

GLOBIRD ENERGY

SUMMARY OF CUSTOMER RIGHTS, ENTITLEMENTS AND OBLIGATIONS

1. Introduction

GloBird Energy is a Melbourne-based energy retailer, dedicated to providing great value for money and excellent customer service.

This document summarises small customers' rights, entitlements and obligations under the *Electricity Industry Act 2000* (Vic) (**Electricity Act**) and the Energy Retail Code (**Code**) in relation to the purchase of electricity from us, and small customers' rights and obligations under the *Gas Industry Act 2001* (Vic) (**Gas Act**) and the Code in relation to the purchase of gas from us. The Code states who is a small customer.

2. Our contact details

Our contact details are as follows:

Telephone: 1300 GloBird (1300 456 2473)

Email: CustomerService@GoBirdEnergy.com.au

Address: Unit 10, 613 Whitehorse Road, Mitcham Vic 3134

3. Small customer rights, entitlements and obligations

If you are a small customer and purchase electricity or gas from us, you will have various rights, entitlements and obligations under the Electricity Act or the Gas Act, and also under the Code, in relation to that purchase. These include:

- You must pay our bills by the due date.
- Our electricity and gas prices and related information are published on our website. We may vary our prices from time to time, where allowed by the law, and will notify you if this happens. If you think you may be eligible for a different price to the one you currently pay, you can ask us to check this for you. We may also charge you certain other amounts, e.g., dishonoured payment charges and special meter read fees.
- Bills will generally be based on meter readings, and you must allow access to your meter for this.
- If you have been overcharged or undercharged, this must be corrected by us giving you a credit for the overcharge or you paying us the undercharge, subject to certain conditions in the Code. No interest is payable on overcharged or undercharged amounts.
- If you disagree with a bill you can ask us to review it or to check the accuracy of your meter. If this happens, we may still bill you for your undisputed or average billing amounts, and you will be responsible for the meter test cost if the test confirms the meter is accurate.
- We may require you to provide a security deposit, where allowed by the Code.
- You will need to give us, and consent to us using, certain information in order for us to sell you electricity or gas. We will comply with the *Privacy Act 1988* (Cth) and our privacy and credit reporting policy in relation to this information. Our privacy and credit reporting policy is published on our website, or you can contact us to request a free paper copy.
- If a person living or intending to live at your premises requires life support equipment, you must register the premises with us or your distributor. To register, you will need to give written confirmation from a registered medical practitioner that life support equipment is required at the premises.

- You must also tell us if any information you have provided to us changes, or if your electricity or gas use changes (e.g., if you start running a business at your residence). We may need to change your price as a result of a change in use.
- We may need to arrange disconnection of your electricity or gas supply in certain circumstances, e.g., if you ask us to do this, if you do not pay your bills, or if you use electricity or gas illegally. The Code governs disconnection and reconnection, and we must not disconnect your electricity or gas during certain protected periods, or if anyone living at your premises requires life support equipment.
- If you tell us you want to end your electricity or gas retail contract, we will end it within 20 business days. The contract will also end in certain other situations, e.g., if you start buying electricity or gas from us under a different contract, if you arrange for another retailer to sell you electricity or gas, or if electricity or gas to the premises is disconnected and not reconnected within 10 business days.
- We will provide interpreter services for residential customers who require them.

4. Payment assistance

If you are a residential customer anticipating or facing payment difficulties, then you are entitled to assistance under our hardship policy which aims to ensure that disconnecting residential customers for not paying their bills is a measure of last resort. Under our hardship policy you can access standard assistance that will help you avoid getting into arrears with us. We can also tailor flexible and practicable assistance for you that will make it easier for you to pay for your on-going energy use, repay your arrears and lower your energy costs.

Our hardship policy is published on our website, or you can contact us to request a free paper copy.

5. Standard complaints and dispute resolution procedures

If you have any concerns in relation to our sale of electricity or gas to you, you should first contact us using the contact details given above. We will provide a written response within a reasonable time, generally within 10 business days from hearing from you.

If you are not satisfied with our attempt to resolve your concerns, you can register an official complaint. We will respond to your complaint in a timely manner and in accordance with our complaints resolution policy. The policy is published on our website, or you can contact us to request a free paper copy.

We hope that any issue you raise will be fixed by our customer service staff, or by escalating the issue to a senior manager. However, if we fail to provide you with a satisfactory outcome, you can refer the complaint to the Energy and Water Ombudsman. The Ombudsman's contact details are:

Energy and Water Ombudsman Victoria
 Telephone: 1800 500 509
 Email: ewovinfo@ewov.com.au
 Address: Reply Paid 469 Melbourne VIC 8060