Welcome Pack And Customer Charter

Circulating Hot Water

Simplifying Utility Solutions

1300 323 263 www.energyon.com.au theteam@energyon.com.au

ABN 90 145 225 485

Welcome to Energy On!

This Welcome Pack contains information about Energy On and how we manage your new utility supplies. It also contains information about our services, policies and commitment to you as an Energy On customer.

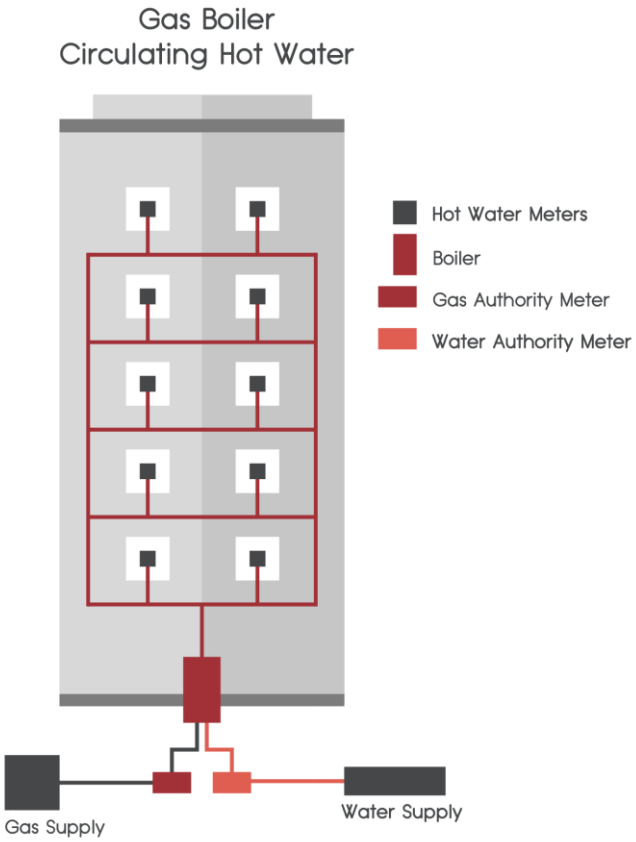
Included with this Welcome Pack is our Energy On Customer Charter and a Sale of Utility Agreement that outlines the rates that will be applied to your hot water consumption. The Sale of Utility Agreement also comes with the "Terms and Conditions" for your supply.

Your Hot Water Supply

Background

This site has been developed with Circulating Hot Water (CHW) for the supply of hot water to all residential premises. Circulating Hot Water (CHW) is the system of centrally heating water and distributing hot water to Occupiers in a multi-tenant environment. For this to occur a large centralised gas hot water plant, or "boiler", is installed which has the capacity to provide all occupiers with hot water. The hot water is then circulated around the building and distributed to Occupiers on demand. An individual hot water meter has been installed for each premises to measure the individual volume of hot water consumed, usually in kilolitres (kL), by each occupier.

Energy On has been appointed to manage the CHW.



How it works

Energy On will invoice you for your hot water consumption that is recorded on your individual hot water meter. In this model, the recovery of hot water is based on a user pays basis. As an occupier, you will receive invoices based on your recorded consumption.

When you receive your invoice, it will contain your hot water consumption and its cost. If you have a gas cooktop, your invoice may also contain a Service to Property charge (daily charge) for the provision of gas to your cooktop.

Setting Up Your Utility Accounts

You will need to complete the Sale Of Utility Agreement and return it to Energy On, with a copy of identification, for us to supply you with electricity and hot water. This can be done by scanning the QR code displayed on site, clicking the online link in the email, post, or fax with the details below.

If you have any questions regarding your supply, please do not hesitate to contact us.

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Customer Charter

About this Charter

This Customer Charter (Charter) applies to the supply of your utility from Energy On Pty Ltd (Energy On). It provides a guide to our services and responsibilities. There is also important information on your rights and obligations as a consumer. Any policies mentioned in this Charter can be posted or emailed to you upon request at no cost.

About Energy On

Energy On Pty Ltd (ABN: 90 145 225 485) is an Australian owned company and is part of the Energy On group of companies listed on our website. Energy On provides electricity, gas, hot water, energy-related services and other products and services. Our business involves the provision of utility services to assist multi-tenant environments and provide an integrated customer management service. Energy On will always strive to provide you with timely and useful information.

Our contact details are:

Phone	1300 323 263
Email	TheTeam@EnergyOn.com.au
Fax	+61 3 9544 1300
Mail	PO Box 2624, Mt Waverley, VIC 3149
Website	www.EnergyOn.com.au

Our Customer Commitment

Energy On is committed to providing customers with reliable, accurate and compliant invoicing, and account management services. We are knowledgeable in understanding utility requirements, supportive of customers' needs and passionate about delivering quality customer service.

Energy On Services

Energy On will enter into a Sale of Utility Agreement with you for the specified utility and issue invoices based on actual meter reads. If for some reason it is necessary to provide an estimated meter read, we will indicate this estimation on the invoice you receive from us.

Moving in and setting up your utility account

If you are a new Occupier, you must contact Energy On and advise us that you are a new resident moving in. We will then forward you a Sale of Utility Agreement for you to fill in, sign and return it to us. Please note that you will be required to provide us with at least one form of identification.

You will receive your first utility invoice shortly after you move into your premises and provide the signed Sale of Utility Agreement. Energy On will invoice you for your consumption during that period. By law, if you do not have a signed agreement with the supplier of the utility services, provision of supply may not commence or will cease until we receive a signed agreement.

Moving out

If you are vacating the premises, you must contact Energy On and advise us of your move out date at least five business days prior. You will also need to provide a forwarding address for your final invoice. If you do not provide five business days' notice of your vacating date, you may be liable for any consumption, as well as other charges, up until the day we are advised.

What your invoice contains

For most customers, each utility invoice may include:

- The period of the invoice.
- The quantity consumed for the period.
- The tariff (rate) the consumption is charged.
- The Service to Property Charge – a fixed daily charge.
- Approved additional service charges such as Connection, Disconnection and Transfer fees, as incurred from time to time.

Paying your invoice

You are required to pay your invoice by the pay-by-date. Unless agreed otherwise, this will be 14 business days from the date we issue the invoice. Based on the Sale of Utility Agreement, you have a choice of paying your invoice by a variety of payment methods as outlined on your invoice. Occupiers who do not pay their utility invoices by the due date may prompt the Energy On Payment Assistance process to be activated.

Questioning an invoice

At your request and at no charge, Energy On will review an invoice which you question or dispute. During this review, we will require payment for any unquestioned or undisputed amounts. If you are not satisfied with the review, you may ask for a meter test. If your meter is inaccurate, we will adjust your invoice accordingly, and there will be no charge for the test. If the meter is accurate, you must pay the cost of the test and the amount outstanding. For further information, please refer to our Complaint Handling and Dispute Resolution Policy on our website. This Policy also includes contacts for the Energy and Water Ombudsman schemes in each state or territory.

Tariff Change Notification

Energy On will provide at least five business days' notice for any tariff changes that may occur. The new tariff will come into effect from the specified date for the recorded consumption since that date. Tariff changes occur for a variety of reasons, including variation in the retail electricity market, the electricity we consume, and variations in the network distribution charges, for the delivery of electricity to the premises - i.e. the poles and wires.

Disconnection and Reconnection

Energy On complies with utility regulations which makes provision for disconnection and reconnection of consumers in certain circumstances, which includes not receiving a completed Sale of Utility Agreement and non-payment of invoices. Charges may be payable for disconnection and reconnection of services. You will find further information on our Connection, Disconnection and Reconnection Policy available on our website.

Financial Hardship and Customer Hardship

We understand that there are often circumstances that might impact on your ability to make payments on time and in full. If you are experiencing difficulties in paying your account, please contact us, and we will work with you to find a solution that meets your needs. You will find further information on our Financial Hardship Policy and Customer Hardship Policy on our website.

Domestic and Family Violence

Should you be affected by family or domestic violence, Energy On will provide you with safe and flexible support to ensure that your utilities remain connected and that your details are secure. At all times, your privacy will be our top priority. For more information on the support available to you, please refer to the Energy On Domestic and Family Violence Policy on our website or contact The Team.

Life Support

Should you, or someone in your household, require Life Support Equipment it is vital that Energy On is made aware of this requirement to ensure a continued supply of electricity, gas or water. To understand our obligations to you and yours to us, please review our Life Support Policy on our website.

Claiming a Concession

If you hold a Pensioner Concession Card, Seniors Card, Health Care Card or a Repatriation Health Card (Gold Card) issued by the Department of Veterans' Affairs, you may be eligible for government-funded concessions on your utility invoices. If so, please indicate on the Sale of Utility Agreement when you fill it out. If you have any questions, please contact us on 1300 323 263, and one of our team members will be happy to assist. This information can also be found on our website on the Concessions page.

Interpreter and Additional Needs Services

Energy On utilises interpreter and relay services to assist with any requirements:

Translating and Interpreting Service

All languages 131 450

National Relay Service (NRS)

If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us by:

Step 1 - Contact us through your preferred NRS call channel detailed on (NRS call numbers and links.)

Step 2 - Provide the NRS with our phone number 1300 323 263.

For more information visit: (About the National Relay Service)

Privacy and Credit Reporting

Energy On is committed to the protection of personal privacy and have adopted a Policy to protect information about individuals. The *Privacy Act 1988* (Cth) (Privacy Act), the Australian Privacy Principles (APPs), and the Credit Reporting Code (Code) govern the way in which we must manage your personal information and credit-related information. The Energy On Privacy and Credit Reporting policy describes the information we collect and hold, how we use that information, how that information may be disclosed, the security of that information, how you can access and correct any such information and other relevant

details concerning your privacy. The Privacy and Credit Reporting Policy is available on our website for further information.

Privacy collection statement and statement of notifiable matters

Energy On Pty Ltd (ABN 90 145 225 485) is part of the Energy On group of companies (referred to in this document as the **Energy On Group**, **we**, **us** or **our** and listed here https://www.energyon.com.au/about-us). The Energy On Group may collect, use and disclose various and credit-related information about customers who have applied for or obtained credit from us (**customer**).

Where possible, we will collect your personal information and credit-related information directly from you. However, on occasion we may need to collect information about you from third parties. We may collect and hold personal information about you provided by the property owners and managers of the property, leasing agents of the property, or by third parties acting on your behalf, and we may collect and hold credit-related information about you disclosed to us from credit reporting bodies, other credit providers, and third parties acting on your behalf.

Generally speaking, we collect and use your personal information for the purposes of providing goods and services (including provision of electricity, gas, hot water, cold water, or telephony; managing services; invoice services; and equipment and infrastructure procurement services) or information to you, facilitating our internal business operations (including assessing account and credit applications), and providing you with information about other goods and services that we, and other organisations that we have affiliations with, offer that may be of interest to you.

Generally speaking, we collect and use your credit-related information in order to assess your financial position and your application for a credit account, providing you with credit, for securitisation-related purposes, for our internal management purposes that are directly related to the management of the credit we provide you, where we reasonably believe that you have committed a serious credit infringement, and where otherwise required or permitted by law.

If you choose not to provide us with your personal information, or it is incomplete or inaccurate, we may not be able to provide you with the goods and services or information you are seeking. If the credit-related information you provide to us incomplete or inaccurate, we will not be able to assess your application for a credit account.

We may disclose your personal information to our workers and consultants who assist us in operating our business and providing products and services to you, other entities in the Energy On Group, third parties to whom you have agreed we may disclose your information or as otherwise required or authorised by law.

Your personal information will also be disclosed to third party service providers who assist us in operating our business, some of whom are located overseas, such as the United States of America and Vietnam. We have taken reasonable steps to ensure these third parties have appropriate security for your personal information.

In addition to the above, we are likely to disclose personal information, credit information, and credit eligibility information to a credit reporting body and other third parties as set out in our privacy and credit

reporting policy. The credit reporting body we may disclose personal information to is Equifax Pty Ltd (contact details are available at www.mycreditfile.com.au/support).

More detailed information about the way we use, disclose and secure your personal information and credit-related information, how you can access and correct that information, and how you can make a complaint about a breach of the Privacy Act, Australian Privacy Principles, or the Credit Reporting Code and how we will deal with the complaint can be found in our Privacy and Credit Reporting Policy, available at https://www.energyon.com.au/customers/policies/ or by contacting us at:

Phone	1300 323 263
Email	TheTeam@EnergyOn.com.au
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Mail	PO Box 2624, Mt Waverley, VIC 3149
Website	www.EnergyOn.com.au

Statement of Notifiable Matters under the Privacy (Credit Reporting) Code

Under the Privacy (Credit Reporting) Code 2025, there are several 'notifiable matters' that we are required to disclose to you at or before the time of collecting credit-related information that is likely to be disclosed to Equifax.

Those matters are:

(a) Equifax may include the credit-related information we provide to it in reports, which it then provides to other credit providers to assist those other credit providers to assess your creditworthiness;

(b) if you fail to meet your payment obligations in relation to consumer credit, or commit a serious credit infringement, we may disclose this to Equifax;

(c) you can request a copy of our Privacy and Credit Reporting Policy by contacting us, or obtain it directly from our website;

(d) you can request a copy of Equifax's Credit Reporting Policy using the contact details set out above;

(e) you have the right to access credit-related information we hold about you, request that we correct the information, and make a complaint, as set out in the Privacy and Credit Reporting Policy;

(f) you can request Equifax not to use your credit-related information for the purposes of pre-screening of direct marketing by us;

(g) you can request Equifax not to use or disclose your credit-related information if you believe on reasonable grounds that you have been, or are likely to be, the victim of fraud; and

(h) you can ask us to give you a hard copy of the Privacy and Credit Reporting Policy and this statement of notifiable matters.

If the likely disclosure is an information request:

(a) we are not required to obtain your consent before disclosing your credit-related information to Equifax;

(b) a record of the information request may be used and, as relevant, disclosed for the purposes of Equifax or us in assessing your creditworthiness, including calculation of a credit score or credit rating (subject to any other use or disclosure limitations under the *Privacy Act 1988* (Cth), the *Privacy Regulation 2013* (Cth) or the Privacy (Credit Reporting) Code 2025; and

(c) the information request may affect your pre-existing credit score or credit rating that has been calculated by Equifax.