



1st Energy Customer Charter

About this Charter

Our Customer Charter provides our electricity customers with a summary of the rights, entitlements and obligations of small customers. Our Customer Charter applies only to residential customers in Victoria and to small retail customers in all other states.

We are required to comply with a range of applicable laws and regulations including the Competition and Consumer Act 2010, the Australian Consumer Law, the Privacy Act, the National Retail Energy Law and the Codes and Rules applying to the marketing and sale of energy in the various jurisdictions. In this Charter, we refer to them as the “Energy Laws”. On request, we will supply you with a copy of the relevant Energy Laws, as well as our Customer Charter. Our Customer Charter must be read in conjunction with your retail electricity agreement with us.

Your Agreement with 1st Energy

Your agreement provides that we will sell electricity to you, and you will purchase electricity from us and accept the supply of electricity at your Supply Address, for the duration of the agreement. In your agreement, you also acknowledge you have chosen us as your electricity retailer and you give your explicit informed consent to your Supply Address being transferred to us. The Energy Laws provide that we must make sure that you understand that you are entering into a legally binding agreement with us.

Your retail electricity agreement is consistent with the Energy Laws applicable in the state or territory where your supply address is located.

If you are a market retail contract customer, your retail electricity agreement consists of the Terms and Conditions, the consent you provide to us, the Energy Plan Details, your Energy Plan (if any) and any other fees or charges published on our website. If you are a standard retail contract customer, your agreement consists of the Standard Retail Contract terms, standing offer prices and any other fees or charges published on our website that are applicable.

Cooling-off Period

You may cancel your agreement by giving us notice during the Cooling-off Period as per the terms of your agreement. The Cooling-off Period is the period of ten business days from the commencement of your agreement.

If you’re a small business customer and end your agreement before the end of your Energy Plan (if any) you may be required to pay an exit fee.

Access to your Premises

You must provide us with safe, convenient and unhindered access to the Supply Address and meter for the purpose of reading the meter and for connection, disconnection, replacement and repairs.

Electricity Supply

Your electricity distributor owns and manages the poles and wires that deliver electricity to you. Your electricity distributor is also responsible for the physical supply of electricity to your supply address.

The supply of electricity may be subject to variations in voltage and frequency and may contain voltage surges, which may cause damage to your equipment. We are unable to guarantee the quality and security of supply of electricity.

Your privacy

We collect, use, hold and disclose your personal and credit related information as set out in our privacy and credit reporting statements which you can find at 1stenergy.com.au. Our credit reporting statement explains who we share your credit information with, including overseas service providers.

Complaints and Dispute Resolution

You can contact us if you have a query, complaint or dispute concerning the sale or supply of electricity under your agreement. We will handle any complaint made by you in accordance with our standard complaints and dispute resolution procedures and the Australian Standard on Complaints Handling.

These procedures can be found on our website and will be provided to you on request. We will inform you of our response to your complaint. If you are not satisfied with our response to your complaint, you have the right to refer the complaint or dispute to the Energy Ombudsman in your state.

- For customers in New South Wales: the New South Wales Energy and Water Ombudsman on 1800 246 545 or at www.ewon.com.au.
- For customers in Queensland: the Queensland Energy Ombudsman on 1800 662 837 or at www.ewoq.com.au.
- For customers in Victoria: the Victorian Energy and Water Ombudsman on 1800 500 509 or at www.ewov.com.au.

Our contact details for you to contact us about a query, complaint or dispute are set out in the Customer Agreement and you can call our Customer Service team on 1300 426 594.

Financial difficulty

1st Energy recognises that any customer may experience times of genuine financial hardship and require payment assistance. Contact our Customer Service team on 1300 426 594 to discuss specialised payment options, our hardship program and the availability of government funded energy charge rebates, concessions or relief schemes available to help you out, including for Victorian customers the Utility Relief Grant Scheme.

Rates

The rates and charges applicable to your supply of electricity are set out in your Energy Plan Details provided with your Terms and Conditions. If you're a market retail contract customer we may vary your rates and charges in accordance with your Terms and Conditions.

Billing

We will send bills to the email address you have nominated when providing your consent. Unless otherwise agreed, we will bill you monthly. Your bill will generally be based on your actual meter reading but may in some circumstances be based on an estimate or substituted reading. If we have given you an estimated bill and we subsequently read your meter or otherwise obtain a reliable meter reading, we will make all adjustments accordingly.

Customers on “My billing” choose a nominated monthly billing amount based on your estimation of the energy consumption at your premise over a twelve-month period.

We will review your bill at your request and inform you of the outcome of our review at the quickest possible time. During a review, you must pay that portion of the bill under review that you and we agree is not in dispute.

Communications

Unless otherwise agreed, all communications and notices from us will be sent to your nominated email address, including your bills, welcome pack, reminder notices and disconnection notices. You will be regarded as having received the information contained in emails sent to your email address. Where you choose to receive paper bills, we may charge an administration fee to cover the cost of sending them, (where allowed by regulatory requirements).

Concessions Schemes

For details of how you may apply for and receive any rebate, concession or relief available under any government funded energy charge rebate, concession or relief scheme, including the Utility Relief Grant scheme in Victoria, you can call our Customer Service team on 1300 426 594.

Disconnections and Interruptions

We can only disconnect your electricity supply in accordance with the Energy Laws in your state. Your electricity distributor or metering coordinator may need to temporarily disconnect your energy supply from time to time for maintenance, for safety reasons or in emergency situations. A contact number for faults and disruptions will be included on your bills for reference in these circumstances.

Pay you bill in advance and payment options

You can choose to pay your bill in advance and we offer a range of payment options including Direct Debit, BPAY, Online at www.1stenergy.com.au via your VISA or MasterCard, Post Billpay at Australia Post or by sending a cheque or money order to 1st Energy Pty Ltd, PO BOX 1180, Hampton North, VIC 3188.

Customers receiving Centrelink benefits can apply for energy payments to be made via Centrepay. Please call us on 1300 426 594 to obtain your 1st Energy Centrepay Reference Number. You can then contact Centrelink on 1800 050 004 to arrange your Centrepay deductions.