

These are charges under your agreement

Other charges	Charge inc GST
Retail service charge	\$0.44
Metering charges [^]	\$2.89
Bill sent by post (excluding customers in NSW)	\$5.00 per bill
Billing information fee	\$0.00
Usage information fee	\$0.00
Visa card merchant fee	0.93%
MasterCard merchant fee	0.93%
American Express merchant fees	1.39%
Disconnection #	\$12.64-\$195.70
Reconnection #	\$12.64-\$97.33
Direct debit dishonour fee	\$10.89

[^]Metering charges will only be invoiced if the meter(s) at your supply address are not supplied by your distributor, or if the meter(s) are exchanged during your supply period with Blue NRG. These charges are passed through to you from your meter provider and will appear on your Blue NRG invoice, if applicable.

#A fee may apply when your property is reconnected or disconnected, including when you move in or out, and is passed through from your distributor and may vary.

Loss factors will be applied to your rates at the time of billing. Loss factors are network adjustments passed through based on electricity loss on transmission to your premises.

You may be subject to demand tariffs charged by your distributor which is outside the control of Blue NRG. A demand tariff is a charge that applies for maximum electricity supplied to your premises for each day of the billing period, regardless of how much electricity you consume. If applicable, this will be charged in dollars per kilowatt of maximum demand per month.

We may also charge you:

- (i) reasonable costs we incur if you do not allow access to your meter or you request an unscheduled meter reading;
- (ii) any merchant service fees we incur because of the payment method you use in paying your bill; and

(iii) costs imposed on us if, due to fault on your part, payments you make to us are dishonoured or reversed.

We may change your rates, charges and fees at any time to cover any external retail cost increase and to cover any other retail cost increase. At our discretion, we may also review your rates, charges and fees and re-set them at new levels. If the supply address is in Victoria this may occur once a year at the time your network charges change.

We will give you written notice of any such changes. If the supply address is in Queensland, we will give you this notice at least 10 business days before the change takes place. If the supply address is in Victoria, New South Wales or South Australia, we will give you this notice at least 5 business days before the change takes place.

Should your meter tariff structure change during your agreement term, you may be subject to new tariff charges. We will also notify you in writing to inform you of these changes.

For a full list of our fees and charges, please refer to our website at

www.bluenrg.com.au/rates_and_pricing

Exit Fees

We do not charge an exit fee.

Security Deposits

Subject to the requirement of applicable electricity law, we may require you to provide a security deposit.

Service levels

In selling you electricity, we will comply with any service levels required under any applicable electricity law. However, the quality and reliability of electricity supplied to you is beyond our control and may be interrupted in certain circumstances.

Concessions and rebates

For information about Government energy assistance and concessions and rebate schemes, visit www.bluenrg.com.au

Billing and payment arrangements

We will send to you a bill at least once a month to your nominated e-mail or postal address. Your bill will be based on actual reading of your meter unless an estimate has been used, for example where your meter could not be accessed. If we haven't received an actual read, you are also entitled to self-read your meter and submit this information to us. Please see more information about how to self-read your meter on our website.

You must pay each bill by the pay-by date on the bill, which will be no earlier than 13 business days from the date the date we issue the bill. The payment options will be listed on your invoice and will cover direct debit, EFT, cheque, telephone and BPAY.

Term

Your agreement starts when you accept this offer. However, we will not start selling you electricity until after your cooling-off period has expired. We may need to arrange to transfer your supply address from your previous retailer. We may also need to complete eligibility and creditworthiness checks. You may have to provide a security deposit and pay any applicable connection or associated charges.

The term of your agreement will continue indefinitely from when we start selling you electricity. If you are going to vacate the supply address, you should give us a notice stating that you wish to end this agreement. We will then advise you of the date the agreement will end, which will be not more than 20 business day notice.

Electronic communications

If you are not a body corporate you consent to us sending you bills or notices by email, you will be bound by those electronic communications, and where we provide such information to you by email you will be taken to have received it on the date it is sent (unless we receive notice that delivery did not occur or has been delayed).

Cooling-off

You can withdraw from the agreement without penalty within the period of 10 business days starting on the last of the following days: (i) the first business day after the day on which the agreement starts; (ii) the first business day after the day on which we give you a complete copy of the agreement; (ii) the first business day after the day on which you receive the disclosure statement.

You can exercise your cooling off rights by contacting us via phone, post, email or by completing the cancellation form that will be included in your welcome pack.

If the agreement is an unsolicited consumer agreement under Australian Consumer Law, you may be entitled to an extended cooling-off period.

Complaints

If you would like to make a complaint or provide some feedback please contact us on 1300 599 888 or at info@bluenrg.com.au

If you are unsatisfied with the response, you can contact your state Ombudsman. To view our complaints policy or obtain the contact details of your State Ombudsman please visit our website.

Energy Comparator Websites

You can compare energy offers by visiting www.compare.energy.vic.gov.au or www.energymadeeasy.gov.au