

1. Introduction

This document summarises your key rights and obligations as a small customer receiving electricity from Discover Energy in:

- Victoria
- New South Wales
- Queensland
- South Australia
- Australian Capital Territory

For full details, please refer to your energy agreement or contact us.

2. Your Energy Agreement

You will be on one of the following:

Market Retail Contract

- You have accepted a specific energy offer from us
- Your prices, benefits, and terms are set out in your **Energy Plan and Agreement**

Standard Retail Contract

- You are on a regulated “standing offer”
- Prices and terms are set by law and published on our website

3. Changes to Your Agreement

- For **market contracts**, we may vary prices or terms with notice (as allowed in your plan)
- For **standard contracts**, changes are governed by regulation

We will always notify you of any changes that affect you.

4. Access to Your Property

You must provide safe and reasonable access to your meter for:

- Meter readings
- Maintenance
- Connection or disconnection

If access is not provided, your bill may be estimated and additional fees may apply for special meter reads.

5. Pricing and Charges

- Market customers: refer to your Energy Plan
- Standard customers: refer to published standing offer prices

Your bill may include:

- Usage charges
- Supply charges
- Fees and other applicable costs

6. Billing and Payments

Billing

- Bills are issued regularly at least every 3 months

Payment

- You must pay your bill by the due date
- We offer multiple payment options
- You may request payment plans or bill smoothing

7. If You Have Difficulty Paying

If you are experiencing financial hardship:

- Contact us as soon as possible
- We can offer support such as:
 - Payment plans
 - Hardship programs
 - Advice and assistance

We will work with you to help manage your energy costs.

8. Security Deposits

We may require a security deposit based on your credit assessment.

- Interest will be paid where required by law
- Deposits may be used to offset unpaid bills

9. Disconnection and Reconnection

We may arrange disconnection if:

- You do not pay your bill
- You do not comply with your agreement

However, we must follow strict legal processes, including:

- Providing notice
- Offering assistance (including hardship support)

We will not disconnect in prohibited circumstances (e.g. life support registration, extreme weather events, or during complaint processes where applicable).

10. Moving or Transferring

If you are moving:

- Contact us at least 3 business days in advance
- You remain responsible for charges until your agreement ends

11. Ending Your Agreement

You may end your agreement by:

- Giving notice to us
- Transferring to another retailer

Early termination fees may apply if specified in your Energy Plan.

12. Cooling-Off Rights

If you entered into a market retail contract, you may have a cooling-off period (usually 10 business days) during which you can cancel at no cost.

13. Your Obligations

You must:

- Pay your bills on time
- Provide accurate information
- Maintain safe access to your meter
- Comply with your agreement
- Cooperate with your distributor

14. Your Distributor

Your electricity distributor:

- Delivers energy to your premises
- Maintains infrastructure
- Manages outages

You must comply with reasonable requests from your distributor.

15. Planned and Unplanned Interruptions

Your energy supply may be interrupted due to:

- Planned maintenance (with notice)
- Unexpected outages

We or your distributor will provide advance notice for planned interruptions where required.

16. Privacy and Credit Information

We handle your personal and credit information in accordance with our policies:

- Privacy Policy
- Credit Reporting Policy

These are available on our website.

17. Complaints and Dispute Resolution

If you have a complaint:

Contact Discover Energy first:

- Phone: 1300 658 519
- Email: customerservice@discoverenergy.com.au

We will respond in accordance with our complaints process.

If you are not satisfied, you can contact your state energy ombudsman:

- NSW: Energy & Water Ombudsman NSW
- VIC: Energy & Water Ombudsman Victoria
- QLD: Energy & Water Ombudsman Queensland
- SA: Energy & Water Ombudsman SA
- ACT: ACT Civil & Administrative Tribunal

18. ACT Customers – Guaranteed Service Levels (GSL)

If you are in the ACT, you are entitled to Guaranteed Service Levels. If these are not met, you may receive a rebate (credited to your account).

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
	If your connection request is made on a non-business day	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