

## Product Schedule for Black Box Power Plan

**Applies to all new customers from 1 April 2021**

This is the Product Schedule referred to in Our Standard Terms and Conditions for the supply of Energy to Residential Customers (**Standard Terms**). All capitalised terms used in this schedule have a particular meaning which is specified in the Standard Terms. All clause references in this Product Schedule are references to clauses in the Standard Terms.

These terms apply to customers on the Black Box Power Plan in addition to the Standard Terms and may be amended from time to time in accordance with the 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 the Standard Terms.

Your Agreement with Pulse should be read in conjunction with the terms and conditions under which you are or will be a member of the Black Box membership (**Black Box**) operated by SampleCo Limited (**SampleCo**).

### Plan Summary

Upon signing up to the Black Box Power Plan You will receive a free upgrade to the Silver Membership plan on Your Black Box NZ account. To activate your Silver Membership, you will need to complete your profile at the link emailed to you by Black Box NZ on joining. This membership will only apply for so long as You remain on the Black Box Power Plan. If for any reason You terminate Your Black Box Power Plan, Your Silver Membership with Black Box will be cancelled with effect from the date of termination of Your Black Box Power Plan.

In summary:

- As a Silver Member of Black Box You will receive at least one black box every 12 months. (You must still meet the campaign profile to be considered)
- You will get preferred ranking on all Black Box NZ campaign profile matches over free members (once You are shortlisted).

All customers applying to join the Black Box Power Plan must be and remain a member of Black Box and must complete all surveys relating to Black Boxes when You receive them. Failure to do so may result in You losing your Silver Membership with Black Box.

### Availability

The Black Box Power Plan is only available to residential electricity and gas customers in New Zealand who are current members of Black Box or wish to become a member of Black Box. The Black Box Power Plan is only available in a selected number of regions and for a limited time period unless extended by Pulse at its sole discretion.

### Responsibilities of Pulse and SampleCo

Pulse is responsible for providing Energy to customers on the Black Box Power Plan, providing the Welcome Pack and communicating to SampleCo the upgrade of customers' Black Box membership to Silver Membership. However, Pulse is not responsible or liable for the provision of black boxes (which is the sole responsibility of SampleCo) or for any other services or products provided by SampleCo.

If for any reason Pulse ceases to have an agreement with SampleCo under which it offers the Black Box Power Plan to Black Box members, then all customers on this plan will be transferred to Pulse Energy's standard residential plan, details of which will be notified to You when applicable, and Your Silver Membership with Black Box will be cancelled with effect from the date of transfer. Where possible, We will give You 30 days' notice of any such changes.

**Price Promise**

Price Promise refers to a discount that may have been given at the time of sign up. If you have been offered this, it will appear as a discount on your bill each month. This discount is non transferrable to other properties, accounts, or networks.

**Delivery Charges**

Pulse Energy seeks to pass through Network Service Charges in accordance with Our Standard Terms (See Delivery Charges in Our Standard Terms). On the Aurora Network a portion of their Network Charges are adjusted based upon seasons (summer/winter). On other GXP networks\* these are determined by an allocation (based on your usage) of charges we receive from the network. Pulse seeks to recover the total charge it faces across all relevant consumers. An individual consumer's charges may differ between the levelled charge and the underlying Network Charge due to changes in the timing of consumption and other assumptions. For Networks with time of use pricing, we convert the time of use rate to a flat rate for our customers.

**Payment Terms**

All of Our standard payment options as detailed in Our Standard Terms apply to this Plan.

**Late Payment**

If full payment of an invoice is not received by the due date stated on the invoice an Administration of Arrears charge will be applied to Your account. This charge will be \$1.15 per day that the balance of the invoice remains unpaid.

**Termination, Switching Accounts or Moving Premises**

If You wish to terminate Your Agreement for any reason You are able to do so by contacting Us using the details as set out in Schedule 1 of Our Standard Terms or on Our website. You must provide Us with no less than 30 days' notice. If You terminate this Agreement without providing Us with no less than 30 days' notice You must pay Us an Early Termination Fee of \$150 + GST.

Upon termination of Your Agreement or if You switch to a different Plan, Your Silver Membership with Black Box will be cancelled with effect from the date of termination of Your Agreement or the date of switching plans (as applicable).

**Privacy**

When You apply to join the Black Box Power Plan, You are consenting to Us notifying SampleCo and obtaining Your Black Box membership information from SampleCo. Throughout the term of Your Agreement, You consent to Pulse and SampleCo sharing information regarding Your account, including where You cease to be on the Black Box Power Plan or Your Agreement otherwise terminates for any reason, so that SampleCo can terminate Your Silver Membership.

We will also receive information from SampleCo notifying Us if Your Black Box membership terminates or if You fail to complete any questionnaires provided by Black Box from time to time, so that We can enforce Our rights under Your Agreement.

Information will be held in accordance with the Privacy Act 2020 and the Black Box Power Privacy Policy which can be found at [www.blackboxpower.co.nz/privacy-policy/](http://www.blackboxpower.co.nz/privacy-policy/)

\*GXP Networks include Aurora, PowerCo, Scanpower, Orion, Alpine Energy, Waitaki networks, OtagoNet, The Power Company & Electricity Invercargill