



## Friends Extra Terms and Conditions

Effective 12 March 2019

### Application:

These Friends Extra Terms and Conditions apply if you are joining as a Friends Extra member for electricity, gas or LPG on a 1, 3 or 5 year Friends Extra fixed term (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 internet services (Phone and Internet Terms), and Trustpower's standard terms for the supply of power and reticulated gas (Power and Reticulated Gas Terms) and/or Trustpower's standard terms for the supply of LPG (LPG Terms). These are available on the Trustpower website (together, the Agreement). If there is any conflict between these sets of terms and any other sets of terms, these Friends Extra Terms and Conditions shall prevail.

### 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. Friends Extra discounts apply 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, including Prompt Payment Discounts. Your discount will also apply to any additional power and gas services you choose to add to your Trustpower account during the Term.

This offer is available in conjunction with certain other Trustpower offers. Eligibility criteria and terms and conditions apply.

### Term

The 5% Friends Extra Discount will be applied from the date of this Agreement for 1, 3 or 5 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

There are no exit fees if you choose the one year Friends Extra membership. If you choose a three or five year Friends Extra membership term and during your Friends Extra membership, you decide to switch your power and/or reticulated gas to another supplier, or cancel your 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 move properties during the term of your membership and stay with Trustpower in your new property you'll keep getting your Friends Extra discount and there'll be no exit fee. 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 of 1, 3 or 5 years to continue to receive the 5% discount on your Trustpower energy service unit charges (terms and conditions will apply). We'll contact you closer to the expiry date to ask what you'd like to do.

### Disconnection notices and non-payment

Your Friends Extra benefits may be withdrawn without further notice if you receive more than two disconnection notices within a six month period or if you are scheduled for disconnection for non-payment of your account.

### Credit Bonus

Bonus is applied as a credit to your account.

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