

Terms & Conditions

Date Issued: 14/08/2026

Offer Details

- Eligible customers who sign up on and after 17th August 2026 (**Offer Period**) to the Flow Home residential electricity plan will receive a total **\$150 bill credit (incl. GST) (Bill Credit)**, applied automatically as a \$25 credit on each of the first six monthly bills issued to their eligible electricity account.
- The Offer Period commences on 17 August 2026 and continues until withdrawn by Flow Power.

Eligibility Criteria

- To be eligible for the offer and to receive any Bill Credit, the customer must:
 - Sign up to the Flow Home residential electricity plan;
 - Be a **new Flow Power customer** who does not hold a current or active electricity account with Flow Power and is transferring their electricity supply from another retailer; and
 - Complete the Flow Home sign-up process during the Offer Period and successfully transfer their electricity account to Flow Power.

Exclusions

This offer is not available to:

- Customers who sign up to any other Flow Home product, including: 4Free, Happy Hour or any other Flow Power residential product;
- Customers who are not a residential customer;
- Existing Flow Power residential customers switching from other plans to the Flow Home plan; and
- Customers who provide false or misleading information.

Credit Application & Refunds

- The \$150 Bill Credit will be applied automatically to the customer's electricity account as \$25 credit each over the first 6 monthly bill.
- To receive full credit, customer must remain on the Flow Home residential plan for at least the **first 6 months**.

- Any promotional credits not yet applied at the time the customer's electricity account is closed or transferred away from Flow Power will be forfeited.
- Any promotional credit is non-transferable, non-exchangeable, and is not redeemable for cash.

General Conditions

- This offer is limited to **one Bill Credit offer per household (NMI)**.
- This offer cannot be used in conjunction with any other promotional offers, unless expressly approved by Flow Power in writing.
- **Flow Power reserves the right to:**
 - verify customer eligibility;
 - amend, suspend, withdraw or terminate this offer at any time, subject to applicable laws;
 - withhold or cancel credits where customers are found to be in breach of the Terms and Conditions.