



## Customer Disclosure Statement & Charter

### Your retailer

- In VIC, NSW, QLD and ACT: OC Energy Pty Ltd (ABN 62 144 655 514) for electricity, Level 12, 636 Saint Kilda Road, Melbourne, VIC, 3004.

### Your Agreement

- Your Agreement is for the supply address set out in your application for electricity.
- Your Agreement doesn't have a fixed term. It will continue until you or we end it. At the end of this term we may extend your current energy plan or set you up with a new energy plan - but only if notified you first and you haven't told us not to. If you don't hear from us, your energy supply will continue under our Agreement.
- Your Agreement starts on the Acceptance Date set out in your application online or over the phone. If no date is specified, then this is the date you accept the Agreement over the phone or on-line. **You have a 10 business day cooling off period. You may cancel this Agreement by completing the enclosed cancellation form in your Terms and Conditions by posting to PO Box 7285, Melbourne Vic 3004 or by calling 1300 49 40 80 or by emailing [info@ocenergy.com.au](mailto:info@ocenergy.com.au).**
- Supply under your Agreement starts on the date set out in your application, or if no date is set out, the date notified to you.
- We can vary your Agreement by notice to you as set out in the Terms and Conditions.
- We can arrange for disconnection of your energy supply in a number of circumstances. These include if you ask us to or you don't pay your bill on time, or your meter hasn't been able to be read for 3 consecutive meter readings - see clause 14 of the Terms and Conditions for more details. The Regulatory Requirements prevent disconnection in some circumstances.

### Your Charges

- The Charges you will pay are set out in your energy price fact sheet. Those Charges may include a card payment fee for payments made by Visa or Mastercard, an account set-up charge for setting up your account with us for the first time, a standard energisation fee may apply for connecting your property on moving in, a payment processing fee if you pay your bill over the counter in person at a third party retailer or outlet or via POST bill pay and a paper bill fee if you get your bill by post, a disconnection fee on moving out of the property, a fee may apply for requests for connection within the next business day for requests received by 12noon, a fee may apply for the provision of paper bills, any cheque dishonour fee will be passed through at cost, if a direct debit fails a dishonour fee may apply to your next bill, fees apply for manually requested special meter reads, or there will be no charge for remote meter reads, fees may apply where a technician attends the premises but the fault is found to be within the customers control, a fee may apply where a meter test is carried out on a customer request and no fault is found with the meter, there are no late payment fees. More information on fees and charges can be found on your energy price fact sheet.
- In your energy plan, we can vary the charges at any time by notice to you. This means we can vary the amount, nature and structure of any of the charges. The notice may be by a message on your bill. We'll notify you as soon as practicable, but no later than your next bill. We can also vary the Charges by notice to you in limited circumstances, even if we say we won't do so in your energy plan – see clause 9 of the Terms and Conditions.
- If you breach your Agreement or the Regulatory Requirements, we may charge you any reasonable costs we incur as a result, except where those amounts are included in the Charges.

## **Energy plan features**

If your energy Plan includes certain features, these may include a guaranteed or conditional discount on usage charges, fixed usage and supply charges, and a fixed amount for usage and supply. Check your energy plan price fact sheet for details of your features. We may also have special offers with additional benefits available from time to time.

## **SINGLE SITE**

### **Billing**

- Your bill will usually be based on an actual reading of your meter, except where an estimate is used, for example because your meter couldn't be accessed.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office (cash, Visa or Mastercard only), by cheque (mail only), direct debit (by agreement), Visa or Mastercard over the phone or online or BPay.
- Make sure you review your bills carefully and if you have concerns, just ask us to do a review. You can also ask for your meter to be tested as part of the review – charges may apply if it's found to be operating correctly
- If you are experiencing financial difficulties, let us know as we have a range of payment options that might help. We may also be able to give you information about government support.
- Depending on your individual circumstances, you may be entitled to a concession on your electricity account. Concession may be available to customers holding an eligible Pensioner Card, Healthcare Card or Goldcard on behalf of the Department of Human Services. For further information, please call us on 1300 49 40 80 or email us at [concessions@ocenergy.com.au](mailto:concessions@ocenergy.com.au)

### **Enquiries and complaints**

- If you have an enquiry, complaint or dispute, including in relation to your bill or any marketing activity, please contact us. We'll handle your complaint and let you know the outcome in accordance with our standard complaints and dispute resolution procedures which you can find at [ocenergy.com.au](http://ocenergy.com.au). You can also ask us to send you a copy.
- If you're not satisfied with how your complaint has been resolved you may be able to contact the NSW energy ombudsman in your state or territory.

**NSW:** 1800 246 545

If you'd like more information on the terms and conditions, instalment plans, or other concessions or rebates, call us on 1300 49 40 80. You may be eligible for government concessions or rebates depending on your personal situation (for example, for certain concession card holders and pensioners).

### **Other**

- We'll comply with any service standards and levels that apply to you, in accordance with the Regulatory Requirements. Changes to these will only be made in accordance with the Regulatory Requirements.
- In Victoria you may be contacted as part of an audit procedure to confirm your understanding of and consent to the Agreement.