

# Basic Plan Information Document



Standard Form Contract

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## PLAN ELIGIBILITY

Available to residential customers supplied through the ATCO Gas network.

## GENERAL PLAN INFORMATION

<b>Cooling off period</b>	No cooling off period, unless the contract is an unsolicited consumer agreement under the Australian Consumer Law.
<b>Contract term</b>	Ongoing contract. The contract will stay in effect until either you or Kleenheat choose to end it.
<b>Price changes</b>	Prices and fees may change, including the addition of new fees. We'll notify you in writing, which may be on your bill. If required, we'll give you at least 5 business days' notice; otherwise, we'll let you know no later than your next bill.
<b>Standard billing cycle</b>	105 days
<b>Payment methods</b>	In person at an Australia Post outlet, by post using a cheque or money order, by telephone, by electronic funds transfer online, or by Centrepay.
<b>Terms and conditions</b>	For full terms and conditions, visit <a href="http://kleenheat.com.au/Plan/SFC">kleenheat.com.au/Plan/SFC</a>
<b>Contact details</b>	Call us at 13 21 80 or visit our website at <a href="http://kleenheat.com.au">kleenheat.com.au</a>

## PLAN PRICING DETAILS

<b>Usage charge</b>	<b>Standard price (incl GST)</b>
For the first 12 units each day	18.31 cents per unit
For subsequent units thereafter each day	16.51 cents per unit
<b>Supply Charge</b>	26.52 (incl GST) cents per day

## DISCOUNTS AND PLAN INCENTIVES

<b>Discount</b>	Receive a 12.5% conditional discount on our standard gas usage charges (applied after GST) when you pay your bill in full by the due date. This discount will be applied to your next bill. If you end your contract, you will not be entitled to this discount on the total amount of your final bill.
<b>RAC Discount</b>	Receive an extra 3% conditional discount off our standard gas usage charges (applied after GST) when you pay your bill in full by the due date. This discount depends on you entering a valid RAC membership number when signing up with Kleenheat. If you stop being an RAC member, the extra 3% discount will no longer apply. This discount cannot be used in conjunction with any other promotional discount.
<b>Welcome Bonus</b>	A one-year OnePass membership. A promocode to redeem the free one-year membership will be sent on receipt of your Kleenheat sign-up application. OnePass membership will be charged at \$40 per year thereafter unless cancelled. This fee may change in accordance with the terms and conditions.
<b>Flybuys</b>	1 Flybuys point for every \$1 (incl GST) billed and paid, provided you have linked your active Flybuys member number to your Kleenheat account.

## OTHER FEES

<b>Account establishment fee</b>	\$0.00
<b>Account Fee</b>	27.18 (incl GST) cents per day
<b>Overdue notice fee</b>	\$8.34 per late payment notice issued.
<b>Interest on overdue bills</b>	3% above the one-month Bank Bill Swap Rate may be charged on arrears (calculated daily based on an annual percentage).
<b>Australia Post payment fee</b>	\$3.20 (incl GST) per payment made in person at a Post Office. Seniors over the age of 65 and customers in Kleenheat's financial hardship or vulnerable customer assistance programs are not charged this fee.
<b>Paper bill fee</b>	\$0.00
<b>Bill copy fee</b>	\$0.00 for the first request (up to 10 pages), then \$5.00 (incl GST) per bill copy thereafter.
<b>Card payment fee</b>	0.23% of the transaction amount for card payments, except for direct debit arrangements.
<b>Dishonour fee</b>	\$10.00 for failed bank account direct debit or cheque payment.