



EvenPay® for Market Retail Contract Customers

These Terms and Conditions apply to customers who have chosen to pay their energy bills through EvenPay®.

Terms and Conditions as at 17 May 2019

EvenPay® averages out your payments to us for your energy supply over a period of twelve months based on your expected annual consumption and your current circumstances (such as concession entitlements or any government rebates), so that you pay the same amount on a weekly, fortnightly or monthly basis.

Prior to the EvenPay® arrangements starting we must receive from you:

- if paying by direct debit: a completed direct debit request, or
- if paying by Centrepay, either your consent to deduct the amount from your Centrelink payment, or notification from Centrelink that your Centrepay payment arrangement has been set up.

Once this is received, we will deduct the amounts we agreed with you.

If we have not received this prior to sending you a bill, you will be required to pay that bill by the due date on the bill. If you don't pay that bill on time you will forego any applicable Early Bird Discount.

At the end of each billing period, we will issue you with a bill that shows the charges you have incurred and the payments you have made in that billing period. Your balance may be in debit or in credit.

You will not receive the Early Bird Discount for any billing period in which a payment is not received by us or is subsequently dishonoured.

If your account balance becomes significantly in arrears, you should contact us to change to your payment amounts.

If any circumstances change that is likely to affect your annual consumption (eg. you have additional people move in with you) or your payment amount (eg. your entitlement to a concession), you should notify us as soon as possible and we will adjust your payment amount accordingly.

We will review your EvenPay® arrangement on a regular basis (at least once every 6 calendar months). You agree that, where our review indicates a need to increase or decrease your EvenPay® amount, we may vary your EvenPay® amount by providing you with 14 days written notice. If you are paying through Centrepay and have provided consent for us to vary your Centrelink payments, we will vary the EvenPay® amount with Centrelink. If you have not provided consent to vary your Centrelink payments, you agree to change your payment amount within 14 days of being requested to do so.

If you are moving premises and you choose to remain with us for your energy supply, you may continue to pay by EvenPay® at your new premises if you notify us. However we may increase or decrease your payment amount to reflect the tariffs and charges applicable to your new premises. Any credit balance on the final bill at your old premises may be transferred to your new premises. Any debit balance on the final bill at your old premises must be paid in full by the due date on the bill.

If you wish to end your EvenPay® arrangement, you must provide us with 5 days prior written notice.

We may end your EvenPay® arrangement by giving you prior written notice if:

- a. we do not receive any of the agreed payments from you;

Lumo Energy, PO Box 632, Collins St West, VIC 8007

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- b. any of your payments are dishonoured;
- c. you do not change your payment amount with Centrepay within 14 days of our request;
- d. you do not notify us or provide timely notification of a change to your circumstances that is likely to affect your annual consumption or payment amount; or
- e. we cease to offer the EvenPay® arrangement at any time, as we may determine in our discretion.
- f. If your EvenPay® arrangement ends, you must pay us any outstanding balance, in full within 13 Business Days. In the event that your account is in credit, any credit balance can be used to pay future bills or may be transferred to any amounts owing on other accounts you have with us, with any surplus will then be refunded to you

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