

Contact PrePay Special Terms

Introduction

1. These Special Terms apply to Contact PrePay and should be read along with our General terms and conditions for residential and business customers as well as any relevant plan special terms. If there are any inconsistencies between the three, these Special Terms will prevail.
2. We reserve the right to end your Contact PrePay service and / or move you to our post-pay service if you do not meet, or continue to meet, all the terms and conditions in these Special Terms or where you breach any of our terms and conditions.

Eligibility criteria

3. Subject to clauses 4 and 5, to be eligible for Contact PrePay you must:
 - a) be a residential customer on electricity supply only; have an eligible, and actively communicating, electricity smart meter;
 - b) provide us a valid, and actively used, mobile number that belongs to you in order to receive all Contact PrePay text notification alerts. You must ensure that this mobile number is correct and kept up to date at all times; and
 - c) provide us a valid, and actively used, email address that belongs to you and opt in to receive email correspondence from us. You must ensure that this email address is correct and kept up to date at all times.
4. If you are an existing customer with outstanding debt, availability of Contact PrePay will be at our sole discretion and the following further conditions may apply, again at our sole discretion:
 - a) you will be required to enter into a payment arrangement to clear the outstanding debt in conjunction with your regular prepayment of electricity;
 - b) the payment arrangement may be reviewed and amended by us at any time provided we notify you first;
 - c) in addition to your payment arrangement, you can choose to pay more on your outstanding debt (including payment in full) at any time while you are on Contact PrePay. If you wish to do this you will need to contact us to advise where the payment should be applied; d) notwithstanding clause 4(a), if your property has been disconnected for debt reasons, you must pay the full amount owing before we will move you to Contact PrePay; and / or
 - e) any other condition that we consider necessary for your specific outstanding debt situation.
5. The availability of Contact PrePay for customers (new or existing) with an unsatisfactory credit rating / history (as determined by us) will be at our sole discretion and will only be available on selected plans of which we will advise you of at the time.
6. If your property is currently disconnected at the time you want to sign up to Contact PrePay then you must first organise with us the reconnection of that property.

Changing to and from Contact PrePay

7. Contact PrePay is not available on all of our plans. We will advise you what plans are available before you sign up to Contact PrePay.
8. For existing customers moving on and off Contact PrePay we may need to assign you a new account number.

9. You may move to our post-pay service at any time subject to you meeting our credit criteria at all times.

Purchasing electricity and refunds

10. Electricity must be purchased in advance of being consumed, including where usage is estimated.
11. When you sign up to Contact PrePay you must credit your account with a minimum amount that will be advised to you on sign up.
12. When you receive a low balance disconnection alert, you must credit your account so that it has a minimum level of available credit to ensure that disconnection does not occur. We will advise you what that minimum level of credit needs to be at the time.
13. Because this is a pre-payment service any refunds of available credit will be at our discretion. However, we will always refund you if there is available credit on your Contact PrePay account if:
 - a) we are unable to sign you successfully on to Contact PrePay, for example, you don't meet the eligibility criteria; or
 - b) you end your Contact PrePay service with us and switch to another retailer.

Billing and estimates

14. Because this is a pre-payment service, you will not receive regular invoices or balance statements. You can check your balance at any time on the Contact app or by signing into My Account through our website.
15. Your Contact PrePay account balance and consumption will be based on actual and estimated meter readings. When viewing your Contact PrePay account balance and consumption, typically up to the previous three days' worth may be based on estimated meter readings.
16. There may be times when we need to estimate your Contact PrePay account balance and consumption, for example, where the meter fails to communicate actual read data or where you switch off the mains for a short period of time. Any estimates will be subsequently corrected with actual meter read data (where available).
17. We rely on your smart meter sending us actual read data every 30 minutes to be able to keep your Contact PrePay account balance and consumption accurate. In situations where your smart meter fails to communicate actual read data persistently or for 3 or more continuous days, we may need to move you to our post-pay service, we will notify you should we need to do so.
18. While you are disconnected any charges that are billed daily will still apply.

Notifications

19. Using the mobile number you have provided us in accordance with clause 3(c) we will send you text message alerts to provide advice to you in relation to your Contact PrePay service, including when your account balance is low and in relation to disconnections and reconnections.

Disconnections and reconnections

20. We will disconnect your property if your balance is not in credit, including where that balance is estimated. Disconnections will generally occur between Tuesdays and Fridays except for public holidays.

21. Crediting your account alone will not automatically reconnect you. If you are disconnected you must:
 - a) credit your account so that your balance is in credit to the amount advised by us to you at the time; and
 - b) call our call centre during call centre hours to request reconnection.
22. Reconnections will generally occur during our call centre hours.
23. Reconnections are done remotely though there may be some circumstances where we are unable to remotely reconnect your property. If this occurs then a technician will need to physically reconnect your property on site meaning that it may take longer than usual to reconnect your property.
24. For safety reasons we will not reconnect your property unless someone 18 years of age or older is on site.
25. Because we may not immediately see a payment that has been made due to processing times, we may require proof of payment before we reconnect your property.

Exclusions

26. Contact PrePay is not available:
 - a) in conjunction with SmoothPay, ControlPay, or PrePower;
 - b) on unmetered contracts or contracts that are jointly or collectively invoiced;
 - c) on Time of Use contracts;
 - d) for properties with an unacceptable level of vacant consumption (as determined by us);
 - e) for customers with distributed generation; or
 - f) for customers who also receive gas and / or broadband from us at the same property.