

USAGE TOOLS TERMS AND CONDITIONS.



Effective date 19 June 2023

Mercury has lots of wonderful tools available to help you track and manage your electricity and gas usage ('Usage Tools'). By using these tools via My Account or our app, you agree to these Terms and Conditions.

1. TRACKING YOUR USAGE

Our Usage Tools are online energy tracking and reporting tools which can give you greater visibility of your household energy usage and may help you to find ways to reduce your energy consumption.

Subject to availability and eligibility, you'll be able to do things such as:

- > Track your monthly usage and monthly costs.
- > Compare your bills with previous months and the same bill last year.
- > View energy saving tips and set a goal to see how you're tracking.

2. AVAILABILITY AND ELIGIBILITY

Not all Usage Tools or Usage Tool features are available to all customers or all types of electricity meters. The range of features available are largely dependent upon;

- > Whether you are a residential or business customer.
- > What type of meter you have - a smart meter or another type of meter. Even if you don't have a smart meter, you can still experience many of the benefits.
- > Not all Usage Tools are available via our app. We recommend logging in to My Account for the most comprehensive set of Usage Tools available to you.

3. HOW DO I ACCESS THE USAGE TOOLS?

To access the Usage Tools available, you'll need to log in to My Account or the Mercury app.

The Usage Tools available may vary from time to time.

We'll also send you a weekly summary of your usage via email if you're signed up to receive these.

4. WHAT ARE THE MAIN USAGE TOOL FEATURES?

Projected Bill Estimate

We'll help you to estimate your upcoming bill based on your most recent usage. But please note, this is just an estimate, so your actual bill is likely to differ from your projected costs (as your actual bill takes into account actual usage, current energy prices, any other charges and discounts.) Data may be estimated if actual meter reads are unavailable. The amounts shown include GST. The projected bill estimate is a feature available to customers with smart meters.

Usage Details

The amounts shown in the cost view (if available) include GST. Any discounts are not reflected. The daily and half-hourly views are only available to smart meter customers and only show the variable cost component and do not include the daily fixed charge. Please be aware of this if comparing against your total bill. Data may be estimated if actual meter reads are unavailable.

Bill Comparisons (My Account only)

Bill comparisons are based on your actual usage and current energy prices at the time of each bill and do not account for any price plan changes. The amounts include GST. Data may be estimated if actual meter reads are unavailable. Bill comparisons are available for all customers.

Saving Tips (My Account only)

Tips offer general information about potential efficiencies and savings that could be achieved in a typical household in New Zealand. These tips are not specifically tailored to any individual, home, or appliance. Actual savings and efficiencies may vary subject to your personal circumstances, including individual appliances, how you use them, current energy prices and your household's consumption. To learn more about some of the key sources used to develop these tips, please visit mercury.co.nz/usage-faqs. Savings tips are available for all of our customers to view.

Weekly Usage Emails

If you're signed up, we'll send you weekly usage emails to help you track and monitor your usage.

You may update your preferences or cancel your subscription to the weekly email alerts via My Account or the app (by updating your 'Usage Preferences') or by calling our team.

Weekly usage email updates may be requested independently of having access to My Account or the app. If you do not have access to these platforms, please contact our team and they can get you signed up.

Inaccuracies

We have taken care to ensure that the information provided in our Usage Tools is as accurate and reliable as possible, but, mistakes may occur. To the extent permitted by law, Mercury is not liable for any inaccuracy in the information contained.

Changes to Usage Tools and these Terms and Conditions

We may at any time modify, add to, or suspend the Usage Tools, the way you access the Usage Tools or any of these Usage Tools Terms.

If we amend these Terms, your continued use of the Usage Tools via My Account or the app will indicate your agreement and acceptance of those amendments.

General

If there is any inconsistency between these Terms and any other terms, these Terms will prevail, but only to the extent required to resolve that inconsistency.

Mercury's **General Terms** apply.

These Terms and Conditions are governed by New Zealand law.