

Product Schedule for Pioneer 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 Pioneer 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.

Availability

The Pioneer Plan is only available in a selected number of regions and for a limited time period unless extended by the Pulse Energy Alliance LP at its sole discretion.

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

Pioneer Energy Retail 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. For the purpose of the Price Promise product Pioneer Energy Retail has levelled this charge across a full year based on seasonal weights using the Network's GXP data. Pioneer Energy Retail 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.

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