



Notice

12 March 2021

Synergy

Decision to renew electricity retail licence ERL1 and approve amended standard form contract

The Economic Regulation Authority has renewed Synergy's electricity retail licence ERL1 and approved its amended standard form contract.

Synergy applied to the ERA on 23 November 2020 to renew ERL1 and to approve its amended standard form contract.

The main changes to the amended standard form contract include:

- additional customer rights and responsibilities on:
 - undercharging and overcharging
 - the use of estimated bills
 - paying a bill if the customer is experiencing financial difficulties.
- additional information to clarify:
 - the customer's right to cancel the contact under the Australian Consumer Law (such as a 10-day cooling off period).
 - Synergy's ability to recover debt from the customer.

The remaining changes are minor administrative amendments intended to make the contract easier to read and to update Synergy's contact details.

ERL1 has been renewed from 13 March 2021 for 15 years.

The ERA's [decision](#), [ERL1](#) and [amended standard form contract](#) are available on the ERA website.

Further information

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