Basic Plan Information Document

Monthly Smart Saver - WA Seniors 46 and 50

Published on 1 October 2026

PLAN ELIGIBILITY

Available to residential customers supplied through the ATCO Gas network.

GENERAL PLAN INFORMATION

Cooling Off Period	10 business days
Contract Term	Ongoing with a 12 month benefit period. We'll notify you in advance if there are any changes to your benefits after the benefit period ends. If you don't hear from us, your benefits will remain unchanged.
Price Changes	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.
Standard Billing Cycle	105 days
Payment Methods	Monthly instalments via direct debit arrangement from your chosen bank account or credit/debit card. Each billing period, we may adjust your monthly instalment based on your expected gas use, using past usage data or seasonal trends if past data isn't available. We may also adjust your instalments to account for any difference between what you've paid and your actual gas use.
Terms and Conditions	For full terms and conditions, visit kleenheat.com.au/Plan/MSS_WASENIORS46AND50
Contact Details	Call us at 13 21 80 or visit our website at kleenheat.com.au

PLAN PRICING DETAILS

Usage Charge	Standard Price (incl GST)	46% Discounted price (incl GST)
For the first 12 units each day	19.06 cents per unit	10.29 cents per unit

For subsequent units thereafter each day	17.19 cents per unit	9.28 cents per unit

Supply Charge	27.61 (incl GST) cents per day

DISCOUNT AND PLAN INCENTIVES

Discount	The discounted price reflects a 46% conditional discount off our standard gas usage charges (applied after GST). This discount depends on you setting up and maintaining a monthly direct debit arrangement. If your direct debit fails for any reason (except for reasons attributable to us), we may remove the discount.
Welcome Bonus	$50 credit applied to your first bill. The credit is non-transferable and cannot be refunded.
Flybuys	1 Flybuys point for every $1 (incl GST) billed and paid, provided you have linked your active Flybuys member number to your Kleenheat account.
OnePass	A one-year OnePass membership. A promocode to redeem the free one-year membership will be sent within 5 days of 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.

OTHER FEES

Account Establishment Fee	$0.00
Account Fee	27.18 (incl GST) cents per day
Overdue Notice Fee	$8.34 per late payment notice issued.
Interest on Overdue bills	3% above the one-month Bank Bill Swap Rate may be charged on arrears (calculated daily based on an annual percentage).
Australia Post Payment Fee	$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.

Paper Bill Fee	$5.00 (incl GST) per paper bill mailed to you (no charge for email billing). You will not be charged for receiving paper bills if you are experiencing financial hardship or are identified as a vulnerable customer.
Bill Copy Fee	$0.00 for the first request (up to 10 pages), then $5.00 (incl GST) per bill copy thereafter.
Dishonour Fee	$10.00 for failed bank account direct debit or cheque payment.