

# Month Off Plan special terms

## Introduction

1. The Month Off plan (the “Plan”) is available for residential:
  - a. electricity supply;
  - b. natural gas supply;
  - c. electricity and natural gas supply. If you have electricity and natural gas with us at the same premises then both must be on the Plan.
2. For the avoidance of doubt, the Plan is not available for any LPG supply. LPG pricing is subject to change and will be confirmed when you sign up. However, certain LPG related benefits as outlined in these special terms will apply.
3. Subject to clauses 19, 20 and 21 below, the pricing on the Plan will not change until the end of the Plan.
4. The Plan special terms should be read along with our General terms and conditions for residential and business customers. If there are any inconsistencies between the two, the Plan special terms will prevail.
5. We reserve the right to cancel the Plan early if you are in breach of any of our terms and conditions.
6. We reserve the right to make minor changes to these terms and conditions at any time. Where the changes are material, the process outlined in our General terms and conditions for residential and business customers will apply.

## What are the Plan benefits?

7. To qualify for the prompt payment discount as set out in your confirmation letter, you need to pay your bill in full and on time.
8. To qualify as a DualEnergy customer and qualify for the associated discount, you must meet the eligibility criteria as at the end of the bill period and you need to purchase electricity from us and at least one of the following fuel types at the same premises:
  - a. natural gas (on the same bill); or
  - b. reticulated LPG; or
  - c. bottled LPG for 2 or more installed 45kg cylinders.
9. Subject to clauses 11, 12, 13, 14, 15, 18 and 24, on the Plan, you are entitled to around one month’s (depending on (a), (b), or (c) below) worth of current electricity, natural gas, and/or reticulated LPG charges (including the Electricity Authority Levy, Gas Industry Company Fee and GST) that appear on the same bill (after any account credits) to be discounted from your bill, the structure of which will depend on your billing frequency:
  - a. if you are on monthly billing, you may discount your energy charges for one bill with a billing period of up to 35 days; or
  - b. if you are on fortnightly billing, you may discount your energy charges for two bills each with a billing period of up to 20 days; or
  - c. if you are on weekly billing, you may discount your energy charges for four bills each with a billing period of up to 10 days, (each a “Bill Discount”).
10. DualEnergy customers with bottled LPG (excluding customers who solely use bottled LPG for cooking) will receive an account credit to the value of one 45kg LPG cylinder. This credit is not transferable nor can it be exchanged for cash (in full or in part).
11. Overdue charges, and non-regular service fees are not included in a Bill Discount. For the avoidance of doubt, paper bill, credit/debit card and over the counter fees are included in a Bill Discount.
12. A Bill Discount must be used for invoices generated while on the Plan. For the avoidance of doubt, any unused Bill Discount at the end of the Plan will be forfeited.
13. If you wish to use a Bill Discount, you must do so in the period between the invoice date and the due date. You can do this by signing into My Account or the Contact app by using the redeem function. Alternatively, you may call us.
14. You may not use a Bill Discount while there are overdue charges on your account. If you are on SmoothPay/ControlPay this restriction won’t apply though the Bill Discount will only cover current charges.
15. If your billing frequency is changed and you have already used a Bill Discount, any unused Bill Discounts will be forfeited.



### **When will the pricing start and end?**

16. The Plan will apply from the date we process your application or a date notified to you by us and will continue until 31 March 2020.
17. When the Plan ends, your plan will change to our Freedom plan or our closest equivalent plan available at the time, or to another plan offered by us and accepted by you.
18. The Plan will end if you move to another property and any unused Bill Discount will be forfeited.

### **What's not included in the fixed pricing?**

19. The Electricity Authority Levy, Gas Industry Company Fee, unmetered charges, and our Distributed Generation export rate are not covered by this agreement and are subject to change.
20. We may adjust your price as necessary:
  - a. to pass on to you any other cost to us as a result of new regulation, government-imposed tax, levy, assessment, duty, charge or withholding on natural gas or electricity, or on this Agreement; and
  - b. if for any reason, the information that we relied on to set the price for you under the Plan is incorrect or changes. For example, if the meter set-up referred to on your current retailer's bill differs to your actual set-up, or if the price category is changed by your network company. If this occurs and you no longer wish to take up or continue with the Plan, we may waive any applicable early termination fee.
21. These terms do not affect our additional service fees, which may change from time to time in accordance with our General terms and conditions for residential and business customers.

### **When might this Plan not be available?**

22. The Plan is not available on any prepayment account, or in conjunction with any other offer from us unless at our discretion.
23. The Plan is not available if you have more than one property included on the same bill.

### **What happens if I breach the agreement?**

24. If you breach the agreement with us by ending the Plan early, an early termination fee of \$150 per installation control point (ICP) will apply and any unused Bill Discount will be forfeited. We may waive this at our sole discretion.

25. If you change your bottled LPG supply from us before the end of the Plan, you will be charged for the value of the account credit.
26. You cannot change to one of our other plans before the end of the Plan, unless at our discretion we agree it is reasonable to allow you to do so.

