

FREE POWER DAY TERMS AND CONDITIONS.



Effective date 17 March 2025

Mercury customers opted into Mercury Rewards ("Rewards"), and who have electricity with Mercury, are eligible to redeem Free Power Days. Redeeming a Free Power Day is subject to the following terms and conditions.

1. WHAT IS A FREE POWER DAY?

A Free Power Day is a full 24 hours of free electricity that runs from 12:00am to 11:59pm. You'll receive a Free Power Day credit on your Mercury account for all your electricity charges on the date of your Free Power Day. The electricity charges that you'll receive a Free Power Day credit for are; your daily fixed charge, your variable usage charges, GST and the Electricity Authority Levy or Electricity Market Fee. The Free Power Day credit excludes any special charges, gas or service charges. We'll use the price plan that you're on five working days before your Free Power Day to work out what your fixed and variable charges are.

Free Power Days are available to redeem via the Mercury App or My Account via the Mercury website.

There are two types of Free Power Days that you can redeem as part of Rewards. Free Power Days using Points, or Free Power Days as an anniversary bonus.

2. FREE POWER DAYS AS A POINTS REDEEM OPTION

- > Mercury customers opted into Rewards, will be able to use Points to redeem a Free Power Day if you've met the Points threshold. If a customer has met the Points threshold, a Free Power Day will be available to redeem under 'Rewards' in either the Mercury App or My Account via the Mercury website.
- > When you choose to redeem your Points on a Free Power Day, the associated number of Points will be deducted from your Rewards Points when you confirm redemption of a Free Power Day.
- > On redemption, you'll be able to select and book a Free Power Day on any day in the next 12 months.

3. FREE POWER DAYS AS AN ANNIVERSARY BONUS

- > Mercury customers opted into Rewards, and have continuously been a Mercury customer for more than a year, are eligible to receive an anniversary bonus Free Power Day. You'll receive at least one Anniversary Free Power Day a year, based on the most recent date you joined Mercury as a customer ("Join Date").
- > Anniversary Free Power Days will be available to book via your Rewards within the first week of the anniversary month of your Join Date.
- > An Anniversary Free Power Day will need to be redeemed within four months of it being issued to you. The redemption expiry date will be shown alongside the Anniversary Free Power Day, after which date this benefit will disappear if not redeemed.
- > On redemption, you'll be able to select and confirm an Anniversary Free Power Day based on the dates shown in the booking calendar.
- > The number of Anniversary Free Power Days loaded to your Rewards is determined by the amount of time you have been with us. You can view anniversary Free Power Day details on the Mercury website.

4. IMPORTANT DETAILS

- > Once you have booked your Free Power Day, you'll have the ability to change the date of your Free Power Day in the Mercury App or My Account via the Mercury website to any date within the next 12 months, provided you make the change prior to your Free Power Day commencing.
- > In the occasion that you need to cancel your Free Power Day, you can do this within the Mercury App or My Account via our website, provided you cancel this prior to your Free Power Day commencing. We'll issue the Points equivalent to a Free Power Day to your Rewards Points.
- > A Free Power Day may only be applied to the property associated with your Mercury account at the time you select your Free Power Day.
- > Multiple Free Power Days can't be booked on the same day.

- > Where you book a Free Power Day on the same day that another discount or reward is being offered, only the higher value discount will be applied for that day.
- > Free Power Days can't be redeemed for cash. Free Power Days can't be transferred to another Mercury account, and you must not sell, assign or transfer Free Power Days to any person for cash or any other form of consideration.
- > Sounds obvious, but if you switch to another electricity retailer before the date you have booked for your Free Power Day, then you'll forfeit this reward and not receive your Free Power Day.
- > Mercury reserves the right to change or remove Free Power Days, or these terms at its discretion.

5. HOW IS MY FREE POWER DAY USAGE CALCULATED?

Actual Usage

If you're on a smart meter, and we can see how much power you used on your Free Power Day, your Free Power Day credit will be calculated based on your actual usage. If for some reason, your usage information is not available for your Free Power Day, or your rate type is ineligible, your Free Power Day credit may need to be estimated (outlined below).

Estimated Usage

If you don't have a smart meter, or we're unable to calculate your Free Power Day credit based on your actual current usage, we'll provide an estimated Free Power Day credit. An estimated credit is based on your average daily usage (using your most recent available data), and we'll add 50%. All estimated Free Power Day credits will be considered final, and no adjustment will be made based on subsequent actual reads.

When will I receive my Free Power Day credit?

We'll automatically apply the Free Power Day credit to your Mercury account within 35 days.

Mercury Rewards Terms and Conditions and **General Residential Terms and Conditions** apply.