

# TRUenergy Customer Charter.

## NSW and ACT.

## Mutual responsibility

Welcome to *your* TRUenergy Customer Charter. In this brochure *we* set out in plain English the responsibilities *we* have to *you, our* customer. It covers everything from how *you* will receive *your* account, to how *you* can receive advice on conserving energy. It also outlines *your* responsibilities to *us*, from maintaining easy access to *your* meter, to informing *us* if *you* change *your* address.

If *you* have any questions about the information contained in this Energy Customer Charter, or any of the other ways *we* can help *you* with *your* energy needs, please don't hesitate to call *us*.

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## 1. Terms common to all States and all products:

### 1.1. Who are the parties and what is covered by this agreement?

TRUenergy supplies *energy* and related services in certain States and Territories of Australia. This agreement is between the TRUenergy Pty Ltd (ABN 99 086 014 968) and *you*.

This agreement consists of 3 parts:

- The standard provisions contained in part 1 of this Customer Charter;
- The clauses specific to the State or Territory of *your supply address*, as contained in part 2 of this Customer Charter; and
- The product specific terms and conditions that are agreed between *us* or which apply by default and which include the relevant parts from the *price list*.

*We* agree to sell *you* *energy* supplied to *your supply address* and perform the other obligations set out in this agreement. In return, *you* are required to pay the amount billed by *us*, and perform *your* other obligations under this agreement.

### 1.2. How and when does *your supply address* get connected?

This agreement will start on the *start date* and for existing customers will replace *your* current terms and conditions for *energy* supply.

When *you* apply for an account with *us*, *we* may require *you* to satisfy some pre-conditions, which are set out in the *Regulations*. *We* will explain any pre-conditions that may apply to *you* when *you* apply for an account with *us*.

In particular, if

- *Your supply address* is not already connected to an *energy* network; or
- *Your* existing connection or associated equipment requires modification or upgrading, either *you* or *us* will need to make arrangements with *your distributor* about *your* connection. *We* can do this on *your* behalf.

## 1.3. What and when do you have to pay?

### 1.3.1. Your obligations to pay

We will sell and bill you for energy and other related services, and arrange for the supply of energy to your supply address, and you will pay for the energy and related services supplied to you in accordance with the relevant charges that apply to you. You have 12 business days from the date we send you an account to pay the total amount owing, including GST.

You must also pay us for any additional retail charges, any payment permitted or required under this agreement, or any other goods or services which you receive from us, and any other charges applied by the distributor for the supply of energy to you.

We will arrange for one account to be sent to you for each billing cycle covering amounts due to us and those amounts due to your distributor. We will arrange for payment to the distributor.

Your account will be in a form and contain such information as is required by the Regulations including itemised information on your charges, the amount payable, the pay-by date, telephone numbers for billing and payment enquiries and for faults or emergencies. At your request we must provide you with reasonable information setting out the components of the charges that appear on your account. Where required by the regulations we will also include a consumption graph on your account to the extent that the data is available.

### 1.3.2. What pricing applies to you?

Our current tariffs and charges for energy and other services are set out in the price list. Some of the tariffs and charges are regulated by law.

We will charge you either the price published as being relevant to your usage and specified by us, or the amount specially agreed between you and us. The pricing you are on depends on the purpose

of your usage. You can't use the energy for a different purpose. We may require you to change to a different price applicable to your usage, or we may retrospectively transfer you if you haven't given us notice of change of usage. Where the regulations allow it, the prices may change from time to time.

If a price or tariff type applying to you changes during a billing cycle, your account for that billing cycle will be calculated on a pro rata basis using:

- the old price or tariff type up to and including the date of change; and
- the new price from that date to the end of the billing cycle.

Certain amounts in this agreement are (or will be) stated to be inclusive of GST. These include the amounts specified in our price list from time to time.

Apart from these amounts, there may be other amounts paid by you or by us under this agreement that are payments for "taxable supplies" as defined for GST purposes.

To the extent permitted by law, these other payments will be increased so that the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

Any adjustments for GST under this clause will be made in accordance with the requirements of the A New Tax System (Goods And Services Tax) Act 1999.

### 1.3.3. How often will you receive an account?

We will issue you an account every billing period.

We must send the account:

- to you at the address or email address nominated by you; or
- to a person authorised in writing by you to act on your behalf at the address or email address specified by you.

We will only place you on a shortened collection cycle in accordance with the regulations.

### **1.3.4. How can you pay your energy account?**

You can pay the account using any of the payment methods listed on the account.

If you do not pay your account on time, we may require you to pay our reasonable costs of recovering that amount from you. If you are a business customer, you may also be required to pay interest on the outstanding amount as set out in the *price list*. This clause does not affect our right to arrange for your supply address to be disconnected under this agreement.

### **1.3.5. What assistance do we provide for account payment?**

If you have difficulties paying your account, you should contact us as soon as possible. We will provide you with information about various payment options and, if available, payment assistance. We have included more information in the state specific section of this Customer Charter.

### **1.3.6. Can you have your account reviewed?**

If you disagree with the amount you have been charged, you can ask us to review your account. The review will be undertaken in accordance with the requirements of the *regulations*.

If your account is being reviewed, you are still required to pay the portion of the account specified in the relevant state section of this agreement.

We may recover from you any amount you have been undercharged.

Where you have been undercharged as a result of our error or the *distributor's* error, we can only recover the amount undercharged for the period specified in the state specific section and in accordance with the *regulations*. If you request it, you may pay this amount in instalments over the same period of time during which you were undercharged.

If you are overcharged on an account, we will refund you in accordance with the *regulations*.

### **1.3.7. How do we calculate your account?**

We will calculate at the end of each *billing cycle*:

- the account for *energy* sold during that *billing cycle* (using information obtained from reading your meter or using an approved estimating system); and
- the amount for any other services supplied under this agreement during the *billing cycle*.

The account may also include amounts due to the *distributor*.

We will use our best endeavours to read your meter at least once in the period specified in the state specific section.

Unless your plan provides otherwise we will reconcile any *charges* paid by you with the consumption measured.

You are not required to pay us any *charge* unless the amount of, or basis for the calculation of, the *charge* is set out in our agreement with you to supply you with energy.

### **1.3.8. Estimating the energy usage**

If there is an approved estimating system or your meter is unable to be read for any reason (for example, if access to the meter cannot be gained, or the meter breaks down or is faulty), the amount of *energy* which was purchased from us at your *supply address* may be estimated by using other information (such as your previous accounts or your *energy* usage history, or if you do not have a prior *energy* usage history at that *supply address*, the average usage of *energy* by a comparable customer over the corresponding period).

When your meter is subsequently read, the account will be adjusted for the difference between the estimate and the actual amount of *energy* used, based on the reading of the meter.

If the meter is unable to be read due to your actions, we can bill you the *charge* in the *price list* for returning to your *supply address* to read the meter.

### **1.3.9. Is a security deposit required?**

For residential customers, we may require a deposit as permitted by the *regulations* if you:

- still owe money from a previous address;
- have used *energy* unlawfully within the past two years;
- have an unsatisfactory credit rating and have not accepted an instalment payment plan when offered; or
- have refused to provide acceptable identification to us as set out in the *regulations*.

For business customers, we may require a deposit as permitted by the *regulations* if you:

- do not have a satisfactory *energy* account payment record; or
- you have an unsatisfactory credit rating.

If you do not pay a security deposit upon request, we may discontinue or disconnect your *energy* supply.

### **1.3.10. Use of your security deposit**

Where you have paid a security deposit, we must pay you interest on the deposit at a rate and on terms required by the *Regulations*.

We may use your security deposit, and any interest earned on the security deposit, to offset any amount you owe under this agreement or to your distributor:

- if you fail to pay an account and, as a result, we arrange for the disconnection of your supply address; or
- in relation to a final account (i.e. the account we issue when you stop buying *energy* from us at your supply address).

If you are purchasing *energy* for business use, we may request that you increase the amount of your security deposit in accordance with the *regulations*.

We will return the security deposit to you:

- if you are purchasing *energy* for non-business use, after 12 months of you paying us the amount due on time and in full; or
- if you are purchasing *energy* for business use, after 24 months of you paying us the amount due on time and in full; or

- if you cease to obtain *energy* from us and you have paid us all amounts due and payable.

### **1.3.11. How do we manage credit and debt collection?**

We may seek to carry out a credit check on you and use the information to establish your credit rating. Our credit management and debt collection processes are in accordance with the *regulations*. In line with the *regulations*, we may report an overdue payment to a credit reporting agency.

We will not start legal action to collect money owing while you are making payments according to an agreed arrangement. If a payment you make is dishonoured (eg where a cheque or credit card payment is not honoured), and we incur a cost as a result, you must reimburse us that cost.

## **1.4. Guaranteed Customer Service Standards**

### **1.4.1. Compliance**

The terms and conditions under which we supply you with *energy*, including these guaranteed customer service standards, comply with the requirements imposed under the *regulations*.

### **1.4.2. Telephone Number for Faults and Information**

Contained at the end of this Customer Charter is information on how you may contact us, for no more than the cost of a local call;

- 24 hours a day, 7 days a week concerning faults and difficulties in *energy* works; and
- during business hours concerning billing and services arranged by us.

### **1.4.3. Appointments**

We will do our best to be on time for any appointment with you and will comply with any relevant regulatory requirements. Please refer to the state specific section for any special provisions that may apply.

#### 1.4.4. Why would we disconnect you?

Subject to *us* satisfying the requirements in the *regulations*, we can arrange for the disconnection of *your supply address* if:

- *you* do not pay *your* account by the last day for payment and, in the case of residential customers, *you* refuse to agree to an instalment plan or payment option offered by us;
- *you* fail to comply with the terms of an agreed instalment plan or payment option;
- *you* use *energy* illegally or breach part 1.13 of this Customer Charter;
- *we* are otherwise entitled or required to do so under the *regulations* or by law.

Despite anything else in this agreement, *your energy* supply may be disconnected or interrupted for the following reasons:

- for health and safety reasons;
- for maintenance;
- in an *emergency*;
- at the direction or request of a regulator;
- *you* have refused an authorised person access to *your* meter or obstructed an authorised person in their performance of their rights or obligations under this agreement
- if *you* are using *energy* in a way that doesn't meet the *regulations*; or
- if this agreement has terminated and *we* are permitted to by the *regulations*.

#### 1.4.5. Compliance with the *regulations*?

We must comply with the provisions of the *regulations* (such as giving *you* the required notices and warnings) before arranging for the disconnection of *your supply address* or interruption of supply.

For additional provisions refer to the relevant state specific section of this document.

#### 1.4.6. Are there times when *you* can't be disconnected?

*You* will not be disconnected:

- if *you*, or someone living with *you* depends on a life support machine or approved medical exemption,

- if *your* formal complaint to the *ombudsman* or *ESCC* directly related to the reason for disconnection, remains unresolved,
- if *your* application for assistance from concession, rebate or grant agencies has not been decided,
- for failing to pay *us* for something other than energy,
- after 3pm Monday to Thursday, on a Friday, on a weekend; a public holiday, or on the day before a public holiday; except in the case of a planned interruption or other reasons as required by *your distributor*.

#### 1.4.7. If *you* are disconnected, when will we reconnect *your energy* supply?

If *you* request *us* to arrange reconnection of *your supply address* and *you* pay to *us* all of *our* and the *distributor's* reconnection *charges* in advance, *we* will arrange for the reconnection of *your supply address*. *We* may refuse to arrange reconnection and terminate *your* agreement with *us* if *we* are allowed to do so under the *regulations* (such as where the circumstances leading to *your* disconnection have not been fixed within a period of 10 business days after the date on which *you* were disconnected).

If *you* contact *us* by the time specified in the state specific section of this customer charter *we* will reconnect *your supply address* that day. If *you* contact *us* after that time and before 9pm on a business day, *you* can still be reconnected that day for an after-hours reconnection fee.

#### 1.4.8. Are there minimum standards of service?

*We* will perform the following functions in accordance with guaranteed minimum service standards:

- Commencing supply to *your supply address*;
- Responding to *your* complaint;
- Responding to notification of a problem or concern; and
- Interrupting supply.

The standard to which *we* will perform these functions is specified in the state specific section of this document.

## 1.5. How to end this agreement?

### 1.5.1. Is there a cooling off period?

For new customers, *you* have the right to cancel this agreement within 10 business days of the later of the Start Date or the date *you* receive a copy of this agreement. *You* may cancel the agreement by providing *us* with written notice which clearly indicates *your* intention to cancel. If *you* have consumed *energy* or other services during that time, *you* will have to pay *us* for it. *We* are not entitled to charge *you* any costs or require any compensation resulting from *you* exercising *your* right to cancel the agreement within the cooling off period. Cooling off periods do not apply for deemed or default customers.

### 1.5.2. How can you end this agreement?

Please refer to the relevant state specific section of this Customer Charter.

### 1.5.3. How can we end this agreement?

*We* may terminate this agreement immediately if, having breached this agreement, *you* have been disconnected and *you* no longer have the right to be reconnected, or under the terms of any specific agreement with *you*.

For customers who have been deemed to enter into this agreement, it will also end if *you* are no longer so deemed by the *regulations*.

### 1.5.4. What effects does a last resort event have?

This agreement will terminate immediately in the event that *we* are no longer entitled to sell *energy* to *you* because of a *last resort event*. Upon the occurrence of a *last resort event*, *we* will provide *your* details to the retailer appointed to *your supply address*.

### 1.5.5. What effect does ending this agreement have?

*We* will not have an obligation under this agreement to sell *you* energy, but *you* will need to pay any outstanding debts. The ending of this agreement

doesn't change any rights and obligations that accrued at the time of the termination, and the operation of other clauses continue. For example, *you* will still need to provide access to *your supply address* to allow access for the removal of the meter.

## 1.6. Other responsibilities

### 1.6.1. What are your other obligations?

*You* need to:

- apply for energy;
- pay any *charges* including connection and reconnection *charges* by the pay-by date;
- provide *us* with acceptable identification, contact details and the details of the property owner or agent, where the *supply address* is a rental property;
- provide the information necessary for *energy* to be connected at *your supply address*;
- tell *us* as soon as possible if *your* contact details change;
- tell *us* if someone else is responsible for paying for energy;
- tell *us* if the person utilising a life support machine at *your supply address* has vacated *your supply address* or no longer requires the life support machine; and
- make sure *you* don't take more *energy* than is allowed by *your distributor* for *your supply address*.

### 1.6.2. What additional information can you request?

By contacting our customer service centre *you* can receive:

- information on *your* supply;
- accounts and information on how *you* can pay;
- typical running costs of appliances;
- *your energy* usage and how to save money on *your energy*;
- a copy of the relevant *regulations* and this Customer Charter, including a large print version;
- advice on pricing;
- historical billing information for *your supply address* for up to the last two years or for such lesser period that *you* have been our customer

(a fee may be charged for additional or multiple requests);

- a language interpreter service;
- advice on the availability of independent financial and other relevant counselling;
- information on concessions, rebates or grants available to residential customers;
- free of *charge*, simple advice on how to improve energy efficiency;
- our range of published prices and our *market contract* prices;
- our *additional retail charges*; and
- information on network *charges*.

## 1.7. What to do if *you* are not satisfied

We try hard to ensure that problems don't arise. The good news is that when problems do arise, we have a clear and simple way to resolve them. We want *you* to tell *us* about *your* problem and we will make every effort to resolve it immediately at *your* initial contact. We will continue to work with *you* until the problem is resolved to *your* satisfaction.

Where concerns remain, *your* problem will be referred to *our* customer relations unit, which will review the case and notify *you* of a decision. Some matters, such as supply quality problems, will have to be referred to a *distributor* and may take a longer time to resolve due to their technical nature. We will advise *you* where there is likely to be a significant delay in investigating *your* problem, provide *you* details of when we expect to have a resolution and how to contact *us* in the meantime. In all cases *you* should talk to *us* first. It speeds resolution and allows timely review of the matter, allowing *us* to make improvements for the benefit of all *our* customers. In the event that *you* are still not satisfied, *you* can refer *your* problem - free of any *charge* - to the *ombudsman* or in the ACT the *ESCC*.

## 1.8. Looking after *your* meter

### 1.8.1. What do we do to connect *you*?

If *you* have applied for connection, we will ask *your*

*distributor* to connect *your* supply address as soon as possible.

### 1.8.2. What is *your* assigned meter identifier

*Your* assigned meter identifier is a unique number on *your* property that identifies *your* energy meter. If *you* switch retailers *you* must quote *your* assigned meter identifier. It will appear on *your* energy account.

### 1.8.3. What should *you* do if *you* think that *your* meter is faulty?

*You* may ask *us* to test the meter at *your* supply address. If the meter is recording correctly within the *regulations*, *you* will be charged for the test. We may ask *you* to pay this *charge* in advance.

### 1.8.4. What do *you* need to know about property access and meter responsibility?

*You* must allow safe and convenient access to *your* supply address for the purposes of reading the meter.

We must have safe, convenient and unhindered access to *your* premises to install, remove or inspect the meter, connect or disconnect the supply, inspect or test the meter installation, prune or clear vegetation, and undertake repairs or maintenance. *Our* representatives must always carry or wear official identification and show it to *you* on request.

Where there is something at *your* supply address that may be a danger, *you* must inform *us* and take action to minimize the danger to our representatives. *You* must keep the meter safe from hazards and interference. *You* do not own the meter or any part of the *energy* distribution system.

## 1.9. Can this agreement be changed?

Refer to the relevant state specific section of this Customer Charter for details on when and how this agreement may be changed.

## 1.10. In what circumstances are we not liable?

The *Trade Practices Act 1974 (Cth)* and other laws imply certain conditions, warranties and rights into contracts that cannot be excluded or limited.

Unless one of these laws requires it, we give no condition, warranty or undertaking, and we make no representation to *you* about the condition or suitability of energy, its quality, fitness or safety, other than those set out in this agreement.

Any liability we have to *you* under these laws that cannot be excluded but that can be limited is (at *our* option) limited to:

- providing equivalent goods or services provided under this agreement to *your supply address*; or
- paying *you* the cost of replacing the goods or services provided under this agreement to *your supply address*, or acquiring equivalent goods or services.

We cannot regulate the quality or reliability of *energy* supplied to *your supply address*. *You* should also be aware that *energy* suffers fluctuations and interruptions from time to time for a number of reasons, including:

- the location of the *supply address*;
- whether, in the case of electricity, *your supply address* is served by underground or overhead mains;
- the weather conditions;
- animals, vegetation, the actions of vandals and other people;
- the existence of *emergency* or dangerous conditions;
- damage to a network;
- the design or technical limitations of the network; and
- the demand for *energy* at any point in time.

If *you* are purchasing gas from *us*, we will use *our* best endeavours to supply the gas with quality and reliability as required by the *regulations*.

*You* should understand that unexpected *energy* fluctuations or interruptions may cause damage to *your* equipment or cause it to malfunction. We recommend that *you* consider taking out insurance or installing devices to protect *your* equipment and property when these fluctuations or interruptions do occur.

So far as the law allows, we are not liable for any loss or damage *you* suffer (whether due to negligence or otherwise), because of the *energy* we sell to *you* under this agreement.

In particular, we are not liable for any loss or damage *you* may suffer because:

- there is a failure of *energy* supply, or there is a defect in the *energy* supplied (however caused); or
- some characteristic of the *energy* (for example, voltage or frequency) makes it unsuitable for some purpose.

If *you* are a business customer, *you* must take reasonable precautions to minimise the risk of loss or damage to *your* equipment, premises or business that may result from quality, frequency, pressure or reliability of *energy* supply.

This part 1.10 applies in addition to, and does not vary or exclude, the operation of section 78 of the National Electricity Law.

This part 1.10 survives the termination of this agreement.

### 1.10.1. When can we claim indemnity from you?

*You* must indemnify *us* for any breach by *you* of this agreement or *your* negligence to the maximum amount which we are entitled to be compensated under the common law (including in equity) or statute for *your* breach or negligence.

## 1.11. Who is liable if a *force majeure* event occurs?

If but for this part 1.11 either party would breach this agreement due to the occurrence of a *force majeure* event:

- the obligations of the party under this agreement, other than any obligation to pay money, are suspended to the extent to which they are affected by the *force majeure event* for so long as the *force majeure event* continues; and
- the affected party must give the other prompt notice of that fact including full particulars of the *force majeure event*, an estimate of its likely duration, the obligations affected by it and the extent of its effects on those obligations and the steps taken to remove, overcome or minimise those effects.

For the purposes of this clause, if the effects of a *force majeure event* are widespread we will be deemed to have given you prompt notice if we make the necessary information available by way of a 24 hour telephone service within 30 minutes of being advised of the *force majeure event* or otherwise as soon as practicable.

Either party relying on this clause by claiming a *force majeure event* must use its best endeavours to remove, overcome or minimise the effects of that *force majeure event* as quickly as practicable.

Nothing in this clause will require either party to settle an industrial dispute which constitutes a *force majeure event* in any manner other than the manner preferred by that party.

Nothing in this part 1.11 varies or excludes the operation of section 78 of the National Electricity Law.

## 1.12. Other rules that apply

### 1.12.1. Are there other rules that apply to this agreement?

This agreement is subject to the *regulations*, and you and we both agree to comply with all requirements in the *regulations*, except to the extent modified by your agreement with us where that is permitted by the *regulations*. You must co-operate with us and the distributor in the exercise of their powers, rights or obligations under this agreement or the *regulations*.

In particular, the *regulations* set out *our* obligations to *you*, and *your* obligations to *us*. This agreement is subject to any minimum requirements set out in the *Regulations*, and will be amended automatically. It should be read as if this agreement has changed to reflect any changes occurring in the *regulations* from time to time. This agreement cannot be inconsistent with the *regulations*, and if it is, the relevant term and condition is void, and the term or condition of the *regulations* is deemed to form part of this agreement in its place. We will provide you with a free copy of the relevant *regulations* upon request.

### 1.12.2. How is notice given?

Unless otherwise provided in this agreement:

- We may provide you with notice in writing with a bill or sent separately by mail or email;
- You may provide us with notice in writing sent to us by mail to our business address or, if we provide you with an email address for notices, by email.

## 1.13. Use of energy and illegal use

You must not:

- allow *energy* purchased from us to be used other than at the *supply address* and in accordance with this agreement or the *regulations*;
- use at the *supply address* *energy* purchased for use at another address;
- sell *energy* to any other person except in accordance with a licence issued by a *regulator* or with an exemption granted under the *regulations* as may be applicable;
- tamper with, or permit tampering with, the meter or associated equipment;
- allow *energy* supplied to the *supply address* to bypass the meter;
- give us false information about which tariffs and *charges* should apply to you; or
- use *energy* sold under a specific tariff to be used for a purpose other than as contemplated by that tariff.

If you have committed one of these illegal acts, we may, in accordance with the *regulations*:

- estimate the amount of the *energy* so obtained and bill *you* for that amount;
- recover that amount from *you*; and
- request *your* distributor to disconnect *your supply address* immediately.

## 1.14. Customer agreements

### 1.14.1. Who is a *market contract customer*?

*You* may choose to sign a *market contract* with an *energy* retailer in which there are some differences to the terms and conditions in this Customer Charter. The *market contract* will begin after *we* have received *your* explicit informed consent and will end according to conditions specified in the terms and conditions.

### 1.14.2. Other customer types.

Refer to the state specific section of this Customer Charter.

### 1.14.3. Who is a default contract customer?

If *you* take supply of *energy* at a *supply address* after 1 January 2003 without first entering into a supply contract for that *supply address* with *us* or another retailer, and *we* were the last retailer to have a supply contract with a customer for the sale of *energy* for that *supply address*, *you* are a default contract customer of ours.

The terms and conditions governing our sale of *energy* to *you* are provided in our *default customer* contract which is published in the government gazette.

## 1.15. Do we keep *your* information confidential

*We* comply with the Privacy Act's standards of collection, disclosure and access of personal information. *We* collect *your* personal information where it is related to one or more of our business activities. This collection will always be by lawful means and the purpose of the collection shall always be clear and explicit.

*You* have a right to have *your* personal information kept confidential. Unless otherwise allowed through the *regulations*, *we* must not give out information about *you*, except where *you* have agreed that *we* may do so. *We* will use *your* personal information in order to sell and deliver and market *energy* to *you*, or as required or permitted by the *regulations*.

Where *we* are permitted to by the *regulations*, *we* may provide *you* with information on other services or products available to *our* customers. *You* may advise *us* if *you* don't want to receive this information.

If *you* believe the information *we* have about *you* is incorrect, *you* can ask for it to be changed. If *we* make a decision about *you*, or affecting *you*, *you* can ask to see the information about *you* on which our decision is based, and *you* can ask *us* to provide *you* with a written reason for the decision.

Further information on privacy matters can be obtained in applying in writing to:

The Privacy Officer  
 TRUenergy  
 Locked bag 14060  
 Melbourne City Mail Centre 8001  
 or visit *us* at [www.truenergy.com.au](http://www.truenergy.com.au)

## 1.16. Dictionary and interpretation

*Additional retail charge* means a *charge* relating to the supply and sale of *energy* by *us* to *you* other than a *charge* based on the price applicable to *you*. To avoid doubt, any network *charge* or other *charge* relating to the supply, but not sale, of *energy* to *your supply address* is not an additional retail *charge*, such as any *charges* levied by the *distributor* and *charges* approved by a regulator. Any amount payable by *you* to *us* for *your* breach of *your energy* agreement is not an additional retail *charge*.

*Assigned meter identifier* means:

- for electricity, the National Meter Identifier (NMI) assigned to the *your* metering installation; and

- for gas, the Meter Installation Reference Number (MIRN) or if *you* are in NSW or the ACT the delivery point identifier (DPI) assigned to the *your* metering installation.

*Billing period* is the frequency with which we will bill *you* for services and is specified in the product specific section of this agreement relevant to the services being supplied to *you*.

*Charge* is a rate that is applied to a service or a product that we supply to *you*.

*Deemed customer* means a person deemed by the *regulations* to have entered into an *energy* agreement with *us* on these terms and conditions (other than *default customers*).

*Default customer* means a person who has moved into an address to which we are supplying *energy* without having a contract and who are deemed to have entered into an agreement with *us* by the *regulations*.

*Distributor* means the entity which owns or operates the distribution system through whose network *your supply address* is provided with energy.

*Emergency* means an emergency or intervention in the market or direction requiring interruption, curtailment or disconnection due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys, damages or threatens to destroy or damage any property, or anything which *we*, the *distributor* or the *regulator* or any authority under the *regulations* considers to be an *emergency* in their absolute discretion.

*Energy* means electricity and/or gas that we supply *you* with.

*ESCC* means the Essential Services Consumer Council established under part 11 of the Utilities Act 2000 (ACT).

*Force majeure event* means an event outside the control of *us* or *you*.

*Last resort event* means an event which triggers the operation of our last resort scheme approved by a regulator.

*Market contract* means a contract between *you* and *us* that is not required to be approved by a *regulator* and is not required to be published.

*Ombudsman* means:

- in Victoria, the energy and water ombudsman of Victoria;
- in South Australia, the energy industry ombudsman of South Australia; and
- in New South Wales, the energy and water ombudsman of New South Wales.

*Price list* means our list of current tariffs and *charges* applying to *you* from time to time.

*Regulations* means any acts, rules, *regulations*, orders, guidelines, licences, codes or conditions imposed by a minister relevant to the retail supply of *energy* in *your* state or territory including:

- the *energy* retail codes and the like, that regulate the parties or the *energy* industry in Victoria, South Australia and the Australian Capital Territory (ACT), as varied or replaced from time to time; and
- the Electricity Supply (General) Regulation 2001 and Gas supply (Natural Gas Retail Competition) Regulation 2001 in NSW.

*Regulator* means any body with whose directions or requests *we* or other parties are required to comply under the *regulations*.

*Start date* means the date these terms and conditions replace current terms and conditions for *energy* sale and supply, or for a new customer, the date this agreement commences as follows:

- for current, deemed and *default customers* these terms and conditions will take effect on and from 1 September 2005;

- for new *energy* customers, the earlier of:
  - o the date we accept *your* application and record *you* as our customer in *our* records;
  - o any specific *start date* we agree; or
  - o the date on which *your* assigned meter identifier has been transferred to *us*.

*Supply address* means the address for which *you* have agreed to or are deemed by the *regulations* to purchase *energy* from *us*.

*TRUenergy, us, our, ours, or we* means TRUenergy Pty Ltd.

*You or your* means the person who has accepted (or has been deemed to have accepted) this agreement, including any preceding versions of this agreement, and *you* are a *market contract* customer or a *default customer* provided that

- if *you* are an electricity customer, *you* consume less than 160 MWh/year;
- if *you* are a gas customer, *you* consume less than 5TJ/year in South Australia or Victoria or less than 1TJ/year in New South Wales and the ACT.

### **Interpretation.**

In this agreement, unless the context otherwise requires:

- headings are for convenience only and do not affect the interpretation of any part of this agreement;
- words importing the singular include the plural and vice versa;
- an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any government agency and vice versa, and that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- other parts of speech and grammatical forms of a word or phrase defined in this agreement have a corresponding meaning;

- an event which is required under any term or condition set out in this agreement to occur on or by a stipulated day which is not a business day may occur on or by the next business day;
- we* are not in a position to connect, disconnect or reconnect the system at *your supply address* to a *distributor's* distribution system. A reference in a term or condition set out in this agreement to *us* connecting, disconnecting or reconnecting *you* is to be construed in accordance with the *regulations*;
- a reference to any party, authority, agreement, document, legislation, regulation, code or anything similar includes any successor to that person, authority or item;
- if the customer consists of more than one person, each person is jointly or severally bound by the obligations under the terms of this agreement; and
- where this agreement requires or permits *us* to perform an action or to use confidential information, then *we* may perform the action or use the confidential information through an agent, contractor or a related company.

### **How to contact us.**

TRUenergy Retail

Customer service and account enquiries: 133 466

Telephone interpreter service: 131 450

TTY (for hearing impaired customers): 1300 368 536

Locating *your* network provider: 133 466

By Mail: Level 33, 385 Bourke St, Melbourne  
VIC 3000

## 2. State Specific Terms

### 2.1. The Australian Capital Territory (the ACT)

#### 2.1.1. How may prices change?

All prices are subject to change. *We* will only change *our* prices after providing *you* with prior notice of the price change.

#### 2.1.2. Amount to pay if disputing a bill

- If *you* are disputing an obligation to pay an amount specified on a bill, *you* must pay the portion of the bill which *you* do not dispute.

#### 2.1.3. Period for which we can recover for uncharged amounts

Up to 12 months prior to *us* providing notice to *you* unless the undercharging was caused or contributed to by *you*, or by dishonesty or deceit against *us*, or by *you* failing to provide *us* with information necessary for the purpose of calculating *charges*.

#### 2.1.4. Use of *your* security deposit

In addition to the provisions contained in part 1.3.10 *we* may not use any part of a security deposit *you* have provided to recover amounts due in respect of *charges* other than *charges* related to the supply of *energy* or connection services arranged by *us*.

#### 2.1.5. Payment Assistance

If *you* are having difficulty paying *your* account *you* should contact *us* as soon as possible to apply for payment assistance. *We* may refer *you* to a government funded rebate or concession scheme (see clause 2.1.6 below) or offer other payment arrangements satisfactory to *you* and *us* in light of *your* financial circumstances.

#### 2.1.6. Government funded rebate or concession schemes

If *you* are a residential customer *you* may be entitled to a concession or rebate off *your* bill. At 1 April 2005 the available rebate or concession schemes included:

- pensioner and veterans *energy* concessions, which contributes a fixed amount per year to eligible concession-holders' cost of electricity and gas and is applied to the electricity bill only;
- people who depend on life support equipment are entitled to a rebate, which is based on the estimated running cost of the appliance; and
- The health care rebate.

#### 2.1.7. Guaranteed customer service standards

##### 2.1.7.1. Minimum Service Standards

*We* will provide *our* services to *you* at least in accordance with the minimum service standards provided for in Schedule 1 to the Consumer Protection Code, July 2005 and in accordance with any service standards *we* publish from time to time. *We* will pay *you* the applicable rebate within a reasonable time of *you* applying to *us* for the rebate, provided *your* claim is made within three (3) months of the incident of non-compliance. *You* may apply for the rebate to be applied as a credit to *your* account or paid by cash, cheque or otherwise to *you*. Please write to *us* to apply for the rebate.

##### 2.1.7.2. Appointments

In the ACT, *we* will not be more than 30 minutes late for an appointment with *you* unless *we* have given *you* at least 1 hour's notice that *we* will be late. *We* will give *you* at least 24 hours notice if *we* wish to cancel an appointment.

##### 2.1.7.3. No discontinuation of supply except after due notice

*We* must not take any action to discontinue supply of *energy* to *your* supply address unless:

- The amount *you* owe *us* exceeds the amount *we* agree with the *ESCC* for this purpose; and
- *We* have sent *you* at least 2 written notices of our intention to do so, the second being sent to *you* no earlier than 1 week after the first. The notices will contain the grounds for the action *we* advise *we* will take, specify the date upon which the action will be taken and will advise *you* of *your* rights, including *your* rights to refer to the *ESCC*; and

- We have made reasonable attempts to contact *you* in person or by telephone; and
- *You* have not paid *your* account within 5 days of the second notice; and
- If all other attempts to contact *you* have failed, we have made an attempt to contact *you* outside business hours.

We will document every action we take.

No action will be taken;

- Until after the date specified in the notices, or
- if *you* request the matter be referred to the ESCC for resolution before that date, until after resolution; or
- the ESCC directs that no action be taken.

We cannot discontinue supply later than six weeks after the second notice has been issued to *you*.

Nothing in this part requires *us* to operate a payment plan. If *you* fail to comply with a payment plan offered to *you* after we have followed the above steps we are not required to provide *you* with further notice prior to discontinuing supply.

Nothing in this part affects *our* right to interrupt continuous supply as otherwise agreed in *your* agreement with *us*.

#### **2.1.7.4. Notice after discontinuance of supply**

If *your* supply address is disconnected from a distribution system on *our* request, we will give *you* a notice to that effect. The notice will contain:

- The grounds on which *your* supply address was disconnected;
- *Our* contact details for *you* to contact us;
- What *you* need to do to arrange reconnection, including the cost to *you* to do so;
- The dispute resolution procedures that may be available to *you*.

#### **2.1.8. If *you* are disconnected, when will we reconnect *your* energy supply?**

If *you* pay *us* any amounts outstanding and the reconnection fee and contact *us* after 9am and before 3pm on the business day we will reconnect *your* supply address that day.

If *you* contact *us* after 3pm on a business day *you* can still be reconnected that day for an after-hours reconnection fee otherwise *you* will be reconnected within 24 hours.

If we are contacted by a the ESCC and advised that they have received and accepted a hardship complaint from *you*, we will reconnect *your* supply address as soon as practicable and in any event within 24 hours.

#### **2.1.9. How can *you* end this agreement?**

*You* must give *us* at least 3 business days notice of *your* wish for supply to be discontinued. This includes where *you* are leaving the supply address or transferring to another supplier. The notice must include:

- The date *you* are wanting to disconnect, and
- If moving to a new address, a forwarding address to which we can send a final bill.

If *you* do not give notice of *your* wish for supply to be discontinued *you* will remain liable for all charges until the earlier of:

- The end of 3 business days after we become aware of *you* desire that supply be discontinued; or
- The supply is discontinued or otherwise transferred; or
- *Our* reading *your* meter prior to disconnection of the service; or
- *You* and *We* have entered into, or are taken to have entered into, a new customer supply contract or a new occupant supply arrangement in respect of the same premise.

Nothing in this part relieves *you* of *your* obligation to pay any early termination fees that are applicable to *your* energy plan.

If *you* request *us* to disconnect *your* property from the gas or electricity networks, a service fee will apply which will reflect any costs arising from the disconnection. This includes any amount charged to *us* by *your distributor* for providing services in relation to the disconnection.

If *you* are transferring to another supplier:

- *Your* transfer may be delayed at least until the next scheduled Meter reading in accordance with *regulations*. In some cases *you* may request a special meter reading if *you* pay the relevant *charge*.
- *Your* agreement with *us* terminates upon *your* successful transfer to the other supplier.

### **2.1.10. When can *you* rescind the agreement?**

**2.1.10.1.** *You* may rescind this agreement within 6 months after entering into it if *we* or our marketing agent are in serious breach of our obligations under clause 30 of the Consumer Protection Code, July 2005.

**2.1.10.2.** *You* may exercise *your* right to rescind the agreement by providing *us* with notice in writing, delivered to *us* personally or posted to *us* at our business address.

### **2.1.11. Can this agreement be changed?**

*We* can amend this agreement. *We* will give *you* written notice of any amendments before any amendments come into effect. *We* will comply with the *regulations* when amending this agreement. *You* cannot amend this agreement without our written consent.

### **2.1.12. Other customer types**

If *we* become aware that there is a new occupant at an address to which *we* supply energy, *we* are deemed to supply *energy* to that premises under a new occupant supply arrangement in accordance with the *regulations*.

### **2.1.13. What if *your* meter needs changing?**

If, due to a change in *your* usage patterns *we* or the *distributor* determine that *your* metering equipment needs upgrading or downgrading *you* must pay the cost of doing this.

### **2.1.14. Equipment for which *you* are responsible**

*You* are responsible for and must maintain, in the case of gas:

- The pipe from a point 225mm outside the boundary of the *supply address* to the meter control valve; and
- Any facility required which is not usually required (such as noise mitigation or fencing).

### **2.1.15. Notice of work**

If there is to be a disruption to *your* service for the purpose of planned maintenance, inspection or testing *we* will provide *you* with as much notice as *we* can, allowing for the amount of notice *we* get from *your distributor*.

### **2.1.16. Regulations that apply in the ACT**

*Regulations* relevant to our supply of *energy* to *you* in the ACT are:

- Utilities Act 2000 (ACT);
- Independent Competition and Regulatory Commission Act 1997 (ACT);
- Consumer Protection Code, July 2005

### **Who to contact in the ACT**

Essential Services Consumer Council

#### **Office Address:**

Level 6  
197 London Circuit  
CANBERRA CITY ACT 2601  
Mailing Address:  
GPO Box 578  
CIVIC SQUARE ACT 2608  
Tel: 02 6207 7740  
Fax: 02 6207 7739  
Email: [escc@act.gov.au](mailto:escc@act.gov.au)

If *you* would prefer to use an interpreter, contact the Translating and Interpreting Service on 131 450.

Deaf, hearing impaired, and speech impaired people can contact *ESCC* via the National Relay Service.

## 2.2. NSW

### 2.2.1. Do you have to pay for energy you use before entering into an agreement with us?

If *you* are a new occupant *you* are required to pay us for *energy* used at *your supply address* for up to 14 days prior to entering into a contract with *us*.

If *we* are supplying *energy* to *your supply address* under an exempt last resort arrangement *you* are required to pay *us* for *energy* used at *your supply address* for up to 1 month prior to entering into a contract with *us*.

*You* will not be required to pay under this clause if *you* have paid another retailer for that *energy* or *you* exercise *your* right to cancel this agreement in the cooling off period.

### 2.2.2. How may prices change?

All prices are subject to change. *We* will only change *our* prices following providing *you* with prior notice of the price change.

### 2.2.3. Amount to pay if disputing a bill

If *you* are disputing an obligation to pay an amount specified on a bill, *you* must pay the greater of:

- the portion of the account which *you* do not dispute; or
- an amount equal to the average of *your* accounts in the last 12 months.

### 2.2.4. Period for which we can recover for uncharged amounts

Up to 12 months prior to *us* providing notice to *you*.

### 2.2.5. Use of your security deposit

In addition to the provisions contained in part 1.3.10 *we* may not use any part of a security deposit *you* have provided to recover amounts due in respect of *charges* other than *charges* related to the supply of *energy* or connection services arranged by *us*.

### 2.2.6. Government funded rebate or concession schemes

If *you* are a residential customer *you* may be entitled to a concession or rebate off *your* bill. At 1 April 2005 the available rebate or concession schemes included:

- pensioner and veteran *energy* concessions, which contributes a fixed amount per year to eligible concession-holders' cost of electricity and gas and is applied to the electricity bill only;
- people who depend on life support equipment are entitled to a rebate, which is based on the estimated running cost of the appliance; and
- The *energy* accounts payment assistance scheme provides assistance to customers who find themselves in temporary financial hardship and have difficulty paying their bills.

### 2.2.7. Guaranteed customer service standards

#### 2.2.7.1. Minimum Service Standards

*We* will provide *our* services to *you* at least in accordance with the minimum service standards provided for in any service standards *we* publish. *We* will pay *you* the applicable rebate within a reasonable time of *you* applying to *us* for the rebate, provided *your* claim is made within three (3) months of the incident of non-compliance. *You* may apply for the rebate to be applied as a credit to *your* account or paid by cash, cheque or otherwise to *you*. Please mail *us* to apply for the rebate.

#### 2.2.7.2. Appointments

In NSW, if *we* are more than 15 minutes late for an appointment with *you* *we* must pay *you*, by way of compensation for the delay, not less than \$25.

#### 2.2.7.3. No discontinuation of supply except after due notice

*We* must not take any action to discontinue supply of *energy* to *you* unless:

- *We* have sent *you* at least 2 written notices of our intention to do so, the second being sent to *you* no earlier than 1 week after the first. The notices will contain the grounds for the action *we* advise *we* will take, specify the date upon which

the action will be taken and will advise *you* of *your* rights, including *your* rights to refer to the *ombudsman*; and

- *We* have made reasonable attempts to contact *you* in person or by telephone; and
- If all other attempts to contact *you* have failed, *we* have made an attempt to contact *you* outside business hours.

*We* will document every action *we* take.

No action will be taken;

- Until after the date specified in the notices, which must be no earlier than 14 days after the date of the first notice, or
- if *you* request the matter be referred to the *ombudsman* for resolution before that date, until after resolution; or
- the *ombudsman* directs that no action be taken.

Nothing in this part requires *us* to operate a payment plan.

Nothing in this part affects our right to interrupt continuous supply as otherwise agreed in *your* agreement with *us*.

#### **2.2.7.4. Notice after discontinuance of supply**

If *your supply address* is disconnected from a distribution system on our request, *we* will give *you* a notice to that effect. The notice will contain:

- The grounds on which *your supply address* was disconnected;
- *Our* contact details for *you* to contact *us*;
- What *you* need to do to arrange reconnection, including the cost to *you* to do so;
- The dispute resolution procedures that may be available to *you*.

#### **2.2.8. If *you* are disconnected, when will *we* reconnect *your energy supply*?**

If *you* pay *us* the reconnection fee and contact *us* after 9am and before 3pm on the business day *we* will reconnect *your supply address* that day.

If *you* contact *us* after 3pm on a business day *you* can still be reconnected that day for an after-hours reconnection fee.

#### **2.2.9. How can *you* end this agreement?**

*You* must give *us* at least 3 business days notice in the case of gas and 72 hours notice in the case of electricity if *you* wish for supply to be discontinued. This includes where *you* are leaving the *supply address* or transferring to another supplier. The notice must include:

- The date *you* are wanting to disconnect, and
- If moving to a new address, a forwarding address to which *we* can send a final bill.

If *you* do not give notice of *your* wish for supply to be discontinued *you* will remain liable for all *charges* until the earlier of:

- The end of 3 business days in the case of gas and 72 hours in the case of electricity after *we* become aware of *you* desire that supply be discontinued, or
- The supply is discontinued or otherwise transferred, or
- *You* and *We* have entered into, or are taken to have entered into, a new customer supply contract or a new occupant supply arrangement in respect of the same premise.

Nothing in this part relieves *you* of *your* obligation to pay any early termination fees that are applicable to *your energy plan*.

If *you* request *us* to disconnect *your* property from the gas or electricity networks, a service fee will apply which will reflect any costs arising from the disconnection. This includes any amount charged to *us* by *your distributor* for providing services in relation to the disconnection.

If *you* are transferring to another supplier:

- *Your* transfer may be delayed at least until the next scheduled Meter reading in accordance with *regulations*. In some cases *you* may request a special meter reading if *you* pay the relevant *charge*.
- *Your* agreement with *us* terminates upon *your* successful transfer to the other supplier.

#### **2.2.10. Last resort supply arrangement**

If a last resort supply arrangement is implemented and *you* end the agreement with *us* by transferring to another retailer, *we* are not entitled to recover any

compensation or other payment from *you* resulting from *you* transferring to another retailer.

### **2.2.11. Can this agreement be changed?**

We can amend this agreement. We will give *you* written notice of any amendments before any amendments come into effect. We will comply with the *regulations* when amending this agreement. You cannot amend this agreement without our written consent.

### **2.2.12. Other customer types**

If we become aware that there is a new occupant at an address to which we supply energy, we are deemed to supply *energy* to that premises under a new occupant supply arrangement in accordance with the *regulations*.

### **2.2.13. What if *your* meter needs changing?**

If, due to a change in *your* usage patterns we or the *distributor* determine that *your* metering equipment needs upgrading or downgrading *you* must pay the cost of doing this.

### **2.2.14. Equipment for which *you* are responsible**

You are responsible for and must maintain, in the case of gas:

- The pipe from a point 225mm outside the boundary of the *supply address* to the meter control valve; and
- Any facility required which is not usually required (such as noise mitigation or fencing).

### **2.2.15. Notice of work**

If there is to be a disruption to *your* service for the purpose of planned maintenance, inspection or testing we will provide *you* with as much notice as we can, allowing for the amount of notice we get from *your distributor*.

### **2.2.16. Regulations that apply in NSW**

*Regulations* relevant to the supply of *energy* in NSW are:

## **2.3. Electricity**

- Electricity Supply Act 1995 (NSW);
- Electricity Supply (General) Regulation 2001 (NSW);
- Market Operations (Arranged Connection Services) Rule No.1 of 2001;
- Market Operations (Network Use of System Agreements) No. 2 of 2001;
- Market Operations (NSW Transfer Rules for Retail Electricity Supply) Rules No. 4 of 2001;
- Market Operations Rule (retailer of Last Resort) No. 5 of 2001;
- “Marketing Code of Conduct” issued under section 63G of the Electricity Supply Act 1995.

## **2.4. Gas**

- Gas Supply Act 1996 (NSW);
- Gas Supply (Natural Gas Retail Competition) Regulation 2001 (NSW);
- Market Operations Rules (NSW Gas Retail Market Business System Interfaces) 2001;
- “Marketing Code of Conduct”, issued under section 33N of the Gas Supply Act 1996;
- “Gas Network Code for Full Retail Competition Guidelines”;
- Gas supplier authorisation conditions imposed by the Minister under section 11(1)(b) of the Gas Supply Act 1996.

## **Who to contact in New South Wales**

Energy and Water Ombudsman of New South Wales  
Contact details

Freecall: 1800 246 545

Freefax: 1800 812 291

Mail: PO Box K1343, Haymarket 1240

In person: Level 14, 323 Castlereagh St, Sydney

Online: [www.ewon.com.au](http://www.ewon.com.au)

Email: [info@ewon.com.au](mailto:info@ewon.com.au)

If you would prefer to use an interpreter, contact the Translating and Interpreting Service on 131 450.

Deaf, hearing impaired, and speech impaired people can contact EWON via the National Relay Service.

For a copy of this Customer Charter in large print call 133 466 or write to  
Level 33, 385 Bourke St, Melbourne  
VIC 3000

Τηλεφωνική Υπηρεσία Διερμηνέων:  
131 450 Για ένα αντίγραφο του παρόντος  
Καταστατικού Χάρτη Πελατών στα ελληνικά  
καλέστε 133 466 και ζητήστε την υπηρεσία  
'Interpreter Service' (ιντέρπρετερ σέρβις) ή  
γράψτε ταχυδρομικώς στο  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
ή με email enq@truenenergy.com.au

Servizio telefonico interpreti: 131 450  
Per una copia di questo Statuto dell'Utente  
in lingua italiana, chiamate il numero  
133 466 e chiedete (in inglese) 'Interpreter  
Service', scrivete a  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
oppure inviate un'email a enq@truenenergy.com.au

Servicio Telefónico de Intérpretes: 131 450  
Para obtener una copia de esta Carta del Cliente  
(Customer Charter) en español llame al 133 466  
y pida el "Interpreter Service", escriba a  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
o envíe un email a enq@truenenergy.com.au

Dịch Vụ Thông Ngôn Điện Thoại: số 131 450  
Muốn có một bản Tôn Chỉ Phục Vụ Khách Hàng  
(Customer Charter) bằng Việt Ngữ, xin quý vị  
điện thoại số 133 466 rồi nói chữ 'Interpreter  
Service' hay viết thư về  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
hoặc email cho enq@truenenergy.com.au

電話傳譯服務：131 450  
欲索取一份中文版客戶約章，請致電  
133 466，要求 'Interpreter Service'。  
你亦可致函  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
或發電郵至 enq@truenenergy.com.au。

131 450 : خدمة الترجمة الهاتفية  
للحصول على نسخة من ميثاق الزبائن باللغة العربية  
اتصل على الرقم 133 466 واطلب 'Interpreter Service'  
أو اكتب إلى  
Level 33, 385 Bourke Street, Melbourne, VIC 3000  
enq@truenenergy.com.au أو على البريد الإلكتروني

**TRUenergy Pty Ltd**

ABN 99 086 014 968

Level 33, 385 Bourke Street

Melbourne, VIC 3000

Enquiries: 133 466

[www.truenergy.com.au](http://www.truenergy.com.au)