

## 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. 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). Evergy offer the following Residential Rates:

Single Rate Plans			
		c/kWh (GST exclusive)	c/kWh (GST inclusive)
<b>Electricity Residential Single Rate (EVER100)</b>	Daily Supply Charge	89.6400	98.6000
	General Usage Charge	31.0000	34.1000
<b>Electricity Residential Single Rate: eBilling (EVER101)*</b>	Daily Supply Charge	88.9900	97.8900
	General Usage Charge	30.1400	33.1500
<b>Electricity Residential Single Rate: Multi-service (EVER102)^</b>	Daily Supply Charge	86.3600	95.0000
	General Usage Charge	29.0000	31.9000
Time-of-use Plans			
		c/kWh (GST exclusive)	c/kWh (GST inclusive)
<b>Electricity Residential Time-of-use (EVER110)</b>	Daily Supply Charge	90.9100	100.0000
	Peak Charge	55.4500	61.0000
	Shoulder Charge	29.0900	32.0000
	Off Peak Charge	18.1800	20.0000
<b>Electricity Residential Time-of-use: eBilling (EVER111)*</b>	Daily Supply Charge	89.0900	98.0000
	Peak Charge	52.1800	57.4000
	Shoulder Charge	29.0900	32.0000
	Off Peak Charge	18.1800	20.0000
<b>Electricity Residential Time-of-use: Multi-service (EVER112)^</b>	Daily Supply Charge	90.0000	99.0000
	Peak Charge	51.8200	57.0000
	Shoulder Charge	29.0900	32.0000
	Off Peak Charge	14.0000	15.4000

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

\* This electricity plan is only available where email is selected as the invoice distribution method. If you change your invoice delivery preference to a non-email method, you may no longer be eligible to remain on this plan.

^ This electricity plan is only available where email is selected as the invoice distribution method and all applicable centralised services at your premises are active, including (where supplied to your building) centralised hot water and centralised air-conditioning thermal energy. If you opt out of email invoice delivery or any applicable centralised service, you may no longer be eligible to remain on this plan.

## 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
<b>Late payment fee</b>	\$12.00 (GST Exempt)	\$12.00 (GST Exempt)
<b>Bank Dishonour Fee (Direct Debit or Credit Card)<sup>3</sup></b>	\$10.00 (GST Exempt)	\$10.00 (GST Exempt)
<b>Connection charge Standard Connection<sup>1</sup></b>	\$13.27	\$14.60
<b>Connection charge Same Day Connection<sup>2</sup></b>	\$45.38	\$49.92
<b>Move out disconnection charge</b>	\$13.27	\$14.60
<b>Disconnection charge – Due to Non-Payment</b>	\$185.00	\$203.50
<b>Special meter read validation charge</b>	\$145.30	\$159.83

<sup>1</sup> Next available connection day; <sup>2</sup> Connection request received before 2pm and technician available to reconnect; <sup>3</sup> You may also incur fees from the company that processes your payment.

We reserve the right to engage a third-party collection agency to recover any amounts outstanding after the due date of your final invoice. Any additional fees and charges associated with the collection of debt after the due date of the final bill will be charged against you as additional debt due and owing.

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 Energy Retail 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

- (1) 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.
- (2) If Evergy continues to supply you with energy at your premises, after you terminate this agreement, the supply will be at our Standing Offer relevant to your premises (without any benefits) as specified on our website.

(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 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 you cancel during the cooling-off period and we supply energy to the premises immediately before this supply agreement starts, we'll continue to sell you energy:

- (1) at Evergy's Standing Offer relevant to your premises (without any benefits); or
- (2) if you enter into a new electricity supply agreement with us for the same premises.
  - (i) 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. Eligibility Criteria

Some electricity plans offered by Evergy have eligibility requirements. These requirements are outlined in this Details and Disclosure document.

If you no longer meet the eligibility requirements for your electricity plan, you may not be able to remain on that plan.

If this happens, we will contact you in writing to:

- (a) explain why you are no longer eligible for your current plan;
- (b) outline the alternative electricity plans available to you; and
- (c) advise when any proposed change to your electricity plan would take effect.

- (d) You will have at least five (5) Business Days from the date of our notice to:
  - (1) confirm that you are happy to move to an alternative eligible electricity plan; or
  - (2) choose to meet the eligibility requirements so you can remain on your current plan.
- (e) If we do not hear from you within this timeframe, we may move you to the next best available electricity plan that you are eligible for at that time. Any alternative plan will:
  - (1) be a generally available market offer;
  - (2) have the same usage structure (flat rate or time of use) as your current electricity plan; and
  - (3) be suitable for your supply type.
- (f) If there is no generally available market offer that you are eligible for, or if a standing offer is otherwise a suitable option, we may move you to a standing offer contract.

## **6. 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.

## **7. 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.

## **8. Complaints and dispute resolution**

- (a) If you have a query, complaint or dispute, you can contact us using the contact details in clause 9 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.
- (a) 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.

## **9. 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](mailto:support@evergy.com.au)

Mailing address: Locked Bag 1400, Meadowbank, NSW 2114

Website: [www.evergy.com.au](http://www.evergy.com.au)

## **10. 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