

# Customer Charter

Energy On - Simplifying Utilities

Date: January 2019



# Customer Charter

## About this Charter

This Customer Charter applies to the supply of your electricity from Energy On Pty Ltd (called “Energy On”). It provides a guide to our services and responsibilities. There is also important information on your rights and obligations as an electricity consumer. This Charter has been developed from the Essential Services Commission (ESC) Victoria Energy Retail Code.

## About Energy On Pty Ltd

Energy On (ABN 90 145 225 485) is an Australian company. Its business involves provision of services to assist Exempt Energy Retailers to provide an integrated customer management service in Embedded Networks. As the agent for your Exempt Energy Retailer, Energy On will always strive to provide you with timely and useful information.

Our contact details are:

**Phone** 1300 323 263

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**Fax** +61 3 9544 1300

**Mail** PO Box 2624, Mt Waverley, VIC 3149

**Website** [www.EnergyOn.com.au](http://www.EnergyOn.com.au)

## Our Customer Commitment

Energy On is committed to providing our Owners Corporations, Building Owners, Property Managers and our energy customers with on time, accurate billing and management services and to provide great customer service at all times.

## Energy On Services

Working with your \*Owner\*, Energy On will enter into a sale of utility agreement with you to provide your electricity. Energy On will send you one invoice per month or as otherwise agreed with your \*Owner\*. Each invoice you receive will be based on actual meter reads. If for some reason it is necessary to provide an estimated consumption, this estimation will be clearly indicated on the invoice you receive from us.

## About Exempt Energy Retailers

Current legislation in New South Wales, Queensland, South Australia and the Australian Capital Territory permits \*Owner\*s to create embedded or private electricity networks and to on-sell electricity to individuals and companies who occupy premises situated within the \*Owner\*. Energy On manages the operation and billing of energy supply to consumers on behalf of \*Owner\*s. We will look after your energy needs, purchase electricity on your behalf, and arrange electricity connections for you.

## What is an Embedded Network?

In an Embedded Network, the whole site is supplied by one electricity connection from the local distribution network. This connection is metered by a Parent Meter, which is located on the network boundary. The Embedded Network takes supply of electricity at that point and is paid for as one account by the network owner. As there is now one bulk supply rather than multiple individual supplies, it is possible to negotiate better tariffs for the same consumption.

Individual meters are provided for each Occupier and the Embedded Network Operator sells the electricity to these Occupiers providing your energy at fair market rates that are comparable to other retailers.

## Your right to source your electricity from a different retailer

Under current Power of Choice legislation, residents in an embedded network have the right to source their electricity from a retailer of their choice. In a competitive energy market, it can be possible on occasion for a retailer to make a compelling offer. Wherever possible, Energy On and the \*Owner\* will seek to match any genuine retailer offer that provides you with a lower rate. Should this not be possible, you are not required to continue to purchase your electricity from the Embedded Network.

In order for the retailer to monitor and invoice your usage of electricity, you may need to arrange for the installation of a separate meter that can record your usage. This is necessary as the electricity meter that is part of the embedded network cannot be used to record usage for another retailer. The cost of the supply and installation of this meter is your responsibility.

If you move to another retailer, you will continue to receive an invoice from Energy On for the network charges related to your account. Your new retailer will provide you with an “Energy Only” invoice. If you would like to know more about the Power of Choice, you can request a Fact Sheet from us that explains your rights and all of the steps involved.

## Moving into an Energy On Embedded Network

If you are a new Occupier, you must contact Energy On and advise us that you are a new resident moving in. We will then forward you a Sale of Utility Agreement for you to fill in, sign and return. Please note that you will be required to provide us with at least one form of identification.

You will receive your first utility bill shortly after you move into your premise and provide the signed Sale of Utility Agreement. You will be charged for your usage during that period.

By law, if you do not have a signed agreement with the supplier of the utility services (e.g. Energy On), provision of supply may not commence or will cease until a signed agreement is provided.

## Moving out of an Energy On Embedded Network

If you are vacating the premise you must contact Energy On at least five business days before the date and advise us of your move out date and provide a forwarding address for your final bill. A final bill will then be sent to you.

If you do not notify us that you are vacating 5 business days prior, you may be liable for any electricity charges, as well as other charges, up until the day we are notified.

## What your bill contains

For most customers, each bill includes:

- A charge for the actual utility usage;
- The Service to Property Charge – a fixed charge for the cost of servicing you as a customer; and
- Approved additional service charges such as Connection and Transfer fees, as incurred from time to time.

## Paying your bill

You are required to pay your bill by the pay-by-date. Unless agreed otherwise, this will be 14 business days from the date the bill was sent out by us. Based on the supply contract between you and the Exempt Energy Retailer, you have a choice of paying your bill by a variety of payment methods which will be shown on your invoice. Occupiers who do not pay their utility invoices by the due date may prompt the Energy On debt recovery process to be activated.

## Financial Hardship

We understand that there are often circumstances that might impact on your ability to make payments on time and in full. If you are experiencing difficulties in paying your account, please contact us and we will work with you to find a solution that meets your needs. You will find further information on our Financial Hardship, Complaints and Disconnection Policy on our website.

## Claiming a concession

If you hold a Pensioner Concession Card, a Health Care Card or a Repatriation Health Card (Gold Card) issued by the Department of Veterans' Affairs, you may be eligible for government-funded concessions on your utility bills. If so, please indicate on the Sale of Utility Agreement.

Further information about concessions can be found in our Financial Hardship Policy on our website. If you have any questions, or would like to access the concessions above, please contact us on 1300 323 263 and one of our team members will be happy to assist.

## Tariff Change Notification

Energy On will provide at least the period of one bill cycle notice for any tariff changes that may occur. The new tariff will come into effect from the next billing cycle for usage.

## Questioning a bill

At your request, and at no charge, Energy On will review a bill which you dispute. While the bill is being reviewed, we require payment for either that part of the bill that we both agree is not disputed or an amount equal to the average of your bills over the previous twelve months.

If you are not satisfied with the review, you may ask for a meter test. If your meter is inaccurate, we will adjust your bill accordingly and there will be no charge for the test. If the meter is accurate, you must pay the cost of the test and the amount outstanding.

For further information, we recommend that you refer to our Complaint Handling Policy which is posted on our website.

## Disconnection and Reconnection

We will comply with the Energy Retail Code which makes provision for disconnection and reconnection of consumers in certain circumstances. This includes non-payment of bills. Fees may be payable for disconnection and reconnection of services. You will find further information on our Financial Hardship and Disconnection Policy available on our website.

## How to end your utility agreement

Your agreement shall continue until such time as you give us notice that you are vacating or until we provide notice in writing that we are terminating your agreement in accordance with the Energy Retail Code. You should provide us with notice in writing (see below) that you wish to terminate the agreement.

## Final bills

As we mentioned above, if you wish to disconnect your service, we require at least 5 business days' notice and a forwarding address for your final bill, if you are moving permanently. If you do not give the required notice, you will remain responsible for the utility usage (and for meeting any other customer obligations) until five business days after you give the required notice, or until a new customer has an account established in their name at the premises, whichever occurs first.

## Document History

Version	Date	Author	Comment
1.0	March 2016	C. Hancock	Draft issued for consultation
1.2	October 2017	A. McMeekin	Updated and review of content, formatting updated
2.0	January 2019	E. Buxton	Review of content and formatting update