

Customer Policy: Payment Plan

(Doc 00587)

At Active Utilities (AU) we understand that all people sometimes hit rough spots in their financial situation. As we provide such critical service we want to ensure we have given our customers all the possible options to assist them in paying off their bill while still maintaining all your other day to day costs.

Listed below are our Payment Plan options that our friendly staff can set up for you,

- 1. Split Bill Payments** – Split the amount owing into 2, 3 or 4 separate amounts to be paid in monthly increments. These amounts will be included on your bills as a separate charge on top of your normal usage charges.
- 2. Delay Payment** – Delay payment of selected bill for up to 6 weeks.
- 3. Fixed Term Billing** – This option is only available by special request. AU will review your Utilities usage and create a fixed price Monthly cost. The selected amount will be reviewed quarterly and any required adjustments will be made.

Communication is critical in these matters and the AU team are available to assist you with your payment requirements 8.30AM – 5.30PM Monday to Friday (Excluding Public Holidays) on 1300 587 623. Any financial difficulties should be disclosed to AU prior to the due date of your bill to avoid additional late payment fees.

Terms and Conditions

Any agreement is subject to the below conditions;

1. All Plans are subject to approval by Active Utilities.
2. Active Utilities has the right to refuse acceptance subject to initial investigation.
3. A single customer can only have 1 active Payment plan at any point in time.

4. Additional late payments outside of the agreed plan will automatically be subject to Disconnection.
5. All Plans are free to sign on for post initial approval from Active Utilities (Refer to clause 1 and 2)
6. The Fixed Term Billing Plan requires approval every 12 months.
7. Standard late payment fees apply if Active Utilities are required to follow up late payment. Active Utilities will waive late Payment fee if we are contacted 2 business days prior to the due date of the bill.
8. Late Payment plans cannot be applied for post a disconnection of service.