

Standard Rates With Special 22% Prompt Payment Discount - terms and conditions

This Special Prompt Payment Discount (“Discount”) rewards residential and business customers for paying in full and by the due date with a higher discount than our Standard Prompt Payment Discount.

1. The Discount is available for selected residential and business customers at Contact’s sole discretion.
2. It may take up to five working days to add the Discount to your account. Once we’ve added this site to your account, it will apply to all invoices generated.
3. The Discount applies to the electricity and natural gas charges on your invoice, unless specified differently on your confirmation letter or welcome letter. For the avoidance of doubt, the Discount does not apply to prepaid electricity, Time of Use or large industrial sites, LPG, or any fees such as bonds or service fees.
4. Subject to clause 6 below, the Discount:
 - is available instead of, and not in addition to, any other prompt payment discounts that Contact may offer, including the Standard Prompt Payment Discount; and
 - may not be available with other special pricing offers or discount products from Contact.
5. If you do not pay in full and by the due date, you will not receive the Discount, and this will then show as an outstanding amount on your account.
6. **For business customers who wish to add a site(s) to their existing discount arrangement (“Existing Discount”) only**
 - This Discount applies to the site(s) referred to in the letter attached to these terms and conditions. The application of the Discount to any further new site(s) is at Contact’s absolute discretion.
 - The Discount and its expiry date for any additional site(s) will be the same as the discount and expiry date of your Existing Discount. Once we’ve added this site to your account, it will apply to all invoices generated before that expiry date. It may take up to five working days to add the Discount to your account.
 - At the end of the offer, and with effect from the day after the expiry date, you will automatically be moved to our Standard Prompt Payment Discount.
7. These special terms and conditions should be read along with our General Terms and Conditions of Supply for Residential and Business Customers. If there are any inconsistencies between the two, these terms will prevail.
8. Contact reserves the right to cancel your Discount early where you are in breach of our General Terms and Conditions of Supply for Residential and Business Customers. Where Contact has cancelled the Discount because of a breach of our General Terms and Conditions of Supply for Residential and Business Customers, any reinstatement will be at Contact’s absolute discretion.
9. Contact reserves the right to change any of these terms and conditions at any time.