

Summary of Small Customer Rights, Entitlements, and Obligations – electricity and natural gas

For customers in Victoria, New South Wales, Queensland, South Australia, and the Australian Capital Territory

This is a summary of your rights, entitlements, and obligations regarding the supply of electricity or natural gas. For further detail, please refer to your agreement or contact us on 1300 658 519

For this summary:

- You are a market retail contract customer if you have accepted an offer from us to enter into a market agreement, in which case the terms, conditions, charges, and period of your agreement will be set out in that market agreement.
- You are a standard retail contract customer if we supply energy to you under a non-market agreement by the Standard Retail Contract Terms as prescribed by law.

What is my agreement?

If you are a market retail contract customer, your agreement consists of the Agreement Terms for Electricity, Natural Gas, and Green Power, your Energy Plan, and the Plan details.

If you are a standard retail contract customer, your agreement consists of the Standard Retail contract terms, standing offer prices, and any other fees or charges published on our website that is applicable.

Can terms and conditions be varied?

If you are a market retail contract customer, we may vary the charges, terms, and conditions of your agreement (including the nature and structure of the charges) by notice to you by the terms of your agreement (including the Energy Plan). If your Energy Plan has any restrictions on variations, they will be listed in your Energy Plan Details, please refer to your agreement for more information.

If you are a standard retail contract customer, the terms and conditions are set by regulations. For electricity, the regulator also sets the charges in NSW, SA, Victoria, and parts of Queensland. If you are a gas customer or an electricity customer, we set the charges and we may vary the nature, amount, and structure of your charges by notice to you.

Is accessing my property necessary?

Yes, you need to give us safe, convenient, and easy access to the meter on your premises so that it can be read, for maintenance, connection, and disconnection purposes. Where you don't provide access and we bill you based on an estimate of your usage, we may charge you an additional fee if you ask for a bill based on your actual usage.

What prices apply to me?

If you are a market retail contract customer, please refer to your agreement.

If you are a standard retail contract customer, please refer to our standing offer prices published on our website, together with other fees or charges published on our website.

How can I pay my bill?

You must pay us the amount shown on each bill by the date for payment shown on the bill. You can also pay your bill in advance. We will provide you with a range of options to pay your bill, which may

include payment in person, by mail, and by direct debit. Please refer to your bill for information about the payment options which are available to you.

You may also have the option to pay your bills under a bill smoothing arrangement, based on a 12-month estimate of your energy consumption. Please contact us if you would like to know more about this option.

When should I receive my bill?

We will send a bill to you as soon as possible after the end of each billing cycle. The billing period is at least every 3 months, except in Victoria for natural gas where it is at least every 2 months.

Do I have to pay a security deposit?

Depending on your creditworthiness we may ask you to pay us a security deposit and you must pay it to us. We will pay you interest on any security deposit where required by the regulatory requirements. Subject to the regulatory requirements we may use your security deposit (and any interest earned on it) to offset any amount you owe to us under your agreement if you fail to pay a bill by the due date. Please refer to your agreement for more information.

How is my bill calculated?

Your bill will be based on the amount of energy you use during a billing period. This will be determined by the regulatory requirements, generally by the distributor measuring the amount of energy used by reading your meter or estimating your usage. Your bill may also include other fees and charges in accordance with your agreement.

Please refer to your agreement for more information.

What happens if I cannot pay?

There are payment options available to you if you are experiencing financial difficulties. If you are experiencing financial difficulties, you should let us know

When can my energy be disconnected?

Disconnection may occur if you do not pay your bill on time with notice to you or in other circumstances outlined in our agreement. Otherwise, we'll only arrange for you to be disconnected by your agreement after we have followed any applicable procedures set out in the regulatory requirements.

What if I move out?

It is important that you contact us in advance if you intend to move out of the premises as we will need to cancel your current agreement with us for the premises. You will remain responsible for the charges while your agreement remains active. Please provide at least 3 business days' notice.

What if I want to cancel my agreement?

In addition to any cooling-off rights that you have, you may end your agreement by giving notice to us or otherwise ending it, in accordance with your agreement. If you end your agreement before the end of your Energy Plan (if any) you may be required to pay an exit fee if your Energy Plan has an exit fee. See the Details section of your agreement.

Can you end my agreement?

We may end your agreement by giving you notice in accordance with your agreement. Your agreement can also end in other circumstances set out in it, including if you don't have a right to be reconnected. Please refer to your agreement for more information.

Do I have a cooling-off period?

If you are a market retail contract customer, you may have a cooling-off period during which you may cancel your agreement at no cost, even though you have agreed to or accepted the agreement. Your agreement sets out how you may exercise this right.

What are my obligations in relation to my energy distributor?

You must co-operate with any reasonable requests your Distributor makes of you and allow your Distributor to enforce its rights under the regulatory requirements.

How will my personal information be used?

We collect, use, hold and disclose your personal and credit-related information as set out in our privacy and credit reporting statements which you can find at https://www.discoverenergy.com.au/help_and_support/privacy_policy. Our credit reporting statement explains who we share your credit information with and how we use and store your information.

What if I have a complaint?

If you have an inquiry, complaint, or dispute, including about your bill or any marketing activity, please contact us via one of the means below. We'll handle your complaint and let you know the outcome in accordance with our standard complaints and dispute resolution procedures which you can find at [discoverenergy.com.au](https://www.discoverenergy.com.au). You can also ask us to send you a copy.

Phone: 1300 658 519

Email: customerservice@discoverenergy.com.au

Mail: PO Box 665 North Sydney NSW 2059

If you're not satisfied with how your complaint has been resolved, you may be able to contact the energy ombudsman in your state:

- For customers in New South Wales: the New South Wales Energy and Water Ombudsman on 1800 246 545 or at www.ewon.com.au.
- For customers in South Australia: the South Australian Energy Industry Ombudsman on 1800 665 565 or at www.ewosa.com.au.
- For customers in Queensland: the Queensland Energy Ombudsman on 1800 662 837 or at www.ewoq.com.au.
- For customers in Victoria: the Victorian Energy and Water Ombudsman on 1800 500 509 or at www.ewov.com.au.
- For customers in the Australian Capital Territory: the ACT Civil and Administrative Tribunal on (02) 6207 1740 or at www.acat.act.gov.au.

Guaranteed Service Levels for Small Customers in the Australian Capital Territory

If you are in the Australian Capital Territory, we must meet the Guaranteed Service Levels (GSL) set out below. If we don't meet a GSL we will pay you the rebate amount also set out below.

Service	Description	Rebate
Connection Times	If you have asked us to sell energy to you, we must connect you in the timeframes below if:	\$60 per day up to a cap of \$300
	your supply address is physically connected to the electricity network; and	
	you are eligible to receive energy.	
	Request Time	Obligation
	If your connection request is made before 2 pm on a business day	On the same day
	If your connection request is made before 2 pm on a business day	By the end of the next business day
	If your connection request is made on a non-business day	By the end of the next business day
	Otherwise	On a day agreed between you and us
Notice of Planned Supply Interruption	If we or our service provider plans to do work, such as maintenance, a meter replacement, or other work to energy infrastructure which would mean you won't have an energy supply, we will:	\$50
	give you at least 4 business days' notice (unless you have agreed to a shorter time);	
	tell you the likely date, time, and duration of the energy supply interruption, the reason why it's happening; and	
	give you a number to contact us if you have any inquiries.	
Responding to complaints	If you make a complaint, we'll acknowledge it immediately or as soon as practicable, and respond to it within 20 business days.	\$20
Wrongful disconnection.	We must not disconnect you if we are not entitled to do so under regulation.	\$100

What happens if we fail to meet a Guaranteed Service Level?

We will monitor our performance against the GSLs. If we don't meet a GSL, we will pay you the relevant rebate as soon as practicable. You don't need to apply for the rebate. We will most likely pay you the rebate by applying a credit to your account. If for some reason this isn't suitable, we will contact you to make alternate arrangements. We will let you know if a rebate has been paid and which GSL it relates to.

What should you do if you believe entitled to a Guaranteed Service Level Rebate that hasn't been paid?

Please contact us by phone, email, or mail. We will review your claim and pay you the relevant rebate if we have failed to meet the GSL.