whether or not to accept any Friends Extra membership application and credit criteria may apply. This offer may be available in conjunction with certain other Trustpower offers.

Friends Extra Discount

Trustpower agrees to apply a 5% discount on the unit charges of your Trustpower energy services in relation to those eligible properties as listed on the letter/email communication you received from Trustpower. The Friends Extra Discount applies to your electricity and/or reticulated gas unit charges, and/or LPG bottle delivery, but not to other charges including fixed charges and Market Fees. The Friends Extra Discount is calculated after any other discounts that may apply.

You understand that although prices may increase, you will continue to get your Friends Extra Discount during the Term of your Friends Extra membership and any other

discounts that you are entitled to. Your Friends Extra Discount will also apply to any additional energy services you choose to add to your Trustpower account during the Term.

Term

The 5% Friends Extra Discount will be applied from the date of this Agreement for 2 or 3 years or until you terminate all or part of the services provided under this Agreement, in accordance with the terms below.

Cancelling or switching services may also affect other discounts you receive from Trustpower, including any discount you receive for taking multiple services.

Exit Fees

If during your Friends Extra membership, you decide to switch your power and/or reticulated gas to another supplier, or cancel your Friends Extra membership, we'll need you to pay an exit fee of \$95 for each power service, and \$55 for each reticulated gas service (there is no exit fee for LPG). You won't be required to pay these exit fees where you switch to another provider or otherwise cancel your membership as a result of material changes made by us to these Terms and Conditions, our Power and Reticulated Gas Terms, or our LPG Terms. If you switch or cancel some of your power and/or reticulated gas services and keep other power/reticulated gas services with us, you will need to pay the exit fee for each power and/or reticulated gas service you are cancelling or switching.

If you move properties during the Term of your membership and stay with Trustpower in your new property you'll keep getting your Friends Extra Discount for the remainder of the Term, subject to these Terms and Conditions, and there'll be no exit fee for cancelling the services at your previous property. If you move overseas or to an area we don't supply, you won't pay an exit fee.

Expiry and renewal of the Friends Extra Discount

On the expiry of the fixed term of your membership, you will no longer receive the Friends Extra Discount off your Trustpower energy services. At that point you may be eligible to enter into another term to continue to receive a discount on your Trustpower energy service unit charges (terms and conditions and eligibility criteria will apply). We'll contact you near the expiry date to discuss your options and ask what you'd like to do.

Credit Bonus

Any Credit Bonus you qualify for will be applied as a credit to your account.

We're here to help
You can call us on 0800 87 87 87