

TRUenergy Customer Charter. Victoria.

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.

In short, if *you* are a Market Contract Customer, when read in conjunction with *your* relevant TRUenergy Plan, these are the terms and conditions by which we agree to provide *you* with *energy* ("agreement").

If *you* have any questions about the information contained in this 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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Who is TRUenergy?

We provide electricity and natural gas to residents and businesses in Victoria, South Australia, New South Wales, the Australian Capital Territory and Queensland.

Part 1: This agreement

When does *your* agreement start?

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

Is this the entire agreement with *us* for the sale of *energy*?

Unless otherwise agreed with *you*, this is the entire agreement between *you* and *us*. *You* and *we* have a right or obligation on the basis that the provisions of the *Retail Code* form the basis of the terms and conditions of this agreement, where *we* have made reference to the *Retail Code*. Where *we* have not expressly dealt with a subject in the *Retail Code*, the rights and obligations in the *Retail Code* are incorporated into this agreement.

This agreement cannot be inconsistent with the *Retail Code*, and if it is, the relevant term and condition is void, and the term or condition of the *Retail Code* is deemed to form part of this agreement in its place. *We* will provide *you* with a free copy of the *Retail Code* upon request.

Part 2: What and when do *you* have 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 on the 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 provide information on the account that is required by the *Retail Code* (as applicable for *your* agreement with *us*) including itemised information on *your* charges, the amount payable, the pay-by date, whether the bill is based on a meter reading or is an estimated bill, telephone numbers for billing and payment enquiries and for faults or emergencies. *We* will also include a consumption graph on *your* account where the *regulations* require.

What pricing applies to *you*?

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, the nature of any dedicated circuits

(such as off-peak appliance) and *your* network tariff arrangements. *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 *you* are on a standing offer tariff (as published on our website), the *regulations* provide that *we* may only vary such tariffs after they have been in place for six months. If *we* change the price, *we* will notify *you* of the changes and *your* account will contain charges in proportion to the periods prior to and subsequent to the price change.

How often will *you* receive an account?

We will issue *you* an account,

(a) in the case of an electricity agreement, at least every three months;

(b) in the case of a gas agreement, at least every two months;

(c) in the case of a *dual fuel agreement*, at least as often as *we* have agreed with *you*.

You have a right to reach an agreement with *us* on shorter regular billing cycles. This can only happen with *your* consent and may mean an *additional retail charge* on *your* account.

Consistent failure to pay *your* accounts by the pay-by date may lead to *you* being placed on a shortened collection cycle, which *we* will only do in accordance with the *regulations*.

Certain *deemed customers* will continue on their pre-existing billing cycles. Contact *us* to find out if this applies to *you*.

How can *you* pay *your* energy account?

We will provide a range of payment options that includes Australia Post, sending a cheque, or arranging a direct debit from *your* bank account. Before a direct debit arrangement may be used, *you* must complete a direct debit request. It will include details of the amounts, preferred date and frequency of direct debits, and how *you* can cancel the arrangement. *We* may make other payment methods available. Please check *your* account for details.

At *your* request, *we* will also accept payment in advance.

Where *we* supply *you* with both electricity and gas, *we* will apply payments received from *you* to charges for the supply or sale of electricity and gas as directed by *you*. If *you* are a *domestic customer* and where *you* give no direction, *we* will apply the payment in proportion to the relative value of those charges. *We* will only impose any *late payment fees* strictly in accordance with the *regulations*. Where required under the *regulations*, *we* will waive any *late payment fee* imposed on *you*. Any *late payment fee* *we* charge will be fair and reasonable having regard to costs incurred by *us*.

Can you have your account reviewed?

At *your* request, we will review an account. While the account is under review, *you* must pay that part of the account on which we both agree or pay an amount equal to the average of *your* accounts over the past 12 months (whichever is the lower). *You* must also pay any future accounts *you* receive while the account is under review (except any portions of those accounts that *you* have also asked *us* to review). If the account is not correct, we will adjust *your* account. If the account is correct, *you* must pay the account or request that we arrange a test of *your* meter in accordance with the *regulations*. Please also refer to Part 7 of this Customer Charter. If *you* are undercharged, we will include the amount owing and an explanation on an amended account. We will only charge *you* for amounts undercharged in accordance with the *regulations*. However, if the undercharging was due to fraud on *your* part, we are entitled to recover the full amount from *you*.

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

How do we calculate your account?

Unless we have *your* consent to do otherwise, we will base *your* account on a read of *your* meter or estimate in accordance with the *regulations*. However, we will use *our* best endeavours to read *your* meter once in each 12 month period. If we have not been able to read *your* meter because of an act or omission by *you*, and *you* request *us* to replace an estimated bill with a bill based on an actual reading of *your* meter, we will try and comply with *your* request but *your* request may incur an *additional retail charge* for costs incurred in complying with *your* request.

If we do estimate *your* account and afterwards we get a reliable meter reading, we will adjust *your* account as required by the *regulations*.

Is a security deposit¹ required?

For *domestic customers*, we may require a security 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 refused to provide acceptable identification to *us* as set out in the *regulations*; or
- have an unsatisfactory credit rating and have not accepted an instalment payment plan when offered.

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

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

¹ The *Retail Code* refers to this as "refundable advance."

The amount of the security deposit will be calculated in accordance with the *regulations*. Failure to pay a security deposit upon request may lead to a disconnection of *your energy supply*.

When do we refund *your* security deposit?

We will use *your* security deposit and accrued interest to pay any accounts *you* have outstanding if *you* are disconnected and do not have the right to be reconnected, or where *you* leave the *supply address*, request disconnection or transfer to another retailer. Where we use *your* security deposit in accordance with the *regulations*, we will provide *you* with an account of its use.

Where applicable, we will refund *your* security deposit and any accrued interest in accordance with the *regulations*.

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 may not start legal action to collect money owing while *you* are making payments according to an agreed arrangement. In the case of dishonoured payment, we may recover the amount of the dishonoured or reversed payment, plus an extra fee from *you*.

Part 3: Disconnection and reconnection

Why would we disconnect *you*?

We or *your distributor* may disconnect *your energy supply* for the reasons summarised below, but we must first follow the rules set out in the *regulations*. We will not disconnect *you* for not paying *your* account without giving *you* at least seven business days notice (from the date the notice is sent) of impending disconnection. *You* may also request disconnection of *your supply address* and finalisation of *your* account.

In summary, *your energy supply* may be disconnected or interrupted in accordance with the *regulations* for the following reasons:

- for non payment;
- if *you* do not provide us with access to the meter in accordance with the *regulations*;
- for refusal to provide us with acceptable identification in accordance with the *regulations*;
- for health and safety reasons;
- for maintenance;
- in an *emergency*;
- at the direction or request of a *regulator*;

- if *you* are using *energy* in a way that doesn't meet the *regulations*;
- if *you* are required to, but fail to, give a security deposit; or
- if this agreement has terminated and *we* are permitted to by the *regulations*.

If *you* are not able to pay *your* account because of insufficient income *we* will not disconnect *your energy* supply:

- until *we* try and contact *you* and do those things required by the *regulations*, or
- if *you* accept an instalment plan within five business days of *us* having offered the instalment plan to *you*.

Are you experiencing payment difficulties?

If *you* are having trouble paying an account by the pay-by date, *you* must contact *us* immediately.

If *you* are a *domestic customer*, *we* will not disconnect *you* for not paying *your* account before *we* have:

- offered *you* an instalment plan or payment arrangement if required by the *regulations*;
- if agreed with *you*, conducted an *energy* efficiency field audit; given *you* information on government funded concessions including the Utility Relief Grant Scheme; or
- met all other requirements under the *regulations*.

Are there times when you can't be disconnected?

We will not disconnect *you*:

- if *you*, or someone living with *you* depends on a life support machine or has an approved medical exemption;
- if *your* complaint to the Energy and Water Ombudsman of Victoria, directly related to the reason for disconnection, remains unresolved;
- if *your* application for an Utility Relief Grant has not been decided;
- for failing to pay *us* for something other than *energy*; or
- after 2pm Monday to Thursday (or 3pm for *business customers*), or on a Friday, a weekend, a public holiday, or the day before a public holiday, except in the case of a planned interruption or other reasons as required by *your distributor*.

If you are disconnected, when will we reconnect your energy supply?

We will reconnect *your supply address* generally on or before the next business day once:

- *your* account is paid, or agreement with *us* is reached on how it will be paid;
- *you* apply for a grant under a government funded concession scheme such as the Utility Relief Grant Scheme; or
- the reason for *your* disconnection is otherwise resolved.

A reconnection fee may be charged. Unless otherwise agreed by *you*, if *you* contact us:

- by 3pm on a business day, we will reconnect *your supply address* that day; or
- after 3pm and before 9pm on a business day, *you* can still be reconnected that day for an after hours reconnection fee.

Part 4: How to end this agreement

Is there a cooling off period?

For new customers, *you* have the right to cancel this agreement within 10 business days (or 5 business days for energisation contracts or for unplugging or installation of a supply point) 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 existing or *deemed customers*.

How can *you* end this agreement?

You need to give *us* 28 days notice in writing to end this agreement unless *we* have agreed otherwise with *you* or *you* are a *deemed customer*, in which case *you* need not give *us* any notice. If *you* have entered into an agreement to purchase *energy* for a minimum period, *you* will need to pay *us* an exit fee if *you* wish to end the agreement earlier, unless prevented by the *regulations*.

If *your energy* agreement contains an exit fee, *we* will provide *you* with details of that fee prior to entering into to the agreement with *you*. If *you* wish to transfer to another *energy* retailer, this agreement will remain in place until *you* have successfully transferred.

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*, or as the *regulations* permit.

For *deemed customers*, this agreement will also end if *you* are no longer a *deemed customer* under the *regulations*.

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 to the meter.

What do you need to know if you are leaving your supply address?

You must give us notification and supply a forwarding address for a final bill at least three business days before you leave your supply address. If you do not notify us, you will remain responsible for the energy consumed at the supply address for three business days after you give us notice (unless evicted or forced to leave, in which case your responsibility ends after you notify us), or until someone else has an agreement for your supply address.

We may offer you the option to transfer this agreement to your new supply address. If we have an agreement with you to supply energy at another supply address, we may include in your account a bill for the amount payable for the energy consumed at your vacated supply address. After successful transfer or upon disconnection (providing this agreement had ended) you will not need to keep paying for future energy supplied to your supply address under this agreement.

Part 5: Other responsibilities

What are your other obligations?

You need to:

- apply for energy;
- pay any charges including connection and reconnection charges by the due 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 you are no longer responsible for paying for energy at your supply address; and make sure you don't take more energy than is allowed by your distributor for your supply address.

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 large print copy of our charter;
- as may be required by the regulations, a copy of our charter in a foreign language²;
- a copy of the Retail Code, including a large print version;
- information on our pricing, including our market contract prices;
- historical billing information for your supply address for the last two years (a fee may be charged for additional or multiple requests);
- for domestic customers, a language interpreter service;
- advice on the availability of independent financial counselling;

- information on concessions available to *domestic customers*;
- advice on how to improve *energy* efficiency;
- *our additional retail charges*, and *our* other charges and fees; and
- information on network charges.

What assistance do we provide for account payment?

As a domestic customer, if *you* are experiencing payment difficulties and *you* contact *us*, or *we* believe *you* are experiencing repeated payment difficulties and contract *you*, *you* have a right to:

- have *your* financial circumstances and hardships taken into account when negotiating instalment plans or other payment arrangements;
- receive a summary on request as to how *your* financial circumstances and payment capacity have been assessed;
- services that make paying *your energy* accounts easier – *we* offer *you* payment options and instalment plans that take into account *your energy* needs and capacity to pay;
- be advised of the availability of an independent financial counsellor;
- a home *energy* audit (a fee may be charged for this service);
- receive information on the Utility Relief Grant Scheme managed by the Department of Human Services; and
- information on government funded winter *energy* concessions.

If *you* are a business customer, *we* will consider any reasonable request from *you* for (and may impose an *additional retail charge* on *you* if *you* enter into) an instalment plan.

Part 6: 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 *energy* 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 Energy and Water Industry Ombudsman Victoria (EWOV), an independent dispute resolution scheme.

Part 7: Looking after *your* meter

What do we do to connect *you*?

If *you* have applied for connection or *your energy* agreement becomes effective, no later than the next business day we will ask *your distributor* to connect *your supply address* as soon as possible.

What is *your assigned meter identifier*?

Your assigned meter identifiers are unique numbers on *your* property that identify *your* electricity and gas meters. They will appear on *your energy* account.

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.

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

We must have safe, convenient and unhindered access to *your* premises to read, install, remove or inspect the meter, connect or disconnect the *energy* supply, inspect or test the *energy* 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 minimise 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.

Part 8: Can this agreement be changed?

If *you* request, we will provide *you* with information on the prices we can offer *you* in accordance with the *regulations*. We can change the prices from time to time in line with the *regulations*.

We may agree with *you* to a variation to this standard agreement provided that we have received *your* explicit informed consent. If we enter into a variation with *you*, we will provide *you* with details in writing.

In any case, these terms and conditions may be changed from time to time after we have published them in the Government Gazette and complied with any other requirements in the *regulations* and, where required, once we have received the consent of the ESC. If this happens, the changes will take effect from the time set out in the variation that has been published. We will make sure that we notify *you* of any changes.

Part 9: In what circumstances are we not liable?

You acknowledge that the quality, frequency and continuity of supply of *energy* is subject to a variety of factors outside of *our* control, for example, accidents, weather and the acts of third parties such as other customers, generators, electricity distribution and transmission owners, gas production facilities and pipeline owners, and regulators.

You acknowledge that the nature of *energy* supply is such that *we* cannot guarantee to *you* the quality, frequency or the continuity of supply of *energy* to *you*, and that this agreement does not vary or exclude any immunity, limitation of liability or indemnity that may be provided in the *regulations*.

Variations in voltage are an inherent characteristic of electricity supply involving a rapid decrease (dip) or increase (spike) in voltage and cannot be completely prevented. Variations in voltage can be in excess of the voltage range tolerated by domestic appliances and business equipment, and may cause damage. Variations in gas pressure may also cause damage or interruption to supply.

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.

If *you* do suffer any loss, damage or harm as a result of a variation in voltage *you* may be able to receive compensation from *your distributor* (refer to *your* Distribution Charter for more information).

Further, to the extent permitted by the Trade Practices Act and the Goods Act, *our* liability to *you* for breach of any condition or warranty implied by either of those Acts is limited (at *our* option) to, in the case of goods, the replacement of the good, supply of an equivalent good or payment of the cost of acquiring equivalent goods. In the case of a service, it is limited to the re-supply of the service or the payment of the cost of having the service supplied again.

We confirm that nothing in this *energy* agreement varies or excludes the operation of:

- section 117 of the Electricity Industry Act 2000 or section 78 of the National Electricity Law; or
- sections 232 or 233 of the Gas Industry Act 2001 or section 33 of the Gas Safety Act 1997.

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.

Who is liable if a *force majeure* event occurs?

A *force majeure* event is an event that occurs which is outside both *our* and *your* reasonable control (such as an accident, drought, industrial action or other unavoidable cause) and would result in *us* or *you* being in breach of this agreement (for example, we may be unable to supply *you* energy, or *you* may be unable to consume energy).

If a *force majeure* event has occurred,

(a) the affected party will not be in breach of this agreement for non-performance of the obligations caused by the *force majeure* event for as long as it continues.

(b) that affected party must promptly notify the other party of the kind of *force majeure* event, the time it is expected to continue for, and how the *force majeure* event will result in a breach of this agreement. Where the *force majeure* event is widespread (for example, if *we* are unable to arrange for the supply of energy to many of *our* customers) *we* will comply with this obligation by making the necessary information available to *you* on *our* 24 hour telephone service within 30 minutes of being advised of the *force majeure* event or otherwise as soon as practicable.

(c) the affected party must also use its best endeavours to remove, overcome or minimise the effects of the *force majeure* event (although neither *you* nor *we* are required to settle an industrial dispute if that is the *force majeure* event).

Part 10: Other rules that apply

How are greenhouse gas emissions presented on my electricity bill?

Greenhouse gas emissions connected to your electricity plan are presented on your electricity bill in accordance with the Essential Services Commission Electricity Industry Guideline No.13 Greenhouse Gas Disclosure on Electricity Customers' Bills. If you would like to view a copy of this guideline refer to our website.

Are there other rules that apply to this agreement?

This agreement is subject to any relevant *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 powers, rights or obligations under this agreement or the *regulations*. In particular, the *Retail Code* sets out *our* obligations to *you*, and *your* obligations to *us*. This agreement is subject to any minimum requirements set out in the *Retail Code*, and will be amended automatically. It should be read as if this agreement has changed to reflect any changes occurring in the *Retail Code* from time to time.

What happens if you have special medical needs?

If *you* or someone *you* live with requires a life support machine, or *your* address is registered as a medical exemption *supply* address, and *you* provide *us* with the

necessary documentary confirmation, we will make special arrangements to ensure *your energy* supply is not disconnected and that *you* are given notice of any planned interruption as required under the *regulations*.

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*. Personal information is shared within *our* group of companies and with other service providers to the extent required to undertake these activities.

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 by applying in writing to:

The Privacy Officer
TRUenergy
Locked bag 14060
Melbourne City Mail Centre 8001

or visit us at www.truenergy.com.au.

What happens if *you* tamper with the meter?

You are not allowed to take *energy* illegally, or to tamper with or bypass the meter or associated equipment. If *you* have, we will estimate the consumption and *you* will need to pay for it. If *you* have damaged equipment belonging to us or third parties, *you* will be liable for repair or replacement costs.

How can this agreement be transferred?

We may assign this agreement to another party in the event that we transfer all or substantially all of *our* retail sales business. We will give *you* notice of this. Otherwise we will only assign *your* agreement with *your* consent. *You* need to get *our* consent if *you* want to assign this agreement.

Part 11: Customer agreements

Who is a *Deemed Customer*?

If *you* have previously been an electricity customer of *ours* prior to 1 January 2001 or a gas customer of *ours* prior to 1 September 2001, the government has provided that an agreement is deemed to exist with *us*, as detailed in this document. *We* will notify *you* if *we* change the terms and conditions of the deemed agreement. The price which *you* pay for *energy* is the standing offer tariff which is published on our website. *We* will notify *you* of any changes to it in or with the next bill you receive after the change takes effect.

You may choose to enter into a market contract with *us* or another retailer on different terms and conditions or remain on the standing offer tariff. *Your* deemed contract will end if *you* move to a supply address for which *we* are not the *FRMP*, if *you* have chosen to enter into a different agreement, or as determined by the government.

Who is a *Standing Offer Customer*?

For new customers moving into premises for which *we* are the *FRMP*, who do not wish to enter a market contract, the *ESC* has approved standing offer terms and conditions as contained in this document.

This contract will end when *you* move premises or accept a market-based contract. The price which *you* pay for *energy* is the standing offer tariff which is published on our website. *We* will notify *you* of any changes to it in or with the next bill you receive after the change takes effect.

Who is a *Market Contract Customer*?

You may choose to sign an *energy* market contract with an *energy* retailer in which there are some variations to the terms and conditions in this document. The contract will begin after *we* have received *your* explicit informed consent and will end according to conditions specified in the terms and conditions. Market contracts are not required to be published and are not approved by the government.

How do we send notices to each other?

We may give *you* notices in writing only. They may be delivered by hand, by fax, by mail or by email to the address last notified to each other. Also *we* may give notices by publishing the notice in a newspaper circulating generally in Victoria.

Part 12: Definitions of terms used in this agreement

"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 approved by the *ESC*. 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 *your* metering installation; and
- for gas, the Meter Installation Reference Number (MIRN) assigned to *your* metering installation.

"business customers" has the same meaning as in the *Retail Code*.

"deemed customers" means customers deemed by the *regulations* to have entered into an *energy* agreement with *us* on these terms and conditions and includes, where applicable, default customers (being customers who have moved into an address without having a contract). Deemed agreement has a corresponding meaning.

"domestic customers" has the same meaning as in the *Retail Code*.

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

"dual fuel agreement" means an agreement between *you* and *us* that allows *us* to synchronise the billing cycles in *your* electricity and gas agreements.

"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.

"energisation contract" means an electricity contract under which, or in connection with, the customer's *supply address* must be connected and all that is required to effect the connection is the insertion of a fuse or the operation of switching equipment which results in there being a non-zero voltage beyond the point of supply.

"energy" means gas, electricity or both depending on what *we* supply *you* with.

"ESC" means the Essential Services Commission.

"force majeure event" means anything beyond the reasonable control of a party and includes any industrial action or labour disputes.

"FRMP" means Financially Responsible Market Participant.

"late payment fee" means an amount payable by *you* to *us* where *you* have failed to meet *your* obligation to pay an amount due on or before the pay by date on *our* initial bill.

"regulations" means any acts, rules, *regulations*, orders, guidelines, licences or codes, including the *Retail Code* and the like, that regulate the parties or the *energy* industry in Victoria, as varied or replaced from time to time.

"*regulator*" means any body with whose directions or requests we or other parties are required to comply under the *regulations* and includes, without limitation the ESC.

"*relevant customers*" has the same meaning as in the *Retail Code*.

"*Retail Code*" means the *Energy Retail Code* issued by the ESC, as amended from time to time.

"*standing offer customer*" means a person who accepts a standing offer made by us pursuant to 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:

(a) for current *deemed customers* (other than those *deemed customers* who are default customers) and *standing offer customers*, these terms and conditions will take effect on and from 3 February 2009;

(b) for *deemed customers* who are default customers, the date you are deemed to have entered into this agreement by the *regulations*; and

(c) for new *energy* customers, the earlier of:

(i) the date we accept *your* application and record *you* as *our* customer in *our* records;

(ii) any specific start date we agree; or

(iii) 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, ABN 99 086 014 968.

"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 *relevant customer* and/or a domestic or small business customer in accordance with the *regulations*.

In this agreement, unless the context otherwise requires:

(a) headings are for convenience only and do not affect the interpretation of any part of this agreement;

(b) words importing the singular include the plural and vice versa;

(c) 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;

(d) other parts of speech and grammatical forms of a word or phrase defined in this agreement have a corresponding meaning;

- (e) 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;
- (f) *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 *Retail Code*;
- (g) a reference to any party, authority, agreement, document, legislation, *regulation*, code or anything similar includes any successor to that person, authority or item;
- (h) 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
- (i) 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.

Who to contact for further assistance

TRUenergy

Customer service and account enquiries: 133 466

Supply and maintenance (24hrs): 133 466

Telephone Interpreter service: 131 450

TTY (for hearing impaired customers): 1300 368 536

Locating *your* network provider: 133 466

Energy and Water Ombudsman of Victoria

GPO Box 469D, Melbourne, VIC 3001

Freecall (except mobile phones): 1800 500 509

Telephone Interpreter service: 131 450

TTY (for hearing impaired customers): 1800 500 529

Essential Services Commission

Level 2, 35 Spring Street, Melbourne, VIC 3000

Enquiries: 03 9651 0222

www.esc.vic.gov.au

Sustainable Energy Authority of Victoria

Ground Floor, 215 Spring Street, Melbourne, VIC 3000

Freecall (except mobile phones): 1300 363 744

Department of Human Services

555 Collins Street, Melbourne, VIC 3000

Utility Relief Grant enquiries: 03 9616 7839

Concessions enquiries: 1800 658 521

TRUenergy Pty Ltd

ABN 99 086 014 968

Level 33, 385 Bourke Street

Melbourne, VIC 3000

Enquiries: 133 466

www.truenergy.com.au

