

## Terms and Conditions

### Pay it Forward Programme - Dollar for Dollar Campaign

Effective 1 October 2022

#### Dollar for Dollar Campaign

- The Dollar for Dollar Campaign commences 1 October 2022 and closes at 11.59pm 31 March 2024.
- Pulse Energy Alliance LP will automatically match every customer contribution to the Pay it Forward Programme, dollar for dollar up to the value of \$100,000 from 1 October 2022 until 31 March 2024 or until the time that \$100,000 in contributions have been matched, whichever is the earlier.
- Pulse Energy Alliance LP customers can add contribution of a minimum of \$2 per month to their bill towards the Pay it Forward Programme. Money raised through the Pay it Forward Programme is used to support Pulse Energy Alliance LP customers who experience energy hardship, are unable to pay for their power bills due to financial hardship and meet our criteria.
- Current customers of Pulse Energy Alliance LP brands, including Pulse Energy, Just Energy, Grey Power Electricity, Electra Energy, Pioneer Energy Retail, Black Box Power and solarZero can set up a monthly contribution to the Pay it Forward Programme.
- By contributing to the Programme, you authorise Pulse Energy Alliance LP to add your selected contribution amount to your monthly Pulse Energy Alliance LP bill when you either:
  - Complete the form at [www.pulseenergy.co.nz/payitforward](http://www.pulseenergy.co.nz/payitforward) or
  - Set up a contribution over the phone with one of our Customer Care Agents.
- Your contribution amount will be chosen by you on set up. It is a monthly recurring payment.

#### Payment

- Your contribution amount will be added to the total of your Pulse Energy Alliance LP bill each month and will appear as line item.
- You will be required to pay the total amount of your monthly bill, plus your contribution amount on the due date.
- Normal credit card and late payment fees apply.

#### Cancellations and Amendments

- If you wish to cancel or amend your ongoing contribution you can do so at any time. Please contact us at [customer.care@pulseenergy.co.nz](mailto:customer.care@pulseenergy.co.nz) or phone 0800 785 733.

#### Recipients of the Pay it Forward fund

- Money raised through the Pay it Forward Programme is used to support customers of Pulse Energy Alliance LP brands, including Pulse Energy, Just Energy, Grey Power Electricity, Electra Energy, Pioneer Energy Retail, Black Box Power and solarZero who experience energy hardship, are unable to pay for their power bills due to financial hardship and meet our criteria.
- The amount and frequency of any support given to customers is made at our discretion. Bi-monthly updates are sent to contributors to the Programme. Our website also details the funds raised and how many customers have received support from the Programme.
- For privacy reasons, the names of the fund recipients will not be published.

### **Exclusions and Liability**

- Pulse Energy Alliance LP reserves the right to amend the Pay it Forward Programme or Dollar for Dollar Campaign at any time.
- Pulse Energy Alliance LP, Level 5, 33 Enfield Street, Mt Eden, Auckland 1024, is the sole administrator of the Pay it Forward fund.

### **Refund Policy**

- By agreeing to contribute to the Programme, you understand that Pulse Energy Alliance LP is not permitted to provide a refund. Refunds are not provided to any customer that accepts the terms and conditions and contributes to the fund in any way.
- If an error has been made in connection with your contribution, please contact our Customer Care Team. Your contribution amount can be changed at any time. This policy is at the discretion of Pulse Energy Alliance LP.
- Any disputes can be emailed to [customer.care@pulseenergy.co.nz](mailto:customer.care@pulseenergy.co.nz).

### **General Terms and Conditions**

- By contributing to the Programme, you agree to be bound by these Terms and Conditions and acknowledge that you have complied with all your obligations under the Pulse Energy Alliance LP terms and conditions.
- Pulse Energy Alliance LP has no control over the internet or mobile telephone communications, networks or lines, bugs, viruses, and server problems and accepts no responsibility for any problems associated with them, for any reason.
- If any event or circumstance occurs which is beyond the reasonable control of Pulse Energy Alliance LP which prevents Pulse Energy Alliance LP from complying with these Terms, Pulse Energy Alliance LP will not be liable for any failure to perform or delay in performing its obligations.

- Pulse Energy Alliance LP reserves the right to modify these Terms at its discretion and to extend, modify, postpone, or cancel the Dollar for Dollar Campaign at any time. Pulse Energy Alliance LP decision is final, and no correspondence will be entered into.

### **Privacy**

- All personal information will be collected and stored by Pulse Energy Alliance LP in accordance with the Privacy Act 2020 and Pulse Energy Alliance LP's privacy policy. Pulse Energy Alliance LP may use contributors' personal information to provide future updates and communications, in accordance with the Privacy Act 2020.
- By entering this promotion, contributors' consent to the use of their information as described above.

### **Governing Law**

These Terms and Conditions and any claims relating to Pulse Energy's website and Programme are governed by the laws of the State of New Zealand without regard to its conflict of law provisions.