



Counties prompt payment discount terms and conditions for residential customers

The Counties Prompt Payment Discount (PPD) rewards customers for paying in full and by the due date.

1. The PPD is available to residential customers connected to the Counties Power network for electricity and natural gas charges, or as specified in your confirmation letter or welcome letter. It does not apply to charges for other energy types or to charges such as service fees.
2. If you have a single fuel with us, you will be eligible for the base level of PPD (Base PPD) as outlined in your welcome pack or notification letter
3. If you have electricity and another fuel (natural gas, reticulated LPG or 2 or more 45kg LPG cylinders) with us at the same premises, you will be eligible for an increased level of PPD (Dual PPD) as outlined in your welcome pack or notification letter. If you have both LPG and electricity with us, you are eligible for the Dual PPD, but the Dual PPD will only apply to the electricity charges on your bill.
4. If you stop receiving either of the qualifying fuel types at the same premises from Contact, your Dual PPD will cease. Unless you notify us otherwise, you will continue to receive the Base PPD if you still meet its conditions, and any other discounts you are eligible for.
5. The Dual PPD will be included on your bill once both energy connections on your account have been set up and supply has begun.
6. Your PPD will be applied to your entire bill generated after the Base PPD or Dual PPD is loaded onto your account, and will show on the next bill you receive from us.
7. If you sign up to pay your bill by direct debit, you'll receive a further discount in addition to your Base or Dual PPD, as outlined in your welcome pack or confirmation letter. We will apply this discount to your account when your direct debit authority is loaded onto your account. The discount for direct debit will be removed if your direct debit arrangement is cancelled for any reason
8. The PPD does not apply to prepaid electricity or Fuel Card charges.
9. The availability of the PPD is at Contact's absolute discretion, and may not be available to all premises.
10. The PPD may not be available with other special pricing offers or discount products from Contact.
11. Contact reserves the right to change these terms and conditions at any time.