



Fire-up!

The newsletter of the
Frequent Fitter Club

Introduction

Winter's arrived and things are starting to heat up here with even more rewards coming your way! In this issue you'll find out about the new member referral and switching rewards we're introducing, plus some changes to our prize draws – including a new annual prize.

We also have helpful tips for surviving the winter madness and website changes to help you save time. You'll need those few extra minutes to defrost the van windows over the coming months!

Got a question or a suggestion for our newsletter? Email us at programmes@contactenergy.co.nz

Kind regards,

Mal Hargreaves
Programme Manager



Fancy a trip to Aussie?

Thought you might! This year all Frequent Fitters and Contact Connectors (those are the sparkies from our loyalty club for electricians) can be in to win a fantastic holiday for two to the Palazzo Versace Hotel in Surfers Paradise.

This prize has it all: three nights' twin-share in a superior room at the Palazzo Versace, return Works Deluxe flights for two adults from Auckland to Brisbane, and we'll even get you on a plane to Auckland if you don't live there! Not only that – you'll be treated to some fab trips including a Cloud 9 sea plane scenic flight, dinner and a show at Dracula's Cabaret, plus you'll also experience dinner and a show at the Australian Outback Spectacular. To make sure you can get around you'll also get three days car hire and a \$1,000 pre-loaded travel card!

So who are you going to take? The missus? Your best mate? Decisions, decisions! You'll be in the good books for a long time with whoever it is!! We've already got everything booked, so clear your diary now for 6–9 September 2012, because that's when you'll have to go soak up the sun... what a hardship!

Here's how it works

All you need to do is clock up six or more connections between 1 July 2011 and 30 June 2012. You'll automatically go in to the draw each time a connection is rewarded* during the competition. This includes one entry each for the first six connections. Easy.

Get connecting and enter your new or switch connections online at www.frequentfitter.co.nz today! You can also check out those all important terms and conditions on the website as well!

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



Prize changes from August 2011

We've made a few changes to our prize draws.

Cash draw prizes

If you're a cash prize winner, we'll now pay your prize directly into your nominated bank account. No more trips to the bank to deposit your cheque and more time to spend your winnings!

Our \$1,000 bonus cash prizes has remained unchanged, but from 1 August we reduced the number of \$500 cash draw prize winners from four to two per month.

See www.frequentfitter.co.nz for a copy of the updated terms and conditions for prize draws.

Getting online with Contact could save you 22%

Great news! Our Online OnTime prompt payment discount is increasing from 12% to 22%. This means you (or your customers!) could be receiving a whopping 22% prompt payment discount on your residential electricity and/or natural gas bills if you register for Online Services, choose to get your bill online and pay on time in full via direct debit, SmoothPay direct debit, internet banking or telephone banking by the due date (excludes credit cards and Contact Rockgas LPG). The Online OnTime 22% prompt payment discount is instead of the standard 10% prompt payment discount and excludes Contact Rockgas LPG, business accounts and PrePower.



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Congratulations to our survival kit prize winner

Being prepared with the right answer won one lucky person a brand new two person survivor kit. Congratulations to Nick Thow from NT Gas in Avondale, for correctly answering the number of times we mentioned the word 'Contact' in our previous issue of Fire-up. Well done!



Earn even MORE rewards



That's right you read it correctly we're offering even more rewards! Prezzy Cards are going to be flying out of the Frequent Fitter Club (FFC) left, right and centre!

Refer a new Frequent Fitter Club member and earn 50 points

Get your mates joined up today! If you refer a new member to the FFC and they successfully register with us plus submit, and we confirm, a new or switch connection you'll earn yourself 50 points. Make sure you get your mate to include your name when they complete their on-line application. If that person successfully registers and completes their first new or switch connection you'll get 50 points. A big step closer to that Prezzy Card! Terms and conditions apply, and will be available on www.frequentfitter.co.nz/conditions.aspx

Get 40 points for LPG or natural gas switches

Earn yourself 40 points for switching LPG or natural gas customers to us. That's customers who switch to us from any other supplier and their connection with us gets confirmed. It's easy – once you've logged in just click 'Enter new or switch connection' in the left hand menu, then choose the connection type that suits your job e.g. 'Switch natural gas connection'. Once we've confirmed that the customer has completed their switch with us, then 40 points will be winging its way to you!

Changes to the FFC website menu

We're all about making things easy for you so we've listened to your feedback and made a couple of changes to the menu on www.frequentfitter.co.nz →→→→

Nothing major – just a few little tweaks to make it easier for you to find things. If you have any other ideas on how we could improve the website – just flick us an email at programmes@contactenergy.co.nz

0800 go 4 gas (0800 464 427)

Home Promotions and rewards Handy tools Newsletter Up skilling Contact us

Your connection statistics
Total number
Total number
Total number

Your details
ENTER A NEW OR SWITCH CONNECTION
Your connections and rewards
Your prizes and other payments
Reward allocations history
Report
Connections report
Your connections not yet confirmed
Monthly connections summary
Your rewards points summary
Rewards history
Buyer generated tax invoices
Logout

Gas fitter - Your details
Surname: Test
First name: Test
Known as:
Day/Month of birth: July

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Registered gas fitter number:

Winter's here – are your customers sorted?

We've had a great summer, but winter has arrived with a vengeance and that means that most of us are heading into the busiest time of the year. To survive the winter madness and prepare your customers for the colder months, here's a few handy reminders:

- Safety check heaters – ensure they're safe to use before the cold weather sets in.
- Place orders early – to avoid the rush. It'll save time and stress in the long run.
- Get the appliances checked – it's not just the heaters that need to be checked. Now's a great time to do an annual check on all the household gas appliances.

