

SmoothPay Terms and Conditions.

1. Credit balances that develop over periods of lower use will offset the shortfall that occurs during periods of higher use. You may request for a credit balance to be refunded. This will be at our discretion and will be subject to criteria such as balance of credit on the account.
2. While on SmoothPay, you remain liable for all charges irrespective of whether the fixed regular payments are sufficient to clear the charges in full.
3. If you wish to cancel your SmoothPay payments you must do so at least 2 business days prior to the next regular payment date. Otherwise, the cancellation will be effective from the next regular payment date.
4. If your regular payments are dishonoured twice in a 3-month period or you fail to make recovery payments for payments that have dishonoured, Mercury may choose to remove you from SmoothPay.
5. If SmoothPay is terminated or cancelled for any reason, any overdue balances must be paid immediately as they will enter the normal credit cycle and may incur fees and restrictions.
6. If SmoothPay is terminated or cancelled for any reason, a minimum 3 month stand down period will apply before you will be eligible to recommence SmoothPay payments.
7. Mercury will review your SmoothPay payment amount on a regular basis and will, if necessary, adjust it to ensure the regular payments closely match your annual account costs. If your payment amounts need to be adjusted, we will advise you at least 14 days prior to the new amount being paid from your bank account.

If you have any concerns about our service, please call 0800 10 18 10 or visit mercury.co.nz/complaint.

In the unlikely event we can't resolve your complaint, for free and independent advice on electricity and gas, contact: Utilities Disputes on 0800 22 33 40 or udl.co.nz; and for landline phone, mobile or internet, contact: Telecommunications Dispute Resolution on 0508 98 98 98 or tdr.org.nz. Consumer Powerswitch is a free and independent energy price comparison site, visit: powerswitch.org.nz.