

WELCOME TO Blue NRG

This information covers everything you should need to know about Blue NRG and our services. Please keep this information on hand should you have any questions in the future.

About Blue NRG.

Blue NRG is a licensed electricity retailer established in Victoria in 2012 and specializes in small to medium enterprises (SME).

Blue NRG is unique in the SME sector as we focus on Cutting Energy Costs for Businesses.

Energy Solutions Provider.

We embark on your energy reduction journey by commencing with a very competitive energy price and then work with you in partnership to optimize & reduce your energy costs. That's our promise and point of difference in the market.

Great Rates & Aussie Service.

- We're taking a stand and keeping the competition honest by being open and transparent with our customers
- We keep rates down by buying smarter and save you real \$ on your energy bills
- Our billing is simple & transparent, there are no gimmicks & no hidden charges
- We form partnerships to help further cut your energy costs
- Prompt, personal, expert Australian service team
- No lock in contracts & no exit fees for small customers
- We believe we offer business such a great deal, there's no need to go elsewhere

Understanding your business.

Not only are we committed to keeping energy costs low, but to help you reduce the electricity you use and cut your energy costs even further. Our aim is not to sell you more energy, instead to understand your particular industry and help you identify smarter ways to use your energy.

For more information about your industry and how we can help you cut your energy costs please go to our website: bluenrg.com.au

Our commitment to your business is important to us. Anytime you have any questions or concerns we will be there to provide expert assistance.

24% better than the nearest competitor!



There are a few reasons why 73%* of our customers have said they're extremely satisfied with our service.

One of the reasons our customers rate us so highly is they have a real person to talk to that is an expert in our energy business and can offer help or advice.

Need some advice? Talk to us.

If you have a problem simply give us a call and we'll do our best to find a solution.

The right advice at the right time can help you optimise savings on your energy bill.

*BlueNRG quantitative research study conducted by Think Global Research December 2014: 367 BlueNRG customers and 500 business utilities decision makers

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ABOUT OUR CUSTOMER CHARTER

Our Customer Charter provides you with a summary of your rights, entitlements and obligations. This charter should be read in conjunction with your individual contract and terms and conditions provided separately.

When dealing with small customers, we are required to comply with a range of laws, regulations and rules. These include:

- the Competition and Consumer Act 2010,
- the Australian Consumer Law (ACL),
- the Privacy Act 1988,
- the National Retail Energy Law and National Energy Retail Rules (New South Wales & South Australia),
- the Energy Retail Code (Victoria only).

These laws are referred to in this Customer Charter as 'relevant laws'. Some aspects of this Customer Charter apply to small customers only (this is specified in each section).

OUR CUSTOMER CHARTER.

A copy of this charter is available on our website at any time, or you can request a copy with customer service on info@bluenrg.com.au

YOUR AGREEMENT WITH US

Your agreement provides that we will sell electricity to you and you are purchasing electricity from us. You also acknowledge you have chosen us as your electricity retailer and you give your explicit informed consent to your supply address being transferred to us as your new energy retailer.

Your commencement date with BlueNRG will be within 20 business days if you have a smart meter, otherwise it likely to be the date of your next scheduled meter reading unless we can transfer you sooner to start the energy savings journey.

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WHEN CHARGES MAY BE VARIED

We may vary your energy rates in accordance with our terms and conditions. Changes to your energy rates may be made by us:

- (a) To reflect the cost to us of any changes to regulated charges or tariffs, regulatory compliance requirements, metering charges, meter data charges, service charges, loss factors or charges resulting from the operation of the National Electricity Market;
- (b) To reflect changes in the Consumer Price Index (CPI);
- (c) To reflect changes in regulated distribution use of system charges, including the introduction of any time of use or flexible pricing distribution network charges or tariffs;
- (d) To reflect any change in the wholesale electricity hedge arrangements that we have in place, that directly or indirectly increases the cost to us of purchasing the electricity we sell to you, or the cost of hedging its wholesale price;
- (e) To reflect any changes in the cost to us in complying with environmental schemes and in any costs arising out of changes to regulatory requirements;
- (f) To reflect any increase in our costs as a result of a new tax being imposed or the basis for imposing or calculating any existing tax altering.

COMPLAINTS AND DISPUTE RESOLUTION

You can contact us if you have a query, complaint or dispute concerning the sale or supply of electricity under your agreement.

We will handle any complaint made by you in accordance with our standard complaints and dispute resolution procedures and the Australian Standard on Complaints Handling. These procedures can be found on our website and will be provided to you on request.

We will inform you of our response to your complaint.

If you are a small customer, and you are not satisfied with our response to your complaint, you can refer the complaint or dispute to the Energy and Water Ombudsman in your state. Contact details for these agencies are as follows:

Energy and Water Ombudsman of New South Wales (EWON)

Phone 1800 246 545
Email complaints@ewon.com.au

Energy and Water Ombudsman of Victoria (EWOV)

Phone 1800 500 509
Email ewovinfo@ewov.com.au

Energy and Water Ombudsman of South Australia (EWOSA)

Phone 1800 665 565

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FINANCIAL DIFFICULTIES

We understand that businesses, from time to time, may experience financial difficulties. Our contracts are designed to help businesses manage cash flow – from monthly billing to convenient Direct Debit payment. If you are experiencing short term or long term payment difficulties, we want to help – so give us a call to discuss what additional assistance may be available. We can offer extensions to pay and payment plans for small business customers; and for residential customers, our customer hardship program has more tailored options. For further information on our hardship policy, please see:

<https://www.bluenrg.com.au/help-centre/faqs-and-useful-links>.

Language assistance.

If you require assistance with language translation please contact customer support.

DISCONNECTIONS AND UNPLANNED INTERRUPTIONS

We can only disconnect your electricity supply in accordance with the relevant laws in your state. Your electricity distributor may need to temporarily disconnect your energy supply from time to time for maintenance, for safety reasons or in emergency situations. A contact number for faults and disruptions will be included on your bills for reference in these circumstances.

See also emergency information on the back page of this document.

INVOICES

The rates and charges applicable to your supply of electricity are set out in your customer agreement. Unless otherwise agreed, we will invoice you **monthly**.

Your bill will generally be based on your actual meter reading but may in some circumstances be based on an estimate or substituted reading. If we have given you an estimated bill and we subsequently read your meter or otherwise obtain a reliable meter reading, we will make all adjustments accordingly.

We will review your invoice at your request and inform you of the outcome of our review at the quickest possible time. During a review, you must pay that portion of the invoice under review that you and we agree is not in dispute.

HOW TO READ YOUR BILL

At BlueNRG we think our real point of difference is on our bill. With our fully transparent billing you see exactly where the charges go. We're sick of a world where businesses are being excessively charged and want to finally debunk the myths. We want you to know exactly how to read your bill and to ask these questions of other energy providers.

Our bill explainer is available online at:

<http://bluenrg.com.au/about-your-account/>

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EMERGENCIES

If you experience an electricity failure, you can call the faults and emergencies number on your bill.

Victoria

Jemena	13 16 26
CitiPower.....	13 12 80
AusNet Services.....	13 17 99
United Energy.....	13 20 99
Powercor.....	13 24 12

New South Wales

Ausgrid.....	13 13 88
Essential Energy.....	13 20 80
Endeavour Energy.....	13 10 03

South Australia

SA Power Networks.....	13 13 66
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Alternatively, call us and we'll help.

CONTACT US.

You're in safe hands with BlueNRG. Our innovative approach means we operate a little differently to most energy providers: we believe in loyalty to our customers, not the other way round. We are here to help.

Customer Service:
1300 599 888

8.30am to 5.30pm, Monday to Friday

Email:
info@bluenrg.com.au

If you need to call outside business hours, just leave a message and we'll call back.

Terms And Conditions

PREAMBLE

This *contract* is about the sale of energy to you as a *small business customer* or *residential customer*. It is a market retail *contract* which sets out the terms and conditions for the sale and supply of energy to your premises. In addition to *applicable energy laws* and other consumer laws this *contract* also contains rules about the sale of energy and we will comply with these rules in our dealings with you.

This *contract* does not cover the physical connection of your premises to the *distribution network*, including metering equipment and the maintenance of that connection.

1. THE PARTIES

This *contract* is between:

Blue NRG Pty Ltd (ACN 151 014 658), who sells energy to you at your premises (referred to in this *contract* as “we”, “our” or “us”); and

You, the customer to whom this *contract* applies (referred to in this *contract* as “you” or “your”).

2. DEFINITIONS AND INTERPRETATION

Terms used in this *contract* have the same meanings as they have in *applicable energy laws*. For ease of reference, a simplified explanation of some terms is given at the end of this *contract*.

3. YOUR OBLIGATIONS TO US

- a) To provide true, accurate, and honest information that we reasonably require to execute our duties under this *contract* and under *applicable energy laws*.
- b) To notify us immediately if your details change. This includes changes to your name or business name, address, contact details or other details which a reasonable person could consider relevant.

4. COMMENCEMENT DATE AND TERM

4.1 Formation of contract

- a) This *contract* is formed on the date you accept our offer to sell energy to you, provided that this is done within any timeframes for acceptance that we have communicated to you.
- b) However, the supply of energy under this *contract* will not commence until the *supply start date* (see clause 4.3).
- c) By entering into this *contract*, you acknowledge that we may end an agreement with your previous energy retailer for the sale of energy at your premises.

4.2 Cooling off period

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You can cancel this *contract* within 10 business days of the later of the date you:

- a) enter into the *contract*; and
- b) receive the *welcome pack*,

by contacting us and notifying us that you wish to cancel the *contract*. You can do this orally or in writing (either by email, fax or letter).

If our sales agent has failed to comply with relevant provisions of the Australian Consumer Law (ACL), you may be entitled to a longer cooling off period in accordance with section 82 of the ACL.

4.3 Supply start date

- a) Supply of energy under this *contract* will commence on the *supply start date*, which is the later of the *proposed supply start date* (if any) and:
 - (i) if you are transferring your premises to us from another retailer, the date on which we become the financially responsible market participant under *applicable energy laws* for the premises; or
 - (ii) if you are an existing customer of ours for the premises, the date on which the last of the preconditions to supply under clause 4.4 is satisfied (or waived by us) in relation to the premises; or
 - (iii) if the premises have not previously been connected, the later of:
 - (A) the date on which the last of any preconditions to supply is satisfied (or waived by us) in relation to the premises; and
 - (B) the date on which we become the financially responsible market participant under *applicable energy laws* for the premises.
- b) If you are not an existing customer of ours at your premises, we will use reasonable endeavours to ensure that we are the financially responsible market participant under *applicable energy laws* for your premises on or as soon as practicable after the *proposed supply start date* (provided any preconditions to supply are satisfied by you or waived by us).
- c) For the purposes of clause 4.3(b), we intend to facilitate the transfer of your premises to us as at your next scheduled meter read. However, you may request a special meter read to enable an earlier transfer, and if you do you agree to pay the associated costs.
- d) We are not liable for any delays in effecting the transfer or any early termination fees, special meter read fees or other amounts you must pay the retailer from whom you are transferring.

4.4 Preconditions to supply

- a) The preconditions to the sale of energy to your premises under this contract are:
 - I. the cooling off period has expired;
 - II. your premises are connected to the network;

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- III. all relevant metering equipment is installed at the premises and, if required by us or your distributor, has been upgraded, and there is safe and unobstructed access to the metering equipment;
 - IV. you have provided to us any credit history information if required by us and we are satisfied that you have an adequate credit rating or are otherwise able to meet your payment obligations under this *contract*; and
 - V. you have provided us with any *refundable advance* or *security deposit* required by us under clause 8.
- b) If the supply start date occurs before all the preconditions to supply are satisfied, we may still require those conditions to be satisfied after the supply start date. Any waiver of the preconditions by us:
- i. will be taken to be only a waiver of our rights to have those preconditions satisfied before the *supply start date*; and
 - ii. will not be taken to be a waiver of our rights to have those preconditions satisfied at all,
 - iii. unless we expressly state otherwise.

4.5 Supply period

- a) If the *contract* has a *supply period*, this is the period (starting on the *supply start date*) during which we are obliged to sell you energy under this *contract*.
- b) The end of the *supply period* does not, of itself, automatically end the *contract*. There may be a new *supply period* (see clause 4.7), and you still be liable to pay for energy taken after that period (see clause 4.8).

4.6 Expiration of supply period

- a) We will contact you at least 20 business days prior to (but not more than 40 business days before) the end of the *supply period* to remind you that the *supply period* is due to expire and to advise you of your options (*notice*).
- b) The *notice* may contain the following information:
 - I. the date on which the *supply period* will end;
 - II. the terms and conditions (including the charges) that will apply after the supply period.

4.7 Offer of new supply period

- a) The *notice* may include an offer to amend this *contract* (*offer*) by:
 - I. extending it to include a new *supply period*, to apply immediately following the date on which the *supply period* will end; and
 - II. specifying the terms and conditions (including the charges) that will apply to the new *supply period*.

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- a) If, within the period set out in the *notice*, you notify us that you accept the *offer*, this *contract* will be amended to include the new *supply period* in accordance with the *offer*.
- b) If, within the period set out in the *notice*, you do not notify us that you reject the *offer*, you agree that you are taken to have accepted the *offer*, and this *contract* will be amended to include the new *supply period* in accordance with the *offer*.

4.8 Supply after the supply period

We will apply our standing offer pricing to any supply of energy to your premises between the date on which the *supply period* ends (if it is not immediately followed by another *supply period*) and the date this *contract* ends, to ensure continuity of energy supply to your premises.

4.9 Termination

- a) In addition to your right to end the *contract* during the cooling off period under clause 4.2, you may notify us at any time after that period that you wish to end the *contract*. You must give us at least 5 business days' notice of your intention to do so.
- b) If you give us such notice, this *contract* will end:
 - I. if we both agree to a date to end the *contract* — on the date that is agreed; or
 - II. if you start to buy energy for the premises from us or a different retailer under another contract — on the date the other contract starts; or
 - III. if a different customer starts to buy energy for the premises — on the date that customer's contract starts; or
 - IV. if the premises are disconnected and you have not met the requirements for reconnection — 10 business days from the date of disconnection; or
 - V. if you move out of your premises – the date in clause 4.10 (subject to clause 4.10(d)).
- c) Rights and obligations accrued before the end of this contract continue, including any obligations to make payments to us.

4.10 Vacation of premises

- a) If you are vacating your premises, you must provide us with notice of the date of vacation, and provide us with a forwarding address for your final bill. You will be liable for any energy consumed at your premises until the later of:
 - I. the date we have conducted a final meter reading; and
 - II. the date on which you (or a person permitted by you) cease taking energy at the premises (which, if the premises are disconnected following the final meter read, will not be taken to be later than the date of disconnection).
- b) You acknowledge that you are liable for charges associated with final meter readings and disconnection. The reading of the meter upon vacation of your premises may incur a special meter read fee.
- c) If you vacate the premises, we may arrange for the supply of energy to be disconnected and may pass on to you any disconnection charges incurred by us.

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- d) You may ask us to transfer the contract from your existing premises to new premises in the same State or Territory. Upon receipt of such request we may offer to incorporate the new premises into the contract in substitution for the existing premises.

5. PRICING AND CHARGES

You must pay us for any energy and other goods or services provided to you at your premises.

5.1 Relevant tariffs and charges

Our tariffs and charges for the sale of energy to you under this *contract* can be found in your *welcome pack*.

5.2 Variation to tariffs and charges

If we vary our tariffs and charges that are applicable to you, we will provide you with notice in writing. We may vary your tariffs or charges:

- a) to reflect the cost to us of any changes to regulated charges or tariffs, regulatory compliance requirements, metering charges, meter data charges, service charges, loss factors or charges resulting from the operation of the National Electricity Market;
- b) to reflect changes in the Consumer Price Index (CPI);
- c) to reflect changes in regulated distribution use of system charges, including the introduction of any time of use or flexible pricing *distribution network* charges or tariffs;
- d) to reflect any change in the wholesale electricity hedge arrangements that we have in place, that directly or indirectly increases the cost to us of purchasing the electricity we sell to you, or the cost of hedging its wholesale price;
- e) to reflect any changes in the cost to us in complying with environmental schemes and in any costs arising out of any other regulatory requirements or changes in any other regulatory requirements;
- f) to reflect any increase in our costs as a result of a new tax being imposed or the basis for imposing or calculating any existing tax altering.

5.3 Variation of tariff due to change of use

If a change in your energy consumption means you are no longer eligible for the particular retail tariff you are on, we may transfer you to a new tariff. If we do so, we will provide you with at least 20 business days' notice, in writing.

5.4 Changes to tariff or type of tariff during a billing cycle

If a tariff applying to you changes during a billing cycle, we will calculate your next bill on a proportionate basis.

5.5 Additional retail charges

You acknowledge that we may charge you *additional retail charges* on a reasonable basis. This includes, for example:

- a) charges for goods and services provided by us;

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- b) metering charges incurred by us from the *network operator* or metering provider for service to your property;
- c) disconnection and reconnection charges incurred by us;

5.6 GST

- a) Amounts specified in our prices from time to time and other amounts payable under this *contract* may be stated to be exclusive or inclusive of *Goods and Services Tax (GST)*. Paragraph (b) applies unless an amount is stated to include *GST*.
- b) Where an amount paid by you under this *contract* is payment for a “taxable supply” (as defined in the *GST Law*), to the extent permitted by law, that payment will be increased so that the cost of the *GST* payable on the taxable supply is passed on to the recipient of that taxable supply.

6. BLUE NRG STAFF AND FAMILY OFFERS

- a) This clause 6 applies if you are accessing pricing under Blue NRG’s staff energy rates, or under Blue NRG’s family and friends rates.
- b) If you are an employee of Blue NRG or its *related entities*, and are accessing pricing in accordance with our staff energy rates, you acknowledge that you will be transferred to our standing offer rates (as published on our website) three months from the date at which your employment with us ceases. You acknowledge that on this date, this *contract* with us will cease and you will be transferred to our default standing offer contract.
- c) If you are a family or friend of an employee of Blue NRG or its *related entities*, and are accessing pricing in accordance with our family and friends rates, you acknowledge that you will be transferred to our standing offer rates (as published on our website) three months from the date at which the referring Blue NRG employee’s employment with us ceases. You acknowledge that on this date, this *contract* with us will cease and you will be transferred to our default standing offer contract.

7. NOTICES

- a) Notices and bills under this *contract* must be sent in writing, via post, fax or email.
- b) A notice or bill sent under this *contract* is taken to have been received by you or by us (as relevant):
 - I. on the date it is handed to the party, left at the party’s premises (in your case) or one of our offices (in our case); or
 - II. on the date it is successfully faxed to the party (which occurs when the sender receives a transmission report to that effect); or
 - III. on the date two business days after it is posted; or
 - IV. on the date of transmission (unless the sender receives notice that delivery did not occur or has been delayed) if sent electronically; or
 - V. if delivered by hand before 4.00pm on a business day at the place of delivery, upon delivery and otherwise on the next business day at the place of delivery.

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- c) Our contact details for you to contact us or send us a notice are as set out in our bill to you, or as notified to you from time to time.

8. CREDITWORTHINESS AND REFUNDABLE ADVANCES

- a) You authorise us to conduct a credit assessment on you.
- b) We may require you to provide a *refundable advance* or *security deposit* if it is fair and reasonable in the circumstances.
- c) We will pay you interest on any *refundable advance* or *security deposit* at the bank bill rate and in accordance with the *applicable energy laws*.
- d) We will only use your *refundable advance* or *security deposit* to offset any amounts owing by you to us in accordance with the *applicable energy laws*.
- e) We will repay any *refundable advance* or *security deposit* (and accrued interest) to you in accordance with the *applicable energy laws*.

9. INVOICING CYCLE

- a) You agree that your invoicing cycle will be monthly and we will send an invoice to you as soon as possible after the end of the invoicing cycle.
- b) Invoices are sent to your nominated email address. Invoices can be mailed to a nominated postal address; however, this may incur a fee of \$5 per invoice.
- c) If you dispute your invoice we will review the bill in accordance with our complaints handling and dispute resolution policy and *applicable energy laws*.
- d) Your invoice will contain at least all the information required by *applicable energy laws*.

10. PAYING YOUR INVOICE

10.1 What you have to pay

You must pay to us the amount shown on each invoice by the date for payment (the pay-by date) on the bill. The pay-by date will be no earlier than 12 business days from the date on which we issue your invoice.

10.2 Issue of reminder notices

If you have not paid your invoice by the pay-by date, we will send you a reminder notice that payment is required. The reminder notice will give you a further due date for payment which will be not less than six business days after we issue the notice.

10.3 Difficulties in paying

If you do not pay your invoice by the pay-by date, please contact us so that we may provide assistance to you, including extensions to pay and *instalment plans*.

10.4 Debt collection

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You acknowledge that we may charge you any costs we have incurred through recovering unpaid amounts from you, including costs we may incur through the use of external debt collection agencies.

11. METERING

11.1 Meter data

- a) We may estimate the amount of energy consumed at your premises if:
 - I. your meter cannot be read;
 - II. your metering data is not obtained (for example, if access to the meter is not given or the meter breaks down or is faulty); or
 - III. you otherwise consent.

By entering into this contract, you consent to the use of estimated data for the purposes of monthly invoicing.

- b) If we estimate the amount of energy consumed at your premises to calculate an invoice, we must:
 - I. clearly state on the invoice that it is based on an estimate, or what part is based on an estimate, and
 - II. when your meter is later read, adjust your invoice for the difference between the estimate and the energy actually used.
- c) If the later meter read shows that you have been undercharged, we will allow you to pay the undercharged amount in instalments, over the same period of time during which the meter was not read (if less than 12 months), or otherwise over a 12 month period.
- d) If the meter has not been read due to your actions or omissions, and you request us to replace the estimated invoice with a bill based on an actual reading of the meter, we will comply with your request but may charge you any cost we incur in doing so.

11.2 Billing history

Upon request, we must give you information about your billing history for the previous two years free of charge. However, we may charge you if we have already given you this information in the previous 12 months, or if you require information going back more than two years.

11.3 Meter access

- a) You must allow us (or our representative) unhindered and convenient access to your premises during the *contract*, and for a reasonable period of time after termination of this *contract* to the meter, to connect, disconnect or reconnect your energy supply, carry out maintenance and test electrical equipment on the distribution system, or to otherwise assist us to comply with our obligations under this *contract* and the *applicable energy laws*.
- b) You must advise us immediately if you become aware of a potential safety hazard at your premises and provide us or our representatives with adequate protection against that hazard.

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- c) If you deny access to read the meter and later request an invoice based on an actual meter reading we may charge an *Applicable energy law* for this purpose.

11.4 Meter reads

We will use our best endeavours to ensure that a meter reading is carried out as frequently as is needed to prepare your bills, consistently with the *applicable energy laws* and in any event at least once every 12 months.

12. ADJUSTMENTS TO INVOICE

12.1 Undercharging

- a) If we have undercharged you, we may recover the undercharged amount from you in accordance with *applicable energy laws*. If we recover an undercharged amount from you:
 - I. we will not charge interest on the undercharged amount; and
 - II. we will offer you time to pay the undercharged amount in instalments over the same period of time during which you were undercharged (if less than 12 months), or otherwise over 12 months.
- b) The maximum amount we can recover from you is limited to the amount that has been undercharged in the nine months immediately before we notify you, unless the undercharge is your fault, or results from your unlawful act or omission.

12.2 Overcharging

- a) If we have overcharged you, we will refund the overcharged amount to you in accordance with *applicable energy laws*.
- b) Where you have been overcharged by less than \$50, and you have already paid the overcharged amount, we must credit that amount to your next invoice.
- c) Where you have been overcharged by \$50 or more, we will inform you within 10 business days of our becoming aware of the overcharged amount and, if you have already paid that amount, we must credit that amount to your next invoice. However, if you request otherwise, we will comply with that request.
- d) If you have stopped buying energy from us, we will use our best endeavours to pay the overcharged amount to you within 10 business days.
- e) If you have been overcharged as a result of your own fault or unlawful act or omission, we may limit the amount we credit or pay you to the amount you were overcharged in the last 12 months.

12.3 Invoice review

- a) If you disagree with your invoice, you may advise us of this and we will review your invoice.
- b) If the review finds that your invoice is correct, you must either pay the outstanding amount or request a meter test in accordance with *applicable energy laws*. If your meter is compliant with *applicable energy laws*, you must pay us the unpaid invoice amount(s) and the cost of the meter test.

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- c) If the review finds that your bill is incorrect, we will adjust the bill in accordance with the provisions in clause 11 of this *contract*.

13. COMPLAINTS AND DISPUTE RESOLUTION

13.1 Complaints

If you have a complaint relating to the sale of energy by us to you, or this *contract* generally, you may lodge a complaint with us in accordance with our standard complaints and dispute resolution procedures, which are developed in accordance with the Australian Standard on Complaints Handling.

NOTE: Our standard complaints and dispute resolution procedures are published on our website.

13.2 Our obligations in handling complaints

If you make a complaint, we must respond to your complaint within the required timeframes set out in our standard complaints and dispute resolution procedures and inform you:

- a) of the outcome of your complaint and the reasons for our decision; and
- b) that if you are not satisfied with our response, you have a right to refer the complaint to the *relevant ombudsman scheme* or any other relevant dispute resolution body.

14. DISCONNECTION OF SUPPLY

14.1 Matters giving rise to disconnection

We may disconnect or interrupt energy supply to you if you:

- a) have not paid your invoice in relation to the premises by the due date and:
 - I. *applicable energy laws* do not state that we cannot arrange for your disconnection in those circumstances (including where we are assisting you with payment difficulties or where you are a registered life support customer); and
 - II. you have received the appropriate reminder notices and disconnection warnings from us in the form of and at the times referred to in *applicable energy laws* and do not agree to an alternative payment arrangement or do not make payments under such a new payment arrangement; or
- b) refuse to pay a refundable advance and we have complied with all applicable pre-conditions referred to in relevant applicable energy laws; or
- c) refuse to allow the meter to be read for 3 consecutive billing periods and we have complied with all applicable pre-conditions referred to in the applicable energy laws; or
- d) refuse, when required, to provide acceptable identification (if you are a new customer) and we have complied with all applicable pre-conditions referred to in applicable energy laws; or
- e) request that your supply be disconnected.

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14.2 Where disconnection is prohibited

We cannot disconnect you:

- a) if you are a *residential customer*, for non-payment of an invoice where:
 - I. the amount payable is less than \$132 in Victoria or \$300 in all other states; or
 - II. you have formally applied for assistance under a state government hardship program including Utility Relief Grant (Vic), Energy Accounts Payment Assistance (NSW) & Emergency Electricity Payment Scheme (SA) and a decision on your application has not been made;
- b) for non-payment of an invoice if:
 - I. you made a complaint directly to a relevant ombudsman scheme or another external dispute resolution body regarding our service to you or and the complaint remains unresolved; or
 - II. the only charge you have not paid is not a charge for the supply or sale of energy;
- c) if your premises have been registered with your network operator as requiring a life support machine;
- d) after certain times on certain days as specified in the applicable energy laws, including:
 - i. a business day before 8am or after 2pm for a *residential customer* or 3pm for a business customer; or
 - ii. on a Friday or the day before a public holiday; or
 - iii. a weekend or a public holiday; or
 - iv. the days between 20 December and 31 December (both inclusive) in any year.

14.3 Compensation

If we disconnect the supply of energy to the premises and fail to comply with the terms and conditions of this *contract* specifying the circumstances in which the supply of energy to the premises may be disconnected, we will pay you compensation for that wrongful disconnection in accordance with the *applicable energy laws*.

15. RECONNECTION AFTER DISCONNECTION

15.1 Disconnection for non-payment

If we have disconnected you for non-payment of your invoices and within 10 business days of disconnection either:

- a) you agree to pay the invoice or agree to a payment arrangement; or
- b) being eligible for a government hardship relief grant, you apply for such a grant (*residential customers only*),

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subject to *applicable energy laws*, and you paying any reconnection charges, we will reconnect you upon request.

15.2 Disconnection for meter access issues

If we have disconnected you because your meter is not accessible, and within 10 business days of disconnection you provide access or make available reasonable access arrangements, subject to *applicable energy laws*, and subject to you paying any reconnection charges, we will reconnect you (upon request).

15.3 Disconnection for illegal use

If we have disconnected you for illegal use of energy, and within 10 business days of disconnection the illegal use ceases and you pay for the supply so obtained or agree to a payment arrangement, subject to *applicable energy laws*, and subject to you paying any reconnection charges, we will reconnect you (upon request).

15.4 Failure to provide acceptable identification

If we have disconnected you for failing to provide acceptable identification or refusal to pay a *security deposit*, and within 10 business days of disconnection you provide identification or pay the *security deposit*, subject to *applicable energy laws*, and you paying any reconnection charges, we will reconnect you (upon request).

15.5 Timing of reconnection

If you make a request for reconnection in accordance with this clause 15:

- a) before 3pm on a business day, we will reconnect you on the day of the request; or
- b) after 3pm on a business day, we will reconnect you on the next business day or, if the request also is made before 9pm and you pay any applicable additional after hours reconnection charge, on the day requested by you.

We and you may agree that alternative times are to apply.¹

16. OUR LIABILITY

- a) The quality and reliability of your energy supply is subject to a variety of factors that are beyond our control as your retailer, including accidents, emergencies, weather conditions, vandalism, system demand, the technical limitations of the *distribution network* and the acts of other persons (such as your *network operator*), including at the direction of a relevant authority.
- b) To the extent permitted by law, we give no condition, warranty or undertaking, and we make no representation to you, about the condition or suitability of energy, its quality, and fitness for purpose or safety, other than those set out in this *contract*.
- c) Unless we have acted in bad faith or negligently, we are not liable for any loss or damage you suffer as a result of the total or partial failure to supply energy to your premises, which includes any loss or damage you suffer as a result of the defective supply of energy.

¹ Customers in South Australia will be reconnected in accordance with section 9 of the *National Energy Retail Law (Local Provisions) Regulations 2013*



17. FORCE MAJEURE

17.1 Effect of force majeure event

If either party to this *contract* cannot meet an obligation under this *contract* because of an event outside the control of that party ('a force majeure event'):

- a) the obligation, other than an obligation to pay money, is suspended to the extent it is affected by the force majeure event for as long as the force majeure event continues; and
- b) the affected party must use its best endeavours to give the other party prompt notice of that fact including full particulars of the event, an estimate of its likely duration, the extent to which the affected party's obligations are affected and the steps being taken to remove, overcome or minimise those effects.

17.2 Obligation to overcome or minimise effect of force majeure event

A party that claims a force majeure event must use its best endeavours to remove, overcome or minimise the effects of that event as soon as practicable.

17.3 Settlement of industrial disputes

Nothing in this clause 17 requires a party to settle an industrial dispute that constitutes a force majeure event in any manner other than the manner preferred by that party.

18. WRONGFUL AND ILLEGAL USE OF ENERGY

18.1 Illegal use of energy

You must not, and must take reasonable steps to ensure that others do not:

- a) illegally use energy supplied to your premises; or
- b) interfere or allow interference with any energy equipment that is at your premises except as may be permitted by law; or
- c) use the energy supplied to your premises or any energy equipment in a manner that:
 - I. unreasonably interferes with the connection or supply of energy to another customer; or
 - II. causes damage or interference to any third party; or
- d) allow energy purchased from us to be used otherwise than in accordance with this contract; or
- e) tamper with, or permit tampering with, any meters or associated equipment.



19. PRIVACY ACT NOTICE

19.1

- a) We will comply with all relevant privacy legislation in relation to your personal information. You can find a summary of our privacy policy on our website.
- b) You acknowledge that we may disclose your personal information to external third parties we engage, such as debt collection agencies, authorised representatives, government or regulatory bodies, agents and contractors, or your network service provider.
- c) You acknowledge that we may also disclose your personal information to credit reporting agencies in certain circumstances.

19.2 Marketing Communications

We will let you know about our products and any special offers to help you on your energy savings journey, even after this Agreement ends. You can, at any time you decide, opt out and stop receiving these offers, by emailing to info@bluenrg.com.au and we will record your request. We'll keep making this information and any offers available to you until you tell us that you don't want to receive this material.

20. OBLIGATIONS TO NETWORK OPERATOR

You must comply with all reasonable requirements of the *network operator* in complying with the requirements of the *applicable energy laws* in supplying energy to you. We are not responsible for any supply interruptions or disconnection to your supply arising from interruption or reduction in the supply and/or quality of energy, variation in electricity voltage, or frequency of the supply.

21. GENERAL

21.1 Our obligations

Some obligations placed on us under this *contract* may be carried out by another person. If an obligation is placed on us to do something under this *contract*, then:

- a) we are taken to have complied with the obligation if another person does it on our behalf; and
- b) if the obligation is not complied with, we are still liable to you for the failure to comply with this *contract*.

22. AMENDMENTS TO THIS CONTRACT

22.1 You agree that we may from time to time, by notice to you in writing, vary this *contract*:

- a) to reflect any amendment *applicable energy laws*, or the introduction of a new *applicable energy law*
- b) where such changes are reasonable required due to changes to our business systems, processes or requirements; or
- c) to protect our legitimate business interests.

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22.2 Where relevant, you agree to comply with the contract variations made in accordance with clause 22.1.

23. CLASSIFICATION AS A SMALL CUSTOMER

23.1 Premises in New South Wales

If your premises are located in New South Wales and:

a) you are not a small customer for the purposes of the National Energy Retail Law at your premises for electricity; but

b) you are a *small business customer* (as defined under this *contract*) at those premises,

we agree to apply the National Energy Retail Law and the National Energy Retail Rules to you, and you agree to comply with them, as if you were a small customer (for the purposes of the National Energy Retail Law) at the premises.

23.2 Premises in Victoria

If your premises are located in Victoria and:

a) you are not a domestic or small business customer for the purposes of the *Electricity Industry Act 2000 (VIC)* at your premises for electricity; but

b) you are a *small business customer* (as defined under this *contract*) at those premises,

we agree to apply the Energy Retail Code (made under that Act) to you, and you agree to comply with it, as if you were a small customer (for the purposes of the Energy Retail Code) at the premises.

23.3 Premises in South Australia

If your premises are located in South Australia and:

a) you are not a small customer for the purposes of the National Energy Retail Law at your premises for electricity; but

b) you are a *small business customer* (as defined under this *contract*) at those premises,

we agree to apply the National Energy Retail Law and the National Energy Retail Rules to you, and you agree to comply with them, as if you were a small customer (for the purposes of the National Energy Retail Law) at the premises.

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GLOSSARY AND SIMPLIFIED EXPLANATION OF TERMS

Additional retail charge means a charge relating to the sale of energy other than a charge based on a tariff applicable to you, and which must be fair and reasonable having regard to related costs incurred by us.

Additional energy laws means all rules, regulations, codes, statutes, guidelines, licenses, legislation, orders in council, tariffs, proclamations, direction or standards that regulate participants of the energy industry in Victoria, New South Wales and South Australia, as varied or replaced from time to time.

CPI means the Consumer Price Index.

Contract means:

- a) where the contract is formed in writing, the *small customer agreement*, the terms and conditions set out in this document and the *welcome pack*; and
- b) where the contract is formed verbally, the *voice recording*, the terms and conditions set out in this document and the *welcome pack*.

Distribution network means the network used to deliver energy to your premises.

GST means GST as defined in GST Law. GST Law means *A New Tax System (Goods and Services Tax) Act 1999 (Cth)* as amended from time to time or any replacement or other relevant legislation and regulations.

Instalment Plan means an instalment plan that meets the requirements of the *applicable energy laws*.

Network operator means the entity that operates the distribution or transmission network used to deliver energy to the premises.

Proposed supply start date means the date (if any) specified as such in your *contract*.

Refundable advance means an amount of money or other arrangement acceptable to us which you pay us as security against your failure to pay an invoice.

Related entities have the same meaning as set out in the *Corporations Act 2000 (Cth)*.

Relevant Ombudsman scheme means, in Victoria, the Energy and Water Ombudsman of Victoria, and in New South Wales, the Energy and Water Ombudsman of New South Wales, and in South Australia, the Energy and Water Ombudsman of South Australia.

Residential customer means a customer who purchases energy principally for personal, domestic or household use.

Security deposit means an amount of money or other arrangement acceptable to us which you pay us as security against your failure to pay an invoice.

Small business customer means a customer who is not a *residential customer* and consumes less than 160 MWh per annum at business premises in Victoria & South Australia and less than 100MWh in New South Wales.

Small customer agreement means the document of that name, being that part of the *contract* in which

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your details and further details of the *contract* are included as signed by you.

Supply period means the minimum period of supply under the *contract* (as explained in clause 4.5).

Supply start date is defined in clause 4.3.

Voice recording means the recording of the telephone conversation with us during which you accepted the *contract*.

Welcome pack means the suite of documents that are sent to you soon after the formation of the *contract* in which your details and further details of the *contract* are included and which incorporates the *disclosure information*.

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PO Box 24390, Melbourne Vic 3001
t 1300 599 888
f 1300 881 903
e info@bluenrg.com.au

DIRECT DEBIT REQUEST.

Your Details

Sole Trader Partnership Company

BlueNRG Account No.

ABN / ACN

Company Name

Contact Name

Phone Mobile

Email

Billing Address

Suburb State Postcode

Direct Debit Arrangements

Option 1: Total Monthly Invoiced Amount

Option 2: Regular Payments

Debit this amount \$

Weekly Fortnightly Start Date

Payment Method

Option 1: Pay by Bank Account / Financial Institution

Name of Bank

Branch

Name on Account

BSB Number -

Account Number

Option 2: Pay by Credit Card

Cardholder's Name

Visa MasterCard American Express

Card Number

Expiry / CSV 3 digits on Visa & MasterCard,
4 digits on Amex

DID YOU KNOW?

- Direct Debit is the “set and forget” way to pay regular bills for your business.
- Over 33% of non-cash transactions in Australia are by Direct Debit.
- It is most often used for ongoing payments like mortgage repayments, insurance premiums and utility (electricity) bills.
- Amounts can be fixed (set amount on set day) or can vary with each payment.
- Blue NRG will deduct your agreed amount on the due date, so you still have time to review your electricity invoice.
- You can cancel Direct Debit at any time without any penalty.

Authorisation

By signing and providing us with valid instruction for your direct debit application, you have understood and agree to the Terms and Conditions in the Direct Debit Application between you and Blue NRG. You authorise Blue NRG (User ID No. 447733) to arrange a direct debit payment from your nominated account for the amount as agreed above (in debit arrangements) on the date specified on your bill, or as otherwise agreed. A \$9.90 (ex GST) fee will apply for dishonoured direct debit transactions.

Authorised Signature(s)

Date

Submit Application

Mail: PO Box 24390, Melbourne Vic 3001
Email: info@bluenrg.com.au
Fax: 1300 881 903

1300 599 888
info@bluenrg.com.au



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