



oc energy

Information for Embedded Network
Customers

The following information is intended to provide customers of embedded networks information so that they are fully informed prior to providing their consent to enter into a supply agreement with OC Energy.

1. Power of Choice

In Victoria, New South Wales and South East Queensland, you have the right to purchase electricity from a licensed retailer of your choice. If you decide to change electricity retailer, the new retailer may require a new meter to be installed in your premises.

2. OC Energy's right to sell electricity in Victoria

OC Energy sells electricity to you pursuant to the General Exemption Order dated 15 November 2017, which is made under section 17 of the *Electricity Industry Act 2000* (Vic) ('the Act').

As OC Energy sells electricity to you pursuant to the General Exemption Order, the Act provides that OC Energy is not subject to all of the obligations of a licensed retailer, and that you are not entitled to receive all of the protections of customers of licenced retailers.

However, OC Energy is committed to ensuring its customers are afforded the same rights and protections as customers of licensed retailers. Wherever possible, OC Energy will afford you the same rights and protections as customers of a licensed retailer.

3. OC Energy's right to sell electricity in New South Wales and South East Queensland

The AER has issued OC Energy with an electricity retailer authorisation under section 96 of the Retail Law. OC Energy's electricity retail authorisation identification number is E14003.

4. OC Energy's network exemption in Victoria, New South Wales and South East Queensland

OC Energy owns, operates and controls the electricity distribution network in your building under an exemption registered with the Australian Energy Regulator. The conditions applicable to OC Energy's network exemption are found at <https://www.aer.gov.au/networks-pipelines/network-exemptions/classes-of-network-exemption-applicable-conditions>
<https://www.aer.gov.au/networks-pipelines/guidelines-schemes-models-reviews/network-service-provider-registration-exemption-guideline-march-2018>.

You may also wish to refer to the AER Electricity Network Service Provider - Registration Exemption Guideline (March 2018) for further information at <https://www.aer.gov.au/networks-pipelines/guidelines-schemes-models-reviews/network-service-provider-registration-exemption-guideline-march-2018>.

We can send you copies of the above on request.

5. Your rights in relation to dispute resolution

You have the right to contact us directly to resolve a dispute. You can contact OC Energy as follows:

- call our Australian call centre and speak to one of our friendly team members on 1300 49 40 80
- email our complaints team at complaints@ocenergy.com.au
- send us a letter at PO Box 7285, Melbourne VIC 3004

We will resolve a dispute in accordance with our complaints handling policy, which can be downloaded from our website. We can send you a copy of our complaints handling policy on request.

You also have the following rights in relation to dispute resolution:

- If you are a customer in Victoria, you may contact the Energy & Water Ombudsman Victoria.

- If you are Customer in New South Wales, you may contact the Energy & Water Ombudsman New South Wales.
- If you are a customer in Queensland, the Energy & Water Ombudsman Queensland jurisdiction does not include embedded network operators. Please refer to our complaints handling policy at https://www.ocenergy.com.au/wp-content/uploads/2018/04/03-OC-Energy-Complaints-Policy-v3_.pdf.

6. Hardship Program

OC Energy operates a Hardship Program to assist you if you are unable to pay your electricity bill due to financial difficulty.

To be eligible to enter the Hardship Program, you must meet the following criteria:

- have a current residential customer account with us;
- be experiencing short term or long-term hardship; and
- demonstrate a willingness to pay their energy bills.

You can download the [short form](#) or [full version](#) of OC Energy's Hardship Program from our website.

You can call our Australian call centre and speak to one of our friendly team members on 1300 49 40 80 if you are unable to pay your electricity bill due to financial difficulty.

7. Details of our electricity tariffs

The detail of your energy tariffs can found on our website by going to our energy price fact sheets page: <https://www.ocenergy.com.au/energy-price-fact-sheets/>.

8. Details of network tariffs

We sell energy to you using a bundled tariff. If you elect to purchase electricity from another retailer, you will still be obliged to pay us the customer network tariff applicable to your distribution zone. Please contact us if you require an exact dollar breakdown of these amounts as they apply to your meter and your network distribution zone.

9. Flexible payment options

OC Energy accepts a number of different payment methods. You can pay your bill via credit card through our website, BPay, in person at your local post office, by direct debit or via mail. For more information on these payment methods please visit our pay your bill page: <https://www.ocenergy.com.au/customer/pay-bill/>. If you are finding it difficult to pay your bill, then please refer to section 6 which explains our hardship policy.

10. In case of an emergency

In the event of an electricity fault or emergency, please call OC Energy on 1300 49 40 80 (24 hours a day).

If the fault relates to the distributor in your area, please contact them directly. Your distributor's contact details are located on the top right-hand corner of your bill.