

Reliabil Plan

Bring predictability back in to your electricity.

Reliabil is a new plan that lets you pay the same amount each month to avoid unpredictable seasonal bills.

Enjoy peace of mind and more control over your electricity costs with Reliabil.

What's so good about Reliabil?

- ✓ **Pay the same amount**
Every month you pay the same instalment
- ✓ **Know when it's due**
Your instalment is always due on the same day every month
- ✓ **No bill shock**
Avoid big seasonal bills that take you by surprise
- ✓ **Easy payments**
Set and forget with direct debit payments
- ✓ **Convenient eBilling**
Receive all your bills by email



For more information visit
jacanaenergy.com.au/Reliabil



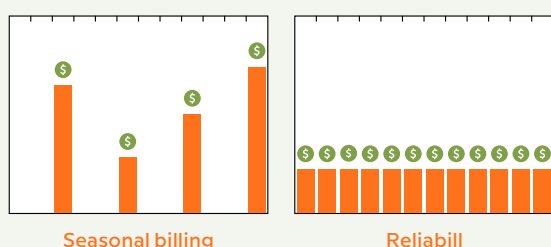
How does it work?

Step 1: We estimate your monthly payment

Taking into consideration your last 12 months of usage, we calculate an average monthly payment that should cover the cost of your annual electricity bill.

If we don't have your billing history (if you're a new customer for example) we will estimate your monthly payment based on the average usage of a comparable customer.

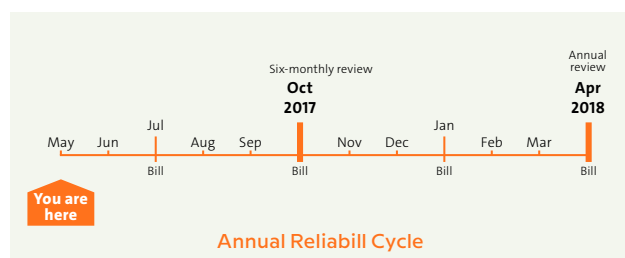
Your Reliabil plan will be in place for 12 months and will be automatically renewed unless you tell us otherwise.



Step 2: You pay the same amount every month

Every month you will receive a statement showing your amount due and due date. This amount will be automatically direct debited from your bank account so you don't have to think about it.

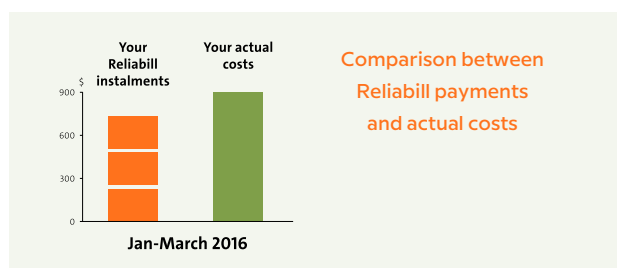
Your monthly statement will also show how you're tracking in your annual cycle.



Every quarter you will receive a bill showing how your monthly payments compare to your actual usage. Your actual usage is the electricity usage recorded by your meter.

Step 3: We review your plan every six months

We will review your Reliabil plan every six months to assess whether your monthly payments are appropriate to cover your actual electricity usage. A graph on your quarterly bill will show:



If the difference between your payments and your actual usage is greater than 10%, your monthly payments will be increased to account for the difference over the next 12 months.

To the contrary, if the 6-monthly review indicates that you're paying too much, your payments will be decreased for the next 12 months.



What happens if I want to remove my Reliabil plan?

If you'd like to remove your Reliabil plan, please phone us on 1800 JACANA (1800 522 262) or email customer@jacanaenergy.com.au. Note that when you cancel your Reliabil plan, **your direct debit will also be canceled automatically.**



Is Reliabil right for me?

Reliabil is available to residential customers on a quarterly billing cycle who elect to pay their bills by direct debit and receive them by email.

Reliabil is currently **not** available to customers who:

- receive a concession under the Northern Territory Concession Scheme
- have an existing debt with Jacana Energy over \$300
- have an active payment plan or hardship plan

Please review your circumstances and consider whether this product is right for you. Customers with registered life support equipment, and customers with solar PV, may not benefit from this product.

For more information visit
jacanaenergy.com.au/Reliabil

