



## Customer Charter

It's how we treat you

# Veeve Energy Pty Ltd

## Customer Charter

December 1, 2016

### **This is a summary of the key terms and conditions between you and us.**

This Charter is for your information only and is not a legally binding document. Please contact us if you require a copy of the terms and conditions, which form the agreement between you and us (the Agreement).

Our objective and commitment to you is to ensure that we comply with all regulatory requirements, which in Victoria include the Electricity Industry Act 2000, the Gas Industry Act 2001, the Gas Safety Act 1997, the Energy Retail Code issued by the Victorian Essential Services Commission and Australian Standards relating to Gas and Hot Water. We will also comply with relevant consumer law, being the Competition and Consumer Act 2010 (Cth), the Privacy Act 1988 (Cth) and other applicable marketing rules.

### **How your services are supplied**

We are an embedded network provider. We work together with your Owners Corporation or the owner of the site (as the case may be) and the relevant energy retailer and energy distributor to provide you with the services.

We are responsible for arranging for the connection of services to you, billing, fault monitoring and customer service.

### **Getting connected**

Before we will connect your services, you must agree to be bound by the terms and conditions of our supply of services to you. This Agreement is available on our website or we may provide you with a hard copy at your request.

You may be required to pay an account set up fee and a new connection fee, which will be included on your first bill.

### **Moving premises**

#### **Moving out**

Please give us 3 business days' notice so that we can arrange for safe access to the meter for a final reading.

#### **Moving in**

If your new address already has a services connected, please call us on a business day so that we can arrange for an initial meter read and reconnect you.

### **Billing**

#### **Property access**

You must allow us or our contractors to enter your premises to read the meters, connect, disconnect the supply of services and to inspect, test, maintain or repair installations as appropriate.

#### **Pricing**

Our prices are set out in Veeve Energy Pricing Schedule, which may be provided to you at your request at any time. We may change our prices but we will give you notice of these changes before they apply.

We may also charge you additional fees for:

- Account establishment;
- Connection or disconnection;
- Same or next day connection;
- Processing fees for credit card payments;
- Administration fees for paper bills sent to you by post; and
- Administration and third party fees for recovering outstanding amounts owed by you.

#### **Payment**

We have various options for payment of bills that include direct debit and credit card payments.

#### **Billing cycles**

The billing cycle for your use of the services will be on a monthly basis. You will be billed monthly for:

- Your use of the services; and
- Any other goods and services we may supply you in addition to the supply of the services.

#### **The contents of your bill**

Your bill will include all the information we are required to include pursuant to the regulations. If you have provided us with your email address, we will email your bill to you. Your bill may include the following:

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- The period of the bill (which will usually be one month);
- Relevant tariffs applicable to you;
- Whether your invoice is based on a meter reading or is a wholly estimated bill;
- Total amount of electricity consumed, in kWh;
- Total amount of hot water used, in L;
- Any equation used in calculating the cost of hot water provided;
- The pay by date; and
- A telephone number for billing and payment enquiries (which is **1300 725 738**) and a 24 hour contact telephone number for faults and emergencies (which is **1300 230 400**)
- For the bills following your first bill, a graph showing your consumption of electricity for that billing cycle and, if the information is available:
  - Your consumption of electricity over the past 12 months;
  - Comparison of your use of electricity for that billing cycle and the same billing cycle in a previous year; and
  - If you have a smart meter, your consumption for each monthly period over the past 12 months.

### Having difficulty paying your bill?

You should contact us before the pay by date on the bill if you anticipate having difficulties making payment. We may be able to put you on an instalment plan that takes into consideration your current financial situation.

At your request, we can provide you with information on hardship programs and payment plans, including government concessions and grants which may be available to you.

### Overcharged or undercharged on your bill?

If you have been overcharged on a bill, we will:

- If the amount is \$50.00 or less, credit it to your next bill after we become aware of the overcharge
- If the amount is over \$50.00, we will inform you in writing within 10 business days after becoming aware and will credit it to your next bill or as you direct.

If you have been undercharged on a bill, we will:

- Provide you with written notice as soon as we become aware; and
- If the undercharging resulted from a failure of our billing systems, render you a special bill only up to a period of 9 months prior to the date of notice of the undercharge; or
- If the undercharging resulted for any other reason, render you a special bill for a period of up to 12 months of the date of notice of the undercharge.

If the undercharging is a result of an unlawful act or interference with the services supply by you, we will charge you interest on the undercharged amounts.

### Reviewing your bill

If you request, we may review your bill. However, you are still required to pay the lesser of the following amounts during the course of the review:

- The portion of the invoice not in dispute; or
- An amount equal to the average amount of your bills in the past 12 months.

If the bill is found to be correct, you must pay the unpaid amount and you may also be charged an additional fee if you require us to arrange a meter test.

### Paying a security deposit

A security deposit, otherwise known as a refundable advance, is where we require you to provide us with monies upfront prior to entering into an Agreement for the supply of services with us.

A request for a security deposit will usually depend on your creditworthiness and whether we are permitted to do so under the regulations.

### Disconnecting/reconnecting your services

#### Disconnection

We can only disconnect your services in accordance with the regulations.

Before we disconnect your services, that is cut it off, we will generally:

- Send you a reminder notice and a warning notice; and
- Try and contact you in person or by telephone and failing that by mail, email or SMS.

Your services may be disconnected in the following situations:

- You ask us to disconnect
- You have not made payments required under an instalment plan
- For three consecutive bills you have not allowed us or our agent access to your meter
- We have requested you provide us with a security deposit and you have refused
- You have used services illegally

#### No disconnection

We will not disconnect you when:

- You have made formal application for certain types of government assistance, including a utility grant relief and the bill that has not been paid is under \$120 (ex GST)

- The bill that has not been paid relates to a complaint made by you to the Energy and Water Ombudsman Victoria or another external dispute resolution body and the complaint remains unresolved
- The charge that has not been paid by you is a supply of goods or services that is not the supply of services
- You have registered your address with us as a life support machine address
- Unless you request otherwise, after 2pm (residential) or 3pm (business) on a weekday, or on a Friday, weekend, public holiday or day before a public holiday.

The energy distributor may need to disconnect your services from time to time for maintenance, safety reasons or in emergency situations.

Please contact us on **1300 230 400** to report any faults. If the fault is outside of the embedded network we will contact the local network distributor.

### Reconnection

If you request, we will reconnect your services if the issue concerning the disconnection has been resolved (e.g. payment of a bill, access to your meter, acceptable identification). We will charge you a reconnection charge in this situation.

Your services will be reconnected within the following time periods:

- If the request is made before 3pm on a business day, that day
- If the request is made after 3pm on a business day, the next day
- If the request is made after 3pm on a business day and you pay an additional afterhours reconnection charge, that day
- If you have a smart meter and we can reconnect you remotely and safely, you may be reconnected within 2 hours

### Ending your contract

You must provide us with 28 days' notice if you wish to terminate your Agreement with us.

We can terminate an Agreement if:

- We provide you with 30 days' notice and you have transferred to another retailer by the expiration of that period; or
- You have been disconnected for non-payment and your account remains under for a further 10 days following disconnection.

If the Agreement between us is terminated we will issue you with a final bill, which may include a special meter reading charge and reasonable administration fees.

### Your privacy

We will comply with privacy legislation in relation to personal information we collect about you.

We are required to collect this personal information so that we can supply services to you. This information may include sensitive information, for example, if you notify us that you have life support equipment at your premises.

We may disclose your personal information to:

- Our related bodies corporate, agents and contractors, the distributor and retailers, so far as the law allows; and
- To a credit reporting agency so that we can obtain consumer credit information about you and so that we can allow an agency to maintain a credit file about you.

### Making and resolving a complaint

If you have a complaint, please contact us on **1300 725 738** or write to us at

**P.O BOX 131  
Moorabbin VIC 3189**

or email at **info@veeve.com.au**

We will respond to your complaint within 28 days and provide you with details of the reasons for our decision.

If you are not satisfied with the outcome, you can request that your complaint be reviewed at a higher level by an appropriate manager internally.

You have the right to refer the complaint to the Energy and Water Ombudsman Victoria (**1800 500 509**) or to any relevant external body, including the Victorian Civil and Administrative Tribunal.

Please contact us should you require further details.

Questions, comments?  
1300 725 738 or [veeve.com.au](http://veeve.com.au)