

Weekly or fortnightly billing special terms.

Make budgeting easy.

Being able to choose your billing frequency lets you align your power bills to your pay cycle. Whether you get paid every week, fortnight or month, you can pick a billing and payment frequency to make things easy for you.

Introduction

1. These special terms should be read along with our General terms and conditions for residential and business customers as well as and relevant plan special terms. If there are any inconsistencies between the three, these special terms will prevail.
2. 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.

Who can have weekly or fortnightly billing?

3. Weekly or fortnightly billing is available to residential and business customers for electricity supply only.
4. To be eligible for weekly or fortnightly billing:
 - a. your property must have a smart meter;
 - b. you must authorise us to direct debit your nominated bank account or set up a recurring debit from a credit card;
 - c. you must receive bills and correspondence from us by email and ensure that the email address you have provided to us is correct and kept up to date.
5. We reserve the right to change your billing frequency to monthly if you do not meet the conditions in Clauses 4, 8 and 11. We will let you know if this happens.

What days will the invoice cover?

6. For weekly billing, we will send you an invoice on or around Tuesday each week, which will cover your usage for the previous 7 days ending on or around midnight Saturday. For fortnightly billing, we will send you an invoice on or around every second Tuesday, which will cover your usage for the previous 14 days ending on or around midnight Saturday.
7. There may be circumstances where your weekly or fortnightly bill covers a different usage period to that specified in Clause 6:
 - a. for existing customers, your first weekly or fortnightly bill will include charges for all unbilled usage since your last bill.

- b. for new customers, the usage period covered by your first bill is dependent on when your switch to us is completed.
 - c. for final invoices, the usage period will cover all outstanding charges between when you were last billed and the date of your final invoice.
8. If your smart meter is unable to provide read data or there is a delay in receiving your read data, we will estimate your usage. If read data is not available for 2 consecutive bills, we may change your billing frequency to monthly. We will let you know if this happens.

When will payments be taken?

9. If you are setting up a new direct debit or recurring debit from a credit card, any overdue balance on your account will be debited from your nominated bank account or charged to your credit card, which will be no less than 2 days from the date you set up the direct debit or recurring debit from a credit card.
10. For any charges that fall due in the future, your nominated bank account will be debited or your credit card will be charged on the payment due date, which will be no less than 2 days from the date of your invoice. If it is your final invoice, the payment due date will be 14 days from the date of your invoice and you will be charged accordingly.
11. You must ensure that you have sufficient funds in your bank or credit card account to cover the full amount due. If a direct debit or recurring debit from a credit card fails due to insufficient funds, we will wait 3 days and try again. If there are insufficient funds on the second attempt, we may cancel your direct debit or recurring debit from a credit card and change your billing frequency to monthly. We will let you know if this happens. You are obliged to pay any outstanding fees and charges by another payment method.

When is weekly or fortnightly billing not available?

12. Weekly or fortnightly billing is not available:
 - a. in conjunction with SmoothPay, ControlPay or any prepayment product;
 - b. on unmetered contracts or contracts that are jointly or collectively invoiced;
 - c. on Time of Use contracts;
 - d. to customers who also receive gas or broadband from us at the same property; or
 - e. to existing customers with an unsatisfactory payment record with us.

