Scheme in effect from time to time, and who pay by monthly direct debit.

The following conditions apply:

2.1.2 Customers on DirectPay can, at any time, elect to be supplied at the Standard Credit charges, from after their next meter reading.

2.1.3 For new monthly direct debit customers, DirectPay will apply for the first meter reading after acceptance on to the Regular Payment Scheme.

2.1.4 In order to qualify for DirectPay a customer must:

(a) agree to pay for all piped propane supplied by the Company by monthly direct debit, in accordance with the Regular Payment Scheme; and

(b) not, except in exceptional circumstances, have an overdue account for the supply of piped propane remaining unpaid.

2.1.5 DirectPay shall cease to apply, and Standard Credit shall apply, from after the next meter reading subsequent to the occurrence of any of the following where applicable;

(a) cancellation by the customer of participation in the Regular Payment Scheme;

(b) removal of the customer from the Regular Payment Scheme due to failure to make the agreed payments; or

(c) failure to accept any reasonable request to make increased direct debit payments at review.

2.1.6 Application of DirectPay will not affect or change any bills already rendered to the customer before acceptance on to DirectPay.

2.2 OPTIONPAY

Standard Credit less the sum of £2 per bill from the total cost of Gas supplied.

2.2.1 OptionPay is available and will be applied to customers who pay for all piped propane supplied by the Company:

(a) by monthly standing order, in accordance with the Regular Payment Scheme;

(b) by quarterly direct debit; or

(c) in respect of quarterly bills, by cash, cheques or gas savings stamps, in accordance with the conditions set out below.

2.2.2 Existing quarterly billed customers, who pay their last bill in full within 10 days from the date of that bill, will be charged under OptionPay on the next bill for gas supplied to the same premises.

2.2.3 Customers who join the Regular Payment Scheme, and pay by monthly standing order, will be charged under OptionPay from the first bill or statement on or after the date of joining the Scheme.

2.2.4 Customers who authorise payment by quarterly direct debit will be charged under OptionPay from the first bill on or after the date of such authorisation.

2.2.5 In order to qualify as a standing order customer under OptionPay, the customer must:

(a) agree to pay for all piped propane supplied by the Company by monthly standing order, in accordance with the Regular Payment Scheme; and

(b) not, except in exceptional circumstances, have an overdue account for the supply of piped propane remaining unpaid.

2.2.6 Quarterly billed customers will receive OptionPay from the first bill which follows a bill relating to the supply of piped propane to the same premises which the customer has paid in full within 10 days of its date.

2.2.7 OptionPay shall cease to apply, and Standard Credit shall apply, after the bills subsequent to the occurrence of any of the following, where applicable:

(a) cancellation, by a customer, of participation in the Regular Payment Scheme by monthly standing order arrangement;

(b) removal of the customer from the Regular Payment Scheme due to failure to make the agreed payments;

(c) cancellation by the Company of a quarterly direct debit arrangement following the rejection by the customer's bank of any amount claimed by the Company under the direct debit mandate;

(d) cancellation by a customer of the quarterly direct debit arrangement; or

(e) failure by the customer to accept and action any request to make reasonable increases to standing order payments at the account review stage.

2.2.8 In the case of quarterly billed customers paying by cash, cheques or gas savings stamps, OptionPay shall cease to apply and Standard Credit shall apply to the bill or statement subsequent to the failure to pay the previous quarterly bill for the supply of gas in full within 10 days of its date, or failure to pay any other amount outstanding for the supply of gas by the Company to the premises.

2.2.9 OptionPay shall not apply to:

(a) customers who qualify for OptionPay

(b) customers who are billed monthly

(c) customers who use voucher book or magnetic card when paying

(d) customers whose bills are paid by arrangement with the DSS, or

(e) customers on Prepayment.

2.2.10 In the case of a customer who is eligible for OptionPay, in accordance with the above, OptionPay will be applied to a final bill delivered by the Company as a result of the customer:

(a) ceasing to occupy the premises to which the bill relates, or

(b) ceasing to take a supply of gas from the Company at the premises to which the bill relates.

2.2.11 For the purposes of administration of the OptionPay, the Company may, on a reasonable basis, determine the date on which certain payments by quarterly billed customers are deemed to have been made – provided that such date shall not be later than the actual date of receipt of payment by the Company.

2.3 STANDARD CREDIT

Pipe propane supplied will be charged under Standard Credit insofar as it is not charged under DirectPay, OptionPay.