

disclosure statement electricity



Queensland - Flexi Saver - RESI

Flexi Saver (Queensland) product is only available to residential customers. Eligibility criteria apply.

Benefits

Base usage discount

Specific discount off the usage component of our published Residential Standing Tariffs for the electricity you have used. This will apply for a period of 24 months from the commencement date. Discounts apply to the usage charges only and do not apply to other charges e.g supply charges. The rates are based on Ezi Power's Residential Standing Tariffs which are subject to change in accordance with applicable laws and may change during the 24 month benefit period.

Benefit period

Our benefit period applies for 24 months from the commencement date. At the end of this benefit period your benefits will end but the agreement will continue. We may offer you, in accordance with our market offer terms and conditions, new benefits for an additional benefit period. If we do not, you will be required to pay Ezi Power's then applicable published Residential Standing Tariffs with no pay on time discount.

Variations in tariffs

Our Residential Standing Tariffs are varied from time to time in accordance with applicable laws and are published on our website. Our Residential Standing Tariffs may change during the 24 month benefit period. If we change our Residential Standing Tariffs, we will give notice of any such change as soon as practicable and no later than your next bills or in accordance with applicable laws and codes.

Fees and charges

Ezi Power currently does not charge customers account establishment fees, or late payment fees. If the fees and charges we charge you change we will notify you.

We may impose an additional charge if there is, or we fairly and reasonably expect there will be, an increase in our environmental, market, metering, network and regulatory costs, if that cost increase is specifically or otherwise attributable to you or to the energy we sell you. The amount of the additional charge will be no more than what is required to recover such an increase in costs. There will be no additional charge to the extent that we recover a cost increase through variations in our tariffs.

Concessions and rebates

If you currently hold a Government concession card you may be eligible to receive a rebate on your electricity bills. Please contact us to advise us of, or update, your concession details. For further information about the concessions and rebates that may be available to you, please refer to www.communities.qld.gov.au/community/queensland-government-concessions

Commencement

Your energy contract begins on the day that you accept our offer whether you do this by signing our offer form, verbally accepting an offer made over the telephone or otherwise, or by accepting online.

However, we will not start selling you energy unless and until:

- we are satisfied with your eligibility for our offer;
- we are satisfied with your creditworthiness;
- if we have required this, you have paid us a security deposit;
- the cooling off period has expired;
- your supply address has its own meter; and
- we have become financially responsible for your supply address.

Cooling off

Although your energy contract may have begun, we do not start selling you energy until the cooling off period has expired.

You have the right to cancel your energy contract during the cooling off period. The cooling off period is 10 business days from and including the day after you signed or received your energy contract together with this disclosure statement.

To cancel your energy contract, you need to provide notice to us before the cooling off period ends, clearly indicating your intentions. You can do this in writing or over the telephone. Our contact details are set out below. Your energy contract booklet includes a form of cancellation notice and, on request, we will provide you with another copy of that cancellation notice.

Postal address PO Box 4778,
Eight Mile Plains QLD 4113

Telephone 1300 888 394

Email customerservice@ezipower.com.au

Billing Frequency

You will receive energy bills at least every month. If you have provided an email address the accounts will be sent to that email address. If not they will be sent by post to the billing address provided in your offer.

Payment methods

You may pay your accounts:

- by MasterCard, VISA or American Express card, on the web at www.ezipower.com.au
- by direct debit from your cheque, savings or transaction account, or from your credit card;
- by BPAY;
- by Eftpos through your online banking

Electronic transactions

If you provide Ezi Power with your email address, you consent to receiving information relating to your contract with Ezi Power by email. Additionally you can elect to receive your energy bills by email by calling our customer service team.

If you have elected to pay your bills via direct debit from a nominated bank account or credit card, you consent to the amount notified to you via your bill being withdrawn from your bank account or charged to your credit card on the due date as stated in your bill.

Dispute resolution

We want to make sure you enjoy being a customer of Ezi Power and welcome feedback, positive or negative. So if you're not happy with the service you're receiving from us, please let our team know as soon as you can so we can start resolving it for you. You can do this in a number of ways:

- call the team on 1300 888 394
- post your comments to: Ezi Power—
PO Box 4778 Eight Mile
Plains QLD 4113

Your complaint will be dealt with in accordance with our complaints handling procedures which can be found at www.ezipower.com.au

If you are not satisfied with the response or outcome, or if the problem remains unresolved, you can contact the Energy and Water Ombudsman (QLD) on 1800 662 837 (free call) or at www.ewoq.com.au

Termination

Our energy contract with you has no contract term. The agreement will continue until terminated by you or us.

If you are vacating your premises, you may cancel your contract by providing us 3 business days notice.

Service standards

Our service to you will meet all applicable laws and codes in your State.

Our commitment is to respond to all written enquiries within 5 business days.

Our aim is to resolve your query or complaint as soon as possible. If we need more time to find an answer, or to resolve your issue, we will keep you updated on our progress.

For information about choosing an energy retailer visit energymadeeasy.gov.au

Energex Distribution Zone

Domestic Single Rate		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage	cents per kWh	23.155	25.47	18.524	20.376
Daily Supply Charge	cents per day	99.20	109.12	99.20	109.12

Controlled Load 1		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 1	cents per kWh	18.96	20.856	15.168	16.685
Daily Supply Charge	cents per day	2.90	3.19	2.90	3.19

Controlled Load 2		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 2	cents per kWh	18.96	20.856	15.168	16.685
Daily Supply Charge	cents per day	2.90	3.19	2.90	3.19

Domestic Time of Use		Standing Tariffs		Flexi Saver (Including all discounts)	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage - Between 4pm & 8pm, weekdays	cents per kWh	29.518	32.469	25.09	27.599
Off Peak Usage - Between 10pm & 7am	cents per kWh	17.325	19.058	14.726	16.199
Shoulder Usage - all other times	cents per kWh	21.282	23.411	18.090	19.899
Daily Supply Charge	cents per day	90.182	99.20	90.182	99.20

Please note: All times are AEST, unless you have an interval meter, in which case daylight savings time will apply if relevant.

Solar Payment & Feed-in Tariff		GST ex	GST ex
Feed-in Tariff (cents per kW exported)	c/kWh	7.00	7.00

Important Information

For relevant terms and conditions relating to the Ezi Power payment you should refer to www.ezipower.com.au

Definitions

Daily supply charge: a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of how much electricity you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity account.