



Dear Resident

Important information about your electricity, cooker gas, potable hot water and air-conditioning supply

Moving in to your new home is exciting. Don't get caught up in the excitement and forget to sign-up for the energy services available in your building.

Your building has an embedded electricity network where energy is purchased in bulk. This arrangement allows Evergy to offer you a very competitive energy deal. We track ourselves against the 3 biggest energy retailers in your area at least twice a year and adjust our electricity prices to be lower than theirs. Each of the premises is metered separately so the usage portion of your charges will only be based on the electricity you use.

Your building also has centralised services including potable hot water heating, air-conditioning and cooker gas services. Your cooker gas is supplied through an embedded gas network in your building.

Marina Square Residents Offer

The Marina Square Residents Offer is offered by Evergy to residents of Marina Square. These are some of the great features you will receive.

- A competitive variable rate
- No charge for your cooker gas
- 20% off your potable hot water daily supply charge when you purchase electricity, potable hot water heating and air-conditioning thermal energy from Evergy
- 100% carbon neutral at no extra cost

You can read more about the offer on our website at www.evergy.com.au

Evergy Pty Ltd acts as agent for your Building Management Committee for the supply of cooker gas. The Building Management Committee holds a retail exemption under the National Energy Retail Law, under which it is permitted to sell cooker gas to you.

What you need to do

You'll need to sign up to an energy offer by close-of-business within 7 calendar days of your settlement date to ensure your electricity and centralised services stay connected.

To arrange your electricity and centralised services supply for your apartment's energy needs, please complete & sign the attached form and:

- email it to us at support@evergy.com.au or
- drop it off in person at the Billbergia Settlement Office at 101/1 Wentworth Place, Wentworth Point from 9am to 5 pm on business days.

You don't have to sign-up to an Evergy offer. Our electricity and centralised services agreements don't lock you in. You can choose another supplier who is an authorised electricity retailer for your electricity supply at any time.

You will find information about our energy offer provided in this sign-up package.

Need some help?

Call us on 1300 383 749 from 8 am to 6 pm Monday to Friday to speak to our friendly customer service team. For interpreter services call TIS 131 450.

Yours sincerely
The Evergy Team

Marina Square Residential Customer Sign up for Electricity & Centralised Services Supply



Phone: 1300 383 749 (8 am to 6 pm working weekdays) for assistance

Email this completed form to: support@evergy.com.au

Your building has an embedded electricity network where energy is purchased in bulk. This arrangement allows Evergy to offer you a very competitive energy deal. Each of the premises is metered separately so the usage portion of your charges will only be based on the electricity you use.

Your building also has centralised services including potable hot water heating, air-conditioning and cooker gas services. Your cooker gas is supplied through an embedded gas network in your building.

To arrange your electricity and centralised services supply for your apartment's energy needs, please complete this form and email it to us. You can also call us on **1300 383 749** to speak to our friendly customer service team for assistance. Our electricity and centralised services agreements don't lock you in. You can choose another supplier who is an authorised electricity retailer for your electricity supply at any time.

Evergy Pty Ltd acts as agent for your Building Management Committee for the supply of cooker gas. The Building Management Committee holds a retail exemption under the National Energy Retail Law, under which it is permitted to sell cooker gas to you.

NMI (If known)	
Meter No. (if known)	
Move-in Date	

Customer (Account Holder) Details

Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms			
First Name		Last Name	
Please provide either a Drivers Licence number or Passport number			
Drivers Licence number		State Issued In	
Passport number		Country Issued In	
Date of Birth			
Or, if the customer is not an individual			
Company Name		ABN	
Trading Name			

Customer Contact Details

Name only required if not stated above.

Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms			
First Name		Last Name	
Position			
Mobile		Phone	
Email			

Customer Secondary Contact Details

Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms			
First Name		Last Name	
Position			
Mobile		Phone	
Email			

Supply Address

Building Type: Apartment

Apartment No.		Street No.			
Street Name		Street Type			
Suburb	Wentworth Point	State	NSW	Post Code	2127

Billing Address

How would you like to receive invoices and notices? ☐ Email ☐ Mail

If by mail: ☐ As for supply address ☐ Other

If Other, specify mailing address for bills below:

Unit/Shop No.		Street No.			
Street Name		Street Type			
Suburb		State		Post Code	

Life Support

Will there be life support equipment installed at the premises?

☐ Yes ☐ No

If you have selected 'Yes', you will need to provide confirmation from a registered medical practitioner.

Confirmation

- ☐ I have read and accept the electricity charges that have been disclosed and provided to me with this application.
- ☐ I have read and accept the disclosures that have been provided to me with this application.
- ☐ I agree to the terms and conditions of electricity supply that have been provided to me with this application.
- ☐ I have read and accept the centralised services (Potable Hot Water Heating, Air-conditioning Thermal Energy and Cooker Gas) charges that have been disclosed and provided to me with this application.
- ☐ I agree to the terms and conditions for the supply of centralised services (Potable Hot Water Heating, Air-conditioning Thermal Energy and Cooker Gas) (which also cover electricity network charges where you buy your electricity from a different supplier) that have been provided to me with this application.
- ☐ I am authorised to accept and agree to these things on behalf of the customer.
- ☐ I would like to receive information from time to time about Evergy's special offers, products and services by electronic communication.

Signature	
Print name	
Date	

Important Information about your electricity and centralised services supply agreement

Please find attached the following documents which contain important information about our energy offer:

- Details and Disclosures for electricity supply
- Terms and conditions of electricity supply
- Energy Price Fact Sheet - Electricity Residential Single Rate
- Centralised Services Charges
- Terms and conditions for the supply of centralised services
- Price Sheet – Centralised Services



Electricity supply for customers within an embedded network:

Details and Disclosure Document

This document forms part of your agreement for the supply of electricity to your premises within Marina Square. It should be read in conjunction with our standard terms and conditions of electricity supply for small customers within an embedded network.

Charges

1. Energy Charges

Energy Charges as at the date of this document are as follows. Please note that these are subject to change (see further below).

Tariff: Electricity Residential Single Rate

Usage Charges:

	c/kWh, GST-exclusive	c/kWh, GST-inclusive
Usage Charges	20.87	22.96

* Note: these charges are based on a single rate for all times of day. Should you wish to change to a time of use tariff, please contact us by telephone. We may also move you to such a tariff, by notice to you, if we think this is appropriate having regard to your usage.

Daily Supply Charges:

	c/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	83.39	91.73

2. Variation in charges

We will review our Energy Charges at least twice per year, with a view to keeping them competitive with comparable pricing offered by the largest retailers. We will publish our revised Energy Charges on our website, and we will also give you at least 10 Business Days' notice of the change.

3. Other charges (if applicable) as at commencement of supply:

A number of other charges may apply, depending upon your circumstances. Some of the more common charges, and the amount of them as at the commencement date, is set out below.

	Amount, GST-exclusive	Amount, GST-inclusive
Late payment fee	\$10.90 (GST Exempt)	\$10.90 (GST Exempt)
Disconnection charge	\$10.55	\$11.61
Reconnection charge	\$10.55	\$11.61
Special meter read charge	\$10.55	\$11.61

A full list of charges that may apply, depending on your circumstances, can be found on our website. These charges and their amounts may change from time to time, on at least 10 Business Days' notice.

4. Network charges

If you later decide to buy your electricity from a different supplier who is an authorised electricity retailer, you will still need to pay us network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it do not include a component for this, unless it is part of an arrangement under which the new retailer agrees to pass those charges on to us (so that you can pay the new retailer instead of us).

These network charges will be calculated on a “shadow pricing” basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a time of use basis.

5. Concessions or rebates

Information on various government concessions or rebates and eligibility requirements to receive them will be published on our website. It is your responsibility to determine whether you are eligible for any particular concession or rebate.

6. Bill frequency

We will bill you monthly for the charges.

7. Payment difficulties

If you are unable to pay your bills due to financial difficulty, please contact us so we can discuss options to assist you.

General

1. About us

As explained in our terms and conditions, Evergy Pty Ltd ACN 623 005 836 (**Evergy**) is an authorised retailer under the National Electricity Law. A reference to “we” or “us” in this agreement is a reference to Evergy.

2. Term and cooling-off period

(a) **No fixed term**

This is not a fixed term contract. You can give us notice at any time that you wish to terminate this agreement. No penalty or early termination fee will apply if you wish to do this.

(b) **Cooling-off period**

You have a 10 Business Day cooling off period during which you may cancel this agreement without any charge or penalty. That cooling off period commences on the later of the date you enter into this agreement, and the date that you receive the Disclosure Information about this agreement. We may delay supply of electricity to your premises until the expiration of the cooling off period. If we do supply electricity during this period, you are not required to pay for it if you cancel this agreement during that period. If you wish to cancel this agreement during that period, you must notify us, orally or in writing, clearly indicating your intention to cancel this agreement.

3. Credit check and security deposit

You give us your permission to obtain a credit check of your credit history.

If and to the extent permitted by the Regulatory Instruments, we may ask you to provide a security deposit, or vary the amount of a security deposit, after you enter into this agreement.

4. Electronic communications

If you provide us with an email address for bills, we will send bills electronically to that email address. Similarly, if you provide us with a contact email address for receiving notices electronically, we may send notices and other documentation to that email address. In each case this will be sufficient for us to assume that you have received the documentation or information. We will not be required to send you physical copies to a postal or street address, unless you asked for that at the time of sign-up or contact us asking for that to change going forward. We are entitled to assume that an electronic communication to us from those email addresses is from you.

5. Variation of this agreement

We may from time to time vary this agreement going forward. We will give you at least 10 Business Days' notice of any such change. If you do not terminate this agreement effective from before the change comes into effect, you agree to comply with the agreement as varied.

6. Transfer of this agreement

(a) If another person, instead of us, becomes entitled to onsell electricity to your premises within the embedded network, we may transfer our rights and obligations under this agreement to that person, and notify you of that transfer.

(b) You consent to any such transfer, without the need for any further documentation or agreement, and you agree to comply with this agreement in favour of that person.

7. Complaints and dispute resolution

(a) If you have a query, complaint or dispute, you can contact us using the contact details in clause 8 below.

(b) We will handle a complaint in accordance with our standard complaints and dispute resolution procedures, which can be found on our website, or provided to you on request. We will inform you of the outcome of our review of your complaint.

(c) If you are not satisfied with our response to the complaint, you may refer the complaint or dispute to the energy ombudsman, where the ombudsman has jurisdiction.

8. Our contact details

Phone: 1300 383 749

Interpreter: 131 450 – For help using an interpreter visit TIS NRS: 133 677 – For help using this service visit NRS

Email: support@evergy.com.au

Mailing address: Locked Bag 1400, Meadowbank, NSW 2114

Website: www.evergy.com.au

9. Electrical faults or emergencies

In the event of an electrical fault or emergency, please contact:

Evergy 1300 383 749

Ausgrid (24 hours) 13 13 88

Terms and conditions of electricity supply for small customers within an embedded network

1. Your electricity supply agreement

- (a) These terms and conditions are about the supply of electricity by us to your premises, where those premises are located within an embedded network in which we operate and you are a Small Customer.
- (b) An embedded network is a private electricity network serving multiple premises. This is the wiring within the building or development within which your premises are located, which is in turn connected to the local electricity distributor's wiring. The configuration of the metering determines how it can be used as an embedded network.
- (c) Your electricity supply agreement is comprised of:
 - (1) these terms and conditions; and
 - (2) the Details and Disclosure Document.
- (d) The Details and Disclosure document is a document (or a number of documents to be read together) which consolidates the information which formed part of the process of signing up to this agreement (which may have been through an electronic, telephone or other process), or which is given to you at the time of entering into this agreement. This includes details about you and your premises, information about rates and charges, and other disclosure information.
- (e) Various Regulatory Instruments also govern the supply of electricity to you, in addition to this agreement.

2. Evergy's role

- (a) Evergy Pty Ltd ACN 623 005 836 is an authorised retailer under the National Energy Retail Law. A reference to "we" or "us" in this agreement is a reference to Evergy.
- (b) A reference to "you" is a reference to the customer that entered into this agreement, and whose name appears in the Details and Disclosure Document.
- (c) We buy the electricity that we sell to you from another authorised electricity retailer or exempt seller, or from the wholesale market, and we on-sell it to you under this agreement for use in your premises. We may also source the electricity that we sell to you from on-site electricity generation or storage.

3. Commencement

- (a) This agreement becomes legally binding when, following your sign-up to it (which may be through an electronic, telephone or other process), we issue confirmation of the establishment of your account.
- (b) Subject to clause 3(f), supply of electricity under this agreement will commence:
 - (1) if you are a new occupant at new premises – on the later of when you move in to the premises and when the premises are energised;
 - (2) if you are a new occupant at existing premises, where the previous occupant received supply from us – as for paragraph (1) above;
 - (3) if you are a new occupant at existing premises, where the previous occupant received supply from another supplier who is an authorised electricity retailer – on the later of when you move in to the premises, when the metering becomes suitable for on-supply in an embedded network, and when the premises are energised; and
 - (4) if you are an existing occupant at existing premises where you were previously receiving supply from another supplier who is an authorised electricity retailer – on the later of when the metering becomes suitable for on-supply in an embedded network, and when the premises are energised.
- (c) For the purposes of clauses 3(3) and 3(4), the metering becoming suitable for on-supply in an embedded network may involve replacement of your meter, or satisfactory arrangements for the use of your existing meter, and the completion of any necessary market transactions in this regard.
- (d) We may also require that further matters be satisfied before supply commences, such as you providing further information or documents (such as identification), or you providing any security that we may request. We may terminate this agreement if these are not provided to our satisfaction.
- (e) You give us your permission to obtain a credit check of your credit history.
- (f) You have a 10 Business Day cooling off period during which you may cancel this agreement without any charge or penalty. That cooling off period commences on the later of the date this agreement becomes legally binding and the date that you receive the Disclosure Information about this agreement. Despite the paragraphs above, we may delay supply of electricity to your premises until the expiration of the cooling off period. If we do supply electricity during this period, you are not required to pay for it if you cancel this agreement during that period. If you wish to cancel this agreement during that period, you must notify us, orally or in writing, clearly indicating your intention to cancel this agreement.

4. Your right to terminate this agreement

- (a) You can give us notice at any time that you wish to terminate this agreement. No penalty or early termination fee will apply if you wish to do this.
- (b) Clause 14 contains detailed provisions regarding termination of this agreement.

5. Charges

- (a) You must pay us the following charges:
 - (1) Energy Charges, which are made up of:
 - (A) Usage Charges; and
 - (B) Daily Supply Charges; and
 - (2) any of the following charges which may be applicable to you:
 - (A) Demand Charges, if you are on a time of use demand tariff;
 - (B) any other charges specified in the Details and Disclosure Document, or of which we subsequently advise on at least 10 Business Days' notice;
 - (C) any late payment fees under clause 8(h);
 - (D) any merchant service fees or fees for dishonoured payments under clause 8(i);
 - (E) any applicable connection, disconnection or reconnection fees (which may include a disconnection fee after you move out of your premises);
 - (F) any additional costs related to your meter that are incurred at your request or due to your act or omission, such as fees for a special meter read, or meter repairs where you damaged it;
 - (G) any other fees or charges imposed by your distributor due to something specific to your needs (not including ordinary charges for use of the networks);
 - (H) any other amounts permitted by this agreement.
- (b) A full list of charges that may apply, depending on your circumstances, can be found on our website. These charges and their amounts may change from time to time, on at least 10 Business Days' notice.
- (c) The Usage Charges (being a component of the Energy Charges) will apply to your consumption. If the Usage Charges are based on a time of use tariff, they will apply to your consumption during peak, shoulder (where applicable) and off-peak periods. The applicable times for those periods are set out on our website.
- (d) You may request to change from a flat tariff to a time of use tariff or time of use demand tariff, or vice versa. We may also move you between such tariffs, by at least 10 Business Days' notice to you, if we think this is appropriate having regard to your usage.
- (e) The applicable Energy Charges as at the date you entered into this agreement are set out in the Details and Disclosure Document.
- (f) We will review our Energy Charges at least twice per year, with a view to keeping them competitive with comparable pricing offered by the largest retailers. We will publish our revised Energy Charges on our website, and we will also give you at least 10 Business Days' notice of the change.
- (g) Daily Supply Charges may apply even during periods where the electricity supply is not connected or is interrupted.
- (h) Amounts specified in the Details and Disclosure Document and on the relevant website may be stated to be exclusive or inclusive of GST. Unless an amount is stated to include GST, a payment for a "taxable supply" as defined for GST purposes will, to the extent permitted by law, be increased to cover the cost of the GST payable on that taxable supply.

6. Physical delivery of electricity

- (a) In the electricity industry, the sale of electricity and its physical delivery are two separate functions.
- (b) The electricity we buy for sale to you is physically supplied to the building or development by the local electricity distributor. We have no responsibility for nor control over the delivery of that electricity over the local electricity distributor's wiring. That electricity is in turn physically supplied to your premises via the internal wiring within the building or development. That internal wiring is owned and maintained by the building owner. We have no responsibility for nor control over the delivery of that electricity over that wiring.
- (c) We are unable to and do not guarantee the quality and continuity of the supply of electricity. In addition to interruptions, the supply of electricity may be subject to matters such as variations in voltage and frequency and may contain voltage surges, some of which may damage equipment.
- (d) This agreement covers our sale of electricity to you, not its physical delivery (subject to the paragraphs below). Where we use the term "supply" in this context, we mean sale only, not delivery.

7. Network charges

- (a) Our charges for the sale of electricity include a component for the physical delivery of electricity to your premises (that is, network charges). The charges that we in turn pay when we buy electricity that we supply to you include a component for network charges. In addition, we may incur further costs or pay further charges in relation to the electricity metering used at your premises.
- (b) If you later decide to buy your electricity from a different supplier who is an authorised electricity retailer, you will still need to pay us network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it do not include a component for this, unless it is part of an arrangement under which the new retailer agrees to pass those charges on to us (so that you can pay the new retailer instead of us).
- (c) These network charges will be calculated on a "shadow pricing" basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a time of use basis.
- (d) The network charges that we charge to you may include demand charges.
- (e) The building owner and we operate the embedded network under a network exemption. The conditions applicable to network exemptions can be found in the Australian Energy Regulator's Electricity Network Service Provider Registration Exemption Guideline on its website.

8. Billing and payment

- (a) We will bill you monthly for the charges.
- (b) We may estimate your consumption where we are not able to reasonably or reliably base a bill on an actual meter reading. If, having provided you with an estimated bill, we later obtain a meter reading or more reliable data, we will adjust your next bill appropriately.
- (c) We will send bills to the email or postal address set out in the Details and Disclosure Document, or any updated email or postal address that you nominate from time to time for this purpose. In the absence of this information, we will send bills to the address of the premises.
- (d) You must pay each bill by the due date stated on the bill.
- (e) You may pay your bills by any of the methods that are set out on the bill, or by any other methods agreed with us.
- (f) If you request us to do so, we will review a bill, and inform you of the outcome, in accordance with our standard complaints and dispute resolution procedures.
- (g) During the bill review you must pay that portion of the bill (if any) that is not in dispute. Where the bill is found to be correct, you must pay the unpaid amount. Where the bill is found to be incorrect, we will adjust the bill.
- (h) If you do not pay a bill on time, we may (subject to the Regulatory Instruments) charge you a late payment fee. The amount of such fee, as applicable from time to time, will be as published on our website. The applicable late payment fee (if any) as at the date you entered into this agreement is set out in the Details and Disclosure Document. Charging you a late payment fee does not prevent us from taking other action for non-payment, such as disconnection, which may be permitted by the Regulatory Instruments.
- (i) We may require you to pay us any merchant service fees we incur because of the payment method you use and for costs imposed on us if, due to fault on your part, payments you make to us are dishonoured or reversed.
- (j) If you are consistently late paying your bills, we may place you on a shortened collection cycle provided that we have complied with the relevant Regulatory Instruments.
- (k) If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about payment options. Additional protections under the Regulatory Instruments may apply to you.

9. Security deposits

- (a) Where permitted by the Regulatory Instruments, we may require you to provide a security deposit.
- (b) We may apply the security deposit to offset amounts that you owe us, subject to the Regulatory Instruments.

10. Carbon neutrality

- (a) We intend to purchase carbon offsets to gain carbon neutral power certification under the National Carbon Offset Standard, at no extra cost to you.
- (b) We will let you know if there is any reason why we may not be able to continue doing this in the future.

11. Metering

- (a) You must allow us and our representatives safe, convenient and unhindered access to your premises and any metering equipment there for the purposes of installing, maintaining, repairing, replacing, reading, testing, inspecting, altering, connecting, disconnecting or reconnecting your meter.
- (b) The metering equipment does not belong to you, and you will not interfere with that equipment in any way.
- (c) You acknowledge that the electricity supply at your premises may be interrupted, disconnected and reconnected as necessary while these activities are undertaken.

12. Disconnection and reconnection

- (a) You may request disconnection at any time. We will arrange disconnection of your premises in accordance with your request. We will use our best endeavours to arrange for a meter reading and, if applicable, the preparation and issue of a final bill for your premises.
- (b) Provided that we comply with all applicable requirements under the Regulatory Instruments, we may arrange for your premises to be disconnected:
 - (1) if you fail to pay us an amount we have billed by the due date;
 - (2) if you refuse or fail to pay a security deposit;
 - (3) if you have failed to allow access, or safe and unhindered access, to your meter;
 - (4) if you are using electricity illegally;
 - (5) if you are on a payment plan and have not adhered to the terms of the plan;
 - (6) if you refuse to provide acceptable identification when required by us;
 - (7) if you have provided false information to us, in circumstances where you would not have been entitled to have the premises energised if the false information had not been provided;
 - (8) if required to do so at the direction of a relevant authority;
 - (9) if you cease to be a Small Customer, and we have not agreed upon alternative supply arrangements; or
 - (10) on other grounds the Regulatory Instruments allow, if the Regulatory Instruments apply to you, (each a **Disconnection Event**).
- (c) If your premises are disconnected as a result of a Disconnection Event, but within 10 Business Days of the date of disconnection you:
 - (1) rectify the situation that led to disconnection; and
 - (2) pay any relevant charges, including any connection or reconnection fees,then, on request, we will arrange for your premises to be reconnected.
- (d) Your premises may also be disconnected in an emergency or for health or safety reasons. This is in addition to interruptions in supply that may occur, as described in clause 6(c), or disconnection for metering purposes, as described in clause 11(c).
- (e) The Regulatory Instruments contain a number of restrictions on when and how we may disconnect customers' premises, including requirements for notices.

13. Life support

- (a) If a person at your premises requires a life support machine or otherwise has a medical condition that requires continuous supply of electricity then you must notify us of that fact and provide confirmation from a registered medical practitioner.
- (b) Despite anything else in this agreement, we will not arrange to disconnect your premises where those premises are registered by us or the relevant distributor as requiring life support equipment.

14. Termination

- (a) You may give notice that you wish to terminate this agreement at any time. This agreement will end at the time specified in this clause.
- (b) Supply of electricity under this agreement will end:
 - (1) where you want to receive supply from another supplier who is an authorised electricity retailer – when the new retailer becomes responsible for your premises in the wholesale market;
 - (2) where you move out of the premises – on the earlier of:
 - (A) the date that a person moving into the premises becomes liable to us for electricity consumed at the premise;
 - (B) the date that the premises are disconnected; and
 - (C) the date of the final meter read (unless you continue to consume electricity at the premises after that date).
 - (3) where you notify us that you are remaining at the premises but wish the electricity to be disconnected – when the disconnected is effected;
 - (4) where, following disconnection for a Disconnection Event under clause 12(b) (other than a Disconnection Event under clause 12(b)(8) or (10) in circumstances that were not your fault), you do not have a right to be reconnected, and we notify you that we are choosing to terminate this agreement – on the date specified in the notice to you;
 - (5) if we are no longer authorised to supply electricity to you (including where we no longer have relevant authorisations or exemptions, or agreements in place to purchase electricity which we onsell to you) – upon a date specified in a notice to you.
- (c) We may arrange for your premises to be disconnected in the circumstances described in clause 14(b)(2) to (5).

- (d) If you want to terminate this agreement because you propose to purchase electricity for use in the premises from an authorised electricity retailer, you agree that you will, before doing so, contact us with details of the offer from that electricity retailer (insofar as confidentiality permits), and give us a reasonable opportunity to match that offer. If, within a reasonable time, we make you an offer that is competitive with the offer from the electricity retailer, you agree to fairly consider that offer before deciding whether to purchase electricity from that electricity retailer or from us.
- (e) Upon supply of electricity ceasing, this agreement will end, other than:
 - (1) provisions of this agreement relating to network operations, which continue for so long as you occupy the premises; these include ongoing network charges (see clauses 7 and 8) and other general provisions insofar as they relate to network operations (including clauses 11 to 23); and
 - (2) rights and obligations arising before or on termination, such as obligations you have to pay your bills.

15. Variation of these terms

- (a) We may from time to time vary this agreement going forward.
- (b) We will give you at least 10 Business Days' notice of any such change.
- (c) If you do not terminate this agreement effective from before the change comes into effect, you agree to comply with the agreement as varied.

16. Liability

- (a) Neither we, any person from whom we buy electricity, or any of our or their officers or employees, are liable for:
 - (1) any partial or total failure to supply electricity unless the failure is due to an act or omission done by the relevant person in bad faith or through negligence; or
 - (2) any indirect, economic, special or consequential losses that you suffer as a result of any partial or total failure to supply electricity due to an act or omission done by the relevant person in bad faith or through negligence.
- (b) Our total liability, and that of any person from whom we buy electricity, and that of any of our or their officers or employees, for losses suffered as a result of any partial or total failure to supply electricity under the agreement (other than a loss for which liability is excluded by this clause or Regulatory Instruments) is limited, in respect of all failures during a calendar year, to the lesser of the following:
 - (1) the cost of repair or replacement of any damaged property; and
 - (2) \$5,000.
- (c) If there is more than one of you, each of you is jointly and severally liable under this agreement.

17. Privacy

We will comply with the relevant privacy legislation in relation to your personal information. Detailed information on our privacy policy is available on our website.

18. Electronic communications

- (a) Where this agreement or any applicable Regulatory Instrument requires us to provide you with a notice (including, for example, notices regarding changes to billing and payment arrangements, tariffs, disconnection, reminders or warning notices, variations to the terms and conditions of the agreement and those relating to termination of the agreement), and you have provided us with an email address, we may provide you with any such notice electronically by sending it to that email address. We will not be required to send you physical copies to a postal or street address, unless you contact us asking for that to change going forward.
- (b) Where this agreement or any applicable Regulatory Instrument requires you to provide us with a notice (including, for example, notices regarding changes to your details, change in electricity use and termination of the agreement), you may provide us with any such notice electronically. We are entitled to assume that an electronic communication to us from an email address provided by you is from you.
- (c) Where this agreement or any applicable Regulatory Instrument requires us to obtain your consent, you may provide us with your consent electronically.

19. Information provision

You must notify us as soon as possible if:

- (a) any of your details which are known to us change (including, if you move out of the premises, a forwarding address);
- (b) your premises are affected by a fault;
- (c) any changes occur which will materially affect the provision of metering services to you, such as changes to access to your meter;
- (d) there is any change or proposed change in plant or equipment, including metering equipment, or any change to the capacity or operation of connected plant or equipment that may affect the quality, reliability, safety or metering of the supply of electricity to the premises or the premises of any other person;
- (e) there is any permanent material change to the electricity load or pattern of usage at the premises; or
- (f) you cease to be, or anticipate that you will cease to be, a Small Customer at your premises.

20. Transfer of this agreement

- (a) If another person, instead of us, becomes entitled to onsell electricity to your premises within the embedded network, we may transfer our rights and obligations under this agreement to that person, and notify you of that transfer.
- (b) You consent to any such transfer, without the need for any further documentation or agreement, and you agree to comply with this agreement in favour of that person.

21. Complaints and dispute resolution

- (a) If you have a query, complaint or dispute, you can contact us on:
By Post: Locked Bag 1400, Meadowbank, NSW 2114
Phone: 1300 383 749
Interpreter: 131 450 – For help using an interpreter visit TIS NRS: 133 677 – For help using this service visit NRS
Email: support@evergy.com.au
- (b) We will handle a complaint in accordance with our standard complaints and dispute resolution procedures, which can be found on our website, or provided to you on request. We will inform you of the outcome of our review of your complaint.
- (c) If you are not satisfied with our response to the complaint, you may refer the complaint or dispute to the energy ombudsman (including for free independent information and advice), where the ombudsman has jurisdiction.

22. Governing law and jurisdiction

- (a) The agreement is governed by the laws in force in the New South Wales.
- (b) You agree to submit to the exclusive jurisdiction of the courts of New South Wales and the Commonwealth of Australia in relation to all matters arising under this agreement.

23. Definitions

In this agreement:

BMC (building management committee) is defined in clause 2(a).

Business Day means a day other than a Saturday, Sunday or a gazetted public holiday at your premises.

Daily Supply Charge means a charge that is charged per day of this agreement (regardless of consumption), from the date that supply commences.

Demand Charges means charges that are based on the maximum demand (in kW or kVA) recorded by your meter in a given period.

Disclosure Information means the information about charges, service levels, concessions or rebates, billing and payment, commencement date and duration of the agreement, extensions, termination, electronic transactions, cooling-off rights and complaint rights which the Regulatory Instruments require us to give you before formation of this agreement or as soon as practicable after its formation.

Energy Charges is defined in clause 5(a)(1).

Evergy is defined in clause 2(a).

Regulatory Instruments means all laws or regulatory or administrative instruments relating to or affecting the supply or sale of electricity to your premises, which may include (as applicable) the National Energy Retail Law, the National Energy Retail Rules and the Australian Energy Regulator's conditions of retail and network exemptions.

Small Customer means a person who is:

- (a) a customer who purchases electricity principally for personal, household or domestic use at premises; or
- (b) a business customer who purchases less than 100 MWh of electricity at premises annually.

Usage Charge means a charge applied to your electricity consumption in accordance with clause 5(b).

Energy Price Fact Sheet



Evergy

Marina Square Residents Offer – Electricity Residential Single Rate- EVR100_180604

Customer type	Fuel type	Distributor	Tariff type	Offer type	Release date
Residential	Electricity	Ausgrid	Single rate	Market offer	08-June-2018

Electricity offer

Contract term	No contract term
Contract expiry details	This contract continues until it is terminated by you or us.
Bill frequency	Monthly

Electricity pricing information

1 Jul to 30 Jun Peak Anytime	Price (exc. GST)	Price (inc. GST)
All usage	20.87 cents per kWh	22.96 cents per kWh
Daily supply charge	83.39 cents per day	91.73 cents per day

Daily supply charge: a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage

Price changes	
Are these prices fixed?	No
Prices may be varied as described in your terms and conditions. We will publish our revised energy charges on our website, and we will also give you at least 10 Business Days' notice of the change.	
Electricity key contract features	
Cooling off period	10 business days
Eligibility criteria	The offer is not a generally available offer. The Marina Square Residents Offer is limited to premises belonging to Strata Plan Numbers SP97389 and SP97390 which include the following addresses: 11 Wentworth Place, 13 Wentworth Place, 17 Wentworth Place, 14 Burroway Road, 6 Waterways Street, 4 Waterways Street, and 3 Footbridge Boulevard.
Fees	
Late payment fee	Fixed rate - \$10.90 GST exempt. A late payment fee may apply when full payment has not been received by the bill due date. A late payment fee may not apply depending on your circumstance.
Disconnection fee	Fixed rate - \$11.61 GST inclusive. A fee may apply for disconnecting your premises including when you move out (or reading your meter where applicable).
Reconnection fee	Fixed rate - \$11.61 GST inclusive. A fee may apply for reconnecting your premises including when you move-in (or reading your meter where applicable). The fee can vary for work performed after hours.
Additional fee information	Additional fees and charges may apply.
Incentives	
100% carbon neutral electricity for no extra cost	At no extra cost to you, Evergy will purchase carbon offsets to gain carbon neutral power certification under the National Carbon Offset Standard.
Electricity offer terms and conditions	
For full terms and conditions please go to our website www.evergy.com.au or call us on 1300 383 749	

Contact details and more information

Retailer	Phone number	Retailer's website
Evergy Pty Ltd ABN 56 623 005 836	1300 383 749 (1300 EVERGY)	www.evergy.com.au

Energy Made Easy

Energy Made Easy is an Australian Government website where you can compare energy offers. Visit Energy Made Easy at www.energymadeeasy.gov.au

This information is a guide only and does not recommend a particular offer.
You should make your own enquiries with retailers on any offers that interest you.

Centralised Services (PHW Heating, AC Thermal Energy and Cooker Gas) Charges

Charges

1. Charges

Charges as at the date of this document are as follows. Please note that these are subject to change (see further below).

Potable Hot Water (PHW) Heating Charges

PHW Heating Tariff: Potable Hot Water Residential

Usage Charges:

	c/L, GST-exclusive	c/L, GST-inclusive
Usage Charges	1.32	1.45

Daily Supply Charges:

	c/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	74.75	82.23

AC Thermal Energy Charges

If your electricity tariff is Electricity Residential Single Rate your AC Thermal Energy Tariff will be Air-conditioning Residential Single Rate. If your electricity tariff is Electricity Residential Time-of-use or you choose another retailer who is an authorised electricity retailer for your electricity supply, your AC Thermal Energy Tariff will be Air-conditioning Residential Time-of-use.

AC Thermal Energy Tariff: Air-conditioning Residential Single Rate

Usage Charges:

	c/ kWh, GST-exclusive	c/ kWh, GST-inclusive
Usage Charges	20.87	22.96

Daily Supply Charges:

	c/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	18.36	20.20

AC Thermal Energy Tariff: Electricity Small Business Time-of-use

Usage Charges:

	c/ kWh, GST-exclusive	c/ kWh, GST-inclusive
Peak	38.87	42.76
Shoulder	16.55	18.21
Off-Peak	10.79	11.87

* Note: the applicable times for peak, shoulder and off-peak periods can be found on our website.

Daily Supply Charges:

	c/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	18.36	20.20

Cooker Gas Charges

There are no charges for Cooker Gas

2. Variation in charges

The charges and their amounts may change from time to time. This may include making a charge for Cooker Gas, on the basis of a daily supply charge in dollars per day (regardless of usage). We will publish our revised charges on our website, and we will also give you at least 10 Business Days' notice of the change.

3. Multi-utility discount

Where you purchase your electricity from Evergy (under a separate agreement), and you also purchase both PHW Heating and AC Thermal Energy under this agreement, we will give you a 20% discount off your PHW Heating daily supply charges.

4. Other charges (if applicable) as at commencement of supply:

A number of other charges may apply, depending upon your circumstances. Some of the more common charges, and the amount of them as at the commencement date, is set out below.

	Amount, GST-exclusive	Amount, GST-inclusive
Late payment fee	\$10.90 (GST Exempt)	\$10.90 (GST Exempt)
Disconnection charge	\$10.55	\$11.61
Reconnection charge	\$10.55	\$11.61
Special meter read charge	\$10.55	\$11.61

A full list of charges that may apply, depending on your circumstances, can be found on our website. These charges and their amounts may change from time to time, on at least 10 Business Days' notice.

5. Electricity network charges

If you now or later decide to buy your electricity from a different supplier who is an authorised electricity retailer, you will still need to pay us network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it do not include a component for this, unless it is part of an arrangement under which the new retailer agrees to pass those charges on to us (so that you can pay the new retailer instead of us).

These network charges will be calculated on a "shadow pricing" basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a time of use basis.

6. Bill frequency

We will bill you monthly for the charges.

7. Payment difficulties

If you are unable to pay your bills due to financial difficulty, please contact us so we can discuss options to assist you.

Terms and conditions for the supply of centralised services (PHW Heating, AC Thermal Energy and Cooker Gas) to residential customers within an embedded network

1. What this agreement is about

- (a) This agreement is about the supply of the following centralised services to your premises:
 - (1) heating used in the delivery of potable hot water (**PHW Heating**);
 - (2) thermal energy used in the delivery of air conditioning (**AC Thermal Energy**); and
 - (3) gas, for use in cooktops at your premises (**Cooker Gas**).
- (b) You can choose to receive all, any or none of these services.
- (c) This agreement also covers various matters relating to the electricity embedded network within your building (but not the supply of electricity, which is covered by other arrangements).
- (d) This agreement is comprised of:
 - (1) these terms and conditions; and
 - (2) the charges document provided to you.

2. Evergy's role

- (a) Evergy Pty Ltd ACN 623 005 836 (**Evergy**):
 - (1) is the supplier of PHW Heating and AC Thermal Energy; but
 - (2) acts only as an agent for the supplier of Cooker Gas.
- (b) The supplier of Cooker Gas is the building management committee (**BMC**) for your development. The current members of the BMC are The Owners – Strata Plan 97389, Fairmead Business Pty Ltd and Marina Square Retail Pty Ltd. These members may change from time to time.
- (c) A reference to “we” or “us” in this agreement is a reference to:
 - (1) Evergy, in the case of PHW Heating and AC Thermal Energy;
 - (2) the BMC (not Evergy), in the case of Cooker Gas;
 - (3) either the BMC or Evergy, in the case of network charges for the embedded electricity network, depending on which of those is responsible for network charges at the upstream meter; and
 - (4) both the BMC and Evergy, in the case of any liability exclusions regarding the ownership or operation of equipment within the building.
- (d) However, you will generally deal with Evergy (whether on behalf of the BMC or on behalf of itself) in matters relating to this agreement.
- (e) A reference to “you” is a reference to the customer that entered into this agreement, by requesting and accepting the services on these terms and conditions.

3. PHW Heating

- (a) Potable hot water is supplied to your premises via internal piping within your building. This piping is owned by your building's owners corporation. This piping is in turn connected to Sydney Water's piping.
- (b) We (Evergy) own and operate a number of centralised potable hot water plants within your building (which include gas water heaters, storage tanks and primary circulating pumps). The building's owners corporation buys the water used in these plants, for supply to you. We buy the gas used to heat the water in these plants.
- (c) This agreement covers the service that we provide to you of heating that water, through the use of our gas-powered hot water plants.
- (d) This agreement does not cover the supply of the water itself, nor the use of the internal piping within the building. This is covered through charges from your owners corporation. Nor are we supplying to you the gas used in the hot water plants. This is only an input into the PHW Heating service that we supply to you.

4. AC Thermal Energy

- (a) Your building's owners corporation owns and operates a number of centralised, electrically-powered air conditioning condenser units within your building.
- (b) These condenser units in turn provide air conditioning refrigerant to the air conditioning indoor unit (fan-coil, high-wall or equivalent unit) in or servicing your premises, via internal ducting.

- (c) We (Evergy) buy the electricity used to operate these condenser units.
- (d) This agreement covers the service that we provide to you of cooling or heating thermal energy in the refrigerant used in your air conditioning system (**AC Thermal Energy**).
- (e) In order to bill you for AC Thermal Energy, we utilise the power apportionment hardware and software installed within the air conditioning system as supplied by the air conditioning system manufacturer.
- (f) Under this agreement we are not supplying you with refrigerant, as this is not something that is supplied, but rather, refrigerant is simply used as the medium to carry thermal energy within the air conditioning system. Nor are we supplying you with the electricity used in operating the air conditioning condenser units, even though the charges for the AC Thermal Energy are based upon a proportion of the electricity used to operate the units.

5. Cooker gas

- (a) Cooker gas is supplied to your premises via an internal gas network within your building. This gas network is owned by your building's owners corporation. This network is in turn connected to the local gas distributor's network.
- (b) We (the BMC, not Evergy) buy the gas that we provide to you from an authorised gas retailer, and we provide it to you under this agreement for use in your premises. (Evergy acts as the BMC's agent for this purpose.)
- (c) We (the BMC) are the holder of a retail exemption under the National Energy Retail Law, under which we are permitted to sell Cooker Gas to you. The conditions applicable to retail exemptions can be found in the Australian Energy Regulator's Exempt Selling Guideline on its website. The relevant exemption is Class D5.
- (d) The Cooker Gas that we sell to you will be unmetered.
- (e) You may only use the gas that we sell to you for cooking, and not for any other purpose.

6. One or more services

- (a) You can choose to receive all, any or none of the PHW Heating, AC Thermal Energy and Cooker Gas services.
- (b) If you wish to cease receiving one or more of the services, you must give us at least 2 weeks' notice. You will be required to pay for the service provided until the earlier of the date of disconnection of that service and the end of the notice period. A disconnection fee may apply.

7. Commencement

- (a) This agreement becomes legally binding when, following your sign-up to it (which may be through an electronic, telephone or other process), we issue confirmation of the establishment of your account.
- (b) Supply of the services under this agreement will commence on the later of when you move in to the premises and when the relevant service first become available at the premises.
- (c) We may also require that further matters be satisfied before supply commences, such as you providing further information or documents (such as identification), or you providing any security that we may request. We may terminate this agreement if these are not provided to our satisfaction.
- (d) You give us your permission to obtain a credit check of your credit history.

8. Charges

- (a) You must pay us the charges for the relevant services as specified in this clause.
- (b) For PHW Heating, we will charge:
 - (1) usage charges, in cents per litre of hot water supplied to the premises (even though we are not selling the water); and
 - (2) daily supply charges, in dollars per day (regardless of usage).
- (c) For AC Thermal Energy, we will charge:
 - (1) a usage charge in cents per kilowatt hour of electricity (even though we are not selling electricity); and
 - (2) daily supply charges, in dollars per day (regardless of usage).

The usage charges may vary according to peak, shoulder and off-peak times (the times of which we will notify on our website, which may change seasonally).
- (d) For Cooker Gas, no charges will apply.
- (e) Electricity network charges (in the event that you choose to buy your electricity from a different supplier who is an authorised electricity retailer, rather than from us) apply as set out in clause 10.
- (f) Daily supply charges may apply even during periods where the electricity or gas supply is not connected or is interrupted.
- (g) We may also charge any of the following charges which may be applicable to you:
 - (1) any other charges of which we subsequently advise on at least 10 Business Days' notice;
 - (2) any late payment fees under clause 11(h);
 - (3) any merchant service fees or fees for dishonoured payments under clause 11(i);
 - (4) any applicable connection, disconnection or reconnection fees (which may include a disconnection fee after you move out of your premises);

- (5) any additional costs related to your meters that are incurred at your request or due to your act or omission, such as fees for a special meter read, or meter repairs where you damaged it;
- (6) any other fees or charges due to something specific to your needs;
- (7) any other amounts permitted by this agreement.
- (h) The applicable charges as at the date you entered into this agreement can be found on the charges document provided to you. These charges and their amounts may change from time to time. This may include making a charge for Cooker Gas, on the basis of a daily supply charge in dollars per day (regardless of usage). We will publish our revised charges on our website, and we will also give you at least 10 Business Days' notice of the change.
- (i) Where you purchase your electricity from Evergy (under a separate agreement), and you also purchase both PHW Heating and AC Thermal Energy under this agreement, we will give you a 20% discount off your PHW Heating daily supply charges.
- (j) Amounts specified on the website may be stated to be exclusive or inclusive of GST. Unless an amount is stated to include GST, a payment for a "taxable supply" as defined for GST purposes will, to the extent permitted by law, be increased to cover the cost of the GST payable on that taxable supply.

9. Quality and continuity of services

- (a) We are unable to and do not guarantee the quality and continuity of the services at all times. Interruptions to those services may occur from time to time, and services such as the supply of gas may be subject to issues such as variations in quality and pressure, some of which may damage equipment.
- (b) We are not responsible for the repair, maintenance or replacement of the air conditioning system. That is the responsibility of your building's owners corporation.

10. Embedded electricity network

- (a) We have communicated or will communicate with you separately regarding arrangements for electricity supply to your premises, via the embedded network in your building.
- (b) In the event that you choose to buy your electricity from a different supplier who is an authorised electricity retailer, rather than from us, you will still need to pay us network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it do not include a component for this, unless it is part of an arrangement under which the new retailer agrees to pass those charges on to us (so that you can pay the new retailer instead of us).
- (c) These network charges will be calculated on a "shadow pricing" basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a time of use basis.
- (d) We operate the embedded network under a network exemption. The conditions applicable to network exemptions can be found in the Australian Energy Regulator's Electricity Network Service Provider Registration Exemption Guideline on its website.

11. Billing and payment

- (a) We will bill you monthly for the charges.
- (b) We may estimate your bill where we are not able to reasonably or reliably base a bill on actual data. If, having provided you with an estimated bill, we later obtain more reliable data, we will adjust your next bill appropriately.
- (c) We will send bills to the email or postal address that you nominate from time to time for this purpose. In the absence of this information, we will send bills to the address of the premises.
- (d) You must pay each bill by the due date stated on the bill.
- (e) You may pay your bills by any of the methods that are set out on the bill, or by any other methods agreed with us.
- (f) If you request us to do so, we will review a bill, and inform you of the outcome, in accordance with our standard complaints and dispute resolution procedures.
- (g) During the bill review you must pay that portion of the bill (if any) that is not in dispute. Where the bill is found to be correct, you must pay the unpaid amount. Where the bill is found to be incorrect, we will adjust the bill.
- (h) If you do not pay a bill on time, we may charge you a late payment fee. The amount of such fee, as applicable from time to time, will be as published on our website. Charging you a late payment fee does not prevent us from taking other action for non-payment, such as disconnection.
- (i) We may require you to pay us any merchant service fees we incur because of the payment method you use and for costs imposed on us if, due to fault on your part, payments you make to us are dishonoured or reversed.
- (j) If you are consistently late paying your bills, we may place you on a shortened collection cycle.
- (k) If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about payment options.

12. Security deposits

- (a) We may require you to provide a security deposit.
- (b) We may apply the security deposit to offset amounts that you owe us, subject to relevant laws.

13. Metering

- (a) You must allow us and our representatives safe, convenient and unhindered access to your premises and any metering equipment there for the purposes of installing, maintaining, repairing, replacing, reading, testing, inspecting, altering, connecting, disconnecting or reconnecting any meters.
- (b) The metering equipment does not belong to you, and you will not interfere with that equipment in any way.
- (c) You acknowledge that the supply of services at your premises may be interrupted, disconnected and reconnected as necessary while these activities are undertaken.

14. Disconnection and reconnection

- (a) Provided that we comply with all applicable requirements under relevant laws, we may arrange for your premises to be disconnected from any particular service:
 - (1) if you fail to pay us an amount we have billed by the due date;
 - (2) if you refuse or fail to pay a security deposit;
 - (3) if you have failed to allow access, or safe and unhindered access, to any meters;
 - (4) if you are using energy or services illegally;
 - (5) if you are on a payment plan and have not adhered to the terms of the plan;
 - (6) if you refuse to provide acceptable identification when required by us;
 - (7) if you have provided false information to us, in circumstances where you would not have been entitled to receive the service at the premises if the false information had not been provided;
 - (8) if required to do so at the direction of a relevant authority; or
 - (9) on other grounds that relevant laws may allow,(each a **Disconnection Event**).
- (b) If your premises are disconnected as a result of a Disconnection Event, but within 10 Business Days of the date of disconnection you:
 - (1) rectify the situation that led to disconnection; and
 - (2) pay any relevant charges, including any connection or reconnection fees,then, on request, we will arrange for your premises to be reconnected.
- (c) Your premises may also be disconnected in an emergency or for health or safety reasons. This is in addition to interruptions in the services that may occur, as described in clause 9, or disconnection for metering purposes, as described in clause 13(c).

15. Life support

- (a) If a person at your premises requires a life support machine or otherwise has a medical condition that requires continuous supply of electricity then you must notify us of that fact and provide confirmation from a registered medical practitioner.
- (b) Despite anything else in this agreement, we will not arrange to disconnect your premises for electricity where those premises are registered by us or the relevant distributor as requiring life support equipment.

16. Termination

- (a) You may give notice that you wish to cease receiving one or more of the services at any time, in accordance with clause (b). This agreement will end with respect to that service at the time specified in this clause.
- (b) Supply of the relevant service under this agreement will end:
 - (1) where you move out of the premises – on the earlier of:
 - (A) the date that a person moving into the premises becomes liable to us for the relevant service;
 - (B) the date that the premises are disconnected from the relevant service; and
 - (C) where applicable, the date of the final meter read for the relevant service (unless you continue to receive the service at the premises after that date).
 - (2) where you notify us that you are remaining at the premises but wish the service to be disconnected or discontinued – when the disconnected or discontinuance is effected (which we will arrange as soon as reasonably practicable);
 - (3) where, following disconnection for a Disconnection Event under clause 14(a) (other than a Disconnection Event under clause 14(a)(8) or (9) in circumstances that were not your fault), you do not have a right to be reconnected, and we notify you that we are choosing to terminate this agreement – on the date specified in the notice to you;
 - (4) if we are no longer authorised to supply the service to you (including where we no longer have relevant authorisations or exemptions, or agreements in place to purchase commodities which we use or sell in the relevant service) – upon a date specified in a notice to you.
- (c) We may arrange for your premises to be disconnected in the circumstances described in clause 16(b).

- (d) Upon supply of all services ceasing, this agreement will end, other than:
 - (1) provisions of this agreement relating to network operations, which continue for so long as you occupy the premises; these include ongoing network charges (see clauses 10 and 11) and other general provisions insofar as they relate to network operations (including clauses 13 to 26); and
 - (2) rights and obligations arising before or on termination, such as obligations you have to pay your bills.

17. Variation of these terms

- (a) We may from time to time vary this agreement going forward.
- (b) We will give you at least 10 Business Days' notice of any such change.
- (c) If you do not terminate this agreement effective from before the change comes into effect, you agree to comply with the agreement as varied.

18. Liability

- (a) Neither we, any person from whom we buy a commodity used in the provision of the services, or any of our or their officers or employees, are liable for:
 - (1) any partial or total failure to supply a service unless the failure is due to an act or omission done by the relevant person in bad faith or through negligence; or
 - (2) any indirect, economic, special or consequential losses that you suffer as a result of any partial or total failure to supply a service due to an act or omission done by the relevant person in bad faith or through negligence.
- (b) Our total liability, and that of any person from whom we buy a commodity used in the provision of the services and that of any of our or their officers or employees, for losses suffered as a result of any partial or total failure to supply a service under the agreement (other than a loss for which liability is excluded by this clause or relevant laws) is limited, in respect of all failures during a calendar year, to the lesser of the following:
 - (1) the cost of repair or replacement of any damaged property; and
 - (2) \$5,000.
- (c) If there is more than one of you, each of you is jointly and severally liable under this agreement.

19. Privacy

We will comply with the relevant privacy legislation in relation to your personal information. Detailed information on our privacy policy is available on our website.

20. Electronic communications

- (a) Where this agreement or any applicable law requires us to provide you with a notice (including, for example, notices regarding changes to billing and payment arrangements, tariffs, disconnection, reminders or warning notices, variations to the terms and conditions of the agreement and those relating to termination of the agreement), and you have provided us with an email address for receiving notices electronically, we may provide you with any such notice electronically by sending it to that email address. We will not be required to send you physical copies to a postal or street address, unless you asked for that at the time of sign-up or contact us asking for that to change going forward.
- (b) Where this agreement or any applicable law requires you to provide us with a notice (including, for example, notices regarding changes to your details, change in energy use and termination of the agreement), you may provide us with any such notice electronically. We are entitled to assume that an electronic communication to us from an email address provided by you is from you.
- (c) Where this agreement or any applicable law requires us to obtain your consent, you may provide us with your consent electronically.

21. Information provision

You must notify us as soon as possible if:

- (a) any of your details which are known to us change (including, if you move out of the premises, a forwarding address);
- (b) any changes occur which will materially affect the provision of metering services to you, such as changes to access to your meter;
- (c) there is any change or proposed change in plant or equipment, including metering equipment, or any change to the capacity or operation of connected plant or equipment that may affect the quality, reliability, safety or metering of the supply of the services to the premises or the premises of any other person; or
- (d) there is any permanent material change to the pattern of usage of the services at the premises.

22. Transfer of this agreement

- (a) If another person, instead of us, becomes entitled to provide the relevant service under this agreement to your premises, we may transfer our rights and obligations under this agreement to that person, and notify you of that transfer.
- (b) You consent to any such transfer, without the need for any further documentation or agreement, and you agree to comply with this agreement in favour of that person.
- (c) You also consent to a change in the parties to this agreement constituting the BMC, as those parties change from time to time, without the need for any further documentation or agreement, and you agree to comply with this agreement in favour of the BMC as it exists from time to time.

23. Complaints and dispute resolution

- (a) If you have a query, complaint or dispute, you can contact us on:
By Post: Locked Bag 1400, Meadowbank, NSW 2114
Phone: 1300 383 749
Interpreter: 131 450 – For help using an interpreter visit TIS NRS: 133 677 – For help using this service visit NRS
Email: support@evergy.com.au
- (b) We will handle a complaint in accordance with our standard complaints and dispute resolution procedures, which can be found on our website, or provided to you on request. We will inform you of the outcome of our review of your complaint.
- (c) If the complaint relates to the sale of Cooker Gas and you are not satisfied with our response to the complaint, you may refer the complaint or dispute to the energy ombudsman (including for free independent information and advice), where the ombudsman has jurisdiction.

24. Governing law and jurisdiction

- (a) The agreement is governed by the laws in force in the New South Wales.
- (b) You agree to submit to the exclusive jurisdiction of the courts of New South Wales and the Commonwealth of Australia in relation to all matters arising under this agreement.

25. Contact details

- (a) Evergy's contact details:
Phone: 1300 383 749
Interpreter: 131 450 – For help using an interpreter visit TIS
NRS: 133 677 – For help using this service visit NRS
Email: support@evergy.com.au
Mailing address: Locked Bag 1400, Meadowbank, NSW 2114
- (b) In the event of a gas fault or emergency, please contact:
Evergy 1300 383 749
Jemena (24 hours) 13 19 09

26. Definitions

In this agreement:

AC Thermal Energy is defined in clause 1(a)(2);

BMC (building management committee) is defined in clause 2(b).

Business Day means a day other than a Saturday, Sunday or a gazetted public holiday at your premises.

Cooker Gas is defined in clause 1(a)(3).

Evergy is defined in clause 2(a).

PHW Heating is defined in clause 1(a)(1).

Price Sheet



Evergy

Marina Square Residents Offer – Centralised Services- EVRCENT_180703

Customer type	Services	Embedded Network Operator	Release date
Residential	Cooker gas, potable hot water, air-conditioning thermal energy	Evergy	03-July-2018

Centralised services offer

Contract term	No contract term
Contract expiry details	This contract continues until it is terminated by you or us.
Bill frequency	Monthly

Cooker gas pricing information

Cooker gas is offered by Evergy acting as agent for your Building Management Committee (BMC). The BMC is the holder of a retail exemption under the National Energy Retail Law, under which it is permitted to sell cooker gas to you. There are no usage and daily supply charges for cooker gas.

Potable hot water pricing information

1 Jul to 30 Jun Hot water usage	Price (exc. GST)	Price (inc. GST)
All usage	1.32 cents per L	1.45 cents per L
Daily supply charge	74.75 cents per day	82.23 cents per day

Daily supply charge: a charge that applies for supplying hot water to your property for each day of the billing period, regardless of how much hot water you use.

L: 'L' stands for litre and is the unit of measurement for your hot water usage

Centralised air-conditioning thermal energy pricing information

If your electricity tariff is Electricity Residential Single Rate your AC Thermal Energy Tariff will be Air-conditioning Residential Single Rate.

If your electricity tariff is Electricity Residential Time-of-use or you choose another retailer who is an authorised electricity retailer for your electricity supply, your AC Thermal Energy Tariff will be Air-conditioning Residential Time-of-use.

Air-conditioning Residential Single Rate pricing information

1 Jul to 30 Jun Peak Anytime	Price (exc. GST)	Price (inc. GST)
All usage	20.87 cents per kWh	22.96 cents per kWh
Daily supply charge	18.36 cents per day	20.20 cents per day

Daily supply charge: a charge that applies for supplying air-conditioning to your property for each day of the billing period, regardless of how much air-conditioning you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your air-conditioning usage

Air-conditioning Residential Time-of-use pricing information

1 Jul to 30 Jun Peak 2pm-8pm, Monday to Friday excluding public holidays	Price (exc. GST)	Price (inc. GST)
All usage	38.87 cents per kWh	42.76 cents per kWh
Off-peak Between 10pm and 7am, Monday to Sunday		
All usage	10.79 cents per kWh	11.87 cents per kWh
Shoulder Between 7am to 2pm and 8pm to 10pm Monday to Friday, 7am to 10pm on weekends and public holidays.		
All usage	16.55 cents per kWh	18.21 cents per kWh
Daily charges		
Daily supply charge	18.36 cents per day	20.20 cents per day

Daily supply charge: a charge that applies for supplying air-conditioning to your property for each day of the billing period, regardless of how much air-conditioning you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your air-conditioning usage

Please note: All time periods are local time in New South Wales. Local time is the same as Daylight Saving Time while it is in operation, and for the rest of the year, local time is the same as Eastern Standard Time.

Conditional discounts	
20% multi-utility discount – hot water daily supply charge	The conditional discount only applies to hot water daily supply charges, which are based on our published rates shown on this price sheet and available at www.evergy.com.au . The conditional discount applies where you purchase your electricity from Evergy and you also purchase both Potable Hot Water (PHW) Heating and Air-conditioning (AC) Thermal Energy, we will give you a 20% discount off your PHW Heating daily supply charges.
Price changes	
Are these prices fixed?	No
Prices may be varied as described in your terms and conditions. We will publish our revised energy charges on our website, and we will also give you at least 10 Business Days' notice of the change.	
Centralised services key contract features	
Eligibility criteria	The offer is not a generally available offer. The Marina Square Residents Offer is limited to premises belonging to Strata Plan Numbers SP97389 and SP97390 which include the following addresses: 11 Wentworth Place, 13 Wentworth Place, 17 Wentworth Place, 14 Burroway Road, 6 Waterways Street, 4 Waterways Street, and 3 Footbridge Boulevard.
Fees	
Late payment fee	Fixed rate - \$10.90 GST exempt. A late payment fee may apply when full payment has not been received by the bill due date. A late payment fee may not apply depending on your circumstance.
Disconnection fee	Fixed rate - \$11.61 GST inclusive. A fee may apply for disconnecting your cooker gas, hot water or air-conditioning at your premises including when you move out (or reading your meter where applicable). A single fee will apply for each occasion requiring disconnection.
Reconnection fee	Fixed rate - \$11.61 GST inclusive. A fee may apply for reconnecting your premises including when you move-in (or reading your meter where applicable). The fee can vary for work performed after hours. A single fee will apply for each occasion requiring reconnection.
Additional fee information	Additional fees and charges may apply.
Gas, hot water and air-conditioning offer terms and conditions	
For full terms and conditions please go to our website www.evergy.com.au or call us on 1300 383 749	

Contact details and more information

Centralised service	Contact	Phone number	Website
Cooker gas	Evergy Pty Ltd ABN 56 623 005 836 acting as agent for your Building Management Committee	1300 383 749 (1300 EVERGY)	www.evergy.com.au
Potable hot water	Evergy Pty Ltd ABN 56 623 005 836	1300 383 749 (1300 EVERGY)	www.evergy.com.au
Air-conditioning	Evergy Pty Ltd ABN 56 623 005 836	1300 383 749 (1300 EVERGY)	www.evergy.com.au