

ABOUT THIS CHARTER

Our Customer Charter provides our electricity and/or gas 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, the Energy Retail Code 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 and/or gas agreement with us.

YOUR AGREEMENT WITH 1ST ENERGY

Your agreement provides that we will sell electricity and/or gas to you, and you will purchase electricity and/or gas from us and accept the supply of electricity and/or gas at your Supply Address, for the duration of the agreement. In your agreement, you also acknowledge you have chosen us as your electricity and/or gas 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 and/or gas 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 and/or gas 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.

Depending on your meter type you may transfer to 1st Energy on your previous read, your next read or an estimated read if no actual read is available, or on the date agreed between 1st Energy and yourself.

This agreement may be cancelled in accordance with your Terms and Conditions.

Please visit 1stenergy.com.au/terms-conditions to download a copy of your Terms and Conditions or call us and we can send you a copy.

ELECTRICITY AND GAS SUPPLY

Electricity and natural gas distributors own and maintain the distribution networks, including electricity power lines and power poles, and natural gas pipelines that carry electricity and natural gas to houses and businesses.

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.

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 and including the day after you signed or received this agreement without being required to pay an exit fee.

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.

RATES

The rates and charges applicable to your supply of electricity and/or gas 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.

DISCONNECTIONS AND INTERRUPTIONS

We can only disconnect your electricity and/or gas supply in accordance with the Energy Laws in your state. Your electricity distributor or metering coordinator or gas distributor 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.

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.



LIFE SUPPORT

If you or someone at your address uses a life support machine, it is important to let us know.



By registering your home as requiring a continuous energy supply, we'll ensure that you're kept up to date on any planned energy supply interruptions. That means you'll receive Life Support protections, including at least four business days' prior written notice of retailer or distributor planned outages and other restrictions on disconnecting power to your home.

To register your life support equipment, you can call us on 1300 426 594, email us at lifesupport@1stenergy.com.au or let your distributor know (and they'll let us know). If you're unsure if you're entitled to have your equipment or machine registered as life support, please call us and we can assist you.

MOVING HOME

If you're moving from your existing premise, you need to give us at least three Business Days' notice so we can organise everything in time for you. We'll arrange for your meter to be read at a date agreed with you (in which case an additional fee will apply, unless we decide to waive it). We will do what we can to have your meter read on the date agreed, or as soon as practicable after that date if there are difficulties accessing your meter. If you're transferring your premises to another retailer and your new retailer arranges for a special meter read, we won't need to arrange it or charge you the fee.

PAYMENT DIFFICULTY

If you have difficulties paying your bill, you should contact us as soon as possible. We'll provide you with information about your entitlements including our standard and tailored assistance options. Information about payment assistance is available for each state at 1stenergy.com.au/paymentdifficulties.

Additional assistance may be available to you under our Customer Hardship Policy and a copy of our Customer Hardship Policy is available on our website.

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 that have received an estimated bill can send us a self-read. Visit 1stenergy.com.au/support/how-to-read-your-meter for more information.

MY BILLING

My Billing is no longer available however, customers that would like a monthly billing option can take up the Monthly Estimated Billing option instead.

My Billing allows you to choose a nominated monthly billing amount based on your estimation of the energy consumption at your premise over a twelve-month period. My Billing means you will receive monthly bills for an estimated amount nominated by yourself. When a meter read is received, we will issue your next bill based on your actual usage for the previous period including any adjustments if the nominated monthly billing amount is too low or too high and any payments you have made. You can change your nominated monthly billing amount at any time by contacting us.

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.

MONTHLY ESTIMATED BILLING

Customers can provide consent to receive monthly estimated bills. Receiving a monthly estimated bill may assist you to avoid bill shock every quarter. Customers that choose estimated billing will receive a monthly bill based on either the customer's reading of the meter, historical metering data for the customer or the average usage of energy by a comparable customer over the corresponding period, (if there is no historical metering data for the customer) or the actual reading of the meter.

PAY YOUR 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 1stenergy.com.au via your VISA, Amex or MasterCard, Post Billpay at Australia Post or by sending a cheque or money order to 1st Energy Pty Ltd, PO BOX 1045, 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.

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, the Energy Accounts Payment Assistance Scheme in New South Wales, the Emergency Electricity Payment Scheme in South Australia, the Energy Hardship Fund in Tasmania and the Home Energy Emergency Assistance Scheme in Queensland, you can call our Customer Service team on 1300 426 594.

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).

COMPLAINTS AND DISPUTE RESOLUTION

You can contact us if you have a query, complaint or dispute concerning the sale or supply of electricity and/or gas 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.

Let us know if we haven't got something quite right and contact our helpful Customer Service Team on 1300 426 594. We'll do our best to help you and you can ask to speak to a Team Leader if we haven't sorted out the problem. 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.

| STATE | OMBUDSMAN | CONTACT |
|-------|--|--|
| NSW | The Energy and Water Ombudsman New South Wales | 1800 246 545 www.ewon.com.au |
| QLD | The Energy and Water Ombudsman Queensland | 1800 662 837 www.ewoq.com.au |
| VIC | The Energy and Water Ombudsman Victoria | 1800 500 509 www.ewov.com.au |
| TAS | The Energy Ombudsman Tasmania | 1800 001 170 www.energyombudsman.tas.gov.au |
| SA | The Energy and Water Ombudsman South Australia | 1800 665 565 www.ewosa.com.au |

GAS SAFETY

In case of fire call 000 immediately.

1st Energy provides gas services to customers in Victoria.

To report gas leaks or other gas emergencies, call the emergency number on your gas bill for assistance at any time.

There are three gas distributors in Victoria. Each is responsible for a separate geographic region of Victoria and contact information is set out to the right.

| | MULTINET GAS | AUSTRALIAN GAS NETWORKS | AUSNET SERVICES |
|----------------------|--------------|-------------------------|-----------------|
| FAULTS & EMERGENCIES | 132 691 | 1800 427 532 | 136 707 |
| GENERAL ENQUIRES | 1300 887 501 | 1300 001 001 | 1300 360 795 |

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.