

## **EARNIE Plan Specific T&Cs from 14 October**

These EARNIE Plan Specific T&Cs will apply to you from 14 October if you are on our EARNIE plan. These T&Cs apply in addition to our General T&Cs and any other Flick T&Cs that apply to you.

When you switch to Flick's EARNIE plan you'll start earning one of these rewards bundles:

You can choose from:

### **Power & power reward**

- 2 hours of power reward every day
- \$20 bonus power credit for every \$500 spent on your bill (equivalent to the former 2L per \$100)
- \$50 Flick power top up each year you're with us

OR

### **Bigger power reward**

- 3 hours of power reward every day

Your rewards are fixed your first 12-months. Before your 12-month anniversary we'll let you know what rewards (if any) you're eligible for in the next 12-month period.

### **Your electricity price**

Your Flick bill is made up of kWh charges and daily charges. These charges include: Generation charge, EARNIE plan charge, Flick charge, Network charge, Metering charge and Government levies.

### **Charges fixed for each 12-month period:**

- Generation charges: this is the rate you pay per kWh for generation - the rate for your first 12-month period is set out on our website when you first sign-up
- EARNIE plan charge: this is the charge you pay to be on our EARNIE plan - the rate for your first 12-month period is set out on our website when you first sign-up
- Your first 12-month period starts the day your account starts if you are switching from another retailer to the EARNIE plan or the day your account is switched to the EARNIE plan if you are switching from another Flick plan (as applicable)
- At the end of each 12-month period we can change the Generation charges and EARNIE plan charge, if either of these are going up we'll let you know

### **Charges that may change during each 12-month period:**

- Flick charge: this is a retailing charge, we can change this charge on 30 days' notice to you
- Network charges: these are based on the charges we pay your network company to get power delivered, if the charges we pay your network company change, we can change the price we charge you
- Metering charges: these are based on the charges we pay metering providers to measure the power delivered to our customers, if the charges we pay metering providers change, we can change the price we charge you
- Government levies: these are levies we collect and pay to the regulator, if these levies are changed by the regulator, we can change the levies we charge you

### **General things**

- We'll typically give you at least 30 days' notice (by email or through our customer dashboard or app) before we make a change to your EARNIE plan
- If we give you notice that we plan to stop offering the EARNIE plan and we don't hear back from you within 30 days, we can move you to another plan
- If we think we need to, we can switch fuel rewards for power rewards and power rewards for fuel rewards and you agree that's ok
- There's no fixed term contract, you can switch away or change plans anytime (the notice periods in our General T&Cs apply)
- If you want to switch to another Flick plan, we will switch you at your next billing cycle provided we have enough notice. Note that the rates available to existing customers that switch plans may be different to the rates available to new customers joining Flick
- If these EARNIE Plan Specific T&Cs conflict with our General T&Cs, or any other Flick T&Cs that apply to you, these EARNIE Plan Specific T&Cs apply
- Stuff might break or not work perfectly (for example, something in the app might not function smoothly) and you agree to forgive us, in particular, you agree that our total liability to you for anything related to the EARNIE plan is limited to \$50 (except where we are liable to you under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986)

Flick power credit is subject to our Power Credit T&Cs:

<https://www.flickelectric.co.nz/power-credit-terms-and-conditions>

### **How do the rewards work:**

#### **Power & power reward**

- 2 hours of power reward - this is how we do it

Every day we'll total up the kWh based charges for your electricity usage (this excludes your daily charges) and divide the total by 24 (number of hours in a day) to

get the value of one average power hour and we times this by two. For each day we'll credit your account (or Volt) with an amount equivalent to two average hours of power (kWh charges only). We'll apply the credit each billing cycle and it will be deducted from your invoice total.

- \$20 bonus power credit for every \$500 spent on your bill (equivalent to the former 2L per \$100) - this is how we do it

Previously on the fuel reward, each time you spent \$100 (including GST) you would be eligible for 2L fuel. We fulfilled this by sending \$20 Z Gift Cards - you would be sent a \$20 Z Gift Card as you became eligible for 10L of fuel. We calculated fuel litres to be \$2.00 each (including GST). Following this same calculation logic, we will be swapping out the \$20 Z Gift Card as a \$20 power credit instead. Same calculation, just different delivery.

- Flick power top up - this is how we do it

At the end of each 12-month period you're on the EARNIE plan, we'll give you a one off \$50 Flick power top up (including GST) which is added to your account or Volt (if you have one).

### **Power reward**

- 3 hours of power reward - this is how we do it

Every day we'll total up the kWh based charges for your electricity usage (this excludes your daily charges) and divide the total by 24 (number of hours in a day) to get the value of one average power hour and we times this by three. For each day we'll credit your account (or Volt) with an amount equivalent to three average hours of power (kWh charges only). We'll apply the credit each billing cycle and it will be deducted from your invoice total.

### **If I move address and want to stay on Flick's EARNIE plan?**

If you move and would like to have the EARNIE plan at your new address, new rates may apply. Your accruing bonus power credit and loyalty rewards (as applicable) from one address (to the extent that you have not met the threshold to receive either your next \$20 bonus power credit or 12 month anniversary power top up) will not move with you. When you sign up for EARNIE at your new address, your 12 month fixed generation price promise will restart on the EARNIE rates applicable to a moving customer at your new address at that time, and your power rewards and loyalty rewards (as applicable) will all start fresh. The rates available to existing

customers that move may be different to the rates available to new customers joining Flick.