

Perth Energy Standard Form Electricity Contract 2023



Perth Energy

Thank you for choosing Perth Energy.

Thank *you* for choosing Perth Energy as *your* electricity retailer. If *you* have any questions or concerns after reading this Standard Form Electricity Contract please contact us. We encourage our customers to give *us* feedback to help *us* improve, and *we* make all effort to operate better all the time. Perth Energy's contact details are:

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Information about these terms and conditions

The State Government regulates the contractual arrangements between electricity suppliers and customers. These terms and conditions, along with the *Customer Schedule*, set out mutual obligations for the supply of electricity from *us* to *you*. They form the legally binding *contract* for this supply.

These terms and conditions apply to the supply of electricity to customers consuming less than 160MWh of electricity per year. By signing the *Customer Schedule* that forms the front page to this *contract*, *you* agree to these terms and conditions.

The Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (the "*Code*") regulates the conduct of electricity marketing agents, retailers and distributors. The *Code* protects the interests of *consumers* and covers most aspects involved in the supply of electricity.

A number of Laws and regulations, both Commonwealth and State, govern the activities involved in the supply of electricity. The two most directly applicable to these terms and conditions are the *Electricity Industry Act 2004 (WA)* and the *Electricity Industry (Customer Contracts) Regulations 2005 (WA)*.

What we mean

We and *us* means Perth Energy Pty Ltd (ABN 39 087 386 445) and *our* has a corresponding meaning. *You* means the person/s taking a supply of electricity from *us* at the *premises* and *your* has a corresponding meaning.

1. Supply of electricity

We agree to sell electricity to *you* at *your premises* and *you* agree to purchase electricity from *us* on the terms and conditions as set out in this *contract*. The quantity of electricity supplied by *us* to *you* will be the amount measured by the meter at *your premises*. *We* will also provide an account management service in accordance with the *Code*.

2. Commencement and term

- 2.1 This *contract* commences, subject to any cooling off period applicable to this *contract*, on the date that *you* commence to take supply of electricity at the *premises* from *us* (other than by fraudulent or illegal means) (*commencement date*):
- (a) having entered into a supply and sale *contract* with *us*; or
 - (b) without having entered into a supply and sale *contract* with *us*.
- 2.2 *We* must sell and *you* must pay *us* for electricity consumed at the *premises* from the *commencement date*.
- 2.3 Unless *you* or *we* end the *contract* earlier under this clause 2.3, this *contract* continues for a period of 1 year from the day it came into effect. However, if 1 year passes without either *you* or *us* ending the *contract* under this clause 2.3, the *contract* is automatically renewed for another 1 year period. This automatic renewal occurs each year until *you* or *we* end the *contract* under this clause 2.3.
- 2.4 If *you* end this *contract* because *you* enter into a new *contract* for the supply of electricity with *us*, this *contract* ends on the expiry of the cooling-off period (if applicable) specified in the new *contract*.
- 2.5 If *you* end this *contract* because *you* enter into a *contract* for the supply of electricity with another retailer, this *contract* ends when *we* are deemed to receive notification from the *Network Operator* that *your premises* have been transferred to the other electricity retailer in accordance with the *Customer Transfer Code*.
- 2.6 If *you* are disconnected, and *we* terminate this *contract*, the *contract* ends when *you* no longer have any right to reconnection.
- 2.7 *You* can end the *contract* at any time by advising *us* at least 5 days before the day *you* want the *contract* to end.
- 2.8 *We* can end the *contract* by giving *you* prior notice if *you*:
- (a) become insolvent (as defined in the *Corporations Act 2001 (Cth)*); or
 - (b) have a liquidator appointed; or
 - (c) become bankrupt (as defined in the *Bankruptcy Act 1966 (Cth)*); or
 - (d) consume more than 160MWh of electricity in any period of 12 months; or
 - (e) commit a breach of any of *your* substantial obligations under this *contract* which gives *us* the right to disconnect supply under this *contract* or by *law*.
- 2.9 If the *contract* ends:
- (a) *we* may arrange for a final *meter* reading and for disconnection on the day the *contract* ends; and
 - (b) *we* may issue a final bill to *you*; and
 - (c) *we* can charge *you* a *fee* for the final *meter* reading, disconnection and final bill; and
 - (d) *we* can remove the *electricity supply equipment* at any time and *you* must let *us* have safe and unrestricted access to the *premises* to allow *us* to do so; and

(e) *you* will remain liable to pay any outstanding payments to *us* and *we* will have no further obligation to supply electricity to *you*; and

(f) *you* must enter into a new *contract* with *us* if *you* want *us* to supply *you* electricity.

3. Charges and fees

3.1 *You* are required to pay *us* the *contract price* and the price of other goods and services *you* choose to buy from *us*. The *contract price* is set out in the *Customer Schedule*.

3.2 *You* must also pay all costs, *fees* and charges *we* can lawfully recover from *you* under the *relevant regulations*, as well as any taxes, levies, regulated charges, costs, *fees* and charges that *we* have to pay when *we* sell and supply electricity and other goods and services to *you* under this *contract*. If *you* breach this *contract* or a provision of the *relevant regulations* *you* will be required to pay any *fees* *we* charge in relation to that breach as well as any costs *we* incur as a result of that breach, to the extent that they are not covered by the *fees*.

3.3 The *Customer Schedule* *we* provide to *you* as the front pages to these terms and conditions will include the following information:

(a) *your* name;

(b) *your* contact details;

(c) the supply address;

(d) some of the *electricity supply equipment* details;

(e) the *contract price*;

(f) the supply date; and

(g) the *contract* term.

If mutually agreed, the *Customer Schedule* may also be used to amend these terms and conditions. This, however, will result in the *contract* becoming a non-standard *contract* for the purpose of the *Code*.

3.4 A *contract price* can include a fixed component and a usage component based on the amount of electricity *you* use. The usage component can be charged at different rates depending upon the amount of electricity *you* use.

3.5 *We* can charge *you* *fees* that are in addition to the *contract price*. *You* must pay *us* the *fees* that apply to *you*.

3.6 If *we* have agreed a fixed *contract* term with *you* and a *contract price* is specified in the *Customer Schedule*, *we* cannot change the *contract price* without *your* prior agreement during the *contract*, except as provided in clauses 3.7, 3.8 and 3.9.

3.7 *We* may increase the *contract price* or *fees* by *CPI* on each 1 January, 1 April, 1 July or 1 October during the *contract* ("*adjustment date*") in accordance with the *CPI escalation* formula.

3.8 If at any time after the execution of this *contract* there occurs:

(a) a change in existing *law* (other than a *law* relating to income tax or capital gains tax); or

(b) a new *law* (other than a *law* relating to income tax or capital gains tax);

(c) (including a *law* introducing a carbon tax or emission trading scheme or otherwise in respect of carbon) which directly results in an increase or decrease in *our* cost of supplying electricity under this *contract* (“*change in law*”), then *we* may change the *contract price* or *fees* based on the net financial effect on *us* as a consequence of the *change in law*, in all cases being sufficient to put *us* into the position *we* would have been in had it not been for the *change in law*.

3.9 If a change in the *network access tariffs* occurs, or a new *network access tariff* is imposed, *we* may adjust the *contract price* to the extent necessary to reflect that proportion of the effect of the new *network access tariffs* or change in *network access tariffs* which *we* estimate in good faith is fairly attributable to or payable by *you*, taking into account the amount of electricity *we* supply to *you*.

3.10 If *you* change the rate at which *you* use electricity, *we* may adjust the *contract price* to the extent necessary to reflect that proportion of any increase in *network access tariffs* which *we* estimate in good faith is fairly attributable to or payable to *you*, taking into account the amount of electricity *we* supply to *you*.

3.11 *We* can charge *you* *fees* that are in addition to *contract price*. *You* must pay *us* the *fees* that apply to *you*. *We* can charge *you* *fees* for:

- (a) *your* account application; and
- (b) reading *your meter* when access was not possible (see clause 11); and
- (c) testing *your meter* (see clause 5.4); and
- (d) sending *you* overdue notices (see clause 6.4); and
- (e) reading *your meter* when *you* move out of the *premises* (see clause 13.7); and
- (f) turning off *your* electricity in some situations (see clause 15.5); and
- (g) turning on *your* electricity in some situations (see clause 16); and
- (h) removing or physically disconnecting the *meter* (see clause 15); and
- (i) replacing or physically reconnecting the *meter* (see clause 13); and
- (j) other non-standard connection costs; and
- (k) other *fees*.

3.12 All charges identified in clauses 3.4 and 3.5 will be itemised on *your* bill. For an explanation of *our* *fees* please visit *our* website where they are published or call *us*.

3.13 *We* will notify *you* of any changes to the *contract price* payable by *you* and any changes to *our* *fees* in *your* next bill.

4. Notices

4.1 Any notice or other communication given under the *contract*:

- (a) does not have to be in writing, unless the *contract* expressly requires that the notice or communication must be in writing;
- (b) subject to clause 4.1(c), is taken to be received:
 - (1) in the case of a verbal communication, at the time of the communication; and
 - (2) in the case of hand delivery, on the date of delivery; and

- (3) in the case of post, on the second *business day* after posting; and
 - (4) in the case of facsimile, on the date on which the sender's facsimile machine records that the facsimile was successfully transmitted; and
 - (5) in the case of e-mail, on the date on which the sender's computer or other device from which the e-mail was sent records that the e-mail was successfully transmitted; and
- (c) if received after 5.00 pm or on a day other than a *business day*, is taken to be received on the next *business day*.

4.2 In this *contract*, when we say we will publish information we will:

- (a) post information on *our* website; or
- (b) communicate to *you* information at the *premises* according to clause 4.1.

4.3 Electronic communication will be managed as follows:

- (a) we can use electronic communication (such as e-mail or SMS) to give information to *you* with *your* consent.
- (b) we can decide procedures as to how electronic communication will operate and what things can be communicated electronically. For more information about electronic communication, visit *our* website or call *us*.

5. Billing

5.1 We use meter readings to prepare *your* bill. We bill *you* on the amount of electricity *you* use.

5.2 We will use *our* best endeavours to ensure that the *Network Operator* reads the *meter* once every *billing cycle* and the *Network Operator* reads the *meter* at *your premises* at least once every 12 months.

5.3 If we base *your* bill on an estimate of electricity consumption, upon *your* request:

- (a) we will advise *you* of the basis and the reasons for the estimation; and
- (b) arrange a *meter* reading.

If we have provided *you* with a bill based on an estimate of electricity consumption, and subsequently *meter* data becomes available, we will adjust the amount payable to take into account that *meter* data in *your* next bill.

5.4 *You* can ask *us* to test the *meter* to ensure that it is measuring accurately and we will arrange for the *Network Operator* to test the *meter* if *you* first pay to *us* a *meter* testing fee. If we find that the *meter* is not measuring accurately, then we will refund the *meter* testing fee to *you*. If the *meter* is not measuring accurately, we will also arrange for the *Network Operator* to either repair or replace the *meter* at no charge to *you*.

5.5 By "accurate", we mean the *meter* is measuring as accurately as the *law* requires.

5.6 We will bill *you* at least once every three months and in accordance with the *billing cycle* that we set for *our* customers from time to time, unless we and *you* have agreed otherwise. As an indication, *our* *billing cycle* is no more than once every one month and no less than once every three months.

5.7 Your bill will contain the following information relevant to the *billing cycle*:

- (a) the account name and account number; and
- (b) the *premises* address and (if required) mailing address; and
- (c) the *contract price* that we charged you; and
- (d) the *fees* we charged you; and
- (e) the amount due and the due date; and
- (f) the telephone number for billing and other payment enquiries; and
- (g) the telephone number to contact if you are experiencing payment difficulties (see clause 6.9 for information about payment difficulties); and
- (h) the 24-hour telephone number for faults and emergencies; and
- (i) the dates and results of the previous and current *meter* readings or estimates; and
- (j) your electricity use or estimated use; and
- (k) the *meter* or property number; and
- (l) the ways you can pay your bill, including information about payment methods and payment options available to you (see clause 6.3 for some of the payment options); and
- (m) the amount of arrears or credit and the details of any adjustments; and
- (n) the amount of any other charge and the details of any service provided; and
- (o) the availability of a *meter* test on the conditions described in clause 5.4; and
- (p) interpreter services; and
- (q) the interest rate we applied to any outstanding amounts; and
- (r) the details of the *security deposit* you provided (in accordance with clause 7).

The *contract price* and other *fees* will be separately itemised on your bill. If we provide you with additional goods and services during the *billing cycle*, we will also include a description of those goods or services.

6. Payment

- 6.1 You must pay the total amount payable for each bill by the due date specified in that bill. The due date will be at least 12 *business days* from the date of the bill.
- 6.2 You can pay your bill using a range of payment options, including payment in person and by mail.
- 6.3 You can find out the full range of payment options that you can choose from by referring to your bill, by visiting our website or by calling us. If you are unable to use one of these options because you are going to be absent for a long period (for example due to illness or extended holiday) you can arrange with us to redirect your bill or to make payments in advance.
- 6.4 If you do not pay the total amount payable for any bill by the due date, then we can:
 - (a) send a *disconnection warning* to you; and
 - (b) charge you a fee for each overdue account notice we send to you (but only when we are legally entitled to charge a fee); and

- (c) charge *you* interest on the amount *you* have not paid; and
 - (d) disconnect *your* electricity supply; and
 - (e) shorten *your* billing cycle.
- 6.5 The interest rate charged on outstanding amounts will be 12.75 percent per annum (calculated daily). *We* may change this rate. If *we* do change this rate, *we* will publish the changes (see clause 4.2 for how *we* publish information).
- 6.6 If *you* do not pay the total amount payable for any bill after *we* send a *disconnection warning* to *you*, then *we* can refer *your* debt to a debt collection agency for collection and if *we* do so, *you* must pay any costs that *we* incur in connection with the recovery of the unpaid bill (including the agency *fees* and legal *fees*).
- 6.7 If *you* pay a bill and the payment is dishonoured or reversed and, as a result, *we* incur costs or have to pay *fees* to any other person, *you* must reimburse *us* for those costs and *fees*.
- 6.8 Unless *you* direct *us* otherwise:
- (a) *we* will apply *your* payment to the amount due for *your* electricity use before applying it to other items; and
 - (b) if *we* also supply gas to *you*, then *we* will apply *your* payment to the amount due for *your* gas use and electricity use in equal proportions before applying it to other items.
- 6.9 If *you* are having trouble paying *your* bills, please advise *us*. *We* will offer the following options to *you*:
- (a) instalment plan options, such as a *payment plan*; or
 - (b) redirection of a bill to a third person; or
 - (c) information about, and referral to, government assistance programs; or
 - (d) information about independent financial counselling services.
- We will assess your request within 5 business days of your request and we will offer you assistance in accordance with our Payment Difficulties and Financial Hardship Policy.***
- For more information about government assistance programs and independent financial counselling services, visit *our* website or call *us*.**
- 6.10 If *you* ask *us*, and at the time of the request *you* are *our* customer, *we* will give *you* a copy of *your* billing data held by *us* for the *premises* within 10 *business days* of *our* receipt of *your* request.
- 6.11 Unless *we* are required by *law* to provide the billing data free of charge, *we* can ask *you* to pay a reasonable fee before *we* provide the data to *you*. For example, *we* must provide *you* with historical billing data free of charge:
- (a) for the period 2 years before a request; and
 - (b) if the request is in relation to a complaint made by *you* to the *Electricity Industry Ombudsman*.
- 6.12 If *you* want billing data for a period before the date *we* started to supply *you* electricity, *you* will need to ask *your* former electricity retailer for the billing data.

6.13 If you ask us, and at the time of the request you are our customer, we will, within 8 business days of being asked, give you information on any alternative tariffs that may be available to you.

7. Credit worthiness and security deposits

7.1 We cannot require a security deposit if you are a residential customer. We may only require you to pay a security deposit to us where you are a business customer and:

- (a) you owe us an amount for the supply of electricity at any premises unless you have disputed the bill relating to that amount and the bill is still subject to a review by us, or you have made a complaint to the *Electricity Industry Ombudsman* in relation to the bill;
- (b) within 2 years before entering into this contract, you have fraudulently obtained electricity, or consumed electricity intentionally and unlawfully; or
- (c) we reasonably decide you have an unsatisfactory credit history or an unsatisfactory history related to paying for electricity supplied to you.

7.2 Subject to clause 7.1, we can require you to provide us with a security deposit when you ask us to supply you with electricity or at any other time during this contract.

7.3 If we can require you to provide a security deposit to us under this contract, you must provide us with permission to investigate your credit history and any information you hold in relation to your credit history.

7.4 If we require you to provide a security deposit to us under this contract:

7.5 we will inform you and provide reasons for our decision if we reasonably decide you have an unsatisfactory credit history or unsatisfactory history related to paying for electricity pursuant to clause 7.1(c);

- (a) we will advise you of our *Customer Complaints Policy* and the *Electricity Industry Ombudsman*;
- (b) the amount of your security deposit will be no more than 37.5% of your estimated bills over a 12 month period calculated based on your historic billing data or the average consumption of electricity by a similar customer over a comparable 12 month period;
- (c) we will keep the security deposit in a separate trust account and identify it separately in our accounting records; and
- (d) interest will accrue daily on the security deposit, at the bank bill swap rate (as defined in the *relevant regulations*) and will be capitalised every 90 days unless paid.

7.6 If you provide a security deposit to us under this contract, then, we will only use your security deposit, together with any accrued interest, to offset, in full or partially, any amount you owe us if:

- (a) your failure to pay a bill resulted in the disconnection of supply at the premises and you no longer have any right to reconnection of your electricity supply under this contract; or
- (b) a final bill issued under this contract is not paid.

7.7 If we use a security deposit in accordance with clause 7.6, we will provide you with a written account of how it was applied and repay the balance (if any) and any applicable accrued interest to you, within 10 business days.

- 7.8 If *you* have provided a *security deposit* to *us*, then subject to clause 7.7, *we* will return the balance of any *security deposit* and any applicable accrued interest payable to *you* within 10 *business days* after:
- (a) *you* have made payments for the supply of electricity for the amounts due by the due dates specified on each bill for a period of two years;
 - (b) *you* leave the *premises*;
 - (c) *we* disconnect supply at the *premises* at *your* request; or
 - (d) *you* have transferred to another retailer.
- 7.9 If *you* provide a *security deposit* to *us* and *we* are required to return it to *you* under clause 7.8, *we* will return the balance of the *security deposit* and any accrued interest payable to *you* in accordance with *your* reasonable instruction. If *we* do not receive reasonable instructions from *you*, *we* will credit the relevant amount to *your* next bill or final bill as applicable.

8. GST

- 8.1 In this clause:
- (a) An expression or word used in this clause which has a particular meaning in the *GST Law*, or in any applicable legislative determinations, has the same meaning, unless the context otherwise requires; and
 - (b) A reference to *GST* payable by a party includes any corresponding *GST* payable by the representative member of any *GST* group of which that party is a member, and a reference to an input tax credit entitlement of a party includes any corresponding input tax credit entitlement of the representative member of any *GST* group of which that party is a member.
- 8.2 Unless *GST* is expressly included, any amount payable under this *contract* for any supply made under or in connection with this *contract* does not include *GST*.
- 8.3 To the extent that any supply made under or in connection with this *contract* is a taxable supply, the *GST* exclusive consideration otherwise payable or provided for that taxable supply is increased by an amount equal to that consideration multiplied by the rate at which *GST* is imposed in respect of the taxable supply, and subject to receipt of an effective tax invoice, is payable at the same time.
- 8.4 If for any reason (including, without limitation, the occurrence of an adjustment event) the amount of *GST* paid on a taxable supply (taking into account any decreasing or increasing adjustments in relation to the taxable supply) varies from the *GST* paid by *you*:
- (a) *we* must provide a refund or credit to *you*, or *you* must pay a further amount to *us*, as appropriate, at the same time as the *GST* exclusive component of the adjustment is refunded or paid;
 - (b) the refund, credit or further amount (as the case may be) will be calculated by *us* in accordance with the *GST Law*; and
 - (c) *we* must notify *you* of the refund, credit or further amount within 14 days after becoming aware of the variation to the amount of *GST* payable. If there is an adjustment event in relation to the supply, *our* requirement to notify *you* will be satisfied by *us* issuing to *you* an adjustment note within 14 days after becoming aware of the occurrence of the adjustment event.

8.5 Each party agrees to do all things, including providing tax invoices and other documentation, that may be necessary or desirable to enable or assist the other party to claim any input tax credit, adjustment or refund in relation to any amount of *GST* paid or payable in respect of any supply made under or in connection with this *contract*.

8.6 If a payment to a party under this *contract* is a payment by way of reimbursement or indemnity and is calculated by reference to the *GST* inclusive amount of a loss, cost or expense incurred by that party, then the payment is to be reduced by the amount of any input tax credit to which that party is entitled in respect of that loss, cost or expense before any adjustment is made for *GST* pursuant to clause 8.3.

9. Review of bill

9.1 We will review a bill at *your* request, provided that *you* agree to pay any future bills and the lesser of:

- (a) the portion of the bill under review that *you* and *we* agree is not in dispute; or
- (b) an amount equal to the average amount of *your* bills for the previous 12 months.

9.2 If the bill is found to be incorrect, *we* will deal with the resulting overcharge or undercharge in accordance with these terms and conditions. If the bill is found to be correct, *you* may request to have *your meter* tested to establish whether it is measuring accurately. If the *meter* is found to comply with the Metering standards set in the *Metering Code*, *you* must pay *us* all costs associated with the test and pay the amount of the bill. *We* will advise *you* of *our Customer Complaints Policy* as well as any external complaints handling processes.

9.3 *We* may recover from *you* any amount *you* have been undercharged. Where *you* have been undercharged as a result of *our* error, including a Metering error, *we* will only recover the amount undercharged in the last 12 months prior to the date on which *we* notified *you* that undercharging had occurred (the "*undercharged amount*") and will not charge *you* interest on the *undercharged amount*. *We* will show the *undercharged amount* as a separate item on *your* bill, together with an explanation of the amount that was undercharged.

9.4 *We* must offer *you* the opportunity to pay the *undercharged amount* in instalments.

9.5 Where *we* have undercharged *you* as a result of fraud by *you*, *we* may take action against *you*. This may include:

- (a) disconnecting supply to *your premises* in certain circumstances;
- (b) estimating the electricity usage at the *premises* for which *you* have not paid *us*; and
- (c) taking debt recovery action against *you* for the unpaid amount as well as any disconnection costs and *our* reasonable legal costs.

9.6 If *you* have been overcharged *we* will:

- (a) notify *you* of this overcharging within 10 *business days* after *we* become aware of the overcharging;
- (b) provide *you* with a refund for the overcharged amount ("*correcting refund*");
- (c) refund any charge to *you* for testing the *meter* where the *meter* is found to be defective; and
- (d) not pay *you* interest on the *correcting refund*.

- 9.7 Where we are required to pay you a *correcting refund* under the *contract*, you can choose whether we make the *correcting refund* as:
- (a) a credit to *your* account;
 - (b) a payment directly to *you*; or
 - (c) a payment to a third party (if *you* have given *us* written instructions to this effect).
- 9.8 If *you* instruct *us* to credit the overpayment to *your* account or repay it to *you*, we will credit or repay the overpayment in accordance with *your* instructions within 12 *business days* of receiving the instructions. If we do not receive any instructions from *you* within 5 *business days* of *us* advising *you* of the overpayment, we will use *our* reasonable endeavours to credit the amount overcharged to *your* account.

10. Benefit changes

- 10.1 Where there is a change to or expiry of a benefit (such as a discount) provided to *you* under this *contract* before the date on which this *contract* ends or is terminated:
- (a) we will inform *you* not more than 40 *business days* and not less than 20 *business days* before the date of the *benefit change*, of the *benefit change*, and your options for the supply of electricity after the date of the *benefit change*; and
 - (b) we will inform *you* of the matters in clause 10.1(a) by providing notice to *you* by email.

11. Metering

- 11.1 We or the *Network Operator* will provide, install and maintain *electricity supply equipment*, including the *meter* and necessary ancillary equipment at the *premises*.
- 11.2 The *electricity supply equipment* remains the property of the *Network Operator* at all times and the *Network Operator* is responsible for installing and maintaining the *electricity supply equipment*.
- 11.3 *You* must not do anything that will damage or interfere with the *electricity supply equipment* or use electricity in a way that interferes with that equipment.
- 11.4 “*Electricity supply equipment*” means the *meter* and any electrical facilities or other equipment used to transmit or measure electricity for transfer to *you*, before the point where electricity is transferred from the *meter*.
- 11.5 *You* are responsible for keeping *your equipment* in good working order and condition and taking reasonable precautions to protect *your equipment* against surges or interruption in the electricity supplied to *you*. *You* must not let anyone other than the holder of an electrical worker's license granted under the *Electricity (Licensing) Regulations 1991 (WA)* work on *your equipment*. “*Your equipment*” is all equipment located after (downstream of) the point that electricity leaves the *meter* at the *premises* which is used to take supply of or consume electricity except any *electricity supply equipment*.
- 11.6 *You* must not:
- (a) tamper with, bypass, circumvent or otherwise interfere with the *electricity supply equipment*; or
 - (b) do anything that will prevent *us* from accessing the *electricity supply equipment*; or

- (c) use electricity in a way that interferes with the supply of electricity to anyone else or causes loss to anyone else; or
- (d) unless *you* have *our* permission, turn the *meter* on if the *meter* has been turned off by *us* or by the *Network Operator*; or
- (e) allow anyone else to do the things described in this clause 12.3.

12. Access

- 12.1 *You* must let *us* or persons nominated by *us* (including the *Network Operator*) have safe and unrestricted access to the *premises* when *we* need it:
- (a) to read the *meter*; or
 - (b) to inspect or work on the *electricity supply equipment*; or
 - (c) to inspect the electricity installation;
 - (d) to disconnect or reconnect *your* electricity supply; or
 - (e) to inspect or work on *your equipment*; or
 - (f) for any other reason relating to the supply of electricity to the *premises*.
- 12.2 *We* will give *you* 24 hours' notice before *we* or the *Network Operator* enters the *premises* for the purposes allowed in this *contract*, except:
- (a) for routine *meter* reading or *meter* replacement; or
 - (b) in an *emergency*; or
 - (c) if *we* suspect that electricity is being used illegally at the *premises*.
- 12.3 If *we* or the *Network Operator* enters the *premises* for the purposes of planned work then *we* will give *you* at least 5 days' notice.
- 12.4 Any representative of the *Network Operator* or *us* who enters the *premises* will wear, in a visible manner in accordance with *our* or the *Network Operator's* requirements, official identification and will show it to *you* if *you* are at the *premises*.

13. Electricity supply at your premises

- 13.1 If *you* move into the *premises*, then before *we* supply *you* electricity at the *premises*, *we* can require *you* to:
- (a) apply to *us* for electricity supply (by phone, by e-mail, in person or in writing) and provide *us* with *acceptable identification*; and
 - (b) provide *us* with assurance that *we* will be able to access the *meter* (and other *electricity supply equipment*) according to clause 12 and
 - (c) provide *us* with contact details for billing purposes; and
 - (d) provide *us* with contact details of the property owner or agent if the *premises* is a rental property; and
 - (e) in the case of a new electricity connection, provide *us* with information about *your* estimated electricity usage; and

- (f) agree to pay *us* all relevant charges and *fees* according to this *contract*; and
 - (g) provide *us* with a *security deposit* in accordance with clause 7.5(b); and
 - (h) pay *us* any outstanding debt *you* owe *us* for the supply of electricity at another *premises* (but not debts that are subject to a dispute or repayment arrangements).
- 13.2 We will sell *you* electricity from the day that *your* electricity supply is turned on at the *premises*. We will use *our* best endeavours to make supply available to *you* at the *premises* by the date we agreed to sell *you* electricity or, if no date was agreed, within 20 *business days* from the date of *your* application.
- 13.3 If *you* move into the *premises* and it does not already have an existing electricity connection, then before we supply *you* electricity at the *premises* each of the following conditions must be satisfied:
- (a) *you* do the things listed in clause 14.1; and
 - (b) the *electricity supply equipment* (and its installation) complies with the regulatory requirements; and
 - (c) if we ask *you*, *you* have given *us* notices of installation from a electricity installer; and
 - (d) there is an adequate supply available at the boundary of the *premises*.
- 13.4 If at the time of entering into the *contract*, *you* are supplied electricity at the *premises* by an electricity retailer other than *us*, we will begin to supply *you* with electricity under the *contract* on the date *you* are transferred from the other electricity retailer to *us* by the *Network Operator* in accordance with the *Customer Transfer Code*.
- 13.5 Before we supply electricity to *you* at the *premises*, each of the following conditions must be satisfied:
- (a) *you* do the things listed in clause 13.1; and
 - (b) the *electricity supply equipment* (and its installation) complies with the regulatory requirements; and
 - (c) there is an adequate supply available at the boundary of the *premises*; and
 - (d) the *meter* at the *premises* is available to use.
- 13.6 If *you* move out of the *premises* and no longer wish to obtain electricity supply at the *premises*, *you* must advise *us*:
- (a) at least 5 days before *you* move out; and
 - (b) of an address where the final bill can be sent.
- 13.7 If *you* advise *us* as described in clause 13.6(a), and *you* move out of the *premises* at the time specified in *your* notice, then we will make a final *meter* reading on the day that *you* move out of the *premises* and issue a final bill to *you*. In that case, *you* are only required to pay for electricity used up to the day *you* move out of the *premises*.
- 13.8 If *you* advise *us* as described in clause 13.6(a), and *you* move out of the *premises* before the time specified in *your* notice then *you* must pay for electricity up to the time specified in *your* notice unless *you* have demonstrated to *us* that *you* were evicted from the *premises* or were otherwise required to vacate the *premises*.

- 13.9 If *you* do not advise *us* as described in clause 13.6(a), then subject to any applicable *laws*, *we* may require *you* to pay for electricity used at the *premises* for up to a maximum of 5 days after *we* discover that *you* have moved out of the *premises*. However, *we* will not require *you* to pay for electricity used at the *premises* from the time that a new customer has an obligation to pay for electricity supply at the *premises* under a new *contract*.
- 13.10 If *your* final bill is in credit after *you* have paid *us* all amounts payable under clause 13, then *you* can choose to have *us* credit *your* new account with this amount or repay the amount to *you*.
- 13.11 If the *Network Operator* does not carry out a final *meter* reading on the day the previous customer moved out, *we* will estimate how much electricity *you* used and how much the previous customer used. *We* will try to share the cost of electricity between *you* and the previous customer:
- (a) so that *you* and the previous customer each pay a fair share; and
 - (b) so that *we* do not overcharge or undercharge *you*.
- 13.12 *You* agree to:
- (a) co-operate with the *Network Operator* in relation to connecting *your premises* to the *electricity network*; and
 - (b) allow *us* to give the *Network Operator* *your* details.
- 13.13 Although *we* are separate companies, *we* may ask the *Network Operator* to do things for *us* (such as turn on *your* electricity supply or read *your meter*). Where the *contract* says *we* will do things that relate to the disconnection or reconnection of supply and the *electricity supply equipment*, *we* may ask the *Network Operator* to do those things for *us*.

14. Disputes

- 14.1 If *you* wish to raise a complaint concerning *our* performance or *your* electricity supply, *we* encourage *you* to contact *us* to discuss the issue. *We* will manage any complaint according to the Australian Standard on Complaints Handling AS/NZS ISO 10002-2014 and *our Customer Complaints Policy*.
- 14.2 If *you* are unhappy with *our* response, *you* may make a complaint to a higher level within *our* management structure. If *you* are still unhappy with *our* response, then *you* may refer the complaint to the *Electricity Industry Ombudsman* (*you* should give *us* the opportunity to respond to *your* complaint before *you* refer it to the *Electricity Industry Ombudsman*). For more information about *our Customer Complaints Policy* and the *Electricity Industry Ombudsman*, visit *our* website or call *us*.

15. Disconnection

- 15.1 *We* can interrupt or disconnect *your* electricity supply, at any time without notice to *you* in an *emergency*, if *we* are permitted or required by *law* or if the *Network Operator* requires *us* to do so. In this case, *you* can get information on the nature of the *emergency* and an estimate of when electricity supply is likely to be restored by contacting the *Network Operator's* 24-hour *emergency* line.
- 15.2 *We* will try to arrange for the *Network Operator* to turn *your* electricity on again as soon as possible.
- 15.3 Nothing in the *contract* limits *our*, or the *Network Operator's*, statutory powers in relation to emergencies and safety.

15.4 We can interrupt or disconnect *your* electricity supply if the *Network Operator* needs to carry out planned work on the *electricity network*. If this occurs, we will provide *you* with notice of any planned work as required by any *relevant regulations*.

15.5 In addition to the reasons in clauses 15.1 and 15.4, we can arrange the *Network Operator* to disconnect *your* electricity supply, acting in accordance with clause 15.4 and applicable *laws* (see clause 17 for information about the *Network Operator*), if:

- (a) *you* fail to pay a bill (either for the *premises* or a previous *premises*) in full by the due date shown on the bill (see clause 5 for information about billing); or
- (b) *you* do not agree to a *payment plan* or other payment option; or
- (c) *you* do not perform *your* obligations under a *payment plan* or other payment option; or
- (d) *you* do not give *us* or the *Network Operator* safe and unrestricted access to the *premises* or the *meter* (see clause 11 for information accessing the *premises*); or
- (e) *you* commit a fraud relating to *our* supply of electricity to *you* at the *premises* or any other *premises*; or
- (f) *you* get electricity supplied to the *premises* illegally or in breach of a *Relevant regulation* or *Code*; or
- (g) where we require *you* to provide *us* with a *security deposit* and *you* fail to provide it to *us*, in whole or in part (see clause 7 for information about security); or
- (h) *you* fail to keep *your* Equipment in good working order or condition (see clause 11 for information about *your* Equipment); or
- (i) *you* get electricity supplied to the *premises* in breach of this *contract*. we can charge *you* a fee for disconnecting *your* electricity supply in these circumstances.

15.6 If we wish to disconnect *your* electricity supply because *you* fail to pay a bill, then we will:

- (a) give *you* a *reminder notice* not less than 15 *business days* from the date that we issued *you* the bill advising *you* that payment is overdue and requiring payment by a specified date (which will be not less than 20 *business days* after the date that we issued *you* the bill); and
- (b) if *you* still have not paid *us* by the time indicated in the *reminder notice*, then give *you* a *disconnection warning* advising *you* that we will disconnect *you* on a day that is at least 5 *business days* after we give *you* the *disconnection warning*; and
- (c) not disconnect *you* until at least 1 *business day* after the date that we say we will disconnect *your* electricity supply in the *disconnection warning*;
- (d) advise *you* of the existence and operation of *our* *Customer Complaints Policy*, including the existence and operation of the *Electricity Industry Ombudsman* and specifying the Freecall telephone number of the *Electricity Industry Ombudsman*.
- (e) We will not disconnect *you* unless:
 - (1) *you* have not accepted *our* offer of a *payment plan* (if any) within the specified period; or
 - (2) *you* have accepted *our* offer of a *payment plan*, but not have taken reasonable action towards settling the debt within the specified time.

For more information about *your* options if *you* have payment difficulties, refer to *your* bill, visit *our* website or call *us*.

- 15.7 If we wish to disconnect *your* electricity supply because *you* fail to give *us* or the *Network Operator* access to the *premises*, we will:
- (a) only disconnect *you* if *you* have denied access for the purposes of reading the *meter* for the purposes of issuing bills for 9 consecutive months; and
 - (b) give *you* a notice requesting access to the *meter* at the *premises* each time access was denied; and
 - (c) use *our* best endeavours to contact *you*; and
 - (d) give *you* an opportunity to offer reasonable alternative access arrangements; and
 - (e) send to *you* a *disconnection warning* advising *you* that we will disconnect *your* electricity supply on a day that is at least 5 *business days* after *you* are deemed to receive the *disconnection warning*.
- 15.8 If we wish to disconnect *your* electricity supply under 14.5(g) because *you* fail to provide any required *security deposit* to *us*, we will only disconnect *your* electricity supply after we send to *you* a *disconnection warning* advising *you* that we will disconnect *your* electricity supply on a day that is at least 5 *business days* after *you* are deemed to receive the *disconnection warning*.
- 15.9 We must not disconnect *your* electricity supply if:
- (a) *you* give *us* a statement from an *appropriately qualified medical practitioner* stating that *your* electricity supply is necessary to protect the life or health of a person who lives at the *premises* and *you* have entered into arrangements acceptable to *us* in relation to payment; or
 - (b) *you* have applied for a government concession or grant and the application has not been determined; or
 - (c) *you* have made a complaint to the *Electricity Industry Ombudsman* about a matter directly relating to the reason for the proposed disconnection and the complaint remains unresolved; or
 - (d) *you* have agreed to a *payment plan* or other payment option; or
 - (e) *you* cannot pay *your* bill because of a lack of income or other means and we have not done the things we must do in clause 15.4; or
 - (f) *you* have not paid *your* bill, but the outstanding amount is less than an average bill over the previous 12 months, and *you* have agreed to repay the outstanding amount; or
 - (g) *you* have an amount outstanding on *your* bill that does not relate to the supply of electricity but relates to some other good or service; or
 - (h) disconnection would occur after 12:00 noon on a Friday, after 3.00 pm on any other Weekday, on a Weekend or on a Public Holiday or the *business day* before a Public Holiday, except in the case of interruptions or disconnections for planned work (see clause 15.4 for information about planned work).
- 15.10 If the *Network Operator* disconnects *your* electricity supply at *our* request under this clause 15, then:
- (a) we can or *you* can arrange for the *Network Operator* to remove or physically disconnect the *meter* at the same time that the supply of electricity to *you* is disconnected, or at a later time; and
 - (b) we can charge *you* a fee for removing or physically disconnecting the *meter* and replacing or physically reconnecting the *meter* except if our actions were due to:

- (1) an *emergency* not caused by *you*; or
- (2) planned work; and
- (c) *you* must not reconnect the electricity supply.

15.11 If we think *you* have used, or are obtaining electricity illegally, then we can advise the Director of Energy Safety, the *Network Operator* and the Police (as appropriate) and give them any information that we have in relation to *your* electricity use.

15.12 We can charge *you* a fee for disconnecting *your* electricity supply except if the disconnection was due to:

- (a) an *emergency* not caused by *you*; or
- (b) planned work.

16. Reconnection

16.1 If *your* electricity supply is disconnected under clause 15, then we will arrange for the *Network Operator* to reconnect *your* electricity supply in accordance with Part 8 of the *Code* when *you* ask us to reconnect *your* electricity supply and we are reasonably satisfied that the circumstances giving rise to the disconnection no longer exist.

16.2 We can charge *you* a fee for reconnecting *your* electricity supply except if the disconnection was due to:

- (a) an *emergency*; or
- (b) planned work.

16.3 Where we require *you* to provide us with a *security deposit* and *you* fail to provide it to us, in whole or in part, we may subject to any applicable *laws* and the *relevant regulations*, refuse to reconnect supply.

17. Our responsibility for electricity supply

17.1 In order to sell electricity to *you*, we ask the *Network Operator* to deliver the electricity through the *electricity network*.

17.2 The *electricity network* is operated by the *Network Operator* and we cannot control the way in which the *Network Operator* operates the *electricity network*. For example, we cannot control the quality or continuity of electricity being supplied to *you* through the *electricity network*.

17.3 However, if *you* are a *consumer*, then certain *consumer* guarantees to do with *our* supply of electricity to *you* will arise under the *Australian Consumer Law* in Schedule 2 to the *Competition and Consumer Act 2010* (Cth) and the *Fair Trading Act 2010* (WA). These terms cannot be excluded or modified by any provision of this *contract*.

17.4 Except where *you* are a *consumer* and a *consumer* guarantee requires us to do so:

- (a) we do not guarantee that the electricity supplied to *you* will be of any particular quality or that *you* will obtain a continuous supply of electricity without interruptions; and
- (b) we will not be liable to *you* for:

- (1) any loss or damage associated with any surge in the electricity supply or *us* failing to supply electricity meeting any particular quality; or
- (2) business interruption loss; or
- (3) lost profits; or
- (4) loss of an opportunity; or
- (5) *your* liability to other people under *contracts* or otherwise,

whether arising from or in connection with *our* breach of *contract*, *our* breach of statutory duty, *our* negligence or otherwise.

17.5 As an electricity retailer, *we* are not responsible for matters relating to the operation of the *electricity network*. However, to assist *you* when *you* raise a concern with *us* about *your* electricity supply, *we* can:

- (a) supply *you* with a copy of the distribution standards if *you* pay *us* a fee; and
- (b) respond to a request about changes in the quality of *your* electricity supply that exceed the distribution standards; and
- (c) advise *you* about things *you* can do to avoid interfering with *electricity network* equipment or another person's electricity supply; and
- (d) forward *your* concerns to the *Network Operator*.

16.6. For more information about *our* liability to *you* under this *contract*, visit *our* website or call *us*.

18. Liability

18.1 Notwithstanding any other provision of this *contract*, nothing in this *contract* is to be read as excluding, restricting or modifying the application of any legislation which by *law* cannot be excluded, restricted or modified.

18.2 Except as expressly set out in this *contract*, any representation, warranty, condition or undertaking which would be implied in this *contract* by *law*, is excluded to the maximum extent permitted by *law*.

18.3 *Our* liability, if any, under this *contract* is limited to the maximum extent permitted by section 64A of the *Australian Consumer Law* in Schedule 2 to the *Competition and Consumer Act 2010* (Cth). That is, in relation to the supply of goods or services not of a kind ordinarily acquired for personal, domestic or household use or consumption, *our* liability for breach of this *contract* is limited to (at *our* option):

- (a) in the case of goods being electricity:
 - (1) the replacement of the electricity or the supply of equivalent electricity; or
 - (2) the payment of the cost of replacing the electricity or of acquiring equivalent electricity; or
- (b) in the case of services:
 - (1) the supply of the service again; or
 - (2) the payment of the cost of having the services supplied again.

18.4 *Business customers* must take reasonable precautions to minimise the risk of loss or damage to any equipment, *premises* or business of the *business customer*, which may result from poor quality, or reliability of electricity supply.

19. Privacy and personal information

19.1 Unless *we* are permitted to do otherwise under this *contract*, *we* will keep *your* information confidential in accordance with the procedures and steps set out in *our Privacy Policy*. In particular, *we* will keep *your* information confidential unless (in accordance with the *Code*):

- (a) *we* have *your* prior written consent; or
- (b) the *law* (including any regulatory, accounting, governmental, Ministerial or stock exchange requirement) requires or permits *us* to do so; or
- (c) *we* need to use the information for *our* regulatory reporting or compliance, or in any legal or regulatory proceedings; or
- (d) the information is already in the public domain; or
- (e) *we* believe *you* have used electricity illegally and, as a result, *we* provide relevant information to the Director of Energy Safety, the *Network Operator*, and the Police; or
- (f) *we* use the information for business purposes.
- (g) *you* have not paid *your* electricity bill, and *we* disclose information to a credit reporting agency, but *we* will not provide information about a default to a credit reporting agency if:
 - (1) *you* have made a complaint in good faith about the default and the complaint has not been resolved; or
 - (2) *you* have requested *us* to review *your* electricity bill and the review is not yet completed.

19.2 For more information about *our Privacy Policy*, visit *our website* or call *us*.

20. Information

20.1 *We* will provide or make the following available to *you*:

- (a) a copy of the terms and conditions of this *contract*; and
- (b) a copy of the *relevant regulations* and a copy of the *Code*; and
- (c) a copy of the distribution standards; and
- (d) information about *our* policies; and
- (e) information about the *contract price* and other *fees you* must pay; and
- (f) information about energy efficiency; and
- (g) contact details for obtaining information about government assistance programs or financial counselling services referred to in clause 7.9 of this *contract*; and
- (h) *your* billing data according to clause 6.10; and
- (i) any other information *we* said *we* would give *you* in this *contract*.

20.2 Unless *we* are legally required to provide the information free of charge, *we* will charge *you* a reasonable fee.

20.3 You must advise *us* as soon as possible if:

- (a) there is a change in *your* contact details or the address to which *your* bills are to be sent; or
- (b) the person responsible for paying *your* bills changes; or
- (c) *you* change something at the *premises* which makes *our* access to the *meter* more difficult; or
- (d) *you* become aware of a problem with the *electricity supply equipment* which is at, or reasonably close to, the *premises*; or
- (e) *you* change the way *you* use electricity (such as if *you* no longer use *your* electricity supply for a residential purpose); or
- (f) *you* are planning a change to *your equipment* that may affect the quality or safety of electricity supply to *you* or anyone else.

21. Assignment

21.1 You may not assign this *contract* without *our* prior written consent.

21.2 We may assign, or otherwise dispose of the whole or any part of *our* interest in this *contract* to a person who acquires all or a substantial portion of the assets of *our* business of retailing energy without *your* prior consent.

22. Variation

22.1 We can change the terms and conditions of the *contract* from time to time without *your* consent subject to those changes being approved by the Economic Regulation Authority, in which case *your contract* will be deemed to be amended to reflect those changes. Any changes to the terms and conditions will be published as required by the Economic Regulation Authority.

22.2 If *you* do not agree with an amendment approved by the Economic Regulation Authority, then *you* can end this *contract* by doing the things described in clause 2.

23. Force majeure

23.1 The obligations of the parties under this *contract* shall be suspended (except the obligation to pay any money owing), to the extent to which they are affected, if that failure or delay is due to any cause or condition beyond the reasonable control of that party (*force majeure event*) for as long as the *force majeure event* continues.

23.2 The party affected by a *force majeure event* must give the other prompt notice of that fact including full particulars of the *force majeure event*, an estimate of its likely duration, the obligations affected by it and the extent of its effect on those obligations and the steps taken to remove, overcome or minimise its effects.

23.3 If the effects of a *force majeure event* are widespread, we will be deemed to have given *you* prompt notice in accordance with clause 23.2 if we make the necessary information available by way of a 24 hour telephone service within 30 minutes of being advised of the *force majeure event* or otherwise as soon as practicable.

23.4 The party affected by a *force majeure event* must use its best endeavours to remove, overcome or minimise the effects of the *force majeure event* as quickly as possible except that this does not require the party to settle any industrial dispute.

24. General

24.1 Nothing in the *contract* limits or excludes the rights, powers and remedies that *we* have at *law* or in equity.

24.2 The *contract* also does not in any way limit *our* obligation to comply with the lawful directions of the Minister for Energy or the Coordinator of Energy or the Director of Energy Safety in relation to emergencies and safety or otherwise.

24.3 The *contract* and all applicable written laws, represent the entire agreement between *you* and *us* relating to the matters covered by this *contract*.

24.4 Clauses 3, 4, 6, 7, 9.2, 12, 13, 19 and 24.6 will survive termination of this *contract*.

24.5 If any term or clause of this *contract* is or becomes invalid or is unenforceable, then the other terms will remain valid and will be unaffected for the duration of this *contract*.

24.6 If *we* do not exercise *our* rights under this *contract* it will not constitute a waiver of those rights.

24.7 If *you* have consumed electricity fraudulently or not in accordance with applicable *law*, *we* may recover from *you* any amount which *we* reasonably estimate constitutes the amount by which *we* have not charged or undercharged *you*.

24.8 The *contract* is governed by the laws of the State of Western Australia.

25. Interpretation

25.1 In the *contract*, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa; and
- (b) a reference to any thing is a reference to the whole or any part of it and a reference to a group of things or persons is a reference to any one or more of them; and
- (c) a reference to a person includes a public body, company, or association or body of persons, incorporated or unincorporated; and
- (d) a reference to a person includes a reference to the person's executors, administrators, successors, substitutes (including, but not limited to, persons taking by novation) and permitted assigns; and
- (e) a reference to a clause is a reference to a clause of the *contract*; and
- (f) headings are included for convenience and do not affect the interpretation of the *contract*; and
- (g) a reference to a statute, ordinance, code or other *law* includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them; and
- (h) if a word or phrase is defined, other grammatical forms of that word or phrase have a corresponding meaning; and

- (i) if the word “including” or “includes” is used, the words “without limitation” are taken to immediately follow; and
- (j) a reference to writing includes any means of representing or reproducing words in visible form including by electronic means such as facsimile transmission; and
- (k) a reference to a liability includes any obligation to pay money and any other loss, cost or expense of any kind; and
- (l) a reference to a month is to a calendar month and a reference to a year is to a calendar year; and
- (m) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated inclusive of that day; and
- (n) if a date stipulated for payment or for doing an act is not a *business day*, the payment must be made or the act must be done on the next *business day*; and
- (o) a reference to a monetary amount means that amount in Australian currency.

26. Definitions

In this *contract*, unless the context otherwise requires:

acceptable identification has the meaning given to that term in section 27 of the *Electricity Industry (Customer Contracts) Regulations 2005 (WA)*.

adjustment date is defined in clause 3.7.

appropriately qualified medical practitioner means —

- (a) within the Perth Metropolitan Area, a specialist medical practitioner, a hospice doctor, or a practitioner working in a specialist department of a hospital; or
- (b) outside of the Perth Metropolitan Area, a doctor or general practitioner if he/she also works on an occasional basis from a local hospital or rural health service, or a hospice doctor.

benefit change means a change to, or the expiry of, a benefit (such as a price discount) provided under this *contract* to *you* for a period of time that ends earlier than the date on which this *contract* will end.

billing cycle means the regular recurrent period in which *you* are deemed to receive a bill from *us*.

business customer means a customer who is not a *residential customer*.

business day means any day except a Saturday, Sunday or public holiday in Western Australia.

change in law is defined in clause 3.8.

consumer has the meaning given in the *Australian Consumer Law* in Schedule 2 to the *Competition and Consumer Act 2010 (Cth)* and the *Fair Trading Act 2010 (WA)*.

contract means the legally binding agreement between *you* and *us*, of which these are the terms and conditions.

contract price means the charge or charges for electricity as set out in the *Customer Schedule* (which may include a *peak energy price* and an *off-peak energy price*), as may be adjusted from time to time in accordance with the *contract*.

commencement date is defined in clause 2.1.

Code means the *Code of Conduct (For the Supply of Electricity to Small Use Customers) 2016 (WA)* in force from time to time.

correcting refund is defined in clause 9.6.

CPI means the Consumer Price Index (All Groups for the City of Perth) published quarterly by the Australian Bureau of Statistics or if that index is no longer published or the way it is calculated materially changes, such substitute index as determined by Perth Energy acting as a reasonable and prudent person which most closely approximates the original effect of that index.

CPI escalation means the following formula:

$$A = B \times \frac{CPI_n}{CPI_{n-1}}$$

CPI_{n-1}

Where:

A the Price payable from and including the relevant *adjustment date*;

B the Price payable immediately before the relevant *adjustment date*;

CPI_n the CPI for the quarter ending 3 months before the *adjustment date*;

CPI_{n-1} the CPI applying in the quarter ending 6 months before the *adjustment date*.

Customer Complaints Policy means the policy describing the process to be followed by *us* in responding to a complaint by *you* and which can be obtained on request or from *our* website.

Customer Contracts Regulations means the *Electricity Industry (Customer Contracts) Regulations 2005 (WA)*.

Customer Schedule means the front pages to this *contract* and is further defined in clause 3.3.

Customer Transfer Code means the *Electricity Industry Customer Transfer Code 2004 (WA)* in force from time to time.

disconnection warning means a notice in writing that *we* issue to *you* advising *you* of a date that *we* may disconnect *you* if *you* have not paid *your* bill or for health and safety reasons and explaining the *Customer Complaints Policy* that *you* can use if *you* disagree with *your* bill.

Electricity Industry Ombudsman means the Energy Ombudsman approved by the Economic Regulation Authority.

electricity network means the South West Interconnected System (as described in the *Electricity Industry Act 2004 (WA)*).

electricity supply equipment is defined in clause 11.4.

emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person, or the maintenance of *electricity network* security in Western Australia or which destroys or damages, or threatens to destroy or damage, any property in Western Australia.

fees means a charge that is not a *contract price*.

force majeure event is defined in clause 23.

GST means GST as defined in GST Law.

GST Law means A New Tax System (Goods and Services Tax) Act 1999 (Cth) as amended from time to time or any replacement or other relevant legislation and regulations.

law means:

- (a) the common law (as it applies in the State of Western Australia);
- (b) all present and future acts of the Parliament of the Commonwealth and of the Parliament of the State of Western Australia; and
- (c) all regulations, codes, ordinances, local laws, by-laws, orders, judgments, licences, rules, permits, agreements and requirements of all government agencies.

meter means the equipment used to measure the volume of electricity that we supply to you, which does not form part of the *electricity network*.

Metering Code means the *Electricity Industry Metering Code 2012 (WA)* in force from time to time.

MWh means megawatt-hours.

network access tariffs means the fees payable by us to the *Network Operator* from time to time for the transmission and distribution of access services.

Network Operator means the person who operates the *electricity network* (as described in section 5 of the *Electricity Act 1945 (WA)*).

{Note: This operator is responsible for the *electricity network*, which is the system via which electricity is delivered to you. We have no control over the *electricity network*.}

off-peak energy price means the "Off-Peak Energy Price" (if any) specified in the *Customer Schedule*, which is payable for the electricity supplied to you during any *off-peak period*.

off-peak period means a period that is not a *peak period*.

Payment Difficulties and Financial Hardship Policy means the policy that we have developed and outlines, among other things, our policy on how we assist you to meet your payment obligations under the *contract*. A copy of this policy can be obtained on request or from our website.

payment plan means a payment option, such as payment by instalments, we offer you according to our *Payment Difficulties and Financial Hardship Policy* if you are having difficulties paying your bill. You can call us or visit our website for more information about payment plans.

peak energy price means the "peak energy price" (if any) specified in the *Customer Schedule*, which is payable for electricity supplied to you during any *peak period*.

peak period means a period between 8:00 am and 10:00 pm (WST) on any Monday, Tuesday, Wednesday, Thursday or Friday.

premises means the address to which electricity will be supplied to you under the *contract*.

Privacy Policy means the policy specifying the steps taken by us to maintain customer confidentiality and which can be obtained on request from our customer service centre or from our website.

reference price means the charge or charges to be paid by *you* for or in connection with the supply of electricity that *we* publish from time to time.

relevant policies means the policies published by *us* on *our* website from time to time that are relevant to the *contract* and include the *Privacy Policy*.

relevant regulations means the regulations that are relevant to *our* supply of electricity to *you* under this *contract* and include the *Customer Contracts Regulations*.

reminder notice means a notice in writing that *we* issue to *you* advising *you* that *you* have not paid *your* bill and explaining how *we* may assist *you* if *you* are experiencing payment difficulties or financial hardship.

residential customer means a customer to whom electricity is supplied for residential purposes.

security deposit means an amount of money provided as security against *you* defaulting on a payment due to *us* in connection with this *contract*.

undercharged amount is defined in clause 9.3.

your equipment is defined in clause 11.2.