

## **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.

We are authorised under the National Energy Retail Law to sell electricity and gas in New South Wales, the Australian Capital Territory, South Australia and Queensland and to sell electricity in Tasmania.

This document summarises small customers' rights, entitlements and obligations under the National Energy Retail Law and other laws in relation to the purchase of electricity or gas from us in New South Wales, the Australian Capital Territory, South Australia and Queensland and in relation to the purchase of electricity from us in Tasmania.

The National Energy Retail Law states who is a small customer.

#### **2. Our contact details**

Our contact details are as follows:

Telephone: 1300 GloBird (1300 456 2473)

Email: [CustomerService@GloBirdEnergy.com.au](mailto:CustomerService@GloBirdEnergy.com.au)

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

#### **3. Small customer rights, entitlements and obligations**

If you are a small customer, we are required to:

- provide you with fair contracts with clear terms and conditions so you can fully understand our energy offer;
- provide you with printed material on our energy plans including plan documents and written product disclosure statements;
- notify you if we change your contract including the cost of your electricity or gas;
- provide clear information on your bill, including how your electricity usage compares to other premises in your area;
- provide you with flexible payment options;
- if you are a residential customer, provide hardship programs that provide assistance such as payment plans, energy efficiency advice or waiving late payment fees if you having difficulty paying your bill;
- maintain a 'no contact' list so that you can request that our salespeople do not visit you at home; and
- tell you about your right to complain if you have problems with your energy service.

If you are an electricity customer and you need your premises to be connected, energised or re-energised, we may be required to arrange for that with your electricity distributor, and your electricity distributor may be required to provide the relevant service, within a particular timeframe, failing which you may be entitled to receive a compensation payment. The timeframes depend on where your premises is and when we receive your request. You should contact us or your electricity distributor for further details.

You also have a right to fair and honest dealings with us. Like all businesses, we must comply with laws around advertising and marketing. There also specific rules that any door-to-door and telephone salespeople we use must follow.

You must pay for the electricity we sell you. We may have rights to disconnect or restrict your energy supply for non-payment of our bills.

As a customer, you are responsible for ensuring that you:

- provide open and convenient access to read and maintain your electricity and gas meters;
- provide notice of when you are moving premises;
- advise us if you are using your energy differently, for example if you start running a small business from home; and
- provide confirmation from a medical practitioner if someone residing at your premises requires life support equipment.

#### **4. Guaranteed service levels in the Australian Capital Territory**

Unless we have agreed alternative arrangements or standards with you, we must comply with guaranteed service levels concerning customer connection times, wrongful disconnection, complaint response and notice of planned interruptions, with rebates being available to you if we fail to meet those guaranteed service levels.

#### **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.

#### **6. Energy and Water Ombudsmen**

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 Ombudsmen's contact details are:

- if your premises are in New South Wales:  
Energy & Water Ombudsman NSW  
Telephone: 1800 246 545  
Website: [www.ewon.com.au](http://www.ewon.com.au)  
Address: Level 11, 133 Castlereagh Street  
Sydney NSW 2000
- if your premises are in the Australian Capital Territory:  
ACT Civil and Administrative Tribunal  
Telephone: 02 6207 1740  
Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)  
Address: Level 4, 1 Moore Street  
Canberra ACT 2601

- if your premises are in South Australia:  
Energy and Water Ombudsman SA  
Telephone: 1800 665 565  
Website: [www.ewosa.com.au](http://www.ewosa.com.au)  
Address: Level 11, 50 Pirie Street  
Adelaide SA 5000
- if your premises are in Queensland:  
Energy and Water Ombudsman Queensland  
Telephone: 1800 662 837  
Website: [www.ewoq.com.au](http://www.ewoq.com.au)  
Address: Level 16, 53 Albert Street  
Brisbane QLD 4000
- if your premises are in Tasmania:  
Energy and Water Ombudsman Tasmania  
Telephone: 1800 001 170  
Website: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)  
Address: Level 6, 86 Collins Street  
Hobart TAS 7000