

# customer charter



# who is QEnergy

1

## Our promise to you

QEnergy is committed to making sure you have a great experience with us.

Our service commitment means we will:

- provide you with personal service – a real person on the phone in Queensland not a machine on the other side of the world,
- give you the most competitive rates we can,
- develop innovative retail services to support your Queensland business.

QEnergy is a Queensland electricity company, with our head office in Brisbane. As Queenslanders ourselves, we understand the service needs of other Queensland businesses.

We appreciate that you – our customer – have chosen us as your retailer. We understand that you want QEnergy's innovation, local know-how, and focus on the needs of Queensland's business owners, to bring you our combination of the best savings and personal service that is a real difference from the other suppliers. With QEnergy:

- you can deal with real people, not just answering machines
- our team of local experts are sharply focused on providing a different approach to electricity.
- we have a different approach to providing electricity solutions.

# QEnergy's services

2

**Quality of your electricity supply No change:** still provided by your Government-regulated distributor

**Meter-reading No change:** still provided by your Government-regulated distributor

**Pricing and Customer Service Big Change:** now provided by QEnergy!

## Your distributor

The quality, reliability and safety of your physical electricity supply are the responsibility of your distributor. Just like in telecommunications, there is only one provider of the poles and wires infrastructure. So you must receive the same level of quality, reliability and safety of supply regardless of your retailer.

You can look at our website – [www.qenergy.com.au](http://www.qenergy.com.au) – if you want to find out:

- more information about quality and reliability of supply,
- about electrical safety,
- your obligations regarding powerlines and growing trees,
- information on voltage spikes, and
- meter reading.

## Your retailer QEnergy

As your retailer, QEnergy is financially responsible under the law for your electricity supply. Through your dedicated account manager, we help manage your connection with the network as well as undertaking your billing and metering. Your bill includes retail electricity costs as well as regulated network charges.

All of QEnergy's customers have a Market Contract covering the sale of electricity to your premises. Our Market Contract complies with the Electricity Industry Code and comes into effect once you choose us as your retailer.

# doing business

## 3

### Starting and ending our Market Contract

QEnergy's Market Contract with you starts when you agree to us becoming your electricity retailer. For the first ten business days, QEnergy will let you reflect on your Market Contract, and during this time you can cancel it by notifying us in writing. QEnergy will not start supplying electricity to you until we become financially responsible for your electricity supply after your next meter read. Until then, you will still be billed by your previous supplier.

When you reach the end of the Market Contract, it will continue with the electricity charges and Terms and Conditions in use at the time, of which we will give to you at least 20 business days' notice. We will also advise you of our other product options to allow us to negotiate a new contract.

Your Market Contract with us will terminate if you:

- vacate your premises,
- transfer to another retailer,
- request disconnection with 20 business days' notice,
- give us 20 business days' notice that you are terminating the Market Contract, or
- enter into another Market Contract with us.

If you choose to terminate your Market Contract before the end of the minimum term you may be required to pay an early termination fee.

# billing & payments

4

## Billing

You will see these price components on your QEnergy bill:

- Amount due to electricity charges: Your Cost of Electricity – covers your electricity usage for the billing period, including retail costs and regulated charges, Service to Property Charge – a fixed administrative cost for servicing your premises.
- Other charges – covers any charges not relating to your electricity consumption, for example a dishonour fee if required.
- GST charge – covering the Goods and Services Tax amount included in your bill.
- Community Ambulance Cover Levy – collected by all electricity retailers on behalf of the Queensland Government.

In addition to these price components, your bill will contain other information including:

- the date of your last meter reading and estimated date of your next meter reading,
- your electricity consumption,
- your national meter identifier (NMI) and meter number,
- the amount owing and the due date,
- a 24 hour number for emergencies and faults, and
- your average daily electricity consumption for the current period and the same time last year.

Your bill will also state whether your consumption amount is estimated, or based on the actual data read from your meter. Should any of the Government-regulated charges within your QEnergy bill increase during the life of the Market Contract, this increase will be passed on to you. We will notify you in writing that we are making an adjustment to your cost of electricity to reflect these increases. Any charges for other services you may ask for will be passed through to you.

# billing & payments

## 5

### Paying for your electricity

Your market contract will state the agreed payment option as indicated by you. If you wish to change your preferred payment option please contact QEnergy Customer Service Team. QEnergy have two payment options available:

#### **Smoothed Payment Option:**

Direct Debit and Electronic Funds Transfer Payments (EFT): QEnergy will debit you, or you can pay us by EFT, Post billpay, BPay, monthly in advance, one-twelfth of your estimated annual electricity charge calculated using the information you supplied.

This may be adjusted when the electricity meter at your premises is read. If the annualised estimates resulting from your readings are more than 5% higher or 10% lower than the previous estimates, we will adjust the direct debit payments amounts. We will notify you in writing that we are making that adjustment.

At the end of each twelve month period after QEnergy commences supplying electricity to you, your actual usage will be calculated and any difference from the estimates incorporated into your direct debit payments for the next period. At the termination of the Market Contract this difference will be refunded to or debited from your nominated bank account.

If a debit from your account is dishonoured, we may send you a notice giving a further five business days to make payment. In this case, QEnergy may recover any external costs that we incur as well as a nominal handling charge.

#### **Post-Paid Payment Option:**

You can pay your bill by any of the payment channels listed on the bill by the due date, unless we have entered an agreement with you in accordance with the Regulatory Requirements.

# billing & payments

6

## Questioning a bill

If you want to question a bill, we will review it using our complaints process. We will tell you the outcome of the review as soon as possible but within 20 business days of your request. While there is no charge for the review, you do need to pay for that part of the billed amount we both agree is payable, or the monthly average of the previous twelve months. You must also continue to pay any future bills.

If the review shows the bill was correct, you must pay any outstanding balance on the bill. If the bill was incorrect and we have received your payment, we will credit the overcharge directly to your nominated bank account.

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

# reading your meter

## 7

### Electricity meters

A meter measures the amount of electricity you use, so we can bill you correctly. There are two types of meters:

- a basic meter requiring manual reading by your distributor, usually read once a quarter, and
- a smart or interval meter that measures and stores your usage data at frequent intervals. They can be manually or remotely read, usually more often than basic meters.

If you have asked for your meter to be tested and the meter is found to be faulty or inaccurate, it will be repaired and there will be no charge for the test. If there is no fault with the meter, you must pay for both the test and any disputed balance in your bill.

#### **Access to your premises**

It is your responsibility to provide safe, convenient and unhindered access to your premises to allow your distributor to:

- connect or disconnect you as required,
- read or inspect the meter,
- test the meter or the connection,
- prune or clear vegetation from electrical lines, and
- undertake repairs and maintenance.

The distributor's representative must carry or wear official identification and show it to you on request. If there is suspected danger at your premises – for example an unleashed dog or uncovered holes – you must notify us and take action to minimise the danger. If their representative does not have safe access to your meter, they will provide us with an estimated read based on your historical consumption. If you do not allow their representative access to your meter on three consecutive occasions, we may be entitled to disconnect your supply.

# the QEnergy experience

8

## Special Needs

If someone at your business premises needs a life-support machine we will register your premises as having special supply needs. We will require appropriate proof from the doctor or hospital, but we will make special arrangements regarding disconnection, and assist you with a plan of action in the event of power failure.

## Disconnecting your supply

If you want QEnergy to disconnect your premises – for example, if you are moving out – we need 20 business days' notice and a forwarding address for your final bill. If you don't give us the required notice, you will be responsible for any electricity consumed at your premises until another electricity retailer becomes responsible for them or we enter into a Market Contract with the next occupant. An early termination fee may apply and the whole amount will be billed to you.

QEnergy may disconnect your supply, but only within the rules set out by the applicable regulation. For unpaid bills, we must give you a reminder notice and a disconnection warning with at least five business days' notice before disconnection. We must also offer you an extension of time to pay on terms (which may include interest).

If you fail to accept the offer or to take reasonable action to settle the debt, we may disconnect you immediately.

Other reasons that we may disconnect you include:

- your failure to allow access to your meter where we have followed the required procedure and provided you with 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,
- for planned maintenance, or
- our engagement in illegal use of electricity.

# the QEnergy experience

9

## Maintaining your supply

You will not be disconnected if:

- someone at your premises depends on a life-support machine registered with your distributor,
- for non-payment of a bill where the amount is less than the amount approved by the QCA,
- you have made a complaint directly in relation to the disconnection to the Energy and Water Ombudsman, and the complaint remains unresolved, or
- it is a Friday, weekend, public holiday or the day before a public holiday or after 3pm on any business day, or between December 20 and December 31 each year.

## Reconnecting your supply

If you have been disconnected for failing to meet your obligations and you fix the problem within ten business days of the disconnection – for example, by paying an outstanding bill – you can request that we reconnect your supply. However, a reconnection fee may apply. In most cases, QEnergy will arrange reconnection of your supply on the same day if your request is made before midday on a business day.

QEnergy is committed to making sure you have a great experience with us. If you are unsatisfied with our response to you, please feel free to ask for our decision to be reviewed by QEnergy's senior management. If we're still unable to resolve the issue satisfactorily, you may take the matter to the Queensland Government Energy and Water Ombudsman Queensland.

If you'd like to talk to us about your experience with QEnergy, you can contact us by:

**phone: 1300 69 89 92**

**fax : 07 3041 6992,**

**post: Po Box 3043, South Brisbane QLD 4101**

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

## Electrical safety

Faulty equipment or wiring which must be checked by a qualified electrician may show up as:

- an electric shock,
- a fuse blowing repeatedly,
- a circuit breaker operating repeatedly or sparking, or
- the overheating of an appliance.

## Outages and surges

Supply interruptions (also known as outages or blackouts) are an unfortunate fact of life. Unplanned supply interruptions may arise from:

- causes outside the distributor's control such as storms, lightning strikes, animals shorting lines or motor vehicle accidents,
- causes within the distributor's control such as inadequate maintenance, or
- failures by customers or others to observe their obligations.

Sometimes you can get a power surge or voltage spike caused by a sudden increase in the voltage of your supply. These power surges cannot be predicted, but they have the potential to damage your appliances or cause a fire. You can take some protective measures by having appropriate surge protection devices installed at your premises.

If you suffer loss from outages or surges you may be entitled to claim compensation from your distributor. You should also check with your insurance policy to see if your damage or loss is covered.

# must do's

11

## Using energy efficiently

Wise use of electricity in your business could save you money and benefit the environment. Information on energy efficiency can be obtained from the Energy Advisory Service. Operated by the Environmental Protection Agency, this service is responsible for providing impartial, free advice on energy efficiency and renewable energy. It also distributes the EPA's range of informative brochures and fact sheets.

## Privacy and confidentiality

We collect your personal information to facilitate your transfer, administer your contract, and keep you informed of products and services that are available. We will not use information provided by you to us in a manner inconsistent with the Commonwealth Privacy Act 1988, the National Privacy Principles or any other relevant laws or guidelines. You can review our privacy policy at our website [www.qenergy.com.au](http://www.qenergy.com.au).

# your obligations

12

With a product like electricity, you too have responsibility for ensuring quality and safety. You are obliged to:

- tell us if you are planning to change wiring or equipment that may affect the quality or safety of the electricity supply to you or anyone else,
- keep the wiring or electrical equipment at your premises in a safe condition,
- provide reasonable protection for any relevant equipment – for example the meter, and
- keep all vegetation, structures and vehicles at your premises clear from electrical lines.

Also, you must not:

- use electricity in a way that causes interference or damage to the system or to another person,
- interfere with the meter or other equipment used for recording supply or distribution of electricity,
- let anyone but a licensed electrician work on your electrical installation,
- allow electricity supplied to your premises to be used at another address,
- use electricity supplied to another address at your premises,
- supply electricity to another person unless you are permitted to do so by the regulators,
- intentionally give us false information about the tariff type applying to you, or
- allow electricity supplied to you under a tariff for one purpose to be used for a different purpose.

You must understand that using electricity other than in accordance with the applicable regulation may result in disconnection or prosecution.

# your obligations

13

## Key Codes and Rules

- Electricity Act 1994 – the primary legislation covering Queensland's electricity industry.
- Electricity Regulation 2006 – industry regulation governing secure, efficient and economic supply of electricity to customers on fair and reasonable terms.
- Electricity Industry Code – sets the minimum conditions under which an electricity retailer may sell electricity to a customer consuming less than 100MWh of electricity per annum.

Copies of this legislation are included on our website [www.qenergy.com.au](http://www.qenergy.com.au).

## **Department of Employment, Economic Development and Innovation (DEEDI)**

PO Box 15216, City East QLD 4002

Phone: 1800 657 567

Website: [www.deedi.qld.gov.au](http://www.deedi.qld.gov.au)

## **Energy and Water Ombudsman Queensland (EWOQ)**

Provide excellence in dispute resolution services to meet the diverse needs of relevant small electricity, reticulated gas and water customers, and their relevant energy and water retailers and distributors in Queensland. EWOQ resolves disputes and identifies systemic issues arising from complaints involving small energy and water customers with their relevant retailers and distributors.

PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

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

## **Queensland Competition Authority**

GPO Box 2257, Brisbane QLD 4001

Phone: 07 3222 0555

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

## **Electrical Safety Office**

Phone: 1300 650 662

Website: [www.deir.qld.gov.au](http://www.deir.qld.gov.au)

## **Energy Advisory Service**

PO Box 15155, City East QLD 4002

Phone: 1300 130 372

Website: [www.epa.qld.gov.au](http://www.epa.qld.gov.au)

## **Contact QEnergy:**

Phone: 1300 698 992

Fax: 07 3041 6992

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

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



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

1300 698 992