

Reliabil Terms and Conditions

These terms will apply to the payment of our bills for the supply of electricity to your premises if:

- a) you satisfy the eligibility criteria listed in item 2; and
- b) you agree to pay for the electricity we supply to your premises under this contract using a Reliabil plan.

Background

1. Reliabil is a bill smoothing service, which provides customers with greater predictability concerning their payment obligation by offering to divide their annual electricity costs into twelve equal monthly instalments.

Eligibility

2. To be eligible for a Reliabil plan, you need to meet the following criteria:
 - a) Have a standard customer contract with us which has a quarterly billing cycle;
 - b) Have agreed to receive your bills and correspondence from us by email;
 - c) Have a direct debit agreement with us; and
 - d) Not be a customer with:
 - i. a solar PV system installed at your premises;
 - ii. a pension registered concession;
 - iii. an active payment plan or hardship plan; or
 - iv. a debt over \$300.

Features

3. Under a Reliabil plan, we estimate twelve equal monthly instalment amounts using a number of factors (such as your annual electricity consumption at your premises) to determine an amount that we estimate should cover the cost of the annual electricity bill for your premises.
4. We will review your Reliabil plan every 6 months to assess whether your instalments are appropriate to cover the actual electricity consumption for your premises. This

assessment will be based on the previous 12 months electricity consumption for your premises. If the difference between the quantity used to calculate your 12 monthly instalments and your actual electricity consumption for your premises during that 12-month period is greater than 10%, your monthly instalments for the next 12 months will be adjusted to account for that difference.

Billing and Payment

5. Every quarter, you will receive a bill showing how your actual electricity consumption compares to the electricity consumption used to calculate your Reliabil instalments.
6. For the months in between you will receive a Reliabil Statement showing your current monthly instalment and its due date.
7. Every month you will only be required to pay your monthly instalment even though it may differ from the actual costs shown on your quarterly bill. This instalment amount may change following the 6-monthly review.

Agreement

8. By signing-up for a Reliabil plan, you agree to:
 - a) Receive monthly statements, quarterly bills statements and any communications from us by email for the duration of your Reliabil plan;
 - b) Pay your monthly instalments under your Reliabil plan by direct debit;
 - c) Provide a current and valid email address capable of receiving electronic attachments from us; and

- d) Ensure your direct debit and email address remains valid for the duration of the Reliabil plan.

When can this Reliabil plan end?

- 9. You can choose to end your Reliabil plan at any time by written notice to us. If you choose to do this, you will be moved to a standard quarterly billing and payment cycle.
- 10. If your standard customer contract with us ends, this Reliabil plan will also end.
- 11. If you move to a new premises but remain one of our customers, you can start a new Reliabil plan.
- 12. We may end your Reliabil plan by notice to you if:
 - a) you cease to be one of our customers;
 - b) you provide incorrect or false information to us;
 - c) you move to a contract or meter type that has a monthly billing and payment cycle;
 - d) you fail to make a monthly payment by the payment date in your payment schedule;
 - e) you cancel your direct debit arrangement;
 - f) you install a solar PV system at your premises;
 - g) you become a pension concession holder; or
 - h) you enter into a payment plan or hardship plan with us.
- 13. If we end your Reliabil plan, under item 12(b), 12(d), 12(e), 12(f) or 12(h) you will be moved to a standard quarterly billing and payment cycle and your standard customer contract with us will continue.

What happens at the end of each 12-month period?

- 14. At the end of each 12-month period, either you or we can terminate the Reliabil plan by giving a termination notice at least 14 days before the end of the relevant 12-month period. If the Reliabil plan is not terminated, the plan will roll-over for a further 12 months with the equal monthly

instalment amounts for that period being calculated consistently with the requirements of item 3 of these terms and conditions.

What happens when this Reliabil plan ends?

- 15. When your Reliabil plan ends, we will continue to supply you with electricity for your premises under our standard customer contract, however you will no longer receive the features of the Reliabil plan (i.e. you will be moved to a standard quarterly billing and payment cycle and your standard customer contract with us will continue).
- 16. If your Reliabil plan ends for any reason, any amount that you have already paid us will be left on your account as a credit toward future bills. Alternatively, you may request to have this amount refunded. If your account is in debit you will need to pay the outstanding amount when you receive your next quarterly bill.

Withdrawal from or changes to a Reliabil plan

- 17. We reserve the right, at any time, to withdraw or change a Reliabil plan with 14 days prior notice.