

GloBird Energy Pty Ltd

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## **GLOBIRD ENERGY**

### **SUMMARY OF CUSTOMER RIGHTS AND OBLIGATIONS**

#### **1. Introduction**

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

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

#### **2. Small customer rights and obligations**

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

- You must pay our bills by the due date. If you cannot pay a bill on time, let us know and we will review your payment arrangements in accordance with our hardship policy. Our hardship policy is published on our website, or you can contact us to request a free paper copy.
- Our electricity prices and related information are published on our website. We may vary our electricity prices from time to time, where allowed by the Act, and will notify you if this happens. If you think you may be eligible for a different electricity 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. You must also let us know if anyone living at your premises requires life support equipment. We will comply with the *Privacy Act 1988 (Cth)* and our privacy policy in relation to this information. Our privacy policy is published on our website, or you can contact us to request a free paper copy.
- You must also tell us if any information you have provided to us changes, or if your electricity use changes (e.g., if you start running a business at your residence). We may need to change your electricity price as a result of a change in use.

- We may need to arrange disconnection of your electricity 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 illegally. The Code governs disconnection and reconnection, and we must not disconnect your electricity 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 retail contract, we will end it within 20 days. The contract will also end in certain other situations, e.g., if you start buying electricity from us under a different contract, if you arrange for another retailer to sell you electricity, or if electricity to the premises is disconnected and not reconnected within 10 days. However, the contract will not end until we have issued a final bill and you have paid us any outstanding amounts.
- We will provide interpreter services for residential customers who require them.

### **3. Standard complaints and dispute resolution procedures**

If you have any concerns in relation to our sale of electricity 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: GPO Box 469 Melbourne 3001