

1ST ENERGY CUSTOMER CHARTER

April 2026

At 1st Energy, our customers are at the heart of everything we do. We are committed to delivering exceptional service, ensuring your needs are met with care, integrity and professionalism.

About this Charter

Our Customer Charter provides our electricity and 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 of Practice 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 powerlines 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.

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](tel:1300426594), 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.

Safe Support and Family Violence

We're committed to providing safe support to our customers and employees impacted by domestic and family violence. Through raising an awareness about family violence, shared knowledge and ongoing training we are determined to win trust and provide tailored assistance for our employees and customers exposed to domestic and family violence.

Specially trained 1st Energy safe support team members are available to help eligible customers.

We'll offer you access to our [Hardship Program](#) and provide tailored assistance as quickly as possible.

Call us on [03 7064 9375](tel:0370649375), Monday to Friday 9.00am to 5.00pm (AEST).

Write to us at Safe Support Team, PO Box 16029, Collins St West VIC 8007

Online at 1stenergy.com.au/contactus

Email safesupport@1stenergy.com.au

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. If you are experiencing payment difficulty, we will provide assistance in accordance with our obligations; including access to payment plans, tailored assistance and protections from disconnection while you are meeting agreed arrangements. Information about payment assistance is available for each state at 1stenergy.com.au/payment-difficulties. 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.

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 ensure we and your distributor have 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.

Moving Home

If you're moving from your existing premise, you must provide 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.

Billing

We will send your bills to your nominated email address, unless you have requested paper bills. We will send you a monthly bill if you have a smart meter or quarterly if you have a basic meter. 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/how-to-read-your-meter for more information.

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 16029, Collins St West VIC 8007.

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 and Rebates

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. We can also help you check your eligibility and apply for available concessions and rebates.

Communications

Where you have agreed to receive communications electronically, we will send notices to your nominated email address, including your bills, welcome pack, reminder notices and disconnection notices. We will take reasonable steps to ensure delivery; however, it is your responsibility to ensure your contact details are up to date.

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. We aim to resolve complaints as soon as possible and will keep you informed of our progress. 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.

- For customers in New South Wales: the Energy and Water Ombudsman New South Wales on 1800 246 545 or at www.ewon.com.au.
- For customers in Queensland: the Energy and Water Ombudsman Queensland on 1800 662 837 or www.ewoq.com.au.
- For customers in Victoria: the Energy and Water Ombudsman Victoria on 1800 500 509 or www.ewov.com.au.
- For customers in Tasmania: the Energy Ombudsman Tasmania on 1800 001 170 or www.energyombudsman.tas.gov.au.
- For customers in South Australia: the Energy and Water Ombudsman South Australia on 1800 665 565 or www.ewosa.com.au.

Gas Safety

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 their contact information are set out below.

	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.