

# Customer Disclosure Statement & Charter

## Your Agreement

- Your Agreement is for the Premises set out in the Important Details section.
- Your Agreement doesn't have a fixed term. It will continue until you or we end it. If your Agreement includes an Electricity Plan, it may have a fixed term. We'll write to you before your Electricity Plan is due to end. If you don't agree to a new Electricity Plan when your Electricity Plan ends, your Agreement will continue without Electricity Plan benefits. Alternatively, we may extend your existing Electricity Plan or set you up with a new one, unless you tell us not to. The Agreement sets out the terms, conditions and Charges that will apply if you keep taking supply after your Agreement should have ended.
- We won't apply a fee if you vary your electricity usage.
- Your Agreement starts on the release or start date set out in your Electricity Plan. If no date is specified then this is the date you accept the Agreement over the phone or on-line. **You have a 10 business day cooling off period. You may cancel this Agreement by advising that you wish to do so by calling 1300 791 970 or in writing to enquiries@winconnect.com.au or WINconnect Pty Ltd, Customer Service Manager, PO Box 217 Hawthorn VIC 3122.**
- If you move your Agreement (including any Electricity Plan) will end from the date you do so. You need to give us at least 3 Business Days notice.
- We can vary your Agreement by notice to you as set out in the Agreement Terms.
- We can arrange for disconnection of your energy supply in a number of circumstances. These include if you ask us to or you don't pay your bill on time, or you've refused to provide a Security Deposit or your meter hasn't been able to be read for 3 consecutive meter readings – see Agreement for more details. The Electricity Laws prevent disconnection in some circumstances.

## Your Charges

- The Charges you will pay are set out in your Electricity Plan and the Agreement. Those Charges may include a card payment fee for payments made by Visa or Mastercard, a late payment fee for bills paid after the Due Date, an account establishment fee for transferring to us from another retailer or setting up your account with us for the first time, a payment processing fee if you pay your bill over the counter in person at a third party retailer or outlet or via POST billpay and a paper bill fee if you get your bill by post.
- Unless we say we won't do so in your Electricity Plan, we can vary the Charges at any time by notice to you. This means we can vary the amount, nature and structure of any of the Charges. The notice may be by a message with your bill. For Small Customers in NSW and SA we'll give you 5 Business Days notice. For Victorian and Western Australian Small Customers we'll notify you as soon as practicable, but no later than your next bill. For Small Customers in Queensland, we'll give you at least 10 Business Days' notice of any increase to the charges, and otherwise notify you no later than your next bill. Exceptions may apply in accordance with Electricity Laws. We can also vary the Charges by notice to you in limited circumstances, even if we say we won't do so in your Electricity Plan – see your Agreement for details.
- If any of the details in your Important Details or Electricity Plan are incorrect (e.g. the meter type), we may change the Charges by notice.
- Depending on your creditworthiness, we may ask you to pay a Security Deposit.
- If you breach your Agreement or the Electricity Laws, we may charge you any reasonable costs we incur as a result, except where those amounts are included in the Charges.

## Electricity Plan features

If your Agreement includes an Electricity Plan then the Electricity Plan may include certain features. These may include a guaranteed or conditional discount on usage charges, fixed usage and supply charges, a fixed amount for usage and supply, and feed-in tariffs. Check your Energy Plan terms for details of your features. We may also have special offers with additional benefits available from time to time.

## Billing

- We will send you a bill at least once every three months. We may change the billing period by notice to you.
- Your bill will usually be based on an actual reading of your meter, except where an estimate is used, for example because your meter couldn't be accessed.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office, by cheque, direct debit (by agreement), Visa or Mastercard over the phone or online or BPay.
- Make sure you review your bills carefully and if you have concerns, just ask us to do a review. You can also ask for your meter to be tested as part of the review – charges may apply if it's found to be operating correctly and you may have to pay these before the test, except for Small Customers in Victoria or Queensland.
- If you are experiencing financial difficulties, let us know as we have a range of payment options that might help. We may also be able to give you information about government support.

## Feed-in Tariffs and Embedded Generation Equipment

- You must obtain our consent (not to be unreasonably withheld), the consent of the Embedded Network Owner and Distributor and all regulatory approvals required, prior to installing any embedded generation equipment (including a solar photovoltaic (PV) system) at or to be connected to the Building and/or Premises. The installation and operation of such embedded generation equipment must strictly comply with all relevant Electricity Laws.
- If you have a solar PV system installed at your Premises, we may (subject to you having obtained all necessary consents and complying with Electricity Laws) pay you a feed-in tariff for any electricity your system generates which is exported to the embedded network or to the electricity grid. If we pay you a feed-in tariff, you'll see the amount of the feed-in tariff on your bill.

## Enquiries and complaints

- If you have an enquiry, complaint or dispute, including in relation to your bill or any marketing activity, please contact us.
- We'll handle your complaint and let you know the outcome in accordance with our standard complaints and dispute resolution procedures which you can find at [www.winconnect.com.au](http://www.winconnect.com.au). You can also ask us to send you a copy.
- If you're not satisfied with how your complaint has been resolved you may be able to contact the energy ombudsman in your state or territory.
- **NSW:** 1800 246 545      **VIC:** 1800 500 509      **QLD:** 1800 662 837      **SA:** 1800 665 565
- If you'd like more information on the terms and conditions, instalment plans, energy rebates for life support or other concessions or rebates, call us on 1300 791 970. You may be eligible for government concessions or rebates depending on your personal situation (for example, for certain concession card holders and pensioners).

## Other

- You can use our online services to set up and manage your account with us and/or elect to receive correspondence related to your account via email or online. Just go to [www.winconnect.com.au](http://www.winconnect.com.au). If you do, this will operate as an electronic transaction, you'll be bound by it and where we provide information to you electronically you'll be taken to have received it.
- We'll comply with any service standards and levels that apply to you, in accordance with the Electricity Laws. Changes to these will only be made in accordance with the Electricity Laws.