



# Fire-up!

The newsletter of the  
**Frequent Fitter Club**

## Introduction

In this edition of Fire-up you can read about the great new looks we've been working on for the website, Prezzy Card and Contact Rockgas Auto LPG Fuel Card. There's also a new club phone number, some top tips for entering connections, and all the latest up-skilling courses!

Got a question or a suggestion for our newsletter? Email us at [programmes@contactenergy.co.nz](mailto:programmes@contactenergy.co.nz)

Kind regards,

Mal Hargreaves  
Programme Manager



## Be in to win a trip to Aussie



**Remember, if you have six or more** new or switched connections rewarded\* between 1 July 2011 and 30 June 2012 you'll be in to win a holiday for two to the Palazzo Versace Hotel in Surfers Paradise! If you win you'll be going 6-9 September 2012 so clear your diary now!

Go to [www.frequentfitter.co.nz](http://www.frequentfitter.co.nz) for full terms and conditions.

\*Rewarded means a new or switched connection you have been awarded points for and rewarded for in the form of a Prezzy Card or direct credit by us.

## Top tips!

Get your connections rewarded quicker by using these top tips:

- 1 Enter your connections at [www.frequentfitter.co.nz](http://www.frequentfitter.co.nz). We don't have any links to the Plumbers' Board website so we don't know when you've entered a certificate on their site.
- 2 LPG connections are now split between bottled and reticulated connections so make sure you pick the right one for your job.
- 3 Natural gas and reticulated connections need a meter number and service request number (where applicable) for us to confirm them.
- 4 Enter the customer's full first name and surname.
- 5 Remember not to use 'lot' numbers – type in the full address.

If you get stuck entering a connection, give us a call on **0800 401 234** or email us at [programmes@contactenergy.co.nz](mailto:programmes@contactenergy.co.nz) and we'll get back to you as soon as we can!



## New look Prezzy Card!

Check out the new look Prezzy Card! This is what you'll be receiving each time you have over 100 points at the end of a month. It works exactly same so no worries there.

Talking Prezzy Cards, with Christmas and summer holidays rapidly approaching, please note that we'll be issuing your December and January rewards in February 2012.





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## Spring clean

It's time for a spring clean on the FFC website so you'll see a fresh new look emerging over the next couple of weeks! Don't worry, nothing radical is changing – we're just tweaking the look and feel to make it easier to use.

At the same time, we'll switch over to the new telephone number 0800 401 234. Whilst we're at it, we've taken on board your feedback and made some changes to the options. For all **new connections hit 1**, and if you'd like to **talk FFC hit 2**, easy!



## Fuel Card change



Old...

and new.

The Rockgas Fuelcard has transformed into the Contact Rockgas Auto LPG Fuel Card and grabbed itself a great new look! The card looks different but works exactly the same as the old one. Our 200+ participating service stations are already accepting the new cards, as well as the old!

If you're an Auto LPG Fuel Card holder then you'll receive your new look card when it's renewed. Make sure you keep your Auto LPG Fuel Card with you. If you don't have your Auto LPG Fuel Card, you'll be charged the retail price on display.

Visit [contactenergy.co.nz/refuel](http://contactenergy.co.nz/refuel) for a list of refuelling sites.

If you have any questions about its use, our Customer Care team is happy to help. You can email us at [LPGenquiries@contactenergy.co.nz](mailto:LPGenquiries@contactenergy.co.nz) or call us on 0800 807 300 any time between 7.30am and 8pm Monday to Friday and between 8.30am and 5pm on Saturday.



## Summer 9kg LPG campaign

Keep an eye on your local service station – we'll be launching our new 9kg campaign soon!

## Up-skilling

How about sliding some up-skilling in before summer starts? Check out these courses:

15 Nov 2011	Gas equipment and appliance ventilation	Napier/Hastings	Eight credits
15 Nov 2011	Installation of LPG in caravans, boats and mobile takeaways*	Auckland	Twelve credits
15 Nov 2011	Collusive conduct – understanding legal trade practices	Dunedin	Nine credits
16 Nov 2011	Installation of LPG in caravans, boats and mobile takeaways*	Whangarei	Twelve credits
22 Nov 2011	Collusive conduct – understanding legal trade practices	Palmerston North	Nine credits
22 Nov 2011	Collusive conduct – understanding legal trade practices	Invercargill	Nine credits
23 Nov 2011	Installation of LPG in caravans, boats and mobile takeaways*	Hamilton	Twelve credits

\* Courses available to Frequent Fitter Club members at Master Plumbers member prices.

