

16 August 2019

1. How do subscription energy plans work?

Subscription energy works just like mobile plans. Each month, you prepay for a set amount of energy to use in your home.

2. What if I don't use my plan's included energy?

Any unused energy will simply roll over and be saved in your account for up to 3 years.

3. What happens if I go over my allocated energy?

The lights stay on. If you use up all your available energy, you'll automatically dip in to your banked roll over energy from previous months.

If you don't have any energy that has rolled over from previous months, amaysim will apply an automatic top-up, charging you the same rate per kWh as your current plan and you will be notified of the additional charge. Any unused energy from this top-up simply rolls over, so you'll never waste a cent.

4. How long will it take for my energy to switch to amaysim?

Your amaysim Energy will typically switch within 1-2 weeks from sign-up, however you will be given an estimated activation date upon order submission, and amaysim will notify you in advance of, and upon activation.

5. How can I check my usage?

You can log in via the [amaysim account portal](#), or via your smartphone using the amaysim app.

6. How do usage projections work?

Each day, amaysim will sync your smart meter and analyse your usage to project how much you're on track to use during the month. Although smart meter usage is synced daily, data may be delayed by up to 48 hours. Projections will become more accurate as more data is accumulated.

You'll also receive recommendations around projected usage. These may include adding an energy top-up, changing your plan or simply continuing what you're doing.

7. How can I add a top-up?

Top-ups can be added by logging in to the [amaysim account portal](#), or via the amaysim smartphone app. Top-ups are automatically added if a customer reaches their monthly usage allocation.

8. Will I be notified if I'm on track to exceed my monthly usage?

You will be notified via SMS if you are on track to exceed your monthly usage allocation.

9. What happens if I want to change my plan?

You can change plans with the click of a button via the [amaysim account portal](#), or by using the amaysim smartphone app.

10. What happens if my top-up or monthly payment is declined?

If a payment for a subscription plan fails, amaysim will issue an invoice and re-attempt the required payment within two days. If the payment fails after the due date of this invoice, you will be moved from your subscription plan and switched to an off-plan rate (traditional, non-subscription energy plan).

If a top-up payment fails, the top-up will not be added and amaysim will notify you with instructions on how to correct the payment, so you can avoid being switched to an off-plan rate.

11. Will I receive a bill?

No, but you can view your usage and charges in the amaysim app.

Contact your referring Independent Business Owner with any further questions.