

Connection, Disconnection & Reconnection Policy

Energy On - Simplifying Utilities

Date: June 2019



Connection, Disconnection & Reconnection Policy

Overview

Energy On's Connection, Disconnection and Reconnection Policy complies with the National Energy Retail Law, National Energy Retail Rules and the Essential Services Commission of Victoria's Energy Retail Code as well as the Energy and Water Ombudsman charter in each state and territory.

The following document outlines the Connection, Disconnection and Reconnection Policy followed by the team at Energy On and the situations where disconnection of supply may occur in relation to Residential Customers and Small Customers. Refer to Schedule 2 for the definition of a small customer.

Connection Policy

Connection of utilities can occur once the customer returns a signed and completed Sale of Utility Agreement (SUA), with accompanying identification.

Connection after Disconnection due to no or incomplete Sale of Utility Agreement

In line with regulations, Energy On reserves the right to disconnect the customers utilities if a signed SUA has not been provided along with the required acceptable identification. If Energy On discovers that usage is being accrued without an account set-up, two posted correspondence letters will be issued, to the occupier informing of the embedded network and the requirement to set up an account to maintain supply. Should no contact be received regarding these notifications, disconnection is scheduled to occur after 7 business days of the second letter being issued. Connection will only occur once Energy On receives the initial up-front payment (Connection Fee) and the signed Payment Plan.

If the customer has not received an invoice for multiple periods due to no completed SUA and ID, the customer will be provided an invoice for the outstanding amount and discuss their ability to pay. If a customer is unable to pay the full amount, including fees, they will be taken through the payment plan process.

Disconnection Policy

Disconnection at the customer's request

If a customer wishes to disconnect a service, we require at least five business days' notice and a forwarding address for the final bill if the customer is moving permanently. If the required notice is not given, the customer will remain responsible for the utility usage (and for meeting any other customer obligations) until five business days after the required notice has been given, or until a new customer has an account established in their name at the premises, whichever occurs first. When notified that a customer is moving out, Energy On may disconnect the utility one business day following the advised day of vacating the premises.

Failure to Pay

We see disconnection for lack of payment as a last resort and will make every reasonable effort to communicate with customers to prevent this from occurring. However, Energy On may disconnect the premises if the customer has not paid a bill by the pay-by date or entered into a payment plan after receiving;

- a reminder notice

- SMS reminder
- Disconnection Warning Notice
- Final Disconnection Notice

Energy On will make every effort to contact the customer, in connection with the failure to pay, or to agree to the offer or to adhere to the payment plan or instalment arrangement to prevent disconnection occurring. Refer to Schedule 1. Guideline for the timeline of notifications as listed above.

Failure to follow agreed payment plan

Working with Energy On to address customers financial circumstances may halt the disconnection process and exempt the customer from further collection processes. However, it is important to note that without bill payment and adherence to the terms of any plan entered into, the disconnection process may proceed. For more details refer to the Energy On Financial Hardship Policy.

Illegal use of Utilities

If Energy On has become aware of illegal use of energy at the premises, disconnection warning notice regulations do not apply.

Meter Access

The Customer must provide unhindered and safe access to the meter at the Supply Address at all times for Energy On's contractors or agents so that they may access the electrical meter or similar equipment for the purposes of reading the meter to measure supply of utilities or for maintenance, repair and/or repossession. Failure to provide access to the meter at the Supply Address can result in bills being issued on an estimation basis and could further result in a disconnection of utilities including electricity.

Dual Fuel Contracts and Disconnection

Dual fuel contracts are defined as "one market retail contract between a small customer and a retailer for the sale of both electricity and gas by the retailer to the small customer"; or "two market retail contracts between the same small customer and the same retailer; one for the sale of electricity and the other for the sale of gas, by the retailer to the customer, under which a single bill is issued".

Customers with a dual fuel contract who qualify to be disconnected are to be treated as follows;

- Gas is the first service to be disconnected,
- Electricity can only be disconnected 15 business days after the disconnection of gas.

Disconnection of utilities will not occur in the following situations:

Energy On will not disconnect utilities under the following circumstances;

- Electricity & Gas disconnections are not to occur unless the outstanding amount is greater than \$300.00 (GST inclusive) in all states & territories.
- Hot Water disconnections are not to occur unless the outstanding amount is greater than \$200.00 (GST inclusive) in all states & territories.
- Registered Life Support equipment is at the premises, please refer to the Energy On Life Support Policy for more detail.
- Customer is a hardship customer or a residential customer who has informed Energy On in writing or by telephone that they are experiencing payment difficulties. Refer to the Energy On Financial Hardship Policy for more details.
- Disconnection will not occur less than 5 business days after the warning notice has been issued.

- Disconnection will not occur if the customer is currently in the dispute resolution process or ombudsman scheme.
- Disconnections are not to occur during protected periods, i.e.
 - o a business day before 8am and after 2pm for a residential customer or 3pm for a business customer; or
 - o a Friday or the day before a public holiday; or
 - o a weekend or a public holiday; or
 - o the days between 20 December and 31 December (both inclusive) in any year;
 - o extreme weather event

Reconnection Policy

Reconnection after Disconnection for Non-Payment

Reconnection can occur once the outstanding amount including fees has been paid in full and the customer has provided a genuine, full receipt from their financial institution that confirms payment. If a customer is unable to pay the full amount, including fees, they will be taken through the payment plan process. Reconnection will only occur if Energy On receives the initial up-front payment and the signed Payment Plan.

Other reconnections as outlined in the disconnection policy.

Reconnection Timeframes

If a customer makes a request for reconnection and has rectified the matter that led to the disconnection the following reconnection timeframes will apply provided contact has been made within 10 business days of the disconnection;

- before 3 pm on a business day, Energy On will arrange for reconnection of the customer's premises on the day of the request, provided the meter and isolators are accessible;
- after 3 pm on a business day, Energy On will arrange for reconnection of the customer's premises on the next business day, provided the meter and isolators are accessible;
- if the request is made after 3pm and the customer pays an additional after-hours reconnection charge, Energy On will arrange for reconnection of the customer's premises on the day of the request, provided the meter and isolators are accessible.

Schedule 1. Guidelines

The timeline for a billing cycle is shown below. Letters are sent to customers based on the dates within the table. The days are represented in business days.

Business Day	Status
Day 0	Bill Issue
Day 14	Pay-by date
Day 17	Reminder Notice Sent
Day 24	SMS Reminder
Day 29	Disconnection Warning Notice/SMS/Call
Day 38	Final Disconnection Notice (Order)/SMS/Call
Day 45	Disconnection to be scheduled and final call

Schedule 2. Definition of a Small Energy Customer

Across Australia there are different annual utility usage amounts that qualify customers as Small Energy Customers, the table below displays the amount defined in order to be considered a Small Energy Customer.

State	Yearly Electricity usage less than	Yearly Gas usage less than
ACT	100 MWh	1TJ
NSW	100 MWh	1TJ
NT	750 MWh	N/A
QLD	100 MWh	1TJ
SA	160 MWh	1TJ
TAS	150 MWh	N/A
VIC	40 MWh	1,000GJ
WA	160 MWh	1TJ

Document History

Version	Date	Author	Comment
1.0	January 2017	C. Hancock	Draft issued for consultation
1.1	June 2017	A. McMeekin	Document reviewed and edited to become policy and procedure
1.2	March 2019	E. Buxton and R. Di Noto	Large content update and name of document changed
2.0	June 2019	E. Buxton	Formatting update