

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 at 254 The Parade, Norwood SA 5067. 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				
		Unit	Rate (GST exclusive)	Rate (GST inclusive)
Electricity Residential Single Rate (EVER4100)	Daily Supply Charge	c/Day	99.0900	109.0000
	General Usage Charge	c/kWh	39.0000	42.9000
Electricity Residential Single Rate: eBilling (EVER4101)*	Daily Supply Charge	c/Day	90.9100	100.0010
	General Usage Charge	c/kWh	38.7600	42.6400
Nuova Apartments Single Rate (N110) Closed [^]	Daily Supply Charge	c/Day	105.6100	116.1710
	General Usage Charge	c/kWh	41.0400	45.1440

[^]This plan is closed to new customers and is not available for transfer; it remains available only to customers currently on this plan.

* 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.

Annual Comparison

The comparison price is an annual GST-inclusive amount determined by the AER. It is used for comparison purposes only and is based on assumed annual usage and the applicable distribution region's pattern of supply. A customer's actual bill will depend on their actual usage, tariff assignment, meter configuration, billing period and any other charges or adjustments that apply.

All tariffs (plans) listed below are market offer regulated tariffs.

Plans	Percentage difference from comparison price
Electricity Residential Single Rate (EVER4100)	9% less than the comparison price
Electricity Residential Single Rate: eBilling (EVER4101)*	11% less than the comparison price
Nuova Apartments Single Rate (N110) Closed [^]	4% less than the comparison price

For regulated Single Rate (Flat) tariffs of residential customers in the SA Power Networks distribution region, the comparison price is \$2,334 per year including GST. This is based on annual usage of 4,000 kWh and the applicable SA Power Networks pattern of supply.

2. Variation in charges

Evergy may vary Energy Charges from time to time in accordance with applicable regulatory requirements.

For market retail contracts, any increase to Energy Charges will only take effect on one date in July, unless the Regulatory Instruments allow otherwise.

Evergy will provide at least 5 Business Days' written notice before any increase takes effect.

Evergy may reduce Energy Charges more frequently where appropriate.

Where changes occur as a direct result of distributor network tariff reassignment, regulated charge changes, or other circumstances permitted by law, Evergy may vary applicable charges in accordance with applicable regulatory requirements.

Updated Energy Charges will be published on Evergy's website.

3. Other charges (if applicable)

Evergy does not charge residential or small business customers:

- Account establishment fees
- Connection or disconnection fees
- Move-out disconnection fees
- Meter reading fees
- Reconnection fees; or
- Late payment fees

If a payment is reversed or disputed after processing (for example, a chargeback), Evergy may recover the reasonable third-party costs incurred in relation to that transaction.

The current chargeback fee charged to Evergy by its payment processing provider is \$44.00 including GST.

If an overdue account is referred to an external debt recovery provider after reasonable attempts to resolve the outstanding balance directly with you, Evergy may recover reasonable third-party debt recovery costs incurred by Evergy, where permitted by law.

Evergy's external debt recovery provider may charge recovery costs of up to 18% plus GST of the outstanding balance referred.

The following fees will not be charged if you are a hardship customer, a residential customer experiencing payment difficulties, or an affected customer (other than fees that are network charges):

- Any fees under your Contract

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

Residential customers may be eligible for government rebates, concessions or assistance programs depending on their circumstances and location.

Evergy can provide information about available rebates and concession programs and how to apply for them.

Additional information about available rebates, concessions and support services can also be found on our website or by contacting our customer support team.

6. Bill frequency

We will bill you monthly for the charges.

7. Payment difficulties and hardship assistance

If you are experiencing financial difficulty or are having trouble paying your bills, please contact Evergy as soon as possible so we can discuss support options that may be available to you.

Residential customers experiencing payment difficulty may be eligible for assistance under Evergy's Hardship Policy. As part of our support, we will:

- notify you of our Hardship Policy and provide a copy at no cost;
- pause external collections or debt recovery action while you are actively participating in our hardship process;
- not charge you any fees while you are participating in our hardship program;
- not require a security deposit from you while you are participating in our hardship program;
- work with you and any financial counsellors or authorised representatives to help manage your account;
- provide information and guidance that may help reduce your energy bills;
- offer flexible payment arrangements;
- offer extra time to pay where appropriate;
- provide assistance tailored to your circumstances;
- provide information about government rebates, concessions and support services that may be available to you; and
- discuss options to help you manage ongoing energy costs and future bills.

Evergy will work with customers experiencing payment difficulty to identify reasonable support options appropriate to their circumstances.

A copy of Evergy's Hardship Policy is available on request or on our website.

8. Family and domestic violence support

Evergy is committed to supporting customers affected by family and domestic violence.

Customers who may be affected by family and domestic violence can contact us to discuss safe, flexible and confidential support options that may be available to them.

Evergy will handle information relating to family and domestic violence sensitively and in accordance with our privacy obligations.

A copy of Evergy's Family and Domestic Violence Policy is available on request or on our website.

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. The cooling-off period starts on the date you receive the required information about this agreement. You may cancel during this period by telling us orally or in writing. We may delay supply of electricity to your premises until the cooling-off period ends. Where electricity is supplied before the cooling-off period ends and you cancel this agreement, charges will be handled in accordance with our terms and conditions and applicable regulatory requirements.

3. Credit check and security deposit

You give us permission to conduct a credit assessment in connection with your application for electricity supply.

Where permitted by law and regulatory requirements, Evergy may require a security deposit or vary the amount of a security deposit.

Evergy will not require a security deposit from a customer participating in Evergy’s hardship program.

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 5 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.
- (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.

Please see each State's Ombudsman contact details below

- **NSW – Energy & Water Ombudsman NSW (EWON)**
Free Call: 1800 246 545
Email: complaints@ewon.com.au
NRS: 133 677
TIS: 131 450
- **QLD – Energy & Water Ombudsman QLD (EWOQ)**
Free Call: 1800 662 837
Email: complaints@ewoq.com.au
NRS: 133 677
TIS: 131 450
- **SA – Energy & Water Ombudsman SA**
Free Call: 1800 665 565
Online: <https://ewosa.com.au/submit-a-complaint>
NRS: 133 677
TIS: 131 450
- **ACT – ACT Civil and Administrative Tribunal (ACAT)**
Free Call: (02) 6207 1740
Online: <https://www.acat.act.gov.au/fees-and-forms/online-forms/energy-and-water-complaint-form>

9. Our contact details

Evergy 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

10. Electrical faults or emergencies

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

Evergy 1300 383 749

Local Network Distributor Emergency Lines:

You can check which distributor to contact on the second page of your Electricity Bill

- NSW
 - Ausgrid (24 hours): 13 13 88
 - Endeavour (24 hours): 131 003
 - Essential Energy (24 hours): 13 20 80
- QLD
 - Energex – emergencies (24 hours): 13 19 62
 - Energex – power outages (24 hours): 13 62 62
 - Ergon Energy – life threatening emergencies (24 hours): 13 16 70
 - Ergon Energy – faults/outages (24 hours): 13 22 96
 - Essential Energy (24 hours): 13 20 80
- SA
 - SA Power Networks (24 hours): 13 13 66
- ACT
 - Evoenergy (24 hours): 13 10 93