

# FREE POWER DAYS TERMS AND CONDITIONS.



Effective date 19 June 2023

As part of being signed up for Mercury Rewards ("Rewards"), customers who have electricity with Mercury are eligible to redeem Free Power Days. Redeeming Free Power Days 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 for you to enjoy. You'll receive a credit on your Mercury account for all your electricity charges on the date of your Free Power Day. To be crystal clear, the electricity charges that you will receive a credit for on your Free Power Day are your daily fixed charge, variable usage charges, GST and the Electricity Authority levy or Electricity Market Fee and 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.

There are two types of Free Power Days that you can redeem as part of Rewards.

## 2. FREE POWER DAYS AS A SPEND OPTION

- > Mercury customers who are signed up to participate in Rewards, will be able to use their Points to redeem a Free Power Day if they have met the Point threshold for a Free Power Day and have unlocked the reward under 'Spend' in either the Mercury App or My Account.
- > When you choose to spend your points on a Free Power Day, the associated number of Points will be deducted from your Rewards account at the point that you confirm your Free Power Day.
- > On redemption, you will 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

- > As part of Rewards, if you have continuously been a Mercury customer for more than a year and are eligible to receive Free Power Days, you'll receive at least one Anniversary Bonus Free Power Day a year, based on the most recent date you joined Mercury as a customer ("Join Date").
- > Anniversary Bonus Free Power Days will be loaded and available in your Rewards account within the first week of the month of the anniversary of your Join Date.
- > Anniversary Bonus Free Power Days will need to be booked within 4 months of being issued to you. The expiry date will be shown alongside the Free Power Days, after which date this benefit will disappear if not redeemed.
- > You will be able to select and book a Free Power Day based on the dates shown in the booking calendar.
- > The number of Anniversary Bonus Free Power Days loaded to your Mercury account is determined by the amount of time you have been with us. You can view details [here](#).

## 4. IMPORTANT DETAILS

- > Once you have selected your Free Power Day, you will have the ability to change the date of your Free Power Day in the Mercury App or My Account to any date in the next 12 months, provided you make the change prior to your Free Power Day commencing.
- > This Free Power Day may only be applied to the property associated with your Mercury account at the time you select your Free Power Day. Your Free Power Day is not transferable to another property. If you move to another property after you have selected your Free Power Day, we will cancel any Free Power Days scheduled, and issue the Points equivalent to a Free Power Day to your Rewards account within the Mercury App or My Account so that you can redeem a Free Power Day at your new property.
- > Multiple Free Power Days cannot 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 cannot 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 will 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 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 credit may need to be estimated (outlined below).

### **Estimated Usage**

If you do not have a smart meter, or we are unable to calculate your free power credit based on your actual current usage, don't worry! We'll take care of you by providing a free power credit that is an estimate based on your average daily usage (based on your most recent available data) and will add 50%. All estimate credits will be considered final and no adjustment to the credit will be made based on subsequent actual reads.

### **When will I receive my credit?**

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

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