

Standard Electricity Agreement

Terms and Conditions.



Do you need assistance in relation to this document?
Call the telephone interpreter service
(TIS National)  on 13 14 50 to arrange an interpreter.

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هل أنت بحاجة إلى المساعدة بشأن هذه الوثيقة؟
اتصل بخدمات الترجمة الفورية الهاتفية (TIS National)
على الرقم ١٣ ١٤ ٥٠ لندبر لك مترجما.

ဤစာစောင်နှင့်စပ်လျဉ်း၍ သင်အခက်အခဲ ရင်ဆိုင်နေရသလား၊
အကူအညီလိုပါသလား။ တယ်လီဖုန်း စကားပြန် ဝန်ဆောင်မှုအဖွဲ့
(တီအိုင်အက်စ် အင်တာနေရှင်နယ်) 13 14 50 သို့ ဖုန်းဆက်၍ စကားပြန်
တစ်ဦး စီစဉ်ပေးရန် တောင်းဆိုပါ။

آیا شما در رابطه با فهمیدن این نوشته ضرورت به کمک دارید؟
به تلفون ١٣ ١٤ ٥٠ به خدمات ترجمانی زنگ بزنید تا به شما
ترجمانی معرفی گردد.

Te ye yin kuöny duët wic tenöŋ athör kenë?
Cöl thëlëpun dugër koc kuony (TIS Kutnhom) ten
13 14 50 tenöŋ ajuer ee dugër.

شما در مورد این مدرک به کمک نیاز دارید؟
به خدمات مترجم تلفنی (تیس ملی) با شماره ١٣ ١٤ ٥٠
زنگ بزنید تا یک مترجم شفاهی فراهم شود.

需要有人帮助翻译这份文件吗？
请拨打13 14 50联系电话口译服务处
(TIS National) 让我们为您安排一位翻译。

Je unahitaji usadizi kuhusu hati hii? Piga simu
kwa huduma ya mkalimani (TIS Taifa) kwa 13 14 50
kupanga mkalimani.

Welcome to Synergy.

And welcome to the future of energy in Western Australia.

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 supply electricity to 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 or 13 13 54 (business customers)

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Standard Electricity Contract

Electricity Generation and Retail Corporation trading as Synergy
ABN: 58 673 830 106
Address: 228 Adelaide Terrace, Perth, WA 6000
Fax: (08) 6212 1035 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

2. Your details

Title: _____

Family name: _____

Given names: _____

Postal address: _____

Suburb: _____ Postcode: _____

Home: _____ Work: _____

Mobile: _____ Facsimile: _____

Email: _____

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

Registered Business Name: _____

ABN/ACN: _____

4. Connection details (address of site connection required)

Unit no.: _____

Lot/House no.: _____

Street: _____

Suburb: _____ Postcode: _____

Date connection required: _____

5. Product & pricing details (To be completed by a Synergy representative)

6. Billing Frequency

Standard Group

Standard means a single bill relating to a single supply address. *Group* means a single bill relating to multiple supply addresses or multiple sites at the same supply address.

7. 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) 6212 1035, 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) 6212 1035

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 58 673 830 106) Standard Electricity Terms and Conditions

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, 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 MWh of electricity per annum, we will supply electricity to you under this *contract* in compliance with the *code of conduct*. Accordingly, where you are a customer who consumes not more than 160 MWh of electricity per annum and 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 or at any earlier time when electricity is deemed by law to be supplied to you under these terms and conditions.

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

It is *your* responsibility to assess if the *standard price* *you* are paying is appropriate for *your* circumstances based on eligibility conditions applicable to that *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* are no longer eligible to receive a particular *standard price* because *we* no longer offer that *standard price* *we* will notify *you* on or before the date of the withdrawal and offer *you* an alternative *standard price*. In the event *you* do not nominate an alternative *standard price* then *we* can advise *you* in writing of the new *standard price* *you* must 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 obtain metering data to prepare *your* bill consistent

with clause 4.7 of the *code of conduct* (where applicable to you). 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 for billing purposes (subject to validation and clause 4.7 of the *code of conduct* (where applicable to you)). Where a *type 7 connection point* exists we will bill you in accordance with the *metering code*.

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* (where applicable to you) 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* (where applicable to you)), 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* (where applicable to you) 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* (where applicable to you), 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.
- (d) If *your* account remains overdue for more than 60 days, we may give information about *you* to a credit reporting agency. This information will allow the credit reporting agency to create or maintain a credit information file containing information about *you*. The information that we disclose about *you* can include any of the following:
 - (i) Identity details – *your* name, sex, address (and *your* previous two addresses), date of birth, name of employer and drivers licence number;
 - (ii) Amounts that are overdue by more than 60 days and for which debt collection action has started;
 - (iii) Advice that *your* payments are no longer overdue in respect of any default that has been listed;
 - (iv) Information that, in *our* opinion, *you* have committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with *your* credit obligations); and
 - (v) Dishonoured cheques – a cheque drawn by *you* for \$100 or more which has been dishonoured more than once.

This information may be given before, during or after the supply of services to *you*.

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* (where applicable to *you*) *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* for any reason, then we can require *you* to make a correcting payment. However, if *you* are a customer who consumes not more than 160 MWh of electricity per annum and we undercharge *you* due to an error, defect or default for which we or *Western Power Networks* are responsible, we can 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, if *you* are a *residential customer*, we will offer *you* the option to pay the correcting payment by instalments. If *you* are a customer who consumes more than 160 MWh of electricity per annum, then we can recover the amount of any undercharge subject to and in accordance with applicable laws, including the *Energy Operators (Powers) Act 1979* (WA).

(b) If we overcharge you due to an error, defect or default for which we or Western Power Networks are responsible (including where the meter has been found to be defective), then, subject to the *code of conduct* (where applicable to you) and to clause 22, we will credit the amount to your account or we may give you the option of having the amount repaid to you. 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 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*.

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 and without having to give you notice, at all reasonable times and at any time in an *emergency*, for the purposes of the performance of our functions in relation to the supply of energy to you or, where *Western Power Networks* need access, for the purposes of the performance of their functions in relation to their *electricity supply equipment*, including:
 - (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) 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.
- (c) 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).
- (d) Nothing in this *contract* limits or excludes in any way the consent you are deemed to have given under section 46(9) of the *Energy Operators (Powers) Act 1979* (WA) and this clause 10 is otherwise subject to clause 23.5 (which relates to the application of laws).

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 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 and other reasons

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) you do not give us or Western Power Networks safe and unrestricted access to the premises or the meter at the premises; or

- (c) *you* commit a fraud relating to *our* supply of electricity to *you* at the *premises* or any other *premises*; or
- (d) *you* get electricity supplied to the *premises* illegally; or
- (e) *you* fail to keep *your equipment* in good working order or condition; or
- (f) *you* get electricity supplied to the *premises* in breach of this *contract*; or
- (g) *you* commit a substantial breach of any of *your* obligations under this *contract*; or
- (h) 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* (where applicable to *you*)):

- (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 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 3.00pm 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 (except to the extent *you* have agreed *our* offer for *you* to repay the debt via an instalment plan or other payment arrangement).

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 Protected rights

- (a) 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 (if any) to *you*. If we fail to comply with those consumer guarantees, then *you* may have rights against *us* under the *Australian Consumer Law* that we are prohibited by law from excluding, restricting or modifying.

However, where any electricity or other goods or services (if any) supplied under this *contract* are not of a kind ordinarily acquired for personal, domestic or household use or consumption, *our* liability for breach of any consumer guarantee applicable to *our* supply of those goods or, if applicable, services under the *Australian Consumer Law*, is (to the extent permitted by the *Australian Consumer Law*) limited to any one or more of the following, as determined by *us*:

- (i) the supply of equivalent goods or, as applicable, the supply of the services again;
 - (ii) the payment of the cost of acquiring equivalent goods or, as applicable, of having the services supplied again.
- (b) Nothing in this *contract* is to be taken to exclude, restrict or modify *Your Protected Rights* if and to the extent that we are prohibited by law from excluding, restricting or modifying them. This applies whether or not *you* are a *Consumer*.
 - (c) This clause 14.1 takes precedence over every other provision of this *contract* and applies despite any other provision of this *contract* to the contrary. If another provision of this *contract* has (or, but for this clause 14.1(c), would have) an effect that is inconsistent and conflicts with clause 14.1, then this clause 14.1 overrides that other provision and that other provision will not apply where and to the extent it is inconsistent and conflicts with clause 14.1.

14.2 Other liability limitations

- (a) **Protected rights have priority**

Your Protected Rights are not excluded, restricted or modified by this clause 14.2, if and to the extent that such an exclusion, restriction or modification is prohibited by law.

(b) **All customers – general exclusion of implied warranties etc**

Unless this *contract* expressly provides otherwise, all conditions, warranties and guarantees you may have at any time in relation to this *contract* (including without limitation any rights of recovery or to compensation) however arising, are, to the maximum extent permitted by law, excluded. However, please note clause 14.2(a) which relates to *Your Protected Rights*.

(c) **All customers - general exclusion of our Supply Related Liability**

We supply electricity, but we do not own or operate the network. The network is operated by *Western Power Networks*. Unless otherwise expressly provided in this *contract* (such as, in clause 14.2(e)), in no event are we liable to you for any *Supply Related Liability*. However, please note clause 14.2(a) which relates to *Your Protected Rights*.

Although we, as an electricity retailer, may not be responsible for *Supply Related Liability*, 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 service standard payment from *Western Power Networks* in certain circumstances under the Electricity Industry (Network Quality and Reliability of Supply) Code 2005 or the *code of conduct*. You can obtain more information about this payment by contacting *Western Power Networks* or us.

(d) **All customers – our statutory liability limitations still apply**

To the extent we are liable to you for any loss or damage under this *contract*, that liability is limited to the fullest extent permitted under law, including the *Energy Operators (Powers) Act 1979 (WA)* and the *Electricity Corporations Act 2005 (WA)*. However, please note clause 14.2(a) which relates to *Your Protected Rights*.

(e) **Residential customers & non contestable customers – additional limitations of our liability**

If you are a *residential customer* or you are not a *contestable customer*, then to the fullest extent permitted by law we will not be liable to you for any loss, damage or liability (including any *excluded loss* and any *Supply Related Liability*) arising for any reason under or in relation to this *contract*. However, that limitation does not apply to any *direct loss* (including any *direct loss* that is *Supply Related Liability*) you suffer or incur to the extent it is caused by our negligence. In no event are we liable to you for any *excluded loss*. However, please note clause 14.2(a) which relates to *Your Protected Rights*.

(f) **Non residential, contestable customers – additional limitations of our liability**

If you are a *contestable customer* and not a *residential customer*, then to the fullest extent permitted by law we will not be liable to you for any loss, damage or liability (including any *excluded loss* and any *Supply Related Liability*) arising for any reason under or in relation to this *contract*. However, that limitation does not apply to any *direct loss* (other than any *direct loss* that is *Supply Related Liability*) you suffer or incur to the extent it is caused by our negligence. In no event are we liable to you for any *excluded loss*. However, please note clause 14.2(a) which relates to *Your Protected Rights*.

(g) **All customers - our liability limitations are cumulative**

Each of the limitations of our liability in this clause 14.2 applies in addition to each and every other relevant limitation of our liability, whether provided in this *contract*, at law or otherwise.

14.3 Indemnity

(a) **Protected rights have priority**

Your Protected Rights are not excluded, restricted or modified by this clause 14.3, if and to the extent that such an exclusion, restriction or modification is prohibited by law.

(b) **Indemnity**

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

- (i) your breach of any term of this *contract*;
- (ii) your breach of any applicable laws; or
- (iii) 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, and that doing so would not be inconsistent and conflict with clause 14.1.

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

14.4 Legitimate interests

The terms of this clause 14 (including those that exclude, restrict or modify *our* liability) are reasonably necessary to protect *our* legitimate interests, including in the circumstances and for the reasons outlined in clause 13 and by appropriating risks so as to help minimise *our* charges for electricity for all *our* customers.

15 Confidentiality of your information

- (a) Unless we are permitted to do otherwise under this *contract*, we will use and otherwise deal with *your* information and keep it confidential, subject to and consistent with *our privacy policy*. In particular, but without limiting the above, we will keep *your* information confidential unless:
- (i) we have *your* prior written consent; or
 - (ii) the law (including applicable privacy laws and any regulatory, accounting, governmental, Ministerial or stock exchange requirement) requires or permits us to disclose it; or
 - (iii) we need to use the information for our regulatory reporting or compliance, or in any legal or regulatory proceedings; or
 - (iv) the information is already in the public domain; or
 - (v) we believe *you* have obtained or used electricity illegally or in an unsafe manner and, as a result, we provide relevant information to the Economic Regulation Authority or the Director of Energy Safety, *Western Power Networks* or the Police (as appropriate); or
 - (vi) we use the information for business purposes, provided that we will only do so subject to applicable laws and, if *you* are an individual purchasing electricity for a *private purpose*, then we will only do so to the extent such use:
 - (A) does not cause a significant imbalance of the parties' rights and obligations arising under this *contract*; or
 - (B) is reasonably necessary in order to protect *our* legitimate interests from time to time; or
 - (C) does not cause *you* detriment (whether financial or otherwise); or
 - (D) is otherwise permitted under any of paragraphs (i) to (v) of this clause (both inclusive).
- (b) We will ensure *our privacy policy* is consistent with applicable privacy laws. A copy of *our privacy policy* is available on *our* website (www.synergy.net.au).

- (c) *You* agree to the above arrangements, including to the terms of our *privacy policy* and any use or disclosure of *your* information which is required or permitted by this *contract*, our *privacy policy*, applicable privacy laws or any other law.

16 Complaints

If *you* wish to raise a complaint concerning *our* performance of *your* electricity supply, we encourage *you* to contact us to discuss the issue. We will manage and consider *your* complaint consistently with *our customer complaints policy*. We will ensure *our customer complaints policy* complies with the Australian Standard on Complaints Handling [AS ISO 10002:2006] as amended and in force from time to time.

If *you* are not satisfied with how *your* complaint is being managed *you* may have the complaint considered by a senior member of staff. If *you* are not satisfied with *our* response to *your* complaint *you* may request *our* response and reasons in writing. Should *you* remain dissatisfied with *our* response, *you* may raise the complaint with the Energy Ombudsman Western Australia, whose contact details can be found in *our customer complaints policy*.

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 within 8 business days of the date of receipt of *your* request (where 'date of receipt' has the meaning given to that term in the *code of conduct*); 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

- (a) 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.
- (b) In accordance with applicable laws we may disclose information to state and federal government agencies, regulatory authorities or agencies with statutory functions for the purposes related to this *contract*. Such information includes but is not limited to *your* personal details relating to *concessions* or *life support equipment*.

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.
- (a) 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.
- (a) 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 Set off

We may set off any amount owing to us under this *contract* against any amount payable by us to you under this *contract*. Nothing in this contract limits our ability at law to set off any amount owing to us under this *contract* against any amount payable by us to you under another *contract* you may have with us, or to set off any amount payable by us to you under this *contract* against any amount owing to us under another *contract* you may have with us.

23 Miscellaneous

23.1 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.

23.2 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 23.2(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 5.00pm or on a day other than a *business day*, is taken to be received on the next *business day*.

23.3 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.

23.4 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.

23.5 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.

23.6 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*.

23.7 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.

23.8 Governing Law

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

23.9 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.

23.10 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.

23.11 Authorised representatives

(a) *You* can, by giving *us* notice at any time at or after establishment of the *contract*, appoint a person nominated in *your* notice to be *your* authorised representative to act for and on *your* behalf under and in relation to the *contract*. By appointing an authorised representative *you* agree to give that person full, unrestricted power and authority to act for *you* and on *your* behalf as *your* agent under and in relation to the *contract* (but not any other matter). This includes, doing all or some of the following for *you* and on *your* behalf under and in relation to the *contract*:

- (i) incurring liabilities for *you* to pay money,
- (ii) accessing *your* account information and personal details,
- (iii) giving and receiving notices, consents, instructions and other information,
- (iv) making enquiries,
- (v) exercising rights, powers and remedies,
- (vi) completing transactions,
- (vii) changing contact details,
- (viii) arranging additional time to pay an invoice,
- (ix) entering into direct debit, instalment plans and other payment arrangements,
- (x) requesting refunds,
- (xi) changing *your standard price*,
- (xii) requesting the provision of services such as a meter test,
- (xiii) applying for new concessions and terminating existing concessions; and
- (xiv) ending *your contract*.

- (b) Notwithstanding clause 23.11(a) *you* may limit the matters *your* authorised representative can perform on *your* behalf by providing notice to *us* including but not limited to specifying in that notice the matters *your* authorised representative cannot perform on *your* behalf.
- (c) Any such appointment commences on the date of appointment specified in *your* notice to *us* appointing the authorised representative (or any later date when we first receive that notice), and continues in full force and effect until:
 - (i) the date for termination of appointment *you* specify in *your* notice to *us* terminating the appointment of *your* authorised representative (or any later date when we first receive that notice of termination); or
 - (ii) if *you* have not specified a date for termination of appointment of *your* authorised representative at the time of that appointment then the date in which *you* subsequently notify *us* to terminate the appointment of *your* authorised representative.
- (d) This clause 23.11 survives termination of the *contract* for any reason.

24 Definitions and interpretation

24.1 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*.

contestable customer has the same meaning as in the *code of conduct*.

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

customer complaints policy means *our* published policy in force from time to time (as amended or replaced by *us* from time to time) 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 or if *you* have failed to provide access to the *meter*, 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;
- (b) lost profits;
- (c) loss of an opportunity;
- (d) *your* liability to others under contracts, applicable laws or otherwise;
- (e) indirect or consequential loss of any kind;
- (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 *our* published policy in force from time to time (as amended or replaced by *us* from time to time) 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.

Supply Related Liability means any loss, damage or liability (including any *excluded loss*) arising for any reason from or in connection with:

- (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);
- (b) any surge, disruption or fluctuation in electricity supply or its quality from time to time; or
- (c) *us* failing, for any reason, to supply electricity meeting any particular quality, reliability or quantity.

type 7 has the same meaning as Type 7 under the *metering code*.

we and **us** means Electricity Generation and Retail Corporation trading as Synergy (ABN 58 673 830 106) 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.

Your Protected Rights means:

- (a) any rights of recovery or to compensation *you* may have under the *Australian Consumer Law* (including in relation to *excluded loss*);
- (b) any other rights of recovery or to compensation *you* may have under law, including, for example, any service standard payments that may be payable to *you* under part 14 of the *code of conduct*; or
- (c) any other condition, warranty or guarantee (including the application of any consumer guarantee under the *Australian Consumer Law*) where applicable,

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

24.2 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).

Further Information

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

In writing:

Customer Service Manager
Synergy
GPO Box K851
Perth WA 6842

In person:

228 Adelaide Terrace
Perth WA 6000

By internet using our 'contact us' web page:

synergy.net.au

By telephone:

For billing, payment enquiries and complaints by residential customers, on 13 13 53 during business hours.

For billing, payment enquiries and complaints by business customers, on 13 13 54 during business hours.

For TTY users (hearing impaired customers) on (08) 9221 8608 during business hours.

 For telephone interpretation services (TIS) on 13 14 50 during business hours.

For customers residing outside Western Australia on (08) 6212 2222 during business hours.

To report a fault or emergency, 24 hours a day on 13 13 51

