



**QEnergy**  
Quality energy, your way.

# CUSTOMER CHARTER



# WHAT IS A CUSTOMER CHARTER?

The QEnergy Customer Charter provides a summary of your rights, entitlements and obligations as a QEnergy customer. It is important that you read and understand the information contained in the Customer Charter.

## Thanks for choosing QEnergy.

Welcome to QEnergy. We know you have a choice of electricity retailers, so we're pleased you chose to partner with us.

QEnergy is an Australian-owned and managed retailer, specialising in business electricity solutions. We provide tailored plans that help cut the cost of electricity by matching your usage to the correct tariff structure.

QEnergy has helped thousands of Australian businesses save money on their bills, and we look forward to providing you with a tailored, cost-effective solution too.

As a QEnergy customer, you will enjoy:

- An energy plan tailored to the way your business operates.
  - A dedicated account manager to assist with any enquiries.
  - Real people providing reliable, straightforward information.
  - A choice of payment options including convenient monthly direct debits.
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# WHO IS QENERGY?

## Retailer or distributor?

QEnergy is an electricity retailer. By law, we are financially responsible for your electricity supply, which means we undertake your billing and metering, and help manage your connection to the network. When your QEnergy bill arrives, you will see it includes regulated network charges and government schemes.

When you choose QEnergy as your retailer, you will receive a Market Contract that covers the sale of electricity to your premises. This Market Contract is drawn up to comply with the relevant energy laws within each state.

## Working with your distributor

QEnergy is not an electricity distributor. A list of distributors serving the areas where QEnergy operates can be found below.

Your electricity distributor is responsible for the quality, reliability and safety of your physical electricity supply. They manage the poles, wires and all infrastructure. Whoever you choose as your electricity retailer, your distributor is required to operate to the same standards of quality, reliability and safety.

### Queensland Distributors

#### Energex

General Enquiries	13 12 53
Loss of Supply	13 62 62

#### Ergon Energy

General Enquiries	13 74 66
Faults and Emergencies	13 22 96

### New South Wales Distributors

#### Endeavour

General Enquiries	13 37 18
Emergencies	13 10 03

#### Essential Energy

General Enquiries	13 23 91
Supply Interruptions	13 20 80

#### Ausgrid

General Enquiries	13 13 65
Faults and Emergencies	13 13 88

### South Australian Distributors

#### SA Power Networks

General Enquiries	13 12 61
Faults and Emergencies	13 13 66

### Victorian Distributors

#### Powercor

General Enquiries	13 22 06
Faults and Emergencies	13 24 12

#### Citipower

General Enquiries	1300 301 101
Faults and Emergencies	13 12 80

#### Jemena

General Enquiries	1300 131 871
Faults and Emergencies	13 16 26

#### SP Ausnet

General Enquiries	1300 360 795
Faults and Emergencies	13 17 99

#### United Energy

General Enquiries	1300 131 689
Faults and Emergencies	13 20 99

# DOING BUSINESS

## About our agreement

When you agree for QEnergy to become your electricity retailer, the Market Contract we send you begins. The contract includes 10 business days cooling off period in case you change your mind. If you do want to exercise this right, simply notify us in writing within 10 working days and we will cancel your contract.

QEnergy will not start supplying electricity to your premises until we become financially responsible for your supply – which is after your next meter read. Until then, you will be billed by your previous retailer.

When you reach the end of your Market Contract, it will continue with the electricity charges and Terms and Conditions applicable at the time. We will advise you of these at least 20 business days in advance.

To allow us to negotiate a new contract with you, we may also advise you of other relevant QEnergy product options. Your Market Contract with us will terminate if you:

- Vacate your premises
- Transfer to another retailer
- Ask to be disconnected and give 20 business days' notice
- Terminate the Market Contract and give 20 business days' notice.
- Enter into another Market Contract with QEnergy.

# BILLING AND PAYMENTS

## Understanding your QEnergy bill

We will send you a bill at least every three months, showing how much electricity you have used. Where possible, we will base this bill on an actual meter reading from your premises. If we can't obtain an actual meter reading, we will use an estimate provided by your distributor.

When you receive your QEnergy bill, you will see that it is made up of three price components. These are:

### 1) Your electricity costs

These include (but are not limited to):

- i) Your electricity usage for the billing period, including retail costs and regulated charges.
- ii) A fixed charge for servicing your property, and administering environmental schemes and Carbon Tax.

### 2) Other charges

This covers any costs that do not directly relate to your electricity consumption.

### 3) GST charge

This shows the Goods and Services Tax amount that has been included in your bill.

## Other information we will include

Your QEnergy bills also include the following important or helpful information:

- Your electricity consumption
- An indication of whether this is an actual meter reading or estimated usage
- The amount owing and the payment due date
- The date of your last meter reading
- Your average daily consumption, and a comparison with the same period last year
- An estimated date for your next meter reading
- Your meter number and National Meter Identifier (NMI)
- A 24-hour phone number for emergencies and to report faults
- Charges for other services that you have requested through QEnergy

## Concessions & Rebates

Each state has concessions available for residential customers. To see if you are eligible for a concession on your electricity bill please contact us on 1300 698 992. Below are the concessions available.

### Queensland

Electricity rebates and concessions available in Queensland include:

- Electricity rebate - a rebate for pensioners and seniors
- Medical Cooling and Heating Electricity Concession Scheme - a concession for low income consumers who have specific medical conditions that require frequent use of an air-conditioner to regulate their body temperature
- Home Energy Emergency Assistance Scheme - assistance for customers experiencing a crisis or unforeseen emergency
- Electricity Life Support Concession Scheme - a concession for consumers using life support machines

For more information on eligibility criteria please visit <https://www.qld.gov.au/community/cost-of-living-support/electricity-gas-rebates>

### New South Wales

- Low Income Household rebate – a rebate for pensioners and seniors
- Life Support Electricity rebate – a rebate for people who use certain approved medical equipment at home that is necessary to sustain life
- Medical Energy rebate – a concession for low income consumers who have specific medical conditions that require frequent use of an air-conditioner to regulate their body temperature
- Family Energy Rebate – one of a number of measures designed to assist families manage their energy costs
- Energy Accounts Payment Assistance scheme – assistance for customers experiencing a crisis or unforeseen emergency

For more information on eligibility criteria please visit <http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates>

### South Australia

Electricity rebates and concessions available in South Australia include:

- Energy Bill Concession – a concession for low income consumers
- Medical Heating and Cooling concession – a concession for low income consumers who have specific medical conditions that require frequent use of an air-conditioner to regulate their body temperature

For more information on eligibility criteria please visit <https://www.sa.gov.au/topics/energy-and-environment/energy-bills/energy-concessions>

### Victoria

- Annual Electricity Concession - the Annual Electricity Concession provides concession cardholders with a discount off household electricity bills all year round.
- Winter Energy Concession - the Winter Energy Concession on gas provides concession cardholders with a discount off mains gas on usage from 1 May to 31 October of each year.
- Service to Property Charge Concession – the Service to Property Charge Concession provides a reduction on the electricity supply charge for concessions households with low electricity consumption.
- Non-mains Energy - the Non-mains Energy Concession is an annual rebate for eligible cardholders who use LPG for domestic heating or cooking, and/or are individually metered for electricity but who pay a caravan park or accommodation proprietor.
- Medical Cooling Concession – the Medical Cooling Concession provides a 17.5 percent discount off electricity costs over a six month period from 1 November to 30 April for concession cardholders with multiple sclerosis and other qualifying medical conditions such as Parkinson's disease, fibromyalgia and motor neuron disease. The Medical Cooling Concession is given in addition to the Annual Electricity Concession.
- Off-peak Concession - the Off-peak Concession provides a 13 percent reduction on the off-peak on electricity bills.

For more information on eligibility criteria please visit <http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions/energy>

## Informing you about Government-regulated charges

If Government-regulated charges relating to the supply of electricity increase during the term of your Market Contract, we will pass this increase on to you. We will then advise you by email or in writing of any adjustments we have made to the cost of your electricity supply.

## Any questions about your bill?

If you have any questions about your bill, or wish to have it reviewed, you should contact us. We will deal with your query promptly and professionally, and will always respond within 20 business days.

We won't charge you to review your bill, but you will still be expected to pay any amount we both agree is payable (or an amount based on the monthly average of the previous 12 months), as well as all future bills. Following the review:

- If the bill is shown to be correct, you must pay any outstanding balance.
- If the bill is incorrect, and we have already received your payment, we will credit your bank account directly with the overcharge amount, otherwise directed by you.

If you are still not satisfied with the outcome, you can ask for your meter to be tested.

## Paying your bill

QEnergy offers a choice of two convenient payment options. If you wish to change your payment option, you can do so by contacting our Customer Experience Team. We will change your details and send you an amended contract. We have included details about each payment option here for you:

### 1. Pay by the Month Option

If you receive an extra discount on your rates through our Pay by the Month Option, we will estimate your annual electricity consumption and charges, and break down the cost into 12 equal monthly payments. We can debit this amount by direct deposit (and you may be able to save even more money), or you can pay it monthly in advance by Electronic Funds Transfer (EFT), Postbillpay, or BPAY.

Our Account Managers monitor your usage closely to ensure you are paying exactly what you should be and will keep you informed if your consumption changes and your payments need to be decreased or increased. We will assess your monthly payments from time to time when we read your meter. If we find your annualised usage is 5% higher, or 10% lower than our previous estimate, we will adjust your monthly payments and notify you by email or in writing.

At the end of each 12-month period, your actual usage will be calculated, and you will need to pay any shortfall from our estimate.

When the Market Contract terminates, we will either refund or debit the difference from your account.

If a debit from your account is dishonoured, you will receive a notice giving you a further five business days to pay. We will pass on to you any allowable external costs we incur to recover this amount, as well as a handling charge.

### 2. Pay on Bill Option.

If you choose our Pay on Bill payment option, you will receive a bill from QEnergy indicating your estimated or actual electricity usage. You are required to pay this bill by the due date, using any of the payment options found on the back of the bill, unless we have entered into an agreement with you in accordance with regulatory requirements.

## Late payments

Please ensure your payments are made by the due date. If you fail to pay your account on time, and have not entered into a payment arrangement with us, we may be within our rights to charge you a late payment fee or ultimately, to disconnect your electricity supply. This will always be a last resort and we will make a real effort to contact you before doing this.

## Having difficulty paying?

If you are finding it difficult to make your electricity payments, please ring us as soon as possible on 1300 792 441 or email us at [collections@qenergy.com.au](mailto:collections@qenergy.com.au). Our Customer Experience Team will talk you through the options available, and help you find an appropriate payment method.

## QEnergy's Complaints Management Process

QEnergy is committed to providing outstanding customer service to all our customers. QEnergy handle all customer complaints in accordance with the Australian standard.

If you have a complaint regarding any of QEnergy's products or the service you have received please contact us by phone or in writing and our Customer Experience Team will work to resolve your concerns in the shortest time possible.



# COMPLAINTS MANAGEMENT PROCESS

## To submit your complaint:

### Phone:

Residential and Business: 1300 698 992  
Collections 1300 792 441

### Mail:

QEnergy Limited  
Customer Experience  
PO Box 3043,  
South Brisbane QLD 4101

## Escalating your Complaint

For more complicated complaints we may need to refer your concern to our Customer Advocacy Team for a higher level of resolution. Our Customer Advocacy Team will work with you to reach an amicable resolution. If you are not satisfied with the outcome of the resolution provided you may want to refer the complaint to the Energy Ombudsman in your state.

QEnergy are members of Energy and Water Ombudsman NSW and Energy & Water Ombudsman Queensland.

### NSW

#### Energy and Water Ombudsman NSW

Freecall: 1800 246 545  
Hours: Monday to Friday 9am - 5pm (excluding public holidays)  
Freepost: Reply Paid 86550, Sydney South NSW 1234  
Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)  
Web: [www.ewon.com.au](http://www.ewon.com.au)

### Queensland

#### Energy & Water Ombudsman QLD

Freecall: 1800 662 837  
Hours: Monday to Friday 8.30am - 5pm (excluding public holidays)  
Post: PO Box 3640 South Brisbane BC QLD 4101  
Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)  
Web: [www.ewoq.com.au](http://www.ewoq.com.au)

### South Australia

#### Energy & Water Ombudsman SA

Freecall: 1800 665 565  
Hours: Monday to Friday 8:30am to 5:00pm  
Post: GPO Box 2947 Adelaide SA 5001  
Web: [www.ewosa.com.au](http://www.ewosa.com.au)



**Victoria****Energy and Water Ombudsman VIC**

Freecall: 1800 500 509

Hours: Monday to Friday 8:30am - 5pm

Freepost: Reply Paid 469, Melbourne VIC 8060

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Web: [www.ewov.com.au](http://www.ewov.com.au)



# DISCONNECTION AND RECONNECTION

## If you wish to be disconnected

If you would like QEnergy to disconnect your electricity supply (when you are vacating premises, for instance), you will need to provide us with at least 20 business days' notice. We will also require a forwarding address for your final bill.

If you fail to provide 20 business days' notice, you will remain liable for the supply and any electricity charges at the premises until either:

- another electricity retailer becomes responsible for these costs, or;
- a new Market Contract is signed with the next occupant.

You should be aware that an early termination fee may apply if you request disconnection before your Market Agreement ends.

## If you are disconnected by QEnergy.

If QEnergy disconnects your electricity supply, it will only be in accordance with the rules and regulations that are applicable in your state. If you are facing disconnection because of unpaid bills, we will give you a reminder notice and disconnection warning with a minimum of five business days' notice prior to disconnection.

We are also required to offer you an extension of the payment terms (this may include interest that has accrued). If you do not accept the offer, or take reasonable action to settle the debt, you may be disconnected immediately. There are other reasons why your supply may be disconnected. These include:

- Your failure to provide access to your meter (when we have followed the required procedure and issued a disconnection warning).
- Your failure to provide adequate identification
- Your failure to provide a security deposit if required
- In an emergency or for health and safety reasons
- Planned maintenance
- To prevent the illegal use of electricity.

## Gaining access to your premises

It is your responsibility to provide safe, convenient and unhindered access to your premises for representatives from your electricity distributor. If there is a potential danger at your premises, such as unleashed dogs or uncovered holes, you must notify us and take steps to minimise the danger.

Representatives will always wear or carry official identification, and must show it to you when requested. The reasons they require access to your property may include:

- Connecting or disconnecting your electricity supply
- Reading or inspecting the meter
- Testing the meter or connection
- Pruning or clearing vegetation from electrical lines
- Undertaking repairs and maintenance.

If a distributor's representative cannot gain safe access to your meter, they will provide us with an estimated reading instead, based on your previous usage.

If you do not allow a distributor to access your meter on three consecutive occasions, we may be entitled to disconnect your supply.



# ANYTHING ELSE?

## Solar Panels

QEnergy provides customers eligible for Government Solar Rebates the opportunity to access the Government mandated Feed-In Tariff.

If you have solar panels or are considering putting them on your house, please call 1300 698 992 so we can help you ensure you have the correct metering setup so you can access your solar rebate.

## Using energy efficiently

There are good reasons to use energy more efficiently – it benefits the environment and could save you money. QEnergy provides tips to help you save energy on our website at [www.qenergy.com.au/energytips](http://www.qenergy.com.au/energytips). QEnergy also links to the Departments and Ombudsmen in your state, who also provide helpful information – [www.qenergy.com.au/usefullinks](http://www.qenergy.com.au/usefullinks) or see list below:

You can find out more about energy efficiency from the Energy Advisory Service (EAS). Operated by the Department of Environment and Heritage Protection, the EAS provides free, impartial advice on energy efficiency and renewable energy. It also distributes the EPA's range of informative brochures and fact sheets.

Using Energy Efficiently – For more information on what you can do please visit the Department of Climate Change and Energy Efficiency website – [www.climatechange.gov.au/what-youi-can-do/individual/tips.aspx](http://www.climatechange.gov.au/what-youi-can-do/individual/tips.aspx)

## Special supply needs

If anyone at your business premises requires a life-support machine, it's vital that you notify us. We will then register your premises as having special supply needs. This means we will make special arrangements regarding disconnection and help devise a plan of action in case of power failure. Please contact us on 1300 698 992 to discuss the process of having your premises registered as requiring special supply needs.





## Helping to maintain electrical safety

To ensure a safe supply of electricity to your premises, it may be necessary to get your equipment or wiring checked by an expert. If you have experienced any of the following issues, you should have a qualified electrician check for faulty equipment or wiring:

- Electric shocks
- Fuses blowing repeatedly
- Circuit breakers operating repeatedly or flashing
- Appliances regularly overheating.

## Supply interruptions

From time to time, you may experience unplanned interruptions to your electricity supply. These interruptions, also known as outages or blackouts, are an unfortunate fact of life and can affect all business and residential premises. Typically, outages are caused by:

- Storms, lightning strikes, motor vehicle accidents, animals shorting power lines or other factors outside the distributor's control.
- Factors within the distributor's control, such as maintenance issues.
- Failures by customers or other parties to observe their obligations.

## Power surges

It's important to be mindful of power surges, because they have the potential to damage your appliances and cause a fire at your premises. While they are unpredictable, there are protective measures you can put in place that will help reduce the risks, such as having surge protection devices installed.

Sometimes, you can get a power surge or voltage spike through a sudden increase in the voltage of your supply. If you should suffer any loss as a result of outages or surges, you may be entitled to claim compensation from your distributor. It's also worth checking if your household insurance policy covers your damage or loss.





# RIGHTS AND RESPONSIBILITIES

## Privacy and confidentiality

At QEnergy, we take your privacy seriously, and operate at all times in accordance with the Commonwealth Privacy Act 1988, the National Privacy Principles and all other relevant laws and guidelines.

We only collect personal information in order to facilitate your transfer, administer your contract, and keep you informed of relevant products and services. You can review our Privacy Policy online at [www.qenergy.com.au/privacy](http://www.qenergy.com.au/privacy)

## Your obligations

It's important to remember that you have responsibilities too when it comes to ensuring the quality and safety of your electricity supply. Failure to use electricity other than in accordance with the applicable regulations may result in disconnection or prosecution. Your obligations include:

- Telling us if you are planning to change wiring or equipment that may affect the quality or safety of the supply to you or anyone else.
- Maintain all wiring and equipment at your premises in a safe condition.
- Provide reasonable protection for your meter and other relevant equipment.
- Keep all vegetation, structures and vehicles at your premises clear of electrical lines.

In addition, you must not:

- Use electricity in a way that damages or interferes with your system or that of anyone else.
  - Interfere with the meter, or any other equipment that records the supply or distribution of electricity.
  - Allow anyone except a licensed electrician to work on your electrical installation.
  - Allow electricity supplied to your premises to be used at another address.
  - Use electricity supplied to another address to be used at your premises.
  - Supply electricity to another person or business without permission from the regulators.
  - Intentionally provide false information about the tariff type that applies to you.
  - Allow electricity supplied to you under a tariff for one purpose to be used for another purpose.
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## Regulatory requirements

QEnergy has an obligation to comply with all relevant legislation governing the supply and sale of electricity. These regulatory requirements include:

### Queensland

- Electricity Act 1994
- Electricity Regulation 2006
- Electricity Industry Code

### New South Wales

- Electricity Supply Act 1995
- Gas and Electricity Supply Regulations 2001

### South Australia

- Electricity Act 1996
- Electricity (General) Regulations 1997
- Energy Retail Code
- National Energy Retail Law (South Australia) Act 2011
- National Energy Retail Rules
- National Energy Retail Regulations

### Victoria

- Electricity Industry Act 2000
- Energy Industry Code
- Code of Conduct for Marketing
- Retail Energy in Victoria

You can view copies of this legislation on our website at [www.qenergy.com.au](http://www.qenergy.com.au)





# KEY CONTACTS

## **General**

Australian Energy Regulator

Post: GPO Box 520  
Melbourne VIC 3001

Telephone: 1300 585 165

Web: [www.aer.gov.au](http://www.aer.gov.au)

## **Queensland**

Queensland Competition Authority

Post: GPO Box 2257, Brisbane QLD 4001

Telephone: 07 3222 0555

Web: [www.qca.org.au](http://www.qca.org.au)

## **New South Wales**

Independent Pricing & Regulatory Tribunal

Post: PO Box K35, Haymarket Post Shop, NSW 1240

Telephone: 02 9290 8400

Web: [www.ipart.nsw.gov.au/](http://www.ipart.nsw.gov.au/)



# CONTACT QENERGY

General Enquiries: 1300 698 992

Interpreter Service: 131 450

Languages include Arabic, Spanish, Italian, Greek, Croatian, Vietnamese and Chinese

Fax: 1300 887 162

Email: [service@qenergy.com.au](mailto:service@qenergy.com.au)

Web: [www.qenergy.com.au](http://www.qenergy.com.au)

ABN: 58 120 124 101



**QEnergy**

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