



Keep an eye out
for our energy
saving tips inside



CONTACTING SIESA

If you have any questions, or need further assistance, please contact one of our customer service officers on 0800 732 732.



Please contact us if you have any queries

Visit our website at www.siesa.co.nz or send us an email us at: siesa@southlanddc.govt.nz



Supplying alternative power sources is our Commitment to the future of the Stewart Island Community

CONTENTS

Welcome to SIESA	5
How to become our customer	6
About this agreement	8
Protecting information about you	12
Our supply of electricity to you	15
Termination	23
Your other responsibilities	24
Access to your premises	27
Meters	30
Our prices + fees	32
Invoices + payment	34
Liability and compensation	40
Complaints	42
Definitions	44



C/- Southland District Council
15 Forth Street
PO Box 903 Invercargill
Phone: 0800 732 732
Fax: 0800 732 329

SIESA is the Stewart Island Electrical Supply Authority and is a subsidiary of the Southland District Council.



It is important to us that you understand what it is we do, how we do it and why we do it.



WELCOME



This contract explains everything you need to know about being a SIESA customer.

This contract includes all the terms and conditions of supply.

It is an agreement between you and us that defines and outlines your and our responsibilities.

Our contract with you is subject to (where relevant) all regulations and statutes relating to electricity supply.

BECOMING A CUSTOMER

1. You can apply to join us by:

- Completing an application form and dropping it into the Southland District Council office on Stewart Island or sending it to us at PO Box 903, Invercargill 9810.

We will respond by phone call or mail within four working days of receipt of your application.

- Calling us on (03) 219 1047 or 0800 732 732.

It will help if you have a copy of a previous electricity invoice when you call.

- Registering as a customer on our web site.

2. SIESA may choose not to commence or continue to supply anyone if they fail to meet our payment criteria or other criteria.

In some cases, we will ask for a bond. The circumstances when a bond will be required are set out on page 10.

3. If your application is accepted (or you use electricity supplied by us after you have received notice of the terms and conditions on which we are prepared to supply electricity to you) you will be bound by these terms and conditions.

4. Once a contract is formed, all electricity supplied by us to you at your premises prior to formation of the contract is deemed to be .

5. If you are on premises where there are multiple connections to the network you should register each connection with us to ensure a continual power supply.
6. Any number of people may join as customers under this contract. However, each customer is individually and jointly liable for all money owing to us and all other customer responsibilities while he or she is a customer. Each customer may exercise all rights under this contract.
7. You must advise us if you no longer wish to be a joint customer. We may require the remaining customers to enter into a new contract. If you wish to terminate this contract, you need to follow the steps in clauses 44 and 45.
8. When you cease to be a joint customer, you are still liable for all responsibilities that arose while you were a customer.
9. You may nominate a person to make decisions for you under this contract; however, you are still responsible as a customer.

ABOUT THIS AGREEMENT

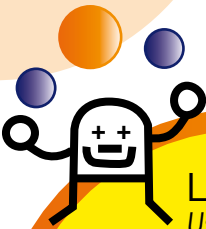
These terms and conditions replace any previous agreement(s).

We may act at any time to exercise the rights we have under this agreement.

If any terms in this agreement are ruled invalid in court it will not affect the rest of the agreement.

Please note that we are not required to carry out our obligations under this agreement when we are prevented from doing so by an event beyond our control.

In such circumstances we will try to restore normal services as soon as possible.



Laundry

Use cold water for your washes - this will save you a whopping 90% in running costs. Only put a wash through when you have a full load. Hang clothes to dry rather than using a drier - in the warmer months, an outside clothes line is a great idea, and in colder months, a clothes horse in a well-ventilated part of the house will do the trick.

Energy saving tips for the laundry

MOVING PREMISES



If you move premises you need to give us the address of your new premises.

10. If you move premises and you were our customer at your previous premises you need to give us the address of your new premises. We may require you to re-apply. We need a final meter reading from your previous premises and an initial meter reading from your new premises.

BONDS

11. We may at any time (at our discretion) require a bond, a sum of money we collect from you and hold as security against non-payment. If we require a bond the reason for our decision will be explained to you. The reasons are usually either if you don't have an established credit history with us or if you don't maintain a satisfactory payment record with us.
12. We will hold your bond as security against any amounts invoiced and unpaid under this contract.
13. If we require a bond, it must be paid to us within 14 working days of the date we request it.
14. Any bond will not exceed \$150.00 + GST
15. We will repay your bond within 1 month of the following:
 - You maintaining a satisfactory payment record for 1 year (or earlier if we agree); or
 - You are terminating our supply of electricity to you, less any amounts you owe us,
 - Whichever is earlier.

16. We will repay your bond, less any amounts you owe us, by (the choice is yours):

- Crediting your account with us;
- Sending you a cheque; or
- Paying you by direct credit to your nominated bank account.

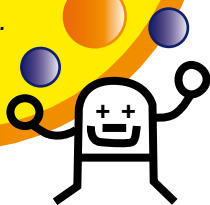
Energy saving tips for the bathroom

Bathrooms

Take showers rather than baths. Fit an economical showerhead – this could save you litres of water for every minute you're in the shower.

A good shower should take a minute or longer to fill a ten litre bucket.

Repair leaky taps.



PROTECTING INFORMATION ABOUT YOU

Your information

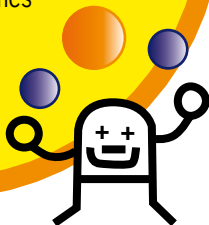
17. To become our customer, we need you to provide certain information. We may not be able to process your application if the information is not provided. You must tell us promptly if any of this information changes.
18. We may use any information we collect and hold about you for any or all of the following purposes:
 - To supply electricity to you;
 - To invoice you;
 - To carry out credit checks or debt collection;
 - To send you notices or contact you;
 - To meet the requirements of the Electricity Governance Regulations and Rules and the Electricity and Gas Complaints Commissioner Scheme;
 - To address mail to new occupants c/- your name on rural delivery routes, if necessary, to ensure that mail is delivered to new occupants at your old address;

19. We may record telephone conversations with you. We do this to:

- Help train and monitor our customer service staff;
- Confirm our contractual commitments with you; and
- Help resolve any disputes.

Energy saving tips for your home

- Clean refrigerator coils
- Keep refrigerator/freezer water full
- Use the right size pot/pan on the stove burner
- Make a draft dodger for use on doors or window
- Turn off your computer and monitor when not in use
- Wash only full loads of dishes and clothes
- Keep all doors closed to unused areas



CONFIDENTIALITY

Confidentiality Statement

20. Information about you will be held and used by us in accordance with the Privacy Act 1993.
21. Under the Privacy Act, you or any other joint customer under this contract may access and request the correction of any of the information we hold under this contract by contacting us. Our contact details are on page 2.
22. We may also disclose information about you to:
 - Any other person who is a joint customer under this contract;
 - Credit reporting and debt collection agencies;
 - The Office of the Electricity and Gas Complaints Commissioner in connection with any complaint made by you;
 - Any person we are required by law to provide information about you;
23. By entering into this contract, you authorise any person to provide us with such information about you as we may require for any of the purposes set out above.

ELECTRICITY SUPPLY

OUR SUPPLY OF ELECTRICITY TO YOU

Our promise to supply

24. We will supply electricity to your premises at quality and reliability levels in accordance with current laws including the Electricity Governance Regulations and Rules and technical electrical codes of practice.
25. You need to be aware that your supply of electricity may be interrupted or disconnected for a variety of reasons, which we set out in clauses 30 to 39.

SAFETY

27. Please contact us if you become aware that any equipment relating to your electricity supply is defective, damaged or causing a hazard. Our contact details are on page 2.
28. Please contact us before you demolish or remove any buildings on your premises, so we can permanently disconnect the power supply from those buildings. Our contact details are on page 2.
29. If your electricity supply has been disconnected for any reason, do not attempt to reconnect it.

INTERRUPTIONS

Technical interruptions

30. Your supply may be interrupted by us:
- To maintain, replace, or install equipment owned by, or related to the network;
 - To upgrade the quality of supply to your premises or surrounding area and to connect new customers and subdivisions that depend on the same network assets as your Point of Connection;
 - To protect persons or premises;
 - For any other health and safety reasons;

To maintain the safety and security of the network to:

- a. maintain a safe environment;
- b. prevent unexpected short term overloading of the network;
- c. prevent voltage levels rising or falling outside statutory requirements;
- d. preserve the security of the network or avoid or mitigate damage to the equipment of any person connected to the network;

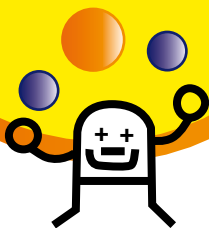
We may ration or restrict energy supply if an abnormal energy supply situation exists. Examples of such an act, event, omission or accident beyond our control which causes interruption include an act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, fire, flood, earthquake, lightning, storm, significant grid, generator or network failure, your acts or omissions or any defect or abnormal conditions in or about the premises.

31. Where practicable we will give you at least 4 days' notice before we interrupt your supply for any reason. In the case of any interruption for any other, we will notify you as soon as reasonably practicable of the time and expected duration of the interruption.

Energy saving tips for the lights

Lights

*Turn lights off when you leave a room.
Instead of leaving outside lights on at all times, fit motion sensor lights.
Use energy-saving bulbs throughout your home.*



DISCONNECTIONS

32. If you would like your energy supply to be permanently or temporarily disconnected, you must:

- Give us at least 4 working days' notice prior to the date on which you wish to be disconnected; and
- Allow us access to your premises in accordance with clauses 56 and 57.

For temporary disconnections we will charge you for any costs associated with the disconnection and reconnection.

33. It is essential you tell us if you require your energy supply disconnected, otherwise you will be liable for as long as the premises remains connected to the network and you remain a customer.

34. We may disconnect supply for safety reasons if trees, vegetation or other obstacles at your premises are not kept clear of lines and related equipment. Your rights and obligations in relation to keeping lines clear are to:

- comply with the Electricity (Hazards from Trees) Regulations 2003 in respect of any trees that you own that are near lines that are part of the network or near the grid (if you are not the tree owner, the obligation under these regulations is on the tree owner). For more information on the Electricity (Hazards from Trees) Regulations 2003, please contact us;

- ensure that any trees or vegetation are kept clear of your own Customer Service Lines so as not to create an unsafe situation; and
- comply with regulations 30 and 93 of the Electricity Regulations 1997 in relation to any work near lines or other electrical equipment or near the grid. These regulations include a requirement that you comply with the New Zealand Code of Practice for Electrical Safe Distances (NZECP 34:2001).

35. The Lines that supply electricity to your Premises are live. If you touch them, or the bare conductors that connect them to the house, you may be seriously injured or killed. Before you do any work near Lines, arrange with us to identify any problems or disconnect the supply. You should contact us before doing any work near the lines or buried cables. For your own safety, we suggest that you contact a professional tree trimmer before attempting to remove tree branches and vegetation from or near Lines and related equipment. For more information on electrical safety matters, contact the Energy Safety Service (www.ess.govt.nz).

36. Damage or interference with meters or equipment will also result in your energy supply being disconnected.

37. We may also have your energy supply disconnected if you do not pay in full, by the due date, any amounts you owe us in relation to the supply of electricity to your Premises. This applies to any of our invoices, including those based on a reasonable estimate of your likely electricity use for 'estimated invoices'.
38. If you are disconnected for non-payment, you must still pay:
 - 38.1 Any amounts you owe us including reasonable costs incurred in recovering your debt to us; and
 - 38.2 Any charges for services (such as the fixed Line charges) that continue to accrue after your electricity supply is disconnected.

Disconnection for other reasons

39. You may also be disconnected if:
 - 39.1 Theft: There is reasonable evidence of electricity theft;
 - 39.2 Generation: You generate electricity at your Premises and send it into the Network.
 - 39.3 Use of Lines: You send signals or other communications through the Network in breach of clause 48;
 - 39.4 No access: We are denied reasonable access to your property two or more times in a row for any of the reasons set out in clause 56;
 - 39.5 Emergency access: If you deny immediate access to your Premises for us.

Notices of disconnection

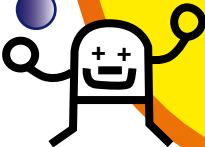
- 40. Except in the case of agreed or emergency disconnections, we will provide for:
 - 40.1 At least 7 days' notice of warning of disconnection before any disconnection;
 - 40.2 A further 3 days for the delivery of the notice (if given by post);
 - 40.3 A final warning no less than 24 hours nor more than 7 days before the disconnection. The final warning will provide the timeframes for disconnection. This will be a separate notice to the one provided at least 7 days prior to disconnection and can be provided via telephone, telegram, or post;
 - 40.4 If disconnection is not prevented by you and not completed within the timeframes notified we will issue another final warning no less than 24 hours nor more than 7 days before disconnection.
- 41. We will take all reasonable steps to ensure that you actually receive a final warning.

RECONNECTION

42. Before we reconnect you, you will be required to:
 - 42.1 Pay all outstanding amounts you owe us, including any fees (as set out in our fee schedule), which may include a disconnection and reconnection fee;
 - 42.2 Pay any collection costs we incurred in obtaining payment of the amounts you owed us;
 - 42.3 Agree on a satisfactory method for paying future charges;
 - 42.4 Provide a Bond under clause 11; and
 - 42.5 Provide a certificate that meets the requirements of clause 55.
43. Once you have satisfied the requirements for reconnection we will restore your electricity supply as soon as reasonably practicable.

Heating

Choose a heater that suits the space you are trying to heat. For instance, a fan heater will not be the most efficient way to heat a large room. Your options include oil column heaters, fan heaters, radiant heaters and heat pumps.



Energy saving tips for heating

TERMINATION

Termination

- 44. This contract may be terminated:
 - 44.1 By you providing us with 4 days notice;
 - 44.2 If either of us breach this contract in a material way.
- 45. On or before termination:
 - 45.1 A final Meter reading is required. You can provide this or we will send a meter reader to take a reading. In some circumstances there may be a cost for this that will be explained to you at the time;
 - 45.2 You must pay in full any amounts you owe us.

Your responsibilities continue

- 46. Your responsibilities under this contract that are intended to apply after this contract has been terminated will continue until their purpose is served. Some examples include your obligation to pay all amounts you owe us and provide access for us to remove or alter equipment related to the supply of electricity.

Our responsibilities continue

47. Our responsibilities under this contract that are intended to apply after this contract has been terminated will continue until their purpose is served. Some examples include our obligation:
- 47.1 To pay all amounts we owe you. For example, we may be required to repay your Bond;
 - 47.2 To return your keys or transfer them to another Retailer in accordance with our policies, which are available on our web site and will also be sent to you if you contact us. Our contact details are set out on page 20.

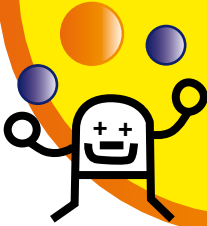
YOUR OTHER RESPONSIBILITIES

Not to interfere with Network

48. You must not send signals or other communications through the Network.
49. You must ensure that the way you use electricity at your Premises does not interfere with the quality of the electricity supplied to others, or interfere with the Network. If it does, you must stop the interference as soon as you become aware of it. You will also be deemed to be in breach of this contract if you ought to have become aware of the interference and did not stop it.
50. You must ensure that your Premises comply with all statutory and regulatory requirements.

Heating

If you use heated towel rails, turn them off at night. During autumn and winter, close your windows and curtains as soon as the sun goes down, to keep the heat inside.



Increased use

51. The equipment used to supply electricity to you has a limited capacity. You must inform us if you expect to substantially increase the amount of electricity you use (e.g. if you plan to install a spa pool or other equipment which uses a significant amount of electricity).

Protection against surges or spikes

52. Surges or spikes are momentary fluctuations in voltage or frequency and are not treated as interruptions. We strongly recommend that you install Surge Protection Devices for sensitive equipment like computers, microwaves, video recorders, televisions and other electronic devices. Contact your electrician or manufacturer for information about how to guard against surges, spikes and other fluctuations.

53. We also recommend that you consider taking out insurance against surges, spikes and other fluctuations or interruptions in electricity supply.

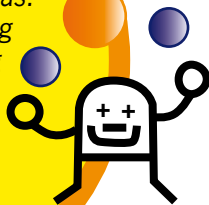
Connections, disconnections and reconnections

54. Only an authorised and qualified person may connect, disconnect, or reconnect your Premises to the Network.
55. If you are making a new connection, or asking for a reconnection after 6 months or more of being disconnected, you need to obtain the appropriate certification from a licensed electrical inspector, or other approved service providers. You must pay any costs associated with certification. Please call us if you would like any advice. Our contact details are set out on page 20.

Energy saving tips for heating

Heating

Block all draughts – 15% to 25% of heat escapes through gaps or poorly sealed areas. You can do this by blocking off unused fireplaces, fitting draught-excluders on doors and sealing doors and windows with weather stripping.



ACCESS

ACCESS TO YOUR PREMISES

Need for access

56. We may need access to your Premises to:

56.1 Turn the electricity supply on or off;

56.2 Inspect, test, install, operate, maintain, replace, or remove any equipment related to your electricity supply;

56.3 Read your Meters;

56.4 Find the cause of any interference with the quality of supply to your Premises or the surrounding area;

56.5 Maintain and protect the operation of the Network;

56.6 Comply with any legal obligations for which access is required;

56.7 Remove equipment related to your electricity supply or other equipment installed by us for up to [6] months following the termination of this contract.

Your obligations

57. When access to your Premises is required you must provide us with access:

57.1 That is safe and unobstructed, particularly from any dogs or other animals at your Premises;

- 57.2 Any time between 8am and 7pm Monday to Saturday, excluding Public Holidays (unless another time is agreed);
- 57.3 Immediately for scheduled Meter reading, or routine Meter maintenance of which you have been given at least 5 Working Days' notice;
- 57.4 Immediately if required:
- a. To restore electricity supply in your neighbourhood in the event of an unplanned outage;
 - b. To prevent harm to people or Premises from equipment for which we are responsible;
 - c. To protect the Network; or
 - d. To deal with any other emergency situation involving the electricity supply; and
- 57.5 On the condition that any representative of ours or has identification and provides it to you to examine on request. You should refuse access to anyone who refuses to show such identification and inform us immediately.
58. Except for where you must provide us with immediate access, we will notify you of our intent to access your Premises.
59. If any equipment relating to your electricity supply or other equipment installed by us is located behind a locked door or gate, you will need to arrange for us to gain access.

- 60. If we require a key, or other means of access, to your Premises, it will be held, transferred or disposed of in accordance with our policies, which are available by:
 - 60.1 Calling us and we will post it to you. Our contact details are set out on page 20; or
 - 60.2 Visiting our web site at www.siesa.co.nz
- 61. If you refuse to provide or you obstruct access as required:
 - 61.1 We may estimate your electricity use and invoice you in accordance with clause 84;
 - 61.2 We may disconnect you under and/or
 - 61.3 If we reasonably believe that there is immediate danger to persons or Premises, we may take reasonable steps to gain access without your permission.

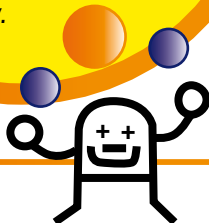
Energy saving tips for heating

Heating

Avoid gas heaters – they are costly to run and give off moisture.

Make sure your home is well-heated, especially during winter, to avoid dampness, mould and mildew.

Consider a woodburner to heat your home, but make sure you have a model which won't cause excessive air pollution or burn wood inefficiently.



METERS

Installation of Meters

62. You must pay all costs relating to the installation of any Meters and related equipment. We will tell you the costs before Meters are installed at your Premises. You will not be charged for any installation costs where we decide to replace Meters or related equipment if the existing Meters or related equipment are suitable for your electricity use and price plan.
63. In some cases, it may be necessary to upgrade your Meters if your consumption increases. We may charge you the costs of installing new Meters. We will advise you on whether any upgrade is required and the cost of the upgrade.
64. No matter how it is installed, no Meter is ever a 'fixture'. This means a Meter never becomes part of the Premises. At all times, it remains the property of the Meter owner and you must not allow any security interest to be created over any Meter or related equipment.

Meter maintenance and accuracy

65. We will test a meter on your property that we or you think is faulty.
66. If we test a Meter, we will inform you of the results of the test on request and if:
 - 66.1 It is faulty and you had no part in causing the fault, we will replace or repair the Meter at our cost;

- 66.2 It is not faulty and you requested the test, we may charge you our costs for testing the Meter provided that the Meter is found to be measuring the supply of energy within accepted industry standards.
67. We will inform you prior to taking any action on your Meter which may impact on your invoices or result in an extra charge.
68. You are responsible for maintaining the Meter box and board on which the Meters or related equipment are located, together with any fuse board, main switch, internal wiring and the wires that connect your Premises to the Network.

Meter Reading

69. We will read all Meters at your Premises in accordance with electricity industry standards and codes of practice for Meter reading and at least once every 2 months, unless:

Tampering with Meters

70. You must not tamper with any Meters or related equipment and, for the avoidance of doubt, 'tampering' includes by-passing Meters. Tampering with Meters is dangerous and may be a criminal offence.
71. If any of your Meters or related equipment have been tampered with:
 - 71.1 We will invoice you for the electricity we reasonably estimate you have used;
 - 71.2 We may disconnect your Premises;
 - 71.3 We may terminate this contract and refuse to reconnect your supply; and
 - 71.4 We may inform the police.

OUR PRICES + FEES

Our prices

72. We will charge you for energy and any other services at the rates detailed on our pricing plans. These rates may change from time to time. You can get a copy of the latest pricing plans by:
- 72.1 Calling us and we will post it to you. Our contact details are set out on page 2; or
 - 72.2 Visiting our web site at www.siesa.co.nz
73. Some price plans may require additional Meters. You may be charged for changes you require to any Meter or other equipment required for the price plan you choose. We will advise you of any such additional costs when you choose your price plan.
74. If you join us but do not choose a price plan, we will put you on a price plan that we consider best meets your needs.

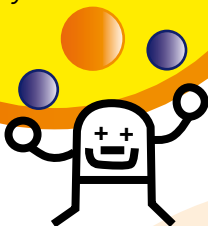
Our fees

75. We also charge fees for services provided under this contract. Our fees are set out in our fees schedule, which is available by:
- 75.1 Calling us and we will post it to you. Our contact details are set out on page 20; or
 - 75.2 Visiting our web site at www.siesa.co.nz

Energy saving tips for loss of heat out windows

Windows

Windows can account for 25-30% of heat loss from your home, so make sure you fit well-lined curtains (floor length with thermal lining is best). Warm your house using the power of the sun whenever you can. Close curtains and windows in the evening. Have windows double glazed if you can afford it.



Price changes

76. We may only increase our prices (excluding fees for other services provided under this contract) after giving you at least 30 days' notice, unless we have agreed to give you more notice under an alternative pricing plan. We will give notice:
 - 76.1 By emailing you/calling you/placing an advertisement in a local newspaper/posting the information on our web site; or
 77. If we increase our prices we will explain the reasons for the increase when we give you notice.
 78. If we apply a price change between invoices, we may average out the electricity you used over the period (to calculate your daily average usage) and prorate your charges accordingly.
 79. We may decrease our prices at any time without the need to give you 30 days' notice (or any notice at all).

INVOICES + PAYMENTS

Our invoices

80. We will send you an invoice for your actual or estimated electricity use at least every month, unless the price plan you choose provides otherwise.
81. We will charge you according to your price plan, together with any relevant fees incurred under our fees schedule.
82. If your price plan includes fixed charges, we will itemise these fixed charges separately.
83. Our invoice may include charges for goods or services you have asked us to provide other than electricity. We will show any of these additional items separately.

Estimated invoices

84. If your Meter has not been read for the period covered by an invoice, we will make a reasonable estimate of your likely electricity use during the invoice period.
85. If your invoice is based on an estimate, we will say so on your invoice. If you ask, we will explain the basis of our estimate.

Delivery of invoice

86. We currently send our invoices to you by post. Please tell us the physical or postal address you wish us to use.
87. You will be deemed to have received our invoice 3 days after we post.

Customer to pay invoice

88. You must pay our invoices in full by the due date on the invoice, whether it is based on actual or estimated electricity use. You may not set off any of the amount you may owe to us under this contract against an amount that we may owe to you.
89. If you think our invoice has an error, please contact us so we can clarify any issues. Our contact details are set out on page 2.
90. If you dispute part (or all) of any invoice, you must still pay the undisputed amounts.

Important advice

91. You should choose a payment option that enables you to pay our invoice on time, avoid unnecessary fees and take advantage of available discounts.
92. If you have a debt owing to us from a previous Account, we may transfer this debt to a current Account that you hold with us. The amount owing must be paid in accordance with the terms of the previous Account, unless we agree otherwise, but a default in payment may be treated by us as a default under this contract.
93. If you fail to pay our invoice, your electricity supply may be disconnected. This is explained further in clauses 37 to 38.

94. If you are having difficulty paying our invoices, please let us know. Our contact details are set out on page 2. We have policies in place that may help you manage your payments.
95. If we have served you a disconnection notice and then entered into a payment arrangement with you, you must strictly adhere to the terms of that arrangement. The payment arrangement will only put the disconnection notice on hold, and failure to honour that arrangement may result in disconnection of your energy supply without further notice.

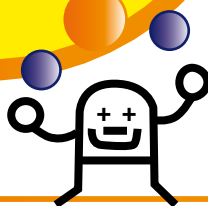
Hot Water Cylinders

Heat loss from an older hot water cylinder is a common problem in New Zealand homes. Check the label – anything less than an 'A' grade cylinder needs insulation. If the outside feels warm to the touch, you need to fit a wrap.

Insulate the first two metres of pipe from the hot water cylinder.

Check the thermostat – your water doesn't need to be any hotter than 60 degrees Celsius.

Energy saving tips for hot water cylinders





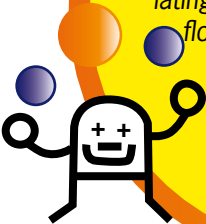
PAYMENT OPTIONS

96. You can pay our invoices in a variety of ways:
- 96.1 By direct debit authority;
 - 96.2 By regular automatic payment of a fixed amount;
 - 96.3 By telephone transfer from your bank;
 - 96.4 By charging your credit card;
 - 96.5 By sending us a cheque;
 - 96.6 By paying in advance;
 - 96.7 By internet transfer from your bank account; or
 - 96.8 By paying at either the Stewart Island Southland District Council office, or Invercargill Southland District Council office.

Floors

Insulate your floor – lack of insulation can lead to 20% of heat loss. New homes require insulation, but in older houses insulating foil can be fitted under the floor joists for between \$500 and \$800.

Fit thick carpets with underlay, or cork tiles, to achieve maximum floor insulation.

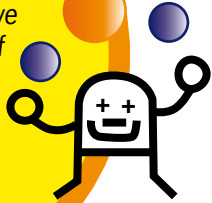


Energy saving tips for insulating floors

Energy saving tips for insulating ceilings

Ceilings

Insulate your ceiling – lack of insulation can account for 40-60% of heat loss. Glass fibre insulation is cost effective and will keep the cost of heating down. The cost will pay itself back within seven years.



97. We may offer a discount if you pay by direct debit. The details of any discount offered will be shown on your invoice.
98. Please note that:
 - 98.1 The level of any discount may be less if you pay by credit card; and
 - 98.2 If your payment is dishonoured, we may charge you a dishonour fee.
99. If you think there is something wrong with an invoice please call us on 0800 732 732 immediately. If you don't contact us and don't pay your invoice you may be disconnected.
100. It will be your responsibility to pay us or our debt collector any costs incurred in recovering money you owe under this agreement. This obligation will continue after this agreement has ended.

LIABILITY + COMPENSATION

101. Subject to the maximum amounts set out below, any liability that SIESA has with you, in contract or tort, is limited to direct physical loss or damage to property or goods, where that loss or damage was reasonably foreseeable and has been caused by:

101.1 A breach of these terms and conditions by us; and/or

101.2 Our negligence.

102. SIESA shall not, in any event, be liable in an event or circumstance beyond our reasonable control ('a force majeure event'). A force majeure event includes but is not limited to:

102.1 War (whether declared or not), terrorism, riots, civil insurrection;

102.2 Strikes and any other industrial action;

102.3 Storms, lightning, flood;

102.4 Earthquake;

102.5 Fire;

102.6 Fuel shortages or extreme pricing events;

102.7 Other similar circumstances beyond our reasonable control.

103. The maximum amount that we will pay to compensate you for loss is \$5000.00 for any event or related series of events. If you wish to seek compensation for loss or damage arising from one of the above situations you must advise us in writing within 21 days of the event occurring. If you haven't written to us within 21 days to advise us of a possible claim we will not cover any loss or damage to your property.
104. We will not pay compensation for loss of or damage to a computer or electronically stored data, hardware and/or software, and fridges, freezers and their contents.
105. As a residential customer of SIESA, nothing in this agreement excludes any rights or remedies that you have under the Consumer Guarantees Act 1993 unless you are acquiring electricity from us for the purpose of running a business.

Other matters

106. We and you are both liable for the actions or inactions of our respective officers, employees and agents.
107. Our liability to each other under clauses 101 to 105 is in addition to any other amounts we may owe each other.

COMPLAINTS

Making a complaint

108. We are committed to giving you the best possible service. If something is not right, please call us on 0800 732 732. We will do our best to put it right as quickly as possible.
109. If you remain unsatisfied, please contact our Network Manager by calling Southland District Council on 0800 732 732, or emailing siesa@southlanddc.govt.nz.
110. Our complaints resolution process is free and committed to delivering fair and effective outcomes in good faith. A written copy of our process is available on our web site or by contacting us. We aim to meet the standards required by the Electricity and Gas Complaints Commissioner Scheme, of which we are a member.
111. You will be treated courteously and with respect. Our staff are trained in dealing with complaints. Our staff will acknowledge your complaint within 2 Working Days (excluding time for delivery) and inform you of the steps to be taken to reach a resolution. In some cases, we may ask you to put your complaint in writing to help us better resolve your complaint.
112. We review our complaints resolution process regularly to make sure it is delivering fair and effective outcomes for our customers.

Taking your dispute to the Electricity and Gas Complaints Commissioner

113. You may refer your dispute to the Electricity and Gas Complaints Commissioner if:
- 113.1 You are unhappy with the way we propose to resolve your dispute;
 - 113.2 Your dispute is not resolved within 20 Working Days of receiving it and we have not written to you explaining why we need further time; or
 - 113.3 Your dispute is not resolved within 40 Working Days of receiving it.
114. You can contact the Office of the Electricity and Gas Complaints Commissioner:

Electricity and Gas Complaints Commissioner
PO Box 6144
Wellington
Freephone: 0800 22 33 40
Freefax: 0800 22 33 47
Email: info@electricitycomplaints.co.nz
Website: www.egcomplaints.co.nz

DEFINITIONS

ACCOUNT means your customer account with us for the provision of electricity or electricity supply services in respect of your Premises;

APPLIANCE means any appliance that uses, or is designed or intended to use electricity, whether or not it also uses, or is designed or intended to use, any other form of energy;

AUTHORISED TRADESPERSON means any person who is authorised under the Electricity Act 1992 to do prescribed electrical work;

BOND means a sum of money we collect from you and hold as security against non-payment by you of our invoices;

CODE means the Electricity Consumer Code of Practice which comprises Schedule C of the constitution for the Electricity and Gas Complaints Commissioner Scheme;

CUSTOMER SERVICE LINES means those lines that convey electricity between your Point of Connection and your Premises;

ELECTRICITY COMMISSION means the body continued under subpart 1 of Part 15 of the Electricity Act 1992;

ELECTRICITY AND GAS COMPLAINTS COMMISSIONER SCHEME means the Scheme set up under the Office of the Electricity and Gas Complaints Commissioner to provide a free and independent dispute resolution service for complainants that is binding on its members;

ELECTRICITY GOVERNANCE REGULATIONS AND RULES means the Electricity Governance Regulations 2003, and any other regulations made pursuant to subpart 2 of part 14 of the Electricity Act 1992, and the rules called the Electricity Governance Rules made by the Minister of Energy under section 172H of the Electricity

Act 1992 by notice published in the Gazette, as may be amended from time to time;

GRID means the assets used or owned by Transpower for the purpose of conveying electricity;

LINES means works that are used or intended to be used for the conveyance of electricity and includes Customer Service Lines;

LINES SERVICES means:

- a. the provision and maintenance of works for the conveyance of electricity; and
- b. the operation of such works, including the control of voltage;

METER means a meter that measures the electricity used and includes all associated wiring and equipment;

NETWORK means Lines (other than Customer Service Lines), equipment and plant that is used to convey electricity between the Grid and your Point of Connection;

OFFICE OF THE ELECTRICITY AND GAS

COMPLAINTS COMMISSIONER means the body that provides an independent overview of the Electricity and Gas Complaints Commissioner Scheme;

POINT OF CONNECTION means a point where electricity may flow to or from your Premises;

PREMISES means the site to which electricity is supplied or is to be supplied to a consumer;

PUBLIC HOLIDAYS means Christmas Day, Boxing Day, New Year's Day, 2 January, Waitangi Day, Good Friday, Easter Monday, ANZAC Day, the Sovereign's birthday and Labour Day;

QUALIFIED means legally qualified and authorised;

RETAILER means a person who supplies

electricity to another person for any purpose other than for resupply by the other person (and includes us or another retailer and any representatives or contractors of a retailer);

SIESA means Stewart Island Electrical Supply Authority, a subsidiary of Southland District Council.

SURGE PROTECTION DEVICE means a device designed to protect electrical equipment from voltage surges;

WE, US, OUR means SIESA (and includes our representatives or contractors);

WORKING DAY means any day of the week other than Saturday, Sunday, and Public Holidays; and

YOU, YOUR means you; a person who is supplied or who applies to be supplied with electricity by a Retailer and, if more than one person is supplied with electricity by the Retailer, means those people.

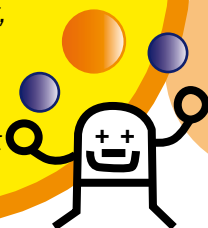
Energy saving tips for the kitchen

Kitchen

When heating a pot on your stove-top, use a lid which fits the pot.

Use a microwave where possible, as this uses half the electricity as a conventional stove.

Don't use a dishwasher, but if you need to, run it only when you have a full load and choose an energy efficient model.

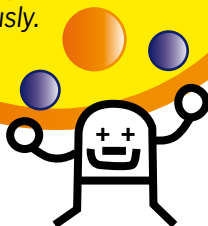


Energy saving tips for the kitchen

Kitchen

Buy an energy efficient refrigerator – a modern model will use 25% less than an older model. Ask at the appliance store about the energy efficiency rating system.

Ensure your fridge and freezer doors are well sealed - the fridge should run at regular intervals, not continuously.



Supplying alternative power sources is our commitment to the future of the Stewart Island Community



C/- Southland District Council
15 Forth Street
PO Box 903 Invercargill
Phone: 0800 732 732
Fax: 0800 732 329