

## ERC GENERAL TERMS AND CONDITIONS

### **Payment Conditions**

Customer Accounts are planned for issue on or about the same business day of each month (or quarter).

Unless specifically requested all accounts are emailed.

Payment terms are 14 days from the account issue date.

If payment is not received by the payment due date, ERC issues a Reminder Notice via sms or email providing a 5-day extension. The Reminder Notice will incur a Late Payment Fee if applicable and would be charged by the local area retailer, to be shown on your next invoice.

If payment is not received by the extended date, or a customer has not notified ERC their payment details by the extended date, then a customer's electricity service is programmed for disconnection.

Customers, who have had their electricity disconnected, are advised by a Disconnection Notice communicated to them via sms or a letter left onsite

Where a customer's electricity service has been programmed for disconnection, a Disconnection Fee is applied on their next Electricity Account

Disconnected customers electricity supply may not be reconnected until the next business day, and is only reconnected after proof of payment is received by ERC or a payment plan agreement has been entered into.

Customers, who are regularly late in paying their accounts, may have their Refundable Security Deposit increased.

### **Payment Arrangements**

Payments can be made through the Macquarie Bank DEFT Payment System, by Credit Card, Post Office, Cheque, BPay, Internet or Direct Debit. Credit Card charges are paid by the Credit Card holders. To arrange for Direct Debit Services, you may either go to [www.energyresources.com.au](http://www.energyresources.com.au) and go to the customer service/downloads section, complete and return or phone the ERC office

Phone Credit Card payments can be made by Visa, MasterCard, AMEX or Diners Card. Credit Card charges are paid by Credit Card holders. Some overseas Credit Cards may not be accepted by the DEFT Payment System.

For Cheque Payments by Mail or at any Post Office, please attach the Deposit Slip, (Printed on the lower part of your Services Account). Please ensure that the cheque amount is the same amount as shown on the Deposit Slip, or that the Deposit Slip amount has been changed to the same amount as entered on the cheque.

If at any time an account payment is not received by the due date, then ERC will process a reminder as per Payment conditions and/or may refer the bad debt to a Financial Debt Agency for recovery of the outstanding amount. Where a customer's bad debt is referred to a Financial Debt Agency, the customer is liable for any additional recovery charges applied to the account by the Debt Agency.

If at any time you expect you will be unable to pay your ERC invoice please contact our office immediately so we may work through with you a reasonable payment plan to ensure further action is not required.

Please contact ERC as soon as you are aware you may not be able to make payment on your account as scheduled, ERC will continue to work towards a reasonable payment plan for all ERC customers experiencing difficulty. If required and where a customer qualifies ERC will assist a customer through the relevant government assistance schemes.

Should you be experiencing genuine hardship please visit ERC Hardship Policy for further assistance.

### **Finalising Your Account**

Where a Customer moves out of their premises the Customer must request a Final Account (By phoning ERC or via the ERC Internet Site). ERC, transfers any credit via EFT Payment, forwards a Refund Cheque or Final Account requesting final payment.

If a Customer fails to notify ERC that they have vacated their unit, then the Customer is liable for all charges up until the date that ERC has been advised and their account finalised.

### **Security Deposit**

In accordance with AER guidelines ERC requests a fully refundable security on the first invoice for each tenant. The security deposit amount is set in accordance with AER guidelines and as noted in National Energy Retail Rules (NERR) Division 6 section 40.

A security deposit is only kept for customers who have not provided ERC with permission to obtain a credit check or who have not provided information relating to their credit history, the tenant must also provide acceptable identification including their full name, any other name they are known by, date of birth, mobile phone number, email address, leasing agent, lease details, reference person, reference person contact details and a copy of their drivers licence or similar identification ie. Passport. Current ERC customers will have the security deposit refunded following 12 months of completed payments made by the nominated due date.

A security deposit checklist is available at any time should a customer wish to clarify the security deposit status.

### **Establishment Fee**

An establishment fee is charged for all new accounts where an establishment fee would be charged by the local area retailer. The establishment fee covers the meter reading costs for start and finish of tenancy and all associated costs with establishing and finalising an account.

A one off fee of \$55.15 + gst is applied to all new ERC customer accounts as ERC requires a contractor to confirm the readings for the commencement and finalisation of your account.

### **Bulk Supply**

Where ERC customers receive discounted electricity tariffs, these may be calculated each period to reflect changes in the periodical demand of the complex. To confirm your current tariff please contact our office.

Your current is displayed on your ERC invoice, for further assistance identifying your tariff please go to the ERC website and follow the links to "How to read your ERC invoice"

ERC administers as per legislative requirements and expectations of the EWOQ, EWON, , DEWS and AER.

Should you wish to query your ERC account please go to <http://www.energyresourcescorporation.com.au/> and follow the customer query tab.

ERC customer service staff will respond to your query within 5 business days, should you wish further investigation please request further options , alternatively you may wish to escalate the matter further to the AER.

Should you wish at any time to escalate you query through ERC to AER they may be contacted through

Energy and Water Ombudsman Queensland

Telephone: 1800 662 837

Website: [www.ewoq.com.au](http://www.ewoq.com.au)

**Energy & Water Ombudsman NSW**

**Freecall 1800 246 545**

**Email [complaints@ewon.com.au](mailto:complaints@ewon.com.au)**

**Website [www.ewon.com.au](http://www.ewon.com.au)**

All ERC customers have access to applicable rebates directly through ERC. ERC is registered directly with DOCS to administer all applicable rebates. Should you qualify for any rebate please contact ERC directly to complete the process. ERC requires a copy of the electricity rebate form completed at the time of application to ensure the full rebate can be applied from commencement. Where a electricity rebate is not lodged at the time an application is made ERC may only be able to apply the rebate from the lodgement date and not the tenancy commencement date.

ERC bulk supply customers do have the option of choosing an alternate retailer, to do so may require additional metering and electrical installations and would not qualify for any discounts currently received by bulk supply customers. For further information please contact our office.

### **AER (Retail) Exempt Selling Compliance**

For further information regarding changes please go to the below site

<https://www.aer.gov.au/system/files/AER%20Retail%20Exempt%20Selling%20Guideline%20-%20version%205%20-%20March%202018.pdf>

### **Emergency Contact Numbers**

For an emergency please see below

### **Electricity**

In case of fallen power lines

- South East Queensland—call [Energex](http://www.energex.com.au) on 13 19 62
- All other Queensland areas—call [Ergon Energy](http://www.ergonenergy.com.au) on 13 16 70

## Power outages

- South East Queensland—call [Energex](#) on 13 62 62
- All other Queensland areas—call [Ergon Energy](#) on 13 22 96

Contact details for the Office of Emergency Management (OEM), the State Emergency Management Committee and the NSW State Rescue Board are:

Email: [oem@justice.nsw.gov.au](mailto:oem@justice.nsw.gov.au)

Phone: 02 9212 9200

## Energy Resources Corporation Pty Ltd

ERC Terms and Conditions are available on the ERC Internet Site ([www.energyresources.com.au](http://www.energyresources.com.au)) or from ERC

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