

Customer Policy: **Late Payment** **Disconnection**

(Doc 00588)

If Customers have not consulted with Active Utilities for assistance via our Payment Plan Policy, Active Utilities will promptly commence the disconnection process.

Bills are due twenty-one calendar days from the issue date listed on the bill. Bills become subject to disconnection if not paid after twenty-five days from the date of the bill. At least six days prior to any proposed disconnect, you will receive a reminder notice stating that your service will be disconnected.

If payment is not made within this period, we will try to contact you by SMS or e-mail as a courtesy at least one to two days prior to your service disconnection. If you do not arrange for payment to be made or enter into one of our Payment Plan options, our personnel will disconnect the service.

If your service is disconnected because of non-payment you will be subject to a \$40 (residential) or \$75 (commercial) disconnection fee. Your service will be reconnected only after you have paid your overdue account in full. Once disconnection has occurred customers cannot enter into a Payment Plan.

You will also have to pay a reconnection fee of \$40 (residential) or \$75 (commercial) prior to service restoration. Reconnections only occur Mon to Friday between 8AM and 7PM (Excluding Public Holidays) and are scheduled 24 hrs in advance. If you wish to have your service reconnected the same day of disconnection the connection fee will move from \$40/\$75 to \$120.

If your service is disconnected for non-payment twice in one year, an additional security deposit may be required prior to reconnection of your service.

For further questions regarding our Disconnection Policy please do not hesitate to contact our office Monday – Friday 9am – 5pm on 1300 587 623 or via e-mail at service@activeutilities.com.au.