



Summary of Rights, Entitlements and Obligations of Residential and Small Business Electricity and Gas Customers in the Australian Capital Territory

The rights, entitlements and obligations of Red Energy and its customers under the Utilities Act, Consumer Protection Code 2020 and relevant laws are set out in our contract schedule, Customer Charter (market agreement), Standard Retail Contract (non-market agreement), and our respective Privacy and Consumer Data Right Policies.

This is a summary of your rights, entitlements and obligations. For further details, please refer to your agreement or contact us on 131 806. If you require interpreter services, call 1300 171 762 and ask to be connected to 131 806.

For the purposes of this summary:

- If you have accepted an offer from us to enter into a market agreement, you are a **market retail contract customer**.
- If we supply energy to you under a non-market agreement, you are a **standard retail contract customer**.

What is my agreement made up of?

If you are a market retail contract customer, the terms and conditions of your agreement are set out in your Product and Pricing Schedule and our Customer Charter.

If you are a standard retail contract customer, the terms and conditions of your agreement are set out in your Standard Retail Contract Schedule and our Standard Retail Contract.

Can Red Energy vary the terms and conditions of my agreement?

If you're a market retail contract customer and the terms of your agreement allow it, we may vary your agreement by notifying you with prior written notice. This could include the varying of charges, tariff or the terms and conditions. If we do this, we will send a notice to you, in accordance with the terms of your agreement.

If you are a standard retail contract customer, the terms and conditions are set by regulations.

Where can I find my applicable prices?

If you are a market retail contract customer, you can find this information in your Product and Pricing Schedule.

If you are a standard retail contract customer, you can find this information in your Standard Retail Contract Schedule.

Other additional service charges can be found at <https://www.redenergy.com.au/terms-and-conditions/>.

How frequently will I receive my bill?

We will issue your bill at the end of every billing cycle, which is usually every 3 months. If you have a smart meter, we will issue the bill monthly, unless you have requested to be billed quarterly, or your smart meter does not have active telecommunications, in which case you will be billed at least quarterly.



How is my bill calculated?

Your bills will be calculated on the amount of energy consumed at your premises during the billing cycle using information provided by the distributor, obtained from reading your meter or estimating your usage. The bills may also include fees and charges for any other services provided under our agreement and the charges payable for services provided by your distributor, including connection charges if you have asked for a new connection.

Do I need to give you access to my meter?

You must give us, the Distributor, the Metering Service Provider and our respective representatives safe, convenient and unhindered access to your supply address and the meter (and associated equipment) for any purpose associated with the supply, metering or billing of energy, for example to maintain your meter. If you don't provide access, and if you have been responsible for us being unable to read the meter and you later request an actual reading, you may be charged an additional service charge for the read.

Can I submit my own meter read?

If we cannot get an actual read for your meter, we may issue you an estimated bill. Estimated bills can be based on your previous consumption, seasonality and/or general consumption in your area. If you receive an estimated bill, you may request your bill be adjusted by submitting a self reading. For more information, refer to <https://www.redenergy.com.au/current-customers/meter-reads.html>.

How do I pay my bill?

You need to pay the amount shown on each bill by the due date. We have a range of options to make payments easier for you. These include payments by phone, online, Red Energy App, PayTo, BPAY, Centrepay, mail, direct debit or in person at Australia Post Offices. We may also, where you agree, arrange for you to pay your bills under our bill smoothing arrangement EvenPay®, which is based on a 12 monthly estimate of your energy consumption.

What are my options if I am unable to make a payment?

If you are experiencing difficulties in paying your bill you should contact us as soon as possible, so we can provide you with information about payment and other assistance entitlements available to you. We will work with you to make sure that whatever we set up is realistic and sustainable over time.

Will you disconnect me?

We will only disconnect you if permitted to do so by the Relevant Laws and in accordance with your agreement.

Do I have to notify you if I move?

If you are moving out, selling or otherwise vacating your supply address, you must notify us beforehand so that we can cancel your current agreement and if needed, help you set up a new one for your new home. You must provide us with your forwarding address so we can send you your final bill.

Am I entitled to a cooling-off period?

If you are a market retail contract customer, you have a right to cancel your agreement within 10 Business Days starting from the day after you receive this agreement. This applies even if you have accepted or otherwise agreed to your agreement.

How do I cancel my agreement?

Aside from your right to a cooling-off period, you may cancel your agreement by notifying us either in writing or verbally that you would like to end this agreement.



Can Red Energy end my agreement?

We may end your agreement by giving you notice in accordance with your agreement. If a new customer enters into a new retail contract to buy the same energy for the same supply address, this agreement will end on the date the new customer's retail contract starts. Refer to your agreement for more details.

How will you use my personal information?

Our Privacy Policy sets out how and when Red Energy collects, uses and discloses your personal and credit information in order to provide you with energy and other products and services and how you may request access to your personal and credit information. You can find more information at

<https://www.redenergy.com.au/privacy-policy/>.

What if I have a complaint or query about my bill?

If you have an enquiry or a complaint about your bill, marketing, or anything else, you can contact us using one of the methods listed below. We will manage your complaint in accordance with our Complaint Management and Dispute Resolution Policy, which can be found at

<https://www.redenergy.com.au/terms-and-conditions/>.

Phone: 131 806 - Monday to Friday 8.00am to 8:30pm. Saturday 9.00am to 5:30pm (AEST/AEDT)

We are closed on New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Christmas Day and Boxing Day.

Email: info@redenergy.com.au

Post: PO Box 4136, East Richmond VIC 3121

Fax: 1300 661 086

You may also send your enquiry or complaint through the [Red Energy App](#), or through Red Energy's [MyAccount](#).

If you're not satisfied with our response, you have the right to refer the complaint to the Ombudsman via the ACT Civil and Administrative Tribunal on (02) 6207 1740 or through acat.act.gov.au.



Guaranteed Service Levels for Residential and Small Business Electricity and Gas Customers in the Australian Capital Territory

As your retailer in the Australian Capital Territory, we must also meet the Guaranteed Service Levels (GSLs) set out below. If we do not meet a GSL, you are entitled to receive a GSL rebate from us.

What are the Guaranteed Service Levels and Rebates?

Connection Times

If you request a service from us, we must connect you within the timeframes set out below if:

- your supply address is physically connected to the electricity or gas network; and
- you are eligible to receive energy.

Request time	Connection day
If you made the connection request before 2:00pm on a business day	On the same day
If you made the connection request after 2:00pm on a business day	By the end of the next business day
If you made the connection request on a non-business day	By the end of the next business day
Otherwise	on a day agreed between you and us

If we do not meet these timeframes, we will pay you a rebate of \$60 per day, at a cap or maximum of \$300.

Wrongful Disconnection

We must only disconnect you in accordance with the relevant rules and obligations. If we disconnected you in error, we will pay you a rebate of \$100 per wrongful disconnection.

Responding to Complaints

When you raise a complaint with us, we must acknowledge your complaint immediately or as soon as practicable, and provide you a response addressing the matters in your complaint within 20 business days. If this does not occur, we will pay you a rebate of \$20.

Notice of planned interruption

If we, or our service provider, need to interrupt your energy supply to replace, install or maintain your meter, we will provide you with at least 4 business days' notice unless you provide us your consent for a shorter notification period. If this does not occur, we will pay you a rebate of \$50.



What happens if Red Energy does not meet a GSL?

We constantly monitor our processes to ensure we meet these service levels. When we identify that a GSL has not been met, we will apply the rebate as a credit to your energy account. You will see this credit on your next bill.

Can customers apply for the rebate?

If you believe that we have not met a service level indicated above and you do not see a GSL rebate on your bill, you can request us to investigate this further by [contacting us](#).