

SmoothPay Terms and Conditions

Introduction

SmoothPay spreads your annual electricity and natural gas payments evenly throughout the year, so you are billed for the same amount every month.

1. Which accounts can I pay using SmoothPay?

SmoothPay is available for Residential and Business electricity and natural gas accounts (excluding PrePower, Time of Use and Statement Billing customers). You may not be eligible for SmoothPay on accounts which have had a SmoothPay contract cancelled within the last twelve months due to a breach of our terms and conditions of supply.

2. How do I pay?

SmoothPay payments must be paid by direct debit from your nominated bank account. On the agreed payment day, we deduct the agreed payment amount from your bank account by direct debit. Because you pay by direct debit you're guaranteed to receive your prompt payment discount as long as you keep to your payment schedule. You cannot pay by credit card.

3. How is my payment set?

We will jointly agree on your regular payment amount based on information we have of your energy usage, and divide this into weekly, fortnightly or monthly payments – whatever suits you best. Your SmoothPay payment amount will be reviewed periodically and may be adjusted to ensure the regular payments closely match your annual energy use costs. You will be liable for all energy charges billed to your account, irrespective of whether your regular payment amount paid through SmoothPay is sufficient to clear those charges in full.

4. How will I know my payments have been adjusted?

If your payment amounts are adjusted, we will advise you at least 10 calendar days prior to the new amount being paid from your bank account.

5. Can I get a refund if my account is in credit?

Credit will not be refunded, except in cases of hardship as it is intended that credit balances will build up in Summer to cover your increased usage in Winter. Reviews of your account will ensure your payments are adjusted accordingly to absorb the credit over the next 12 months.

6. Can I make additional payments or cancel a payment?

You can't make additional payments or cancel a scheduled payment, as your regular SmoothPay payments are set to be consistent with the amount of electricity or natural gas that you use. You cannot cancel a payment but you can defer a scheduled payment up to five days.

7. What if my bank account details change or I want to change the frequency of my payment amounts?

Call us at least one business day before your payment is due and let us know so that we update your details so your arrangement can continue without any interruptions.

8. How often will I get a bill?

You will still receive your normal monthly energy bill so you can keep track of your usage.

9. What happens if I change to another energy retailer?

If you cancel your SmoothPay arrangement and you have a debit balance on your account, the remaining balance will be direct debited from your bank account on the due date shown on the final bill.

If you have a credit balance you will be refunded by cheque upon closure of your account.

10. Can I cancel my SmoothPay arrangement?

You can cancel your SmoothPay arrangement up to two business days before the next regular payment amount is due to be paid from your bank account. Otherwise, cancellation will be effective from immediately after the next payment date.

You must pay the outstanding debit balance in full within 14 days of cancelling a SmoothPay arrangement for any reason.

11. What happens if my payments dishonour?

You must ensure that you have sufficient funds in your bank account to cover the arranged payments. If your payment is dishonoured, we may terminate your SmoothPay contract and you must catch up the payment and a dishonour fee set by us will be charged to your account. You must also repay any prompt payment discount that you may have received in advance.

12. Do I get my prompt payment discount (PPD)?

Your PPD will be credited to your account when your bill is produced if all your SmoothPay payments have been paid in full on the arranged dates.

13. Will my SmoothPay contract expire?

Your SmoothPay contract will continue to operate until you tell us otherwise or cancel at the bank.

14. Supply of Energy terms and conditions:

Our standard terms and conditions apply to the supply of energy that is paid for using SmoothPay.

Contact reserves the right to change any of these terms and conditions at any time.