

Standard Electricity Agreement

Terms and Conditions

December 2011

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Avez-vous besoin d'aide par rapport à ce document?
Téléphonez-nous au 13 13 53 pour organiser un interprète.

Benötigen Sie e beim Ausfüllen dieses Dokuments Hilfe?
Rufen Sie 13 13 53 an, um einen Dolmetscher zu bestellen.

Serve aiuto con questo documento?
Chiamateci al 13 13 53 per richiedere un interprete.

Cần giúp đỡ để dịch tài liệu này, xin gọi chúng
tôi số 13 13 53 để sắp xếp một thông dịch viên
cho bạn.

هل تحتاج الى مساعدة لترجمة وثيقة ؟ أتصل
بنا على الرقم 13 13 53 وستحصل بمساعدتنا
على من يقدم لك خدمات لترجمة الشفوية.

Χρειάζεστε βοήθεια με το έγγραφο αυτό; Καλέστε μας
στο 13 13 53 για να κανονίσουμε διερμηνέα.

需要有人帮助翻译这份文件吗？请拨打 13 13 53 让我们来安排一位翻译。



Welcome to Synergy.

This is a copy of our Standard Electricity Agreement with you. It details, in a clear and easy-to-read way, each element of our agreement to acquire energy for you.

It also details what you can expect from us, together with *your* rights and obligations.

At Synergy, our commitment is to provide you with the highest level of service and professionalism at all times. If you have any questions after reading through this agreement, please call one of our Customer Service Representatives on 13 13 53 for residential customers and 13 13 54 for business customers.

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Standard Electricity Contract

Electricity Retail Corporation trading as Synergy

ABN: 71 743 446 839

Address: 228 Adelaide Terrace, Perth, WA 6000

Fax: (08) 9221 4628 Email: _____

The following notice applies if this is an **unsolicited consumer agreement** (as defined in the *Australian Consumer Law*):

NOTICE UNDER SECTION 79 OF THE AUSTRALIAN CONSUMER LAW

Important Notice to the Consumer

You have a right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement.

I, _____, the Customer:

- (a) apply to Synergy for the supply of electricity to the *premises* on the terms and conditions contained in the Synergy Standard Electricity Terms and Conditions;
- (b) acknowledge receipt of prescribed *code of conduct* and *Australian Consumer Law* information outlining the various rights and obligations of Synergy and the Customer; and
- (c) request the supply of electricity during the *cooling-off period* (tick if required).

Signed by the **Customer** or for and on behalf of the **Customer** by its duly authorised representative:

Sign _____

Name (print) _____

Date _____

Signed for and on behalf of **Synergy** by its duly authorised representative:

Sign _____

Name (print) _____

Date _____

Agent details *(if acting on Synergy's behalf)*

Signed for and on behalf of **Synergy** by its duly authorised agent:

Sign _____

Company name _____

Name (print) _____

Business address (not PO Box) _____

Date _____

Telephone _____

Email address _____

Contract Particulars

1. **Your details**

Title:

Family name:.....

Given names:.....

Postal address:

.....

Suburb:.....Postcode:.....

Home:.....Work:.....

Mobile:.....Facsimile:.....

Email.....

2. **Your business details** *(complete this section for business applications only)*

Registered Business Name:.....

ABN/ACN:.....

3. **Connection details** *(address of site connection required)*

Unit No:Lot/House No:Street:.....

Suburb:.....Postcode:.....

Date connection required:.....

4. Product & pricing details

(To be completed by a Synergy representative)

.....

5. Billing frequency

Standard

Group

6. Cooling-off period

In addition to *your* rights under the Synergy Standard Electricity Terms and Conditions, *you* can end the *contract* by giving *us* notice that *you* want the *contract* to end during the following period:

- (a) if the *contract* was not negotiated by telephone - the period of 10 *business days* starting at the start of the first *business day* after the day on which the *contract* was made; or
- (b) if the *contract* was negotiated by telephone - the period of 10 *business days* starting at the start of the first *business day* after the day on which *you* were given the *contract*, (*the cooling-off period*)

We will not supply *you* with electricity during the *cooling-off period*, unless *you* ask *us* to do so and either:

- (c) electricity is not connected to the *premises*; or
- (d) electricity is connected to the *premises*, but no electricity is being supplied to the *premises* by *us*.

If, at *your* request, we supply *you* with electricity during the *cooling-off period* and *you* end the *contract* during the *cooling-off period*, we may charge *you* for any electricity and associated services supplied to *you* during this period.

ATTACHMENT A

The following notice applies if this is an *unsolicited consumer agreement* (as defined in the *Australian Consumer Law*):

NOTICE INFORMATION UNDER SECTION 79 OF THE AUSTRALIAN CONSUMER LAW

Your additional rights to cancel this agreement

In addition to *your* rights described in the agreement:

- (a) *You* have a right to cancel this agreement at any time within 10 *business days* from and including the day after *you* signed or received this agreement.
- (b) *You* also have a right to cancel this agreement at any time within 3 months from and including the day after *you* signed or received this agreement if there has been a breach of sections 73, 74, or 75 of the *Australian Consumer Law* contained in the *Competition and Consumer Act 2010 (Cth)*.
- (c) *You* also have a right to cancel this agreement at any time within 6 months from and including the day after *you* signed or received this agreement if there has been a breach of sections 76 or 86 or Subdivision C of Division 2 of Part 3-2 of the *Australian Consumer Law* contained in the *Competition and Consumer Act 2010 (Cth)*.

You may cancel this agreement by telling *us* over the telephone or in person that *you* would like to cancel the agreement or by:

- (a) giving *us* a notice personally; or
- (b) giving *us* or sending *us* a notice, in an envelope addressed to Synergy 228 Adelaide Terrace, Perth, WA, 6000; or
- (c) sending *us* an email to; _____ or
- (d) sending *us* a fax to (08) 9221 4628,

saying that *you* would like to cancel the agreement.

You may use the notice attached as **Attachment B** to this agreement to let *us* know *you* would like to cancel the agreement.

Supplying goods or services during the *cooling-off period*

We are not allowed to supply *you* with electricity or accept or ask for any payment for electricity at any time within 10 *business days* from and including the day after *you* signed or received this agreement, unless:

- (a) electricity is not connected to the *premises*; or
- (b) electricity is connected to the *premises*, but no electricity is being supplied to the *premises* by *us*.

ATTACHMENT B

Section 82

Australian Consumer Law

Cancellation notice – Unsolicited consumer agreement

Right to cancel this agreement within 10 business day cooling-off period

You have a right to cancel this agreement without any reason within 10 *business days* from and including the day after you signed or received this agreement.

Extended right to cancel this agreement

If the supplier has not complied with the law in relation to unsolicited consumer agreements, you also have a right to cancel this agreement by contacting the supplier, either orally or in writing. **Refer to the information attached to this agreement.** You may have up to 6 months to cancel this agreement in certain circumstances.

To cancel this agreement in writing, complete this notice and send it to the supplier.

Alternatively, write a letter or send an email to the supplier.

Supplier details (to be completed by the supplier)

Name: Synergy

Address: 228 Adelaide Terrace, Perth, WA, 6000

Email address (if any):

Fax number (if any): (08) 9221 4628

Details of goods or services supplied under the agreement:

.....

Cost of goods or services:.....

Date of agreement:

Transaction number (if any):.....

Consumer details

Name of consumer:

Consumer’s address:

I WISH TO CANCEL THIS AGREEMENT

Signed by the consumer:

Date:.....

Note: You must either return to the supplier any goods supplied under the agreement or arrange for the goods to be collected.

Synergy
(ABN 71 743 446 839)
Terms And Conditions
Standard Electricity

1 Supply of electricity

We will sell electricity to *you* at the *premises* in accordance with these terms and conditions. These terms and conditions apply to the sale of electricity to all *residential customers* or *business customers* who pay the *standard price* for electricity.

2 Code of conduct

The *code of conduct* regulates the conduct of electricity retailers, *network operators* and electricity marketing agents. The *code of conduct* is designed to protect the interests of residential and small business users.

Matters covered by the *code of conduct* include electricity marketing, billing, connection, payment difficulties and financial hardship, disconnection, reconnection, pre-payment meters in remote communities, information and communication, dispute resolution, record keeping and compensation payments to customers for breaches of the *code of conduct*.

If *you* are a customer who consumes not more than 160 megawatt hours of electricity per annum, we will supply electricity to *you* under this *contract* in compliance with the *code of conduct*. Accordingly, where these terms and conditions deal with a subject matter that is covered by the *code of conduct*, then we will act consistently with the relevant provisions of the *code of conduct*.

You can obtain more information about the *code of conduct* from us or the Economic Regulation Authority - www.erawa.com.au.

3 When the contract starts

The *contract* begins on the date and time we agree to supply electricity to *you*.

4 Charges and rebates

4.1 Standard price

You must pay to us the *standard price* that applies to *you*.

4.2 What are standard prices?

There are two main types of *standard prices* available: residential prices and non-residential prices.

In addition, there are also different types of residential prices and non-residential prices. Some examples of these are the business price, community service price and the charitable accommodation price.

Whether a particular *standard price* applies to *you* will depend on *you* meeting the eligibility conditions for that *standard price*.

For an explanation of the *standard prices* available and the eligibility conditions applying to those *standard prices*, please visit *our website* or call *us*.

If we change the *standard prices*, we will notify you of the changes in the *standard prices* by no later than *your next bill*.

4.3 Which standard price do you pay?

Your bill will show which *standard price* you are paying. Please advise *us* if you wish to choose a different *standard price* from the price appearing on *your bill*. If you meet the relevant eligibility conditions, we will change the *standard price* that applies to you to the *standard price* of your choice.

The new *standard price* will be effective from the date that *your meter* was last read. In some cases, *Western Power Networks* may need to adjust the *meter* at *your premises* or provide you with a new *meter* in order for us to provide you a different *standard price*. In that case, the new *standard price* will be effective when *your meter* is adjusted or *your new meter* has been installed by *Western Power Networks*. Please note that there may be a separate charge for *meter* adjustments and new *meters* in order for us to pay *Western Power Networks* for the *meter* adjustments or new *meters*. For an explanation of these charges, please visit *our website* or call *us*. In the event of any delay in a *meter* adjustment or a new *meter* installation by *Western Power Networks* we shall have no liability for any loss (either direct or indirect) to you for that delay.

4.4 Eligibility conditions on standard price

You must advise *us* as soon as possible if you no longer meet the eligibility conditions applying to the *standard price* that you currently pay.

If we discover that you are no longer eligible to receive the price that you currently pay, then we can advise you in writing of the new *standard price* that you must pay instead of the price that you currently pay.

If you have been undercharged for your electricity supply because you were being charged at a *standard price* that you were not eligible to receive, then we can require you to pay to us the amount that you have underpaid for a period of up to 12 months prior to the date that we advise you of the new *standard price* or a longer period if the underpayment was directly attributable to your act or omission.

4.5 Rebates

If you are eligible for a *rebate* and you apply to us, we will provide that *rebate* to you. You can contact us if you have any queries about your *rebate* eligibility.

4.6 Eligibility conditions on rebates

If you are no longer eligible for a *rebate*, you must advise us as soon as possible.

If we discover that you are no longer eligible for a *rebate*, then we will advise you in writing that you will not be receiving

any further *rebates*. We can also require you to pay to us the amount that you have underpaid for a period of up to 12 months prior to the date that we advise you that you will not receive the *rebate* or a longer period if the underpayment was directly attributable to your act or omission.

5 How we will calculate your electricity use

5.1 Basis of a bill

If we provide you with a bill based on an estimate because you failed to provide access to the *meter* and you later request us to replace your estimated bill with a bill based on an actual reading of your *meter*, we will use our best endeavours to do so if you:

- (a) pay our reasonable charge for reading the *meter*; and
- (b) provide due access to the *meter*.

Where a *meter* has been installed at your premises we use *meter* readings that are provided to us to prepare your bill. We will use best endeavours to obtain metering data as frequently as required to prepare your bill. Provided a *meter* has been installed at your premises we will use our best endeavours to ensure that Western Power Networks reads the *meter* at least once every 12 months. However, if we ask you or Western Power Networks asks you, you can agree to read the *meter* yourself and provide Western Power Networks or us with the *meter* readings. In that case, we will bill you on the basis of your *meter* readings.

In any event and provided a *meter* has been installed at your premises, we will use our best endeavours to ensure that Western Power Networks obtains metering data for your premises at least once every 12 months.

If we cannot reasonably base a bill on Western Power Networks' or your reading of the *meter*, then we will provide you with an estimated bill in accordance with the *code of conduct* and we will inform you in the bill that the bill was estimated. If your bill is estimated you can contact us and we will tell you the basis of that estimation and the reason for the estimation. If we have provided you with an estimated bill and we subsequently obtain an actual *meter* reading from Western Power Networks or you, then your next bill will be adjusted to take account of that *meter* reading.

5.2 You can request a meter test

You can ask us to test the *meter* to ensure that it is measuring accurately and we will arrange for Western Power Networks to test the *meter* if you first pay to us a *meter* testing fee. If we find that the *meter* is not measuring accurately, then we will refund the *meter* testing fee to you.

If the *meter* is not measuring accurately, we will also arrange for Western Power Networks to either repair or replace the *meter* at no charge to you.

By “accurate”, we mean the *meter* is measuring as accurately

as the law requires.

6 Bills

6.1 When we will bill you

We will bill *you* in accordance with the *billing cycle* that we set for *our* customers from time to time. As an indication (and subject to the *code of conduct*), *our billing cycle* is no more than once a month and no less than once every three months, unless *you* have agreed otherwise.

6.2 Paying your bill

You must pay the total amount payable for each bill by the due date specified in that bill. The due date will be at least 12 *business days* from the date of the bill.

You can find out the range of payment options that *you* can choose from by referring to *your* bill, by visiting *our* website or by calling *our* customer service centre.

6.3 If you are having trouble paying

If *you* are having trouble paying *your* bills, please advise *us*. We will assess *your* request within 3 *business days* of *your* request and we will offer *you* assistance (for example, instalment plans) in accordance with the *code of conduct* and *our payment difficulties and financial hardship policy* if *you* qualify for that assistance.

6.4 If you do not pay your bill

- (a) If *you* do not pay the total amount payable for any bill by the due date, then we can:
 - (1) send a *disconnection warning* to *you*; and
 - (2) subject to complying with clause 5.6 of the *code of conduct*, charge *you* a fee for each overdue account notice we send to *you*; and
 - (3) charge *you* interest on the amount *you* have not paid; and
 - (4) disconnect *your* electricity supply; and
 - (5) shorten *your billing cycle*.
- (b) If *you* do not pay the total amount payable for any bill after we send a *disconnection warning* to *you*, then we can refer *your* debt to a debt collection agency for collection and if we do so, *you* must pay any costs that we incur in connection with the recovery of the unpaid bill (including the agency's fees and legal fees).
- (c) If *you* pay a bill and the payment is dishonoured or reversed and, as a result, we have to pay fees to any other person, *you* must reimburse *us* for those fees.

6.5 Billing data

If *you* consume less than 50 *MWh* of electricity per annum, we will give *you* the billing data for the *premises* upon request. Unless we are required by law to provide this billing data to *you*

free of charge, *you* must pay *us* a reasonable fee before we provide the data to *you*. For example, this information will be free of charge:

- (a) for the first request that *you* make in a year if the data requested is for a period less than the last 2 years, or
- (b) if *you* request the billing data in relation to a dispute with *us*.

If *you* have registered for *our* online services, *you* may be able to access this information directly from *our* website at no cost.

7 Reviewing your bill

7.1 Reviewing a bill

If *you* have a query about *your* bill and *you* ask *us* to review the bill, then we will review it.

In the meantime, *you* must pay to *us* the balance of the bill that is not being queried or an amount equal to the average amount of *your* bills over the previous 12 months (excluding the bill that *you* are querying), whichever is less. If *you* have any other bills that are due, then *you* must also pay those bills by the due dates.

If in accordance with clause 4.16 of the *code of conduct* *you* request *us* to review *your* bill, then we will review *your* bill and inform *you* of the outcome of the review as soon as we can and no later than 20 *business days* from the date we are taken to receive *your* request for *us* to review *your* bill.

If after a review of *your* bill:

- (a) we are satisfied the bill is correct, we:
 - (1) may require *you* to pay the unpaid amount; and
 - (2) will advise *you* that *you* can ask *us* to arrange a *meter test*; and
 - (3) will advise *you* of *our* *customer complaints policy* and any external complaints handling processes; or
- (b) we are satisfied the bill is incorrect, we will adjust the bill for any undercharging or overcharging (clause 7.2 explains how we do this).

7.2 Undercharging and overcharging

- (a) If we undercharge *you* due to an act or omission by *us* or *Western Power Networks* (including where the *meter* has been found to be defective), we can require *you* to make a correcting payment and we will offer *you* the option to pay the correcting payment by instalments. In any event:
 - (1) we will only require *you* to make a correcting payment for amounts undercharged in the 12 months prior to the date that we advise *you* that *you* have been undercharged; and
 - (2) we will list the correcting payment separately in *your* bill, together with an explanation of that amount; and

- (3) we will not charge *you* interest on the correcting payment or require *you* to pay a late fee.
- (b) If we overcharge *you* due to an act or omission by *us* or *Western Power Networks* (including where the *meter* has been found to be defective), then:
 - (1) we will use *our* best endeavours to tell *you* that we have overcharged *you* within 10 *business days* of becoming aware; and
 - (2) we will credit the amount to *your* account or *you* have the option of having the amount repaid to *you*, unless the amount is less than \$45, in which case we will credit it to *your* account; and.
 - (3) we will not pay *you* interest on the amount we overcharged *you*; and
 - (4) the 12 month limit referred to in clause 7.2(a) does not apply to amounts that we have overcharged *you*.

8 Electricity supply equipment and your equipment

8.1 Electricity supply equipment

The *electricity supply equipment* remains the property of *Western Power Networks* at all times and *Western Power Networks* is responsible for installing and maintaining the *electricity supply equipment*.

You must not do anything that will damage or interfere with the *electricity supply equipment* or use electricity in a way that interferes with that equipment.

“*electricity supply equipment*” means the *meter* (if any) for the *premises* and all wiring, apparatus and other equipment or works located upstream from the point that electricity leaves that *meter* or, if there is no *meter* for the *premises*, upstream from the *connection point* for the *premises* and which are used by *us* or by *Western Power Networks* for, or in connection with, the supply of electricity and any wiring, apparatus or other equipment or works belonging to *us* or *Western Power Networks* located downstream of the point that electricity leaves the *meter* for the *premises* or, if there is no *meter* for the *premises*, downstream of the *connection point* for the *premises* which are used by *us* or by *Western Power Networks* for, or in connection with, the supply of electricity.

8.2 Your equipment

You are responsible for keeping *your equipment* in good working order and condition.

“*your equipment*” means all wiring, apparatus and other equipment or works located at the *premises* which are used for, or in connection with, the supply or consumption of electricity, except any *electricity supply equipment*.

8.3 Prohibited activity

You must not and *you* must not allow anyone else to:

- (a) tamper with, bypass, circumvent or otherwise interfere with the *electricity supply equipment*, or do anything that will prevent *us* or *Western Power Networks* from accessing the *electricity supply equipment*,
- (b) use electricity in a way that interferes with the supply of electricity to anyone else;
- (c) use electricity in a way that interferes with the supply of electricity by *us* to *you*;
- (d) use electricity in a way that causes loss to *us* or anyone else;
- (e) contravene any applicable laws in relation to the use of electricity, use or operation of the *electricity supply equipment* or use or operation of *your equipment*; or
- (f) use a *connection point* to transfer electricity into the electricity network operated by *Western Power Networks* without *our* prior written consent and the prior written consent of *Western Power Networks*.

9 Moving premises

9.1 New electricity connection

If *you* move into the *premises* and it does not already have an existing electricity connection, then *we* will sell *you* electricity from the day that *Western Power Networks* connects the *premises* to the network and energises the *premises*.

9.2 Existing electricity connection

If *you* move into the *premises* and it has an existing electricity connection, then *we* will charge *you* for electricity supplied to the *premises* from the date that the *meter* at the *premises* was last read, unless *you* read the *meter* and advise *Western Power Networks* of the *meter* reading within 3 *business days* of the day that *you* move in. If a final *meter* reading was not taken, *we* will estimate the amount of electricity used by the previous occupant so *we* do not overcharge or undercharge *you*.

9.3 Moving out of the premises

- (a) If *you* move out of the *premises* and no longer wish to obtain an electricity supply at the *premises*, *you* must notify *us*:
 - (1) of the date of *your* departure from the *premises*:
 - (A) if the *premises* are in any of the Albany, Bunbury, Geraldton, Kalgoorlie or Perth metropolitan areas, at least 3 *business days* before *you* move out; or
 - (B) if the *premises* are outside the metropolitan areas named above, at least 5 *business days* before *you* move out; and
 - (2) of an address where the final bill can be sent.
- (b) If *you* notify *us* as described in clause 9.3(a), and *you* move out of the *premises* at the time specified in *your*

notice, then we will arrange a final *meter* reading on the day that *you* move out of the *premises* and issue a final bill to *you* for electricity consumed at the *premises* and other charges relating to *your* supply at the *premises* (including, for example, supply charges) up to the day *you* move out of the *premises*.

- (c) If *you* have demonstrated to *us* that *you* were evicted from the *premises* or were otherwise required to vacate the *premises*, we will not require *you* to pay for electricity consumed at the *premises* from whichever is the later of, the date *you* vacate the *premises* and the date that *you* notify *us* of the following:
 - (1) the date that *you* vacated or intend to vacate the *premises*; and
 - (2) a forwarding address to which a final bill may be sent.However, we may still charge *you* for other charges relating to *your* supply at the *premises* (including, for example, supply charges and *our* reasonable charges for reading the *meter*).
- (d) If *you* move out of the *premises* and no longer wish to obtain an electricity supply at the *premises*, and *you* have not notified *us* of that and of an address where the final bill can be sent, at least 3 *business days* before *you* move out, then, subject to any applicable laws, we may require *you* to pay for *our* reasonable charges for reading the *meter* and for electricity consumed at the *premises* for up to a maximum of 5 *business days* after *you* do notify *us* that *you* have moved out of the *premises*.
- (e) If *you* move out of the *premises* and no longer wish to obtain an electricity supply at the *premises* and *you* have given *us* at least 3 *business days* notice of the time of *your* departure from the *premises* and of an address where the final bill can be sent before *you* move out, then (despite the notice requirements in clause 9.3(a) and irrespective of whether the *premises* are within or outside the metropolitan areas named in clause 9.3(a)(1)(A) above) we may require *you* to pay for *our* reasonable charges for reading the *meter* and for the electricity consumed at the *premises* only up to the day *you* move out of the *premises*.
- (f) If *your* final bill is in credit after *you* have paid *us* all amounts payable under clause 9.3(b), (c), (d) or (e), then *you* can choose to have *us* credit *your* new account with this amount or repay the amount to *you*.

10 Access to the premises

- (a) You must let us or persons nominated by us (including Western Power Networks) have safe and unrestricted access to the premises when we need it:
 - (1) to read the meter; or
 - (2) to inspect or work on the electricity supply equipment; or
 - (3) to disconnect your electricity supply; or
 - (4) to inspect or work on your equipment; or
 - (5) for any other reason relating to the supply of electricity to the premises.
- (b) Subject to clause 22.5, we or Western Power Networks will give you at least 5 business days notice before we or Western Power Networks enter the premises unless:
 - (1) we or Western Power Networks want to inspect, read or examine the meter or any of the electricity supply equipment or your equipment; or
 - (2) in an emergency; or
 - (3) if we or Western Power Networks reasonably suspect that electricity is being obtained or used illegally at the premises,

in which case, we or Western Power Networks may enter the premises without notice.

- (c) Western Power Networks may enter your premises for the above reasons and in that case, Western Power Networks is required to give you the appropriate notice where required.
- (d) A person entering the premises on our behalf will clearly display identification that identifies the person as our employee or agent and show his or her identification to you if you ask to see it.
- (e) If you do not provide safe and unrestricted access to the premises for the purposes of a meter reading by Western Power Networks, we may request you to read the meter and provide the meter reading to Western Power Networks. If we make that request then you must read the meter and provide the meter reading to Western Power Networks within the timeframe specified in our request. This does not prejudice our rights and remedies in respect of your breach of clause 10(a)(1).

11 Persons dependent on life support equipment

11.1 Eligibility conditions on life support

You must advise us if you or a person residing at the premises is dependent on life support equipment and give us written confirmation from an appropriately qualified medical practitioner that the person requires life support equipment at the premises.

You must advise us as soon as possible if you or a person residing at the premises who is dependent on life support equipment vacates the premises or no longer requires life support equipment.

11.2 Interruptions

If you have advised us (or we are otherwise aware) that you or a person residing at the premises is dependent on life support equipment, then we will notify Western Power Networks so that Western Power Networks does not disconnect the premises for failure to pay a bill while the person requiring life support equipment continues to reside there or make any planned interruption to the electricity supply at the premises without giving you at least 3 business days' written notice. However, in an emergency, we or Western Power Networks can interrupt your electricity supply without giving you prior notice.

It is therefore very important that you make suitable alternative arrangements (for example a back-up supply or alternative power source) to address the needs of any person residing at the premises who is dependent on life support equipment.

11.3 Disconnections

If you have advised us (or we are otherwise aware) that you or a person residing at the premises is dependent on life support equipment, then we cannot arrange to disconnect your electricity supply because you fail to pay us a bill by the due date while the person requiring life support equipment continues to reside at the premises.

12 Interruptions to your electricity supply

12.1 Emergency

We can interrupt or disconnect your electricity supply at any time without notice to you in an emergency, if we are permitted or required by law or if Western Power Networks requires us to do so. We will use our best endeavours to turn your electricity on again as soon as reasonably practicable once it is safe to do so.

If we disconnect your electricity supply because that emergency was caused or substantially contributed to by you or anyone under your care, custody or control or who was present at the premises with your permission, then we can charge you a fee for disconnecting your electricity supply and we can also charge you a fee for reconnecting your electricity supply. We will reconnect your electricity supply when you ask us to do so and we are satisfied that the emergency no longer exists and it is otherwise safe to reconnect your electricity supply.

12.2 Planned work on distribution system

We can interrupt or disconnect your electricity supply at any time if Western Power Networks needs to carry out planned work on a distribution system. Western Power Networks will advise you directly if it needs to carry out planned work.

12.3 Events beyond your control

If an event *beyond your control* occurs and prevents you performing any of *your* obligations under this *contract* to any extent, you must tell us as soon as reasonably practicable, and you are then not required to perform that obligation to the extent and for as long as you are prevented by that event *beyond your control*. However, you must pay your bill by the due date shown on the bill, even if an event *beyond your control* occurs.

12.4 Events beyond our control

If an event *beyond our control* occurs and prevents us performing any of *our* obligations under this *contract*, then we are not required to perform that obligation to the extent and for as long as we are prevented by that event *beyond our control*. If such an event *beyond our control* occurs and we consider it appropriate to do so, we may notify you of the event *beyond our control* by any reasonable means, including by a public announcement (for example, on television, radio or in a newspaper).

12.5 Disconnection due to your actions

We can arrange for Western Power Networks to disconnect your electricity supply, acting in accordance with clause 12.6 and any applicable laws, if:

- (a) you fail to pay a bill in full by the due date shown on the bill; or
- (b) we are unable to establish your identity or a concession on your account, determine tariff eligibility, verify that *life support equipment* is required at your premises or issue an accurate bill to you as a result of your failure to comply with your obligations to provide information to us under this contract; or
- (c) you do not give us or Western Power Networks safe and unrestricted access to the premises or the meter at the premises; or
- (d) you commit a fraud relating to our supply of electricity to you at the premises or any other premises; or
- (e) you get electricity supplied to the premises illegally; or
- (f) you fail to keep your equipment in good working order or condition; or
- (g) you get electricity supplied to the premises in breach of this contract; or
- (h) you commit a substantial breach of any of your obligations under this contract; or
- (i) without limiting any of the above paragraphs, you breach any of your obligations under this contract where that breach is capable of remedy and you fail to remedy the breach within 10 business days of us requesting you to do so.

12.6 Things we must do before disconnecting your electricity supply

If we wish to disconnect *your* electricity supply because *you* fail to pay a bill within the meaning of clause 7.1 of the code of conduct, we will (subject to the code of conduct):

- (a) give *you* a *reminder notice* not less than 13 *business days* from the date that we sent *you* the bill; and
- (b) if *you* still have not paid *us* after the *reminder notice*, then give *you* a *disconnection warning* not less than 18 *business days* from the date that we sent *you* the bill, advising *you* that we will disconnect *you* on a day that is at least 5 *business days* after the date *you* are deemed to receive the *disconnection warning*; and
- (c) not disconnect *you* until at least 1 *business day* after the date that we say we will disconnect *your* electricity supply in the *disconnection warning*.

If we wish to disconnect *your* electricity supply because *you* fail to give *us* or *Western Power Networks* access to the *meter* at the premises, we will:

- (d) only disconnect *you* if *you* deny access for at least 12 consecutive months; and
- (e) give *you* at least a 5 *business days'* written notice:
 - (1) advising *you* of the next date or timeframe of a scheduled *meter* reading at the *premises*; and
 - (2) requesting access to the *meter* at the *premises* for the purpose of the scheduled *meter* reading; and
 - (3) advising *you* of *our* ability to arrange disconnection if *you* fail to provide access to the *meter*; and
- (f) use *our* best endeavours to contact *you*; and
- (g) give *you* an opportunity to offer reasonable alternative access arrangements; and
- (h) if *you* still have not given *us* or *Western Power Networks* access, give *you* a *disconnection warning* advising *you* that we will disconnect *you* on a day that is at least 5 *business days* from the day *you* are deemed to receive the *disconnection warning*.

Unless *you* have requested *us* to disconnect *your* electricity supply or we are required to disconnect *your* electricity supply due to an *emergency*, we will not arrange for disconnection:

- (i) if *you* have made a complaint directly related to the reason for disconnection to *us*, *Western Power Networks*, the *electricity ombudsman* (as defined in the *code of conduct*) or another external dispute resolution body and that complaint has not been resolved;
- (j) after 3.00 pm Monday to Thursday;
- (k) after 12.00 noon on a Friday; or

- (l) on a Saturday, Sunday, public holiday or on the *business day* before a public holiday except where *Western Power Networks* has arranged for a planned interruption under clause 12.2,

unless

- (m) *you* are a *business customer*; and
- (n) *your* normal trading hours fall within the time frames set out in paragraphs (j), (k) or (l) and do not fall within any other time period; and
- (o) it is not practicable for *us* or *Western Power Networks* to arrange for disconnection at any other time.

12.7 Reconnection of electricity supply

If *your* electricity supply is disconnected under clause 12.5, then we will arrange for *Western Power Networks* to reconnect *your* electricity supply when *you* ask *us* to reconnect *your* electricity supply and we are reasonably satisfied that the circumstances giving rise to the disconnection no longer exist.

For example, the circumstance giving rise to the disconnection may no longer exist because *you* provide access to the *premises* and the *meter* at the *premises* or we are reasonably satisfied that *you* cannot continue to obtain *your* electricity in the unauthorised way and *you* have paid all amounts owing to *us* under this *contract* (or agreed with *us* an arrangement to pay them).

Before we arrange for *Western Power Networks* to reconnect *your* electricity supply under this clause 12.7, *you* must pay *us*:

- (a) all reasonable costs we incur in disconnecting *your* electricity supply; and
- (b) a fee for reconnecting *your* electricity supply under this clause 12.7 or accept an instalment plan for *our* fee for reconnecting *your* electricity supply under this clause 12.7; and
- (c) for all electricity that *you* used (or which we estimate that *you* used) and have not paid for.

If we are obliged to reconnect *your* electricity and *you* ask *us* to reconnect *your* electricity at a time:

- (d) before 3.00pm on a *business day*, then we will forward *your* request to *Western Power Networks* on that day; and
- (e) after 3.00pm on a *business day* or on a day that is not a *business day*, then we will forward *your* request to *Western Power Networks* no later than the next *business day*.

12.8 Consequences of disconnecting your electricity supply

If *Western Power Networks* disconnects *your* electricity supply at *our* request under clause 12.5, then:

- (a) we can, or we can arrange for *Western Power Networks*, to remove or physically disconnect the *meter* at the same

time that the supply of electricity to *you* is disconnected, or at a later time; and

- (b) we can charge *you* a fee for removing or physically disconnecting the *meter* and replacing or physically reconnecting the *meter*; and
- (c) *you* must not reconnect the electricity supply.

12.9 Reporting illegal use

If we think *you* have used, or are obtaining, electricity illegally, then we can advise the Director of Energy Safety, *Western Power Networks* and the Police (as appropriate) and give them any information that we have in relation to *your* electricity use.

13 Electricity supply

13.1 The nature of the electricity supplied to you

In order to sell electricity to *you*, we ask *Western Power Networks* to deliver the electricity through the electricity network.

The electricity network is operated by *Western Power Networks* and we cannot control the way in which *Western Power Networks* operates the electricity network. For example, we cannot control the quality, frequency or continuity of electricity being supplied to *you* through the electricity network.

As a result, the electricity supplied to *you*:

- (a) may not be free from interruptions or fluctuations and may fluctuate in quality from time to time;
- (b) will be of the quality of electricity contained in the electricity network; and
- (c) may not suit *your* specific needs if, for example, you have specific goods or equipment at *your* premises that require a continuous electricity supply free from interruptions or fluctuations in supply or fluctuations in quality.

There are things *you* can do to minimise the impact of these interruptions, fluctuations and other supply limitations so that *you* can protect *your* property and interests.

For example, in the case of an unexpected, prolonged power outage affecting *your* refrigerator/freezer contents, *you* may be reasonably able to minimise *your* loss (depending on the circumstances) by asking a friend/neighbour if *you* can use their refrigerator/freezer (if they are not affected by the outage) or by obtaining bagged ice from *your* local service station or other outlet. If those or similar options would not be reasonably available to *you* in that situation, then *you* should consider if the value of the contents of *your* refrigerator/freezer (such as important medicines or expensive foods, wines or other produce) means they are worth protection by some other, possibly more substantial and reliable means that *you* could reasonably put in place (such as a back-up power supply).

You are best placed to know *your* particular needs and how

best to protect them. So, if *you* do have particular needs or specific goods or equipment that require a continuous electricity supply free from interruptions or fluctuations in supply or fluctuations in quality, then *you* should take reasonable care to ensure *you*:

- (a) address *your* particular needs, including making suitable alternative arrangements (for example, a back-up supply or alternative power source);
- (b) protect persons, property, goods and equipment at the *premises* from any loss, harm or damage that arises if the electricity supplied to *you* is not free from interruptions or fluctuations in supply or fluctuations in quality (for example, installing surge protection devices for sensitive equipment); and
- (c) otherwise do what *you* reasonably can to mitigate *your* loss arising from any interruptions or fluctuations in supply or fluctuations in quality.

Further, as electricity is by its nature inherently dangerous (including risks of fire and electrocution) *you* must take care in relation to *your* use and treatment of electricity supplied. *You* must only use electricity with appropriate wiring, fittings, appliances and installations that comply with applicable laws and relevant safety standards (including as regards to their proper installation, use and maintenance) and in accordance with the instructions for safe use provided by the manufacturer or a licensed electrician. For more information on electricity safety please contact EnergySafety – Department of Commerce.

13.2 Operation of the electricity network

As an electricity retailer, we are not responsible for matters relating to the operation of the electricity network. However, to assist *you* when *you* raise a concern with *us* about *your* electricity supply, we can:

- (a) supply *you* with a copy of the distribution standards if *you* pay *us* a fee; and
- (b) respond to a request about changes in the quality of *your* electricity supply that exceed the distribution standards; and
- (c) advise *you* about things *you* can do to avoid interfering with electricity network equipment or another person's electricity supply; and
- (d) forward *your* concerns to Western Power Networks.

For more information about how *you* can raise a concern with *us* about *your* electricity supply, visit *our* website or call *our* customer service centre.

14 Liability

14.1 We will not compensate you for all your loss

Subject to clause 14.3, we will not be liable to *you* for any loss, damage or liability of any kind (including without limitation any *excluded loss*) arising from or in connection with all or any of the following:

- (a) any loss or curtailment of or interruption or delay in *your* electricity supply (including any delay in connection, disconnection or reconnection of *your* electricity supply), any surge in electricity supply or *us* failing to supply electricity meeting any particular quality or quantity; or
- (b) *our* breach of *contract*, *our* breach of statutory duty, *our* negligence or otherwise, with the exception that if *you* are an individual purchasing electricity for a *private purpose* we will be liable to *you* for any *direct loss* *you* suffer arising from *our* breach of *contract*, *our* breach of statutory duty, or *our* negligence.

Paragraphs (a) and (b) above are separate limitations, independent of each other and neither of them prejudices or limits the other of them in any way.

Although we, as a retailer of electricity, are not responsible for the above matters (other than as set out in paragraph (b), if *you* ask *us*, we will raise concerns that *you* may have in relation to *your* electricity supply with Western Power Networks. *You* may also be eligible for a payment from Western Power Networks in certain circumstances under the *Electricity Industry (Network Quality and Reliability of Supply) Code 2005*. *You* can obtain more information about this payment by contacting *us* or Western Power Networks.

14.2 Indemnity

You are liable for, and must indemnify *us* fully against all and any loss or damage of any kind caused by, consequent upon, or arising out of any acts or omissions on *your* part in relation to:

- (a) *your* breach of any term of this *contract*;
- (b) *your* breach of any applicable laws; or
- (c) *your* negligence, fraud, theft or other wrongful act or omission,

but only to the extent that such loss or damage was reasonably foreseeable as a possible consequence of *your* breach, negligence, fraud, theft or other wrongful act or omission.

This indemnity is without prejudice to any other right or remedy we have and survives termination of this *contract*.

14.3 Limitation in relation to consumer guarantees

If *you* are a Consumer, we may be taken to have given *you* certain consumer guarantees under the *Australian Consumer Law* about the supply of goods (including electricity) or services to *you*. If we fail to comply with those consumer guarantees,

then you may have statutory rights against us under the *Australian Consumer Law* that we are prohibited by law from excluding, restricting or modifying.

Nothing in this *contract* is to be taken to exclude, restrict or modify:

- (a) any rights of recovery or to compensation you may have under the *Australian Consumer Law*;
- (b) any other rights of recovery or to compensation you may have under law, including, for example, under the *code of conduct*; or
- (c) any other condition, warranty or guarantee (including the application of any consumer guarantee under the *Australian Consumer Law*),

to the extent that we are prohibited by law from excluding, restricting or modifying them.

All other conditions, warranties and guarantees (including any rights of recovery or to compensation), whether or not implied by law, are, to the extent permitted by law, excluded.

Where any electricity supplied under this *contract* is not a good of a kind ordinarily purchased for personal, domestic or household use, *our* liability for breach of any consumer guarantee applicable to *our* supply of electricity under the *Australian Consumer Law*, to the extent that it is permitted by law, is limited to any one of the following determined by us:

- (a) the supply of equivalent electricity; or
- (b) the payment of the cost of acquiring equivalent electricity.

15 Confidentiality of your information

Unless we are permitted to do otherwise under this contract, we will keep *your* information confidential, consistent with *our privacy policy*. In particular we will keep *your* information confidential unless:

- (a) we have *your* prior written consent; or
- (b) the law (including any regulatory, accounting, governmental, Ministerial or stock exchange requirement) requires or permits us to disclose it; or
- (c) we need to use the information for *our* regulatory reporting or compliance, or in any legal or regulatory proceedings; or
- (d) the information is already in the public domain; or
- (e) we believe you have obtained or used electricity illegally and, as a result, we provide relevant information to the Economic Regulation Authority or the Director of Energy Safety or the Police (as appropriate); or
- (f) we use the information for business purposes.

16 Complaints

If *you* wish to raise a complaint concerning *our* performance or *your* electricity supply, we encourage *you* to contact *us* to discuss the issue and we will deal with that complaint in accordance with *our customer complaints policy*. If the matter does not relate to *our* functions, we will refer the matter to the responsible organisation for a direct response to *you*. If we do this, we will tell *you*.

17 Information

17.1 We will provide you with information

If *you* wish to obtain further information about the *contract* or the supply of electricity, please contact *us*. If *you* request it, we will provide *you* with:

- (a) information on the *standard price* and *our* other fees; and
- (b) general information on energy efficiency, including how *you* may arrange for an energy efficiency audit of the *premises* and the typical running costs of major domestic appliances; and
- (c) information on the distribution of electricity; and
- (d) information on the types of *concessions* available to *you*; and
- (e) any other information we said we would provide *you* in this *contract*.

Unless we are legally required to provide the information free of charge, we will charge *you* a reasonable fee.

17.2 You must provide us with information

You must provide *us* with information we reasonably require for the purposes of this *contract*. For example without limitation, we may need personal details necessary to establish *your* identity or a *concession* on *your* account, determine tariff eligibility or verify that *life support equipment* is required at *your premises*. All information must be correct, and *you* must not mislead or misrepresent the information *you* provide to *us*. We have rights if information *you* provide is incorrect, misleading or deceptive.

17.3 Change of information

You must tell *us* if information *you* have provided to *us* changes. For example without limitation, *you* must advise *us* as soon as possible if:

- (a) there is a change in *your* contact details or the address to which *your* bills are to be sent; or
- (b) *you* change something at the *premises* which makes *our* access to the *meter* more difficult; or
- (c) *you* become aware of any problem with the *electricity supply equipment* which is at, or reasonably close to, the *premises*.

18 Ending the contract

18.1 When the contract ends

- (a) This *contract* will continue until *you* end the *contract* or *we* end the *contract* under clause 18.
- (b) If *you* end this *contract* because *you* enter into a new *contract* for the supply of electricity with *us*, this *contract* ends on the expiry of the cooling off period (if applicable) specified in the new *contract*.
- (c) If *you* end this *contract* because *you* enter into a *contract* for the supply of electricity with another retailer, this *contract* ends when *we* receive notification from *Western Power Networks* that *your premises* have been transferred to the other electricity retailer in accordance with the *customer transfer code*.

18.2 When you can end the contract

You can end the *contract* at any time by advising *us* at least 5 days before the day *you* want the *contract* to end.

18.3 When we can end the contract

We can end the *contract* by giving *you* prior notice if *you*:

- (a) become insolvent (as defined in the *Corporations Act 2001* (Cth)); or
- (b) have a liquidator appointed; or
- (c) become bankrupt (as defined in the *Bankruptcy Act 1966* (Cth)); or
- (d) commit a substantial breach of any of *your* obligations under this *contract*; or
- (e) breach any of *your* obligations under the *contract* for which *we* have a right under the *contract* or a written law to disconnect supply; or
- (f) cease to be either a *residential customer* or *business customer*; or
- (g) cease to be eligible for a *standard price*; or
- (h) without limiting any of the above paragraphs, breach any of *your* other obligations under this *contract* where that breach is capable of remedy and *you* fail to remedy the breach within 10 *business days* of *us* requesting *you* to do so.

We can end the *contract* without giving *you* prior notice if *you* vacate the *premises* and after reasonable enquiry *we* are satisfied *you* no longer occupy or reside at the *premises*.

18.4 What happens after a contract ends

If the *contract* ends:

- (a) *We* may arrange for a final meter reading and for disconnection.
- (b) *We* may issue a final bill to *you*.

- (c) We can charge *you* a fee for the final meter reading, disconnection and final bill, subject to the provisions of any written law.
- (d) We can remove the *electricity supply equipment* at any time and *you* must let *us* have safe and unrestricted access to the *premises* to allow *us* to do so.
- (e) *You* will remain liable to pay any outstanding payments to *us* and we will have no further obligation to supply electricity to *you*.

19 Security for payment of bills

- (a) We can require *you* to provide security from time to time. Usually, security would be in the form of a cash deposit or a bank guarantee.
- (b) If *you* provide security we will keep the security in a separate trust account and identify it separately in *our* accounting records; and use and refund the security in accordance with all applicable laws.

20 GST

- (a) In this clause:
 - (1) **GST** has the meaning given to that term in the *GST Law*.
 - (2) **GST Law** has the meaning given to that term in *A New Tax System (Goods and Services Tax) Act 1999* (Cth).
 - (3) **adjustment note, recipient, supplier, tax invoice and taxable supply** have the meanings given to those terms in the *GST Law*.
- (b) All sums payable, or consideration to be provided, under the *contract* are expressed inclusive of *GST*.
- (c) If there is a *taxable supply* under or in connection with the *contract*, then the *recipient* must pay to the *supplier* an amount equal to the *GST payable* on the *taxable supply* in addition to, and at the same time as, payment for the *taxable supply* is required to be made under the *contract*.
- (d) The *supplier* must provide a *tax invoice* (or an *adjustment note*) to the *recipient* in respect of the *taxable supply* and the obligation of the *recipient* to pay the *GST* on a *taxable supply* is conditional on the *supplier* providing a *tax invoice* or *adjustment note*.

21 Adjustments for a change in law and network access costs

- 21.1 To the extent permitted by law, if a *change in law* occurs we may adjust the *standard price* applicable under the *contract* to the extent necessary to place *us* in the position we would have been in under the *contract* had it not been for the *change in law*.

- 21.2 To the extent permitted by law, if a change in *network access tariffs* occurs, or a new *network access tariff* is imposed, we may charge *you* an amount to the extent necessary to reflect that proportion of the effect of the new *network access tariff* or change in *network access tariffs*, which we estimate in good faith is fairly attributable to or payable by *you*, taking into account the amount of electricity we supply to *you*.
- 21.3 To the extent permitted by law, if *you* change the rate at which *you* use electricity, we may adjust the *standard price applicable* under the *contract* to the extent necessary to reflect that proportion of any increase in *network access tariffs* which we estimate in good faith is fairly attributable to or payable by *you*, taking into account the amount of electricity we supply to *you*.
- 21.4 This clause 21 does not limit or prejudice in any way any other rights we have from time to time to adjust the *standard price applicable* under the *contract*.

22 Miscellaneous

22.1 Co-operation with Western Power Networks

You agree to:

- (a) co-operate with *Western Power Networks* in relation to the supply and consumption of electricity at the *premises*, including in relation to connecting *your premises* to the *distribution system* and disconnecting the *premises* from the *distribution system*; and
- (b) allow *us* to give *Western Power Networks* *your* details.

22.2 Notices

Any notice or other communication given under the *contract*:

- (a) does not have to be in writing, unless the *contract* expressly requires that the notice or communication must be in writing;
- (b) subject to clause 22.2(c), is taken to be received:
 - (1) in the case of a verbal communication, at the time of the communication; and
 - (2) in the case of hand delivery, on the date of delivery; and
 - (3) in the case of post, on the second business day after posting; and
 - (4) in the case of facsimile, on the date on which the sender's facsimile machine records that the facsimile was successfully transmitted; and
 - (5) in the case of e-mail, on the date on which the sender's computer or other device from which the e-mail was sent records that the e-mail was successfully transmitted; and

- (6) in the case of online feedback to *us* via *our* internet website contact system, on the date on which *our* systems record that the online feedback was successfully received; and
- (c) If received after 5.00 pm or on a day other than a *business day*, is taken to be received on the next *business day*.

22.3 Electronic means

- (a) *You* agree that *we* can use *electronic means* to give information to *you*.
- (b) *We* can decide procedures as to how communication by *electronic means* will operate and what things can be communicated by *electronic means*.
- (c) If *you* are not able to receive information by *electronic means*, *we* can decide to give information to *you* by other means such as mail.

22.4 No assignment

- (a) Unless *we* give *you* *our* prior written consent, *you* must not transfer, assign or otherwise dispose of any of *your* rights or obligations under the *contract*.
- (b) *We* can assign or novate the *contract* without notice to *you*, to any person that *we* believe has reasonable commercial and technical capability to perform *our* obligations under the *contract*, and *you* are taken to have agreed to any such assignment or novation.

22.5 Application of laws

Nothing in the *contract* limits or excludes the rights, powers and remedies that *we* have at law (including under the *Energy Operators (Powers) Act 1979 (WA)* and the *Electricity Corporations Act (2005) (WA)*) or in equity.

The *contract* also does not in any way limit *our* or *your* obligations to comply with the lawful directions of any lawful authority, including the Minister for Energy, the Coordinator of Energy, the Director of Energy Safety and the Police and Fire and Emergency Services in relation to emergencies and safety or otherwise.

22.6 Entire Agreement

The *contract* and all applicable written laws represent the entire agreement between *you* and *us* relating to the matters covered by this *contract*.

22.7 Waiver of rights

If *we* do not enforce any right under the *contract* then this must not be construed as a waiver of that or any other of *our* rights under the *contract* or otherwise prevent *us* exercising any of them later.

22.8 Governing Law

The *contract* is governed by the laws of the State of Western Australia.

22.9 Amendments to Contract

We can change these standard electricity terms and conditions without *your* consent from time to time in accordance with the *Electricity Industry Act 2004* (WA). If these terms change and those changes are approved by the Economic Regulation Authority, then *your contract* will be taken to be amended to reflect those changes. Any changes to the terms and conditions will be published as required by the Economic Regulation Authority.

22.10 Effect of invalid terms

If any term of the *contract* is invalid or unenforceable it can be severed from the *contract* without affecting the enforceability of other *contract* terms.

23 Definitions and interpretation

23.1 Definitions

In these terms and conditions, unless the context otherwise requires:

Australian Consumer Law means schedule 2 to the *Competition and Consumer Act 2010* (Cth) as in force as a law of the Commonwealth under that Act, and as in force as a law of Western Australia under the *Fair Trading Act 2010* (WA).

billing cycle means the regular recurrent period in which *you* receive a bill from *us*.

business customer means a customer who does not consume more than 160 MWh of electricity per annum and who is not a *residential customer*.

business day means any day except a Saturday, Sunday or public holiday in Western Australia.

change in law means a change in an existing law or the imposition of a new law, which directly or indirectly, results in an increase in *our* cost of supplying or selling electricity to *you* under this *contract*.

Charges By-laws means the *Energy Operators (Electricity Retail Corporation) (Charges) By-laws 2006* (WA).

code of conduct means the *Code of Conduct for the Supply of Electricity to Small Use Customers* as amended from time to time under section 79 of the *Electricity Industry Act 2004* (WA).

concession means a concession, *rebate* subsidy or grant related to the supply of electricity available to a *residential customer* only.

connection point has the meaning given to that term in the *metering code*.

Consumer has the meaning given to that term in the *Australian Consumer Law*.

contract means the legally binding agreement between *you* and *us*, of which these are the terms and conditions.

customer complaints policy means the policy describing the process to be followed by *us* in responding to a complaint by *you* and which can be obtained on request from *our* customer centre or from *our* website.

customer transfer code means the *Electricity Industry Customer Transfer Code 2004 (WA)*.

direct loss does not include any excluded loss.

disconnection warning means a notice in writing that *we* issue to *you* advising *you* of a date that *we* may disconnect *you* if *you* have not paid *your* bill and explaining the complaint handling process that *you* can use if *you* disagree with *your* bill.

distribution system means any apparatus, equipment, plant or buildings used, or to be used, for, or in connection with, the transportation of electricity at nominal voltages of less than 66 kilovolts (kV).

electricity supply equipment is defined in clause 8.1.

electronic means has the same meaning as in clause 1.5 of the *code of conduct*.

emergency means an emergency 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 the maintenance of power system security in Western Australia or which destroys or damages, or threatens to destroy or damage, any property in Western Australia.

event beyond your control or **event beyond our control** means an event or circumstance affecting *you* (in the case of an *event beyond your control*) or *us* (in the case of an *event beyond our control*), and in each case that is beyond the direct control or influence of that affected person, including acts of God, government orders, court orders, emergencies, operational necessity, required maintenance, breakdowns at power stations or elsewhere, insufficient volumes of electricity or any other problem with a distribution system or the electricity transmission system (as defined in section 3 of the *Electricity Industry Act 2004 (WA)*) but excludes *your* or *our* inability to pay any money due under this *contract* for any reason.

excluded loss means all and any of the following (whether or not known to or contemplated by *us* or *you*, or otherwise reasonably foreseeable at any time):

- (a) business interruption loss; or
- (b) lost profits; or
- (c) loss of an opportunity; or
- (d) *your* liability to others under contracts, applicable laws or otherwise; or
- (e) indirect or consequential loss of any kind; or

- (f) any loss to the extent it is caused by *your* own negligence or other fault; or
- (g) any loss to the extent it is caused by an *event beyond our control*.

life support equipment means the equipment designated under the Life Support Equipment Electricity Subsidy Scheme and renal dialysis equipment.

meter means the equipment used to measure the volume of electricity that *we* supply to *you*.

metering code means the *Electricity Industry Metering Code 2005 (WA)* as amended from time to time.

MWh means megawatt hour.

network access tariff means the charges payable by *us* to *Western Power Networks* from time to time for transmission, distribution and access services.

payment difficulties and financial hardship policy means the policy that *we* have developed in accordance with the *code of conduct* and outlines, among other things, *our* policy on how *we* assist *you* to meet *your* payment obligations under the contract. A copy of this policy can be obtained on request from *our* customer centre or from *our* website.

premises means the address to which electricity will be supplied to *you* under the *contract*.

privacy policy means the policy specifying the steps taken by *us* to maintain customer confidentiality and which can be obtained on request from *our* customer centre or from *our* website.

private purpose means wholly or predominantly for personal, domestic or household use or consumption.

rebate means a *rebate* under by-law 9 of the *Charges By-laws* or such other *rebate* or concession that *we* publish as being available from time to time.

reminder notice means a notice in writing that *we* issue to *you* advising *you* that *you* have not paid *your* bill and explaining how *we* may assist *you* if *you* are experiencing payment difficulties or financial hardship.

residential customer means a customer who consumes electricity solely for domestic use and does not consume more than 160 *MWh* of electricity per annum

standard price means a charge, fee or rental to be paid by *you* for or in connection with the supply of electricity under the *Charges By-laws* or those charges, fees or rentals for or in connection with the supply of electricity that *we* publish from time to time. Subject to the *Charges By-Laws* *we* can from time to time and at *our* discretion change the *standard price* *you* must pay to *us* for or in connection with the supply of electricity.

we and *us* means Electricity Retail Corporation trading as

Synergy (ABN 71 743 446 839) of 228 Adelaide Terrace, Perth, Western Australia.

Western Power Networks means the person who owns and operates the South West Interconnected System (as described in the *Electricity Industry Act 2004* (WA)).

you means the person to whom electricity will be supplied under the *contract*.

your equipment is defined in clause 8.2.

23.2 Interpretation

In the *contract*, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) a reference to any thing is a reference to the whole or any part of it and a reference to a group of things or persons is a reference to any one or more of them;
- (c) a reference to a person includes a public body, company, or association or body of persons, corporate or unincorporate;
- (d) a reference to a person includes a reference to the person's executors, administrators, successors, substitutes (including persons taking by novation) and permitted assigns;
- (e) a reference to a clause is a reference to a clause of the contract;
- (f) headings are included for convenience and do not affect the interpretation of the contract;
- (g) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them from time to time;
- (h) if a word or phrase is defined, other grammatical forms of that word or phrase have a corresponding meaning;
- (i) if the word "including" or "includes" is used, the words "without limitation" are taken to immediately follow;
- (j) a reference to writing includes any means of representing or reproducing words in visible form including by electronic means such as facsimile transmission;
- (k) a reference to a liability includes any obligation to pay money and any other loss, cost or expense of any kind;
- (l) a reference to a month is to a calendar month and a reference to a year is to a calendar year;
- (m) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated inclusive of that day;
- (n) if a date stipulated for payment or for doing an act is not a business day, the payment must be made or the act must be done on the next business day; and

- (o) a reference to a monetary amount means that amount in Australian currency and a unit of measurement is to an Australian legal unit of measurement, as defined in the *National Measurement Act 1960* (Cth).

22.3 Further information

If you have any questions regarding *your* electricity supply, you can contact us.


How to contact us

We would like to assure *you* that *you* will receive *our* highest standard of service when we are responding to *your* enquiries.

When *you* call us we seek to answer *your* questions immediately. If this is not possible (because we need to speak to a distributor, for example) we will get back to *you* immediately once we have obtained the information *you* are seeking. There are a number of ways *you* can contact us:

By Phone

(During Business Hours Western Standard Time)

- Residential customers 13 13 53.
- Business customers 13 13 54.
- For calls outside Western Australia (08) 6212 2222.
- TTY (for customers with hearing or speech difficulties) (08) 9221 8608.
-  If *you* don't speak English call *us* on 13 14 50 and we will arrange an interpreter service for *your* convenience.

By Mail

Synergy, GPO Box K851, Perth WA 6842

By Fax

(08) 9221 4628

Internet

synergy.net.au

Other Useful Numbers

For emergency or supply faults/interruptions call 13 13 51 (24-hour number). You should use this number in case of:

- Emergencies
- Smell of gas
- No gas

