

## 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 and/or hot water service is programmed for disconnection.

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

Where a customer's electricity and/or hot water service has been programmed for disconnection, a Disconnection Fee is applied on their next Electricity/Hot Water Account where applicable. Disconnected customers electricity and/or hot water supply will be reconnected as soon as possible however 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 be placed on a shortened collection cycle.

### ***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 <http://www.energyresourcescorporation.com.au/> and go to the customer service/form downloads section, complete and return. Alternatively, you can contact the ERC office to obtain a copy of the form.

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.

Please be aware that Australia Post charges a processing fee.

ERC will process your cheque payment for you if posted to our office to avoid the Aust post processing fee

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.

A payment plan request can be placed by calling our office or at [www.energyresourcescorporation.com.au](http://www.energyresourcescorporation.com.au) and click on the Payment Plan Request tab

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 customers through the relevant government assistance schemes.

Should you be experiencing genuine hardship please visit ERC Hardship Policy for further assistance or go to our website and view the ERC Hardship Policy .

### ***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 by mail or sends a 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 once off fee of \$55.15 + gst (or applicable local area retailer cost) 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 & Tariff Notification***

Where ERC customers receive discounted electricity/hot water 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 tariff 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 the 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.

### **Key Definitions**

**Standing Offer:** a basic energy plan put in place by law to protect residential customers

**Local Area Retailer:** a designated retailer in your area that must provide you with a standing offer in the event that nobody else can supply you with energy. If you need help finding your local area retailer, visit the 'Local area retailer' webpage on the AER website: [www.aer.gov.au/consumers/local-area-retailers-electricity](http://www.aer.gov.au/consumers/local-area-retailers-electricity)

You can compare energy offers on the AER's **Energy Made Easy** website:

[www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

## **Power of Choice**

Power of Choice (POC) legislation effective December 1st 2017 allows you access to outside retailer should you wish to exit the scheme to supply from a retailer.

Please note to exercise your POC you may require an energy only offer from a retailer which may be difficult to obtain.

It is important to know Embedded Network Customers may not have access to the Energy Ombudsman. Please be assured any query received will be investigated as per the ERC Query Procedure you have received previously. If you are not satisfied with the outcome of a query and wish to escalate the query this will be done through ERC Management Escalation procedures to ensure the correct outcome and if required escalated further to the committee and the Body Corporate. ERC is committed to all queries that may escalate to complaints are to be treated in accordance with the expectation and guidelines provided by EWOQ, AER and DEWS to ensure residents are afforded comparable assistance and outcomes to customers outside embedded networks. Any Queries/Complaints will be managed in accordance with ERC Complaints Disputes Resolution Policy

Should you have any questions or require any clarification please go to <https://www.aer.gov.au/consumers/information-for-electricity-customers-in-embedded-networks> or contact ERC at [cs1@energysources.com.au](mailto:cs1@energysources.com.au) or at 0754378188

[How to access an authorised retailer of your choice if you live in an embedded network](#)

[AER factsheet - Buying energy from an exempt seller - Your rights and protections as a residential customer](#)

[AER factsheet - Buying energy from an exempt seller - Your rights and protections as a small business customer](#)

## **Access to choice of retailer**

While you will still have the ability to **seek** a retailer of choice, as an embedded network customer, it is possible that you will have **difficulty securing** energy supply from a retailer.

A retailer would need to provide you with an 'energy only offer'. This may result in you receiving two bills - one for the electricity you use and one for the network charges.

Receiving two bills increases the risk of you paying twice for network charges.

Not all retailers provide energy only offers. It is up to you to find a retailer. While the manager/owner must not prevent you from finding another retailer, it does not have to help you find one.

## **Consumer protections**

Where you buy your energy from the owner/manager/Body Corporate, you may not have the same rights and protections as you would if you bought energy from a retailer.

For example:

you may not have access to help from energy Ombudsman schemes in the event of a dispute

Access to electricity concessions may become more difficult

You would not have access to retailer hardship programs if you were struggling to pay your bills however ERC Hardship Policy is in place to assist you where possible

ERC is committed to all queries that may escalate to complaints are to be treated in accordance with the expectation and guidelines provided by EWOQ, AER and DEWS to ensure residents are afforded comparable assistance and outcomes to customers outside embedded networks. Any Queries/Complaints will be managed in accordance with ERC Complaints Disputes Resolution Policy

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)

## **Rebates**

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  
[AER - Retail Exempt Selling Guideline \(version 6\) - July 2022](#)

### **Emergency Contact Numbers**

For an emergency please see below

### **Electricity**

In case of fallen power lines

- South East Queensland—call [Energex](#) on 13 19 62
- All other Queensland areas—call [Ergon Energy](#) 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.energyresourcescorporation.com.au](http://www.energyresourcescorporation.com.au)) or from ERC