

Additional Standard Terms and Conditions for ALL Victorian Residential Customers

The terms and conditions of *your* supply and sale agreement are contained in *our* Customer Charter and in these *Additional Terms and Conditions* (which include *your Product and Pricing Schedule*). Where the terms and conditions in these *Additional Terms and Conditions* are different from those in the Customer Charter *you* agree to vary the Customer Charter as set out in these *Additional Terms and Conditions*.

What's the deal with the Sign Up Promotion?

If applicable and we have agreed to provide *you* with a Sign Up Promotion as set out in *your Product and Pricing Schedule*, we agree that after *your* transfer to Red Energy, we will provide *you* with that promotional offer in accordance with those terms and conditions. If that Sign Up Promotion is a Sign Up Credit (as set out in *your Product and Pricing Schedule*), we agree that after *your* transfer to Red Energy, we will credit *your* first bill with the amount indicated on that Schedule provided *you* have not terminated this *Agreement* on or before the date of *your* next scheduled meter read. Only one Sign Up Promotion is available per customer. In the event that *your Agreement* with us ends, and *your* account is in credit as a result of the Sign Up Promotion at the time of producing *your* final bill, *you* will not be entitled to any refund which relates to such credit. This credit cannot be redeemed for cash.

Variable Tariff

You have agreed to enter into an *Agreement* with a variable tariff. *You* understand and agree that we may vary *your* tariff and/or Pay on Time Discount by providing *you* with notice of that change. The notice will be given to *you* as soon as possible, and in any event, not later than *your* next bill, and will vary this *Product and Pricing Schedule* accordingly.

Credit Management

We have entered in to this *Agreement* on an assumption that *you* have credit standing which is satisfactory to us. We may carry out a credit worthiness assessment of *you*. If that assessment establishes that *you* do not have a satisfactory credit standing we may terminate this *Agreement*.

Fixed Term Contracts and Early Termination Fees

If *you* have elected to enter into a *Fixed Term Contract* as set out in this *Product and Pricing Schedule*, and *your Agreement* is terminated after the cooling off period but before the expiry of the fixed term, *you* will have to pay the *Early Termination Fee*. The *Early Termination Fee* is \$20 plus the value of any upfront benefits *you* may have received as part of the Sign Up Promotion.