

Collections Guidelines:

In similarity to the majority of our SME Customer base QEnergy understands the importance of strong cash flow management.

The proactive management of this asset allows QEnergy to continue to provide our Customers with competitive retail pricing and effectively resource our contact centres to support our Customers' experience with a high level of efficiency, excellence and innovation.

Payment Options:

At QEnergy we believe in providing our Customers with a number of payment options designed to ensure payment of your account is convenient and prompt. Our payment options are listed on all our invoices and statements.

Reminder Notices:

QEnergy payment terms are strictly 10 business days and we follow up all customers who may overlook the payment date of their invoice with a telephone or email reminder after the date of the missed payment. We understand how easy it can be to sometimes miss a bill payment and this reminder is a prompt to check your records or contact our Collections Team.

Never miss a payment again with our easy Direct Debit facility. Ask us how!

Payment Difficulties and Arrangements:

Engaging with our Customers is important to QEnergy and we encourage our Customers to contact us promptly if they anticipate they will have or currently are experiencing payment difficulties.

We understand short term issues can impact your ability to pay on time and all businesses may encounter these unplanned obstacles on occasion. Our relationship with you and your loyalty to our business is at the heart of what we do and we will do our best to accommodate with short term payment extensions during such times. All our payment plans are determined on a case by case basis.

When we make these payment arrangements we document the agreement and provide you with an email copy so you can be assured a record has been recorded in our system to prevent further credit escalation.

It's important you honour these arrangements as agreed or collection activity may resume and escalate.

Our residential Customers experiencing payment difficulties may qualify for additional hardship assistance through various government and assistance programs and be eligible for entry to our Hardship Program. Please contact us for more information or review our Hardship Program on our website.

Disconnection Notices:

Disconnection of your service for non-payment is always a last resort and may incur addition expense and inconvenience to your business.

Where you have failed to contact QEnergy regarding an overdue payment and we have repeatedly been unable to contact you to discuss settlement or alternative arrangements we will issue a Disconnection Warning notice. This notice will outline the seriousness of failure to pay the

outstanding debt and provide a timeframe for the proposed disconnection. You are encouraged to urgently contact our team upon receipt of a Disconnection Notice so we may prevent any interruption to your service.

Shortened Collection Cycle:

We may place you on a shortened collection cycle if we have complied with the provisions of the relevant code or guideline which includes giving you a reminder notice for three consecutive bills or a disconnection warning for two consecutive bills. If we do so, we will give you notice within 10 business days of doing so. If you are on a shortened collection cycle we will only send you a disconnection warning. You will not be entitled to receive a reminder notice until you have paid three consecutive bills by the due date.

Estimated Reads:

Where access to your meter is not gained by your Network the reads provided to QEnergy will be estimated on previous consumption at the site. The Network determines this estimated consumption as they have not been able to gain access to perform an actual read. It is your contractual requirement to always provide clear and safe access to your meters for reads to be carried out.

A bill invoiced on estimated reads must be paid in full by the due date. Your Network will attempt to gain access for an actual read on your next scheduled read date. If this is successful the next bill will show a corrected consumption read and appropriate invoice value.

If you wish to have this corrected earlier than the next scheduled read please contact us and we may be able to arrange a special read with your Network. Please note this may incur a small cost from your Network.

As of February 1st, 2019 you may be able to register a self-read if you have been issued a bill generated on an estimated read. Terms and Conditions apply, please refer to our website for further information on Self Reads [click here](#).

Referral to External Collection Agency:

When all collection actions have been exhausted and payment remains outstanding past the due date; QEnergy may refer your debt to an external collection agency. Prior to referral, QEnergy will issue a Referral Notice to alert you of the impending referral and the amount outstanding. Once your outstanding debt has been referred to an external agent you must discuss payment terms and arrangements with the referred collection agency.

Disputes and Queries:

QEnergy values our Customers and strives to provide exceptional customer service. Your feedback enables us to improve the way we do business. If a problem arises we encourage you to contact us promptly and we will place collection activity on hold and do everything possible to resolve the issue to your satisfaction. We may ask that the undisputed amount be paid in a timely manner whilst we investigate and resolve the matter.