

ControlPay terms and conditions

Introduction

ControlPay spreads your annual electricity, natural gas and reticulated LPG payments evenly throughout the year, so that your regular payments are consistent. You will still receive your normal monthly energy bill so you can keep track of your usage.

These ControlPay terms and conditions must be read together with our General Terms and Conditions of Supply for Residential and Business customers. If there are any inconsistencies between the two, these terms and conditions will prevail.

Eligibility

ControlPay is available for Residential electricity, natural gas and reticulated LPG customers. For the avoidance of doubt, ControlPay is not available to PrePower customers, Time of Use customers, and Collective billing customers.

Payment Methods

Your ControlPay payments can be paid using any method, subject to any specific requirements relating to your payment discount.

As long as your payments are made on time, you're guaranteed to receive your payment discount. Your payment discount will be credited to your account when your bill is produced as long as all of your ControlPay payments have been paid in full on the arranged dates.

Your ControlPay contract will continue to operate until cancelled, either on your instruction to us, or through a breach of these terms and conditions.

ControlPay Payments

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. You agree that payment amounts are at Contact's absolute discretion.

If your ControlPay payment is not made on time any payment discount you may have received in advance will be reversed and show as an outstanding amount on your account. You will have 10 days to make this missed payment before your ControlPay arrangement is cancelled.

You will be liable for all energy charges billed to your account, irrespective of whether your regular payment amount paid through ControlPay is sufficient to clear those charges in full.

Your ControlPay payment amount will be reviewed periodically and may be adjusted to ensure the regular payments closely match your energy costs and account balance - if you have debt with us, we reserve the right not to decrease your payments until the debt is paid in full. If your payment amounts are adjusted, we will advise you at least 10 calendar days prior to the new amount being due.

Credit balances will not be refunded, except where your ControlPay contract is cancelled. Reviews of your account will ensure your payments are adjusted accordingly to absorb any credit over the next 12 months.

Cancelling ControlPay

Once cancelled, any overdue balance is payable immediately or credit action will commence. You must pay the outstanding debit balance in full within 14 days of cancelling a ControlPay arrangement for any reason.

You may not be eligible for ControlPay on any account which has had a ControlPay contract cancelled within the last twelve months due to a breach of our terms and conditions of supply. Also, if you cancel your ControlPay contract, you will not be eligible to re-join ControlPay for 12 months.

Any remaining credit or debit balances will be included on your next bill. If you leave Contact and you have a debit balance on your account, the remaining balance will be payable as shown on your final bill (This may include any overdue amounts owing to be paid immediately). If you have a credit balance you will be refunded by cheque or direct credit to your bank account upon closure of your account.

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

