

Product Schedule for the Pulse Energy Lifestyle Plan

This is a Product Schedule referred to in Our Standard Terms and Conditions for the Supply of Energy to Residential Customers (**Standard Terms**). These terms together with the Standard Terms (as amended in this Product Schedule) apply to customers on the Pulse Energy Lifestyle Plan and may be amended from time to time in accordance with Our 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 Our Standard Terms. All clause references in this Product Schedule are references to clauses in the Standard Terms.

Acceptance

You confirm acceptance of these terms when applying to become a Customer of the Pulse Energy Lifestyle Plan.

Medically Dependent

You confirm that as a Customer on the Pulse Energy Lifestyle Plan, You or any persons at Your property are not dependent on electricity for critical medical support at any time, and that the disconnection of electricity will not result in loss of life or serious harm.

Moving House

If You are moving to a new house you need to let us know by logging into “My Account” and completing the online form or alternatively You can contact us on customer.care@pulselifestyle.co.nz. If You do not give Us the required notice under clause 3.4 of Our Standard Terms, You will remain liable for all applicable fees and charges for Energy supplied to Your property until we receive the required notice, or another person becomes Our Customer for the property.

Price Plan

Your price plan (based on the product or plan that You have selected) can be found in the messages tab when logging into “My Account” via Our website www.pulselifestyle.co.nz. This can also be requested at any time by contacting Us using any of the methods set out in Schedule 1.

The fees and charges detailed in Schedule 2 also apply.

Payment Terms

Energy must be purchased in advance of consumption. Other associated fees and charges may be deducted from Your pre-paid credit on Your Account. These are detailed in Your price plan and Schedule 2.

Payment Options

To continue Your Energy supply and avoid your Energy supply being suspended, You must ensure Your Account balance is above \$10.00. Top up fees may apply and are detailed in Schedule 2.

To add funds to Your Account, You can top up via any of the methods below:

a. Online via My Account

You can log into My Account via Our website www.pulselifestyle.co.nz. Top up can be made using credit or debit card or direct bank transfer.

b. In store via top up card

You can top up Your Account via payment at any convenience store. Top up can be made using cash, credit or debit card. You must present Your top up card to load funds to Your Account. Minimum in store top up is \$10.00.

If You experience difficulty adding funds to Your Account via the methods referred to above You must contact us immediately to discuss alternative arrangements and to avoid your Energy supply being suspended.

Refunds

If you finalise your Pulse Lifestyle Account, you are entitled to a refund of any remaining credit. A Refund Fee of \$20.00 will apply to all finalised accounts.. Refunds take 5-7 business days to process. Please contact our Customer Care Team, with a copy of a recent bank statement as proof of your bank account to organise this.

Active accounts are ineligible for refunds, unless you have been overcharged by a fault not caused by you.

Automatic or Recurring Payments

If you set up an Automatic Payment, you will select the payment amount and frequency that an automatic payment will be taken from your nominated bank account or credit card. This could either be weekly, fortnightly or monthly. You can cancel or amend your automatic payment at any time in the top up section of your My Account.

If you set up a Recurring Payment, you will select a payment amount and threshold value. Your payment amount will be taken from your nominated bank account or credit card every time your account balance falls below your set threshold value. You can cancel or amend your payment at any time in the top up section of your My Account.

If your Direct Debit fails, payment will be attempted again within 48 hours.

Transaction Fees apply to all payments and are detailed in Schedule 2.

Your top up card

Your top up card has a unique barcode which is registered to Your Account. We will activate Your top up card before this is sent to You. A Card Administration Fee of \$3 will apply. If Your top up card is lost or stolen, You can contact Us to request a replacement card. This will incur a Replacement Card Fee of \$10.00.

Billing

Energy usage, payment history and debt balances can be viewed through My Account on our website. The name that will appear on your bank statement will be Pulse Energy.

Usage

You will be provided with information regarding Your Energy usage and fees and charges charged to Your Account through the My Account customer portal on our website.

Our fees and charges for Energy supplied to You will be calculated using readings from the smart communicating Meter located at Your property. If, for any reason (including without limitation, being unable to carry out a remote reading or due to difficulty in accessing Your property), we cannot read the Meter or obtain the required data about Your Energy usage, we may estimate Your Energy usage.

Suspending Your Energy supply

In addition to the reasons set out in clauses 14.1 and 14.2 of Our Standard Terms, We may turn off Your Energy supply if Your Account balance falls below \$10.00 on any given calendar day. We will notify You of Your Account balance falling below \$10.00 via email and text message using the contact details you provide us with. It is Your responsibility to monitor Your email inbox and phone for these types of notifications. If You do not top up Your Account before 11.00am, your Energy supply will be turned off at 12pm. To resume your supply, You must top up your account above \$10.00, after any deductions detailed in Schedule 2.

Charges for Your Energy usage which are incurred while Your Account balance is below \$10.00 and before the time You top up will be deducted from Your Account when it has a significant balance (as determined by Us at our sole discretion). Until these charges are paid in full, You remain liable to Us for the charges.

If Your Account balance falls below \$10.00 and You wish to discontinue Your Energy supply with Us You must contact Us immediately to finalise Your Account. You will be liable for Daily Fixed Charges which still apply while Your Energy supply is suspended, and Your Account is not yet finalised. Refer to Schedule 2 for more information.

Resuming Your Energy supply

In addition to the requirements in clauses 14.12 and 14.13 of Our Standard Terms, You must contact us through My Account or any of the methods set out in Schedule 1, before Your Energy supply will be resumed. Before You request to resume Your Energy supply, You will need to top up Your Account with sufficient funds to cover any charges (such as Daily Fixed Charges) that have accrued while Your Energy supply has been suspended.

When the Energy supply at Your property is resumed, either remotely or in person, You agree that a person over the age of 16 will be present at Your property.

If You request a special disconnection of your Energy supply (permanently or temporarily) or You breach this Agreement resulting in a disconnection, We may charge You for any costs associated with disconnecting Your Energy supply.

These charges are detailed in Schedule 2.

Termination of Your Account

If You wish to terminate Your Account for any reason You must do so by contacting Us through My Account or any of the methods set out in Schedule 1. You will be liable for any Energy usage, Daily Fixed Charges or service and delivery charges until Your Account is finalised. These charges will be deducted from available credit on Your Account. If You do not have sufficient credit, You will remain liable to us for any outstanding charges until paid in full.

If Your Account has a positive balance, when Your Account has been finalised and the associated charges have been deducted, You will be required to contact Us to organise a refund.

Respecting our Team Members

The health, wellbeing and safety of our staff is important to us. You must always respect our team members and not threaten, bully or harass any of our staff. This includes (but is not limited to) the use of racism, sexism, verbal and physical abuse.

If a customer's behaviour is in breach of the above, we reserve the right to issue 30 days' notice of disconnection in writing. If the customer wishes to switch earlier than the 30 day notice period, they may do so free of charge by responding to the disconnection correspondence.

Faults

If You need to report an outage or fault, please contact Us on the faults number provided in Schedule 1.

Debt Repayment

This feature is coming soon.

If You have outstanding debt on other Pulse Energy plans, You may be eligible to transfer this to the Pulse Energy Lifestyle Plan. This can be done by contacting Our Customer Care Team directly using the email provided in Schedule 1. If accepted, your debt will be transferred to your new Account.

A 15% Debt Administration Fee will immediately be applied. We will send you written confirmation of the total Debt Repayment amount.

Our Debt Repayment Option is available when the outstanding debt does not exceed \$500. A one-off payment will be required to reduce the outstanding debt balance if it is above \$500.

When setting up the Debt Repayment, You can nominate the percentage which will go towards reducing your debt. The Repayment Percentage Options are 10%, 20% or 30%.

Each time you top up your account, your nominated Debt Repayment Percentage will be deducted and go towards Debt Repayment. The residual balance will go against Your Energy Account.

You are not able to suspend your Debt Repayment but you are able to adjust the percentage contribution two times per year. You are able to make a lump sum payment towards your Debt at any point in time. However, you must contact us to let us know that you would like the lump sum to go against your Debt only.

If you leave Pulse Energy and still have an outstanding Debt with Us, our standard credit collection process and other fees will apply.

You can keep track of any outstanding Debt Balance by logging into My Account.

Changes to Your Details

You must notify Us of any change to Your name, Your address or Your contact details as soon as possible. You can notify Us through My Account or by using any of the methods set out in Schedule 1.

Taxes and duties

Unless precluded by legislation, We reserve the right to debit Your account with any government rates, taxes or charges which now are, or which in the future may be, imposed or charged upon Your transactions, whether or not You are primarily liable for the charge.

Amendments to Standard Terms

Our Standard Terms should be read in conjunction with this Product Schedule in the following way:

- The following clauses shall not apply to this Product Schedule: clauses 2.4, 2.9, 5.17 – 5.21, 6.3, 6.6, 7, 8, 9, 10, 14.4 and 14.7
- Clause 2.3 shall be amended by replacing the website address with: www.pulselifestyle.co.nz/terms
- References to Natural Gas and LPG services are unavailable with the Pulse Energy Lifestyle Plan and do not apply to it.

Interpretation

In these terms, unless the context otherwise requires:

- **Daily Fixed Charge** means the fixed fee applied to Your Account on a daily basis and referred to in Schedule 2.
- **Account** means Your Pulse Energy Lifestyle Plan pre-paid account.
- **My Account** means the Pulse Energy Lifestyle Plan customer portal.
- **Customer** means a consumer of Energy on the Pulse Energy Lifestyle Plan, where the consumer can be an individual or a group of individuals jointly.
- **Schedule 1** means Schedule 1 of this Product Schedule.
- **Schedule 2** means Schedule 2 of this Product Schedule.

SCHEDULE 1

CONTACT DETAILS

PULSE ENERGY PO BOX 10044 DOMINION RD AUCKLAND 1010	
Email	
Pulse Energy Lifestyle Plan	customer.care@pulselifestyle.co.nz
Phone	
Faults Line	0800 495 577 or as indicated on Your Bill
Website	
Pulse Energy Lifestyle Plan	www.pulselifestyle.co.nz
My Account	www.pulselifestyle.co.nz/myaccount

**SCHEDULE 2
FEES & CHARGES**

FEES AND CHARGES	AMOUNT (GST INCLUSIVE)
Payments made in store through an epay retailer (minimum top up of \$10.00 is required)	\$0.75 per transaction
Payments made by credit card (Includes recurring and automatic payments)	1.5% for MasterCard and Visa
Payments made by Account2Account bank transfer	1.5% of Transaction
Card Administration Fee	\$3.00
Replacement Card Fee	\$10.00
Refund Fee	\$20.00
WINZ Redirections	FREE
Electricity reconnection	FREE
Electricity after hours reconnection	FREE
Special Disconnection Request	\$25.00
Debt Administration Fee	15% of the total debt added under the Debt Repayment Programme
Special or Final read	\$25.00
Customer site visit	\$60.00
Metering or inspection call out	Up to \$140.00
Lost Asset Fee	As quoted
Debt collection	All costs
New connection or livening	\$95.00
Daily fixed charge will still apply when your electricity has been suspended for any reason. See your price plan for these details. (varies depending on Your local lines company and price plan, please contact us directly for more information.)	See your price plan. Fixed charges will apply until your account is finalised*

All fees are GST inclusive (unless otherwise specified) and are in New Zealand Dollars.

A combination of charges may apply to individual tasks.

*Pulse Lifestyle Account can be finalised by the Account holder or by Pulse Energy if the Account has been suspended for 5 days.