

CONTRACT SCRIPT – SMALL CUSTOMERS

We are now commencing with a voice verification to confirm that you would like to proceed with an agreement for electricity supply with Blue NRG. I will be recording the next part of this conversation for regulatory and quality control purposes, is this OK? (Yes or No)

- **My Name is <<your name>> and today's date is <<date>>.**
- Can you please state your Full Name?
- <<Customer's Name>> Do you understand that this voice recording is not a request for information but is a verbal contract for your electricity supply with Blue NRG as your electricity retailer? (Yes or No)

I need to confirm that

- Your company name is <<____>>
- Your Trading Name is <<____>>
- Your ACN or ABN is <<____>>.
- Your NMI is <<____>>
- Can I confirm that you are you authorised to enter into this arrangement with Blue NRG (Yes or No)

(ONLY IF SOLE TRADER, PARTNERSHIP)

- Your driver's licence number is <<____>> and expiry of license is <<____>>
- Your date of birth is <<____>>
- Do you confirm that the electricity used at your address is for business purposes? (Yes or NO)
- Can I confirm that your postal address is <<____> ,
- Your business telephone number is<<____>>
- Your email address is <<____>>
- Please confirm your mobile number is <<____>>
- Can you confirm your estimated consumption is <<____>> (Yes or NO)
- Is there any life support equipment at the premises? (Yes or NO)
- Is this information correct? (Yes or No)

Your Blue NRG summary rates excluding GST are:

| | |
|--------------------|-----------|
| Peak | c/kWh |
| Shoulder / Balance | c/kWh |
| Off Peak | c/kWh |
| STPC | c/per day |

(If Comms Meter) As you currently have (or Require) a Smart Meter, you acknowledge that there is also a meter charge of \$2.63 per day.

I will now explain some important information for you:

- Your agreement will begin from the date you transfer to Blue NRG. Blue NRG will endeavour to have your site transferred as soon as possible after your 10 day cooling off period expires.
- There are no early termination fees applicable for this agreement.
- You understand that your electricity rates may change due to network distribution costs or changes in CPI (or as otherwise stated in your terms and conditions). Price changes occur in January for VIC customers, July for SA and NSW customers. You will be notified in writing of any changes before they occur.
- At the end of your supply period, your agreement will automatically renew for a new minimum supply period, which you can opt out of at no cost. We will advise you in writing when this occurs.

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- Blue NRG will bill monthly, in some cases, bills may be based on estimated consumption and then adjusted to reflect any variance after the next successful meter read.
- All bills and communication will be sent via email unless you request a postal invoice, which will incur a \$5.00 fee.
- The payment options for invoices are listed on each Blue NRG invoice and cover direct debit, EFT, cheque, telephone and BPAY

Do you agree to *transfer <or retain>* your electricity account to Blue NRG for a supply period of 36 months? (Yes or No)

In the coming days, you will receive a welcome pack, which confirms your electricity rates and includes the customer charter and terms and conditions. You are entitled to a 10 day cooling off period, which starts from the time you receive your welcome pack. You can exercise your cooling off rights by contacting Blue NRG via phone or email.

You have the right to complain directly to Blue NRG about any marketing conducted by <<Channel Name>> and if the complaint is not satisfactorily resolved by Blue NRG, you have the right to complain to Energy and Water Ombudsman in your state. You Acknowledge that <<Channel Name>>, acting on behalf of BlueNRG will receive a commission in relation to organising your transfer to BlueNRG

You also acknowledge that you may be contacted as part of an audit procedure, to confirm your understanding of and consent to the contract; If you agree, BlueNRG may contact you in the future with special offers or important product information. (Yes or No)

The contact number at Blue NRG is 1300 599 888 and our Customer Service Team is available from Monday to Friday 8.30am to 5.30pm should you have any further enquiries.

Thank you and welcome to Blue NRG.