



## Dodo SmartPay Instalments Terms & Conditions

**Dodo SmartPay** is a way of paying Dodo Power & Gas bills in smaller amounts each month, rather than paying a larger amount when your bill arrives every two or three months. In other words, an instalment payment plan.

These Dodo SmartPay terms and conditions apply to you because you have chosen to use Dodo SmartPay. These terms and conditions apply to you in addition to the terms and conditions referred to in your Market Contract Summary.

If there are any inconsistencies between the Dodo SmartPay terms and conditions and the [Dodo Energy Market Contract terms and conditions](#) in relation to payments, the Dodo SmartPay terms and conditions will take precedence to the extent of any differences.

Taking up Dodo SmartPay can help you with budgeting for your gas and electricity particularly when seasonal impacts (summer and winter) can lead to higher bills.

1. To be eligible for Dodo SmartPay instalments the following criteria need to be met
  - you need to be a residential customer;
  - you need to be on a non-monthly billing cycle;
  - you cannot be on a prepaid product;
  - you cannot be in arrears by greater than \$350 on your energy account; and
  - you cannot be on an existing payment arrangement, payment plan or hardship plan with Dodo Power & Gas.
2. If you are already on Dodo SmartPay and are experiencing hardship that requires a structured program, you will need to
  - Join the Energy Assistance Program (EAP), and
  - Exit Dodo SmartPay
3. If you no longer meet all the eligibility criteria, the Dodo SmartPay arrangement will be discontinued.

4. Dodo Power & Gas may vary the Dodo SmartPay terms and conditions at any time unless prohibited by Energy Laws and to the extent necessary to accommodate any change in any Regulatory Requirements. If we vary and/or amend the Dodo SmartPay terms and conditions, we will notify you of the change as soon as practicable and take reasonable steps to bring the general nature of such changes to your attention.
5. Communication relating to Dodo SmartPay will be sent electronically. Please ensure that you provide us with an email address and your mobile phone number so that you can receive these.

## Dodo SmartPay Instalments & Calculation

6. You agree to make your Dodo SmartPay instalments by Direct Debit from a credit card, debit card or bank account. We reserve the right to cancel Dodo SmartPay if you cancel or stop payment by direct debit. Refer to the [Additional Retail Charges](#)
7. Dodo SmartPay instalments can only be made monthly and have a minimum \$ amount threshold.
8. You can choose to increase, decrease, or cancel your Dodo SmartPay instalments or make extra payments at any time.
9. If we cancel your Dodo SmartPay arrangement, any outstanding amounts owing on your account must be paid in full when due as specified on your invoice.
10. You cannot schedule your Dodo SmartPay instalments on the 29th, 30th or 31st of any month.
11. If your Dodo SmartPay direct debit is due on a weekend or public holiday, the direct debit will occur on the next business day.
12. The first direct debit will occur subsequent to your cooling off period.
13. You will choose your preferred instalment date and instalment amount. Please see our [Frequently Asked Questions](#) for further information.
14. You agree that Dodo SmartPay instalments do not represent your actual usage. You will be required to pay for your actual usage on the due date specified on your invoice (if it is more than the amount you have paid).
15. If there is a credit on your bill when issued, you can either carry it forward to the next billing period or request a refund.

## Cancelling Dodo SmartPay

16. Dodo Power & Gas may cancel, pause, or suspend the Dodo SmartPay arrangement if you have an outstanding debt with Dodo Power & Gas.
17. At the time you notify us that you are moving premises, your Dodo SmartPay arrangement will be cancelled.
18. If you switch to another retailer, your Dodo SmartPay arrangement will be cancelled.
19. Dodo Power & Gas reserves the right to withdraw this payment feature at any time.

## Privacy

20. Personal information collected by Dodo Power & Gas under these Dodo SmartPay terms and conditions is required to set up your Dodo SmartPay arrangement. Failure to provide the information may result in the inability to set up your Dodo SmartPay arrangement.
21. Your personal information will be handled in accordance with DPG's Privacy Policy.