

InContact

+ Contact Energy newsletter Spring 2010

Spring in store today and save, save, save!



As a special offer to Contact and Rockgas customers, shop at any Noel Leeming store between 10 September and 31 October 2010 and pay only the cost price, plus 10%, plus GST

on a wide range of products.* What's more, you'll collect double Fly Buys Points while you're at it!**

Whether you're looking to upgrade your old television, get out and about with new portable speakers or boost your spring cleaning with a powerful new vacuum, there are some brilliant savings to be made.

Check out the range of products available at noelleeming.co.nz, or better yet, head into your local Noel Leeming store to get some sound advice from one of Noel Leeming's sales specialists. That way, you'll find out exactly how much you could save on whatever it is you've got your eye on.

To take up this offer, all you need to do is present your Contact bill or Rockgas statement in store during the promotion period. Please note an additional 2% surcharge applies on credit card purchases.

Spring won't last forever and neither will this fantastic deal, so jump to it and bag yourself a bargain.



The small but important details:

* Offer only available at Noel Leeming stores nationwide, while stocks last. Personal shoppers only, trade not supplied.

Cost reflects the average invoiced purchase price of the product but does not include any volume-related adjustments that may apply. Offer does not apply to gift card purchases, extended warranties, lay-bys, delivery fees, iPods, iPhones, iPads, gaming consoles and bundles, iTunes cards, mobile phone top-up cards and bonus, free or half price items and cannot be used in conjunction with any other promotional or discount offer. Offer is not available online.

**Double Fly Buys Points are not available in conjunction with any other Fly Buys promotional offer. Double Fly Buys consist of 1 standard Point plus 1 Bonus Point for every \$25 spent at Noel Leeming.



Let us know what you think and win \$500 free energy!

Once a year, we like to touch base and check that we're ticking all the right boxes with our *InContact* newsletter. This year we've also added some questions about our Online Services and how you feel about being a Contact customer.

Let us know what you think by answering a few simple questions online at contactenergy.co.nz/incontactsurvey by 31 October 2010, and you could win \$500 worth of free energy on your Contact or Rockgas account.

Terms and conditions apply.



We're the only energy company to reward customers with Fly Buys on electricity and natural gas.



Festival spirit blossoms in Alexandra



The Contact Alexandra Blossom Festival has ushered in spring for more than 50 years. Hugely popular, around 10,000 people came along last year – more than twice the town’s population! Even so, there was some doubt this year that the event would continue. But the locals weren’t having a bar of it, with 500 odd pulling together at a local meeting to keep the festival alive. We admire their spirit and are proud to continue our association with this iconic event. The festival runs from 24 September to 9 October. Check out the programme (and some fabulous photos from yesteryear) at blossom.co.nz. While you’re there, download and print out Contact’s Blossom Festival mask – the kids will love it!

Emily Campbell competes to be crowned Blossom Festival Queen in 2008.



Important information you need to know

Is anyone in your home considered a medically dependent or vulnerable customer?

- ➔ A customer is **medically dependent** if they are dependent on mains electricity for critical medical support, where loss of electricity may result in loss of life or serious harm.
- ➔ A customer is **vulnerable** if, for reasons of age, health or disability, the disconnection of electricity presents a clear threat to the health or wellbeing of that customer and/or it is genuinely difficult for the customer to pay his or her electricity bills because of severe financial insecurity, whether temporary or permanent.

If you think you or anyone living at your property, whether or not they are named on the electricity bill, fits this description, please contact us immediately on **0800 80 9000**.

Do you need to provide us with an alternative contact person?

If you believe you may have difficulties with payments or communicating with us in the future, you can appoint a preferred contact who agrees to help out if you have a disconnection or payment issue. This could be a family member, friend or social agency support person.

If you wish to appoint an alternative contact person, let us know on **0800 80 9000**.

Budgeting advice is available

While we have a number of payment options available, if you ever have difficulty paying for your energy, you may be able to get budgeting assistance or advice from Work and Income or another social agency.

All Contact Fly Buys customers in to win...

All Contact customers who have their Fly Buys number registered with us by 31 October will receive an entry into the Fly Buys October Swipe to Win promotion. You could win one of four major themed prize packs, plus a heap of other small prizes.

Prize packs are themed around indulgence, travel, technology, and home and living. Other small prizes include Fly Buys music vouchers, CDs and DVDs.



If you haven’t already registered your number with us, it’s easy! You can register through your Online Services account (join at contactenergy.co.nz) or call us on 0800 80 9000. If you’re already collecting Fly Buys with us, you don’t need to do a thing – you’ll automatically be entered in the draw.

Find out more about Swipe to Win at www.swipetowin.co.nz

Instant gas water heating is a smart move

Install an instant gas water heating system and you’ll never run out of hot water, no matter how many showers! Absolute luxury.

For most homes, water heating accounts for around 30% of your energy bill so it makes sense to choose the most energy-efficient option. An independent report commissioned by the Gas Industry Company confirms “an instant gas hot water system is generally the most efficient and economical means of water heating for most Kiwi households”.

So if you’re building or renovating – or your old electric cylinder is on its last legs – explore the many options for LPG or natural gas water heating.

Want to know more about gas?

Visit contactenergy.co.nz/whygas



Remember, we offer a DualEnergy™ discount of over \$160 per year (including GST) if you combine your electricity and gas (including Rockgas) with Contact. Find out more at contactenergy.co.nz/dualenergy

Up for the Challenge...

We're proud to announce that we've signed up as Principal Partner of the 2010 Contact Lake Taupo Cycle Challenge, which is again expected to attract over 10,000 riders to Taupo in November this year. With a number of our staff and power stations in the region, including the recently opened Te Huka, Contact is pleased to put its name and resources behind this iconic event.

The Cycle Challenge is one of New Zealand's most popular sporting events and has grown from 26 competitors in 1977 to around 11,000 last year. With cyclists coming from overseas and across the country, the Challenge is great for the region, benefitting Taupo's economy to the tune of more than \$4 million each year.

Veteran participant Bob Lowe thinks, for most people, taking part in the Contact Lake

Taupo Cycle Challenge is about achieving personal goals. "It's about going around to see how well you can do. It's a personal challenge."

At 70, Bob was the oldest Taupo cyclist to complete the 160km solo event last year. A tiger for punishment, it was the sixth time Bob has tackled the course.

About 1,000 volunteers help make sure the day runs smoothly, and Contact helps out too by keeping the volunteers well fuelled with lunch delivered wherever they are along the course.

There is something for everyone at the Cycle Challenge, with 12 different events based on a 160km circuit of Lake Taupo. If you're tackling 40km in the team relay or entering the Extreme Enduro with eight circuits totalling 1,280km, we'd like to wish you good luck!



Bob Lowe – the oldest to complete the solo event last year at 70.

Walter de Bont – event patron who founded and participated in the first event in 1977.

Zhane Whelan – the youngest cyclist to compete in the 160km solo event in 2009 at 12 years of age.



Contact Lake Taupo Cycle Challenge • Saturday 27 November 2010 • cyclechallenge.com

Ten prizes of 1,000 Fly Buys Bonus Points up for grabs

Set up a direct debit through Online Services by 31 October 2010 and we'll put you in a draw to win one of 10 prizes of 1,000 Fly Buys Bonus Points. That's enough points to get you a music system, a night in a smart hotel or even a tandem paraglide (if you're game).

Direct debit makes life a breeze – no printing out forms, no trip to the PostShop. It really is the easiest way to pay, and you never miss out on your prompt payment discount.

And getting set up online couldn't be easier. Just sign up for our free Online Services (you can do this from our website home page), or log yourself in and navigate to Payment Options. Easy!

To find out more about direct debit, visit

contactenergy.co.nz

☺ home → for your home → billing and payment → ways to pay

Online Services not available to Rockgas customers



Protect yourself and your property against spikes, surges and interruptions...



We aim to provide a reliable supply of electricity to you. However, interruptions can happen from time to time for a variety of reasons, and they can cause serious damage to electrical equipment and appliances. If an unplanned or unforeseen electrical interruption happens, we may not be responsible for damage to your property, so we strongly recommend you install power protection devices and maintain insurance to protect yourself against these sorts of events.

Find out more at contactenergy.co.nz

☺ home → for your home → protecting your equipment

Talking of being safe, now is a good time to check outdoor meter boxes and switchboards for water damage. Water and naked electricity are a dangerous combination, so meter boxes need to be weathertight. If you think you've got a leak, please talk to a licensed electrician.



We've moved around quite a bit,
and Contact makes it really easy

Vic and Ollie,
customers since 2008



We do all we can to make your life as simple as possible. If you're moving house this season, take us with you and, like Vic and Ollie above, you'll have one less thing to worry about.



contactenergy.co.nz

home → for your home → moving house



Ross (on the right) and his team, with staff from the Whirinaki power station at RealPeople@Rowan's premises.

Community Contact

Earlier this year, we launched Community Contact – our staff volunteering programme – and put the word out in *InContact* for community projects we could help with.

Ross Boniface from RealPeople@Rowan responded. RealPeople@Rowan provides supported accommodation for people with a physical disability. Ross got in touch at the end of a major rebuilding project to ask for some 'heavy lifters' to help them move.

Enter the rugged blokes from our Whirinaki power station in Hawke's Bay. With one staff member left to 'mind the fort', three others spent a day and plenty of muscle power helping out. Ross says they made moving day much easier and treated their clients with respect.

If you've got a project or cause that needs some volunteers, please let us know. You can email us at communitycontact@contactenergy.co.nz.



Spring washing tips

hot < tips

By not using a clothes dryer and hanging your clothes outside, you can expect to save around \$200 a year*. It's the wind that does most of the drying! Using cold water for washing is another way to save energy this spring.

For more energy saving tips, visit

contactenergy.co.nz

home → for your home → helping you save

*www.energywise.govt.nz



With GST about to increase, why not sign up for our **12% Online OnTime prompt payment discount?** Find out more...

contactenergy.co.nz

home → for your home → ongoing benefits



Getting in touch

We love hearing from our customers, so if you have any feedback, please email us at incontact@contactenergy.co.nz.

